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The Industry Commission acts as the Secretariat for the SCRCSSP. The Industry Commission is amalgamating with the Bureau of Industry Economics and the Economic Planning Advisory Commission to form the Productivity Commission, which will continue the role of Secretariat for the Committee.

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Suggestions:

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

This Report is part of the Review of Government Services which operates under the auspices of the Council of Australian Governments (COAG). It is the second of a series of regular publications in which information is presented on the effectiveness and efficiency of a number of government funded (and largely government provided) social services.

The aim of performance monitoring is to help review past and current performance, and to look for better ways to provide services to citizens across Australia. A report on the second element of the Review, an analysis of major reforms implemented by governments to improve service delivery, will be published in June 1997.

Better outcomes for Australians

How effectively and efficiently governments provide and regulate social infrastructure services such as education and training, health, housing, community services and justice is important to all Australians. continuous Improvement is important so that:

- clients and service users receive more services which are relevant and responsive to their needs;
- taxpayers get more value for their tax dollar and government revenue is used more cost-effectively; and
- governments can deliver the services which the community indicates that it wants.

Performance monitoring of the type undertaken in this Review is not aimed at comparing or evaluating policy. Rather, the aim is to assist each government to assess the success of its reforms and the potential benefits from further reform.

An iterative process

Developing a framework for measuring performance, identifying appropriate indicators within this framework and collecting comparable and consistently reliable data for these indicators are complex tasks. The Review is largely breaking new ground in attempting to do this for government systems rather than individual providers. It is an iterative process, with difficulties and shortcomings in indicators and available data being addressed as they arise rather than reporting being delayed until solutions to all potential problems have been identified.

Useful information can be presented during the several years it is likely to take to develop comprehensive reporting for all important service areas.

The general approach in this Report is to report available data, even if they may have shortcomings, and to ensure that these are acknowledged. At the same time, continuous improvement is attempted in all aspects of the Review. Data are also presented in the context of the current environment in which services are delivered.

The above approach carries the risk that the comprehensiveness and precision of reported information will be overstated or that it will be quoted out of context and that this will hinder further progress. The Steering Committee urges users to exercise appropriate judgment when referring to information from the Report.

Improvements achieved

The scope in this Report has been expanded to include three new service areas: aged services, disability services and children's services. The links between service areas have also been better recognised, with related services being grouped and a short discussion of their interactions.

Service areas covered by this Report	
Education and training	<ul style="list-style-type: none">• Government school education• Vocational education and training
Health	<ul style="list-style-type: none">• Public acute care hospitals
Housing	<ul style="list-style-type: none">• Public housing
Community services	<ul style="list-style-type: none">• Aged care• Disability services• Children's services• Protection and support services
Law and order	<ul style="list-style-type: none">• Police• Courts administration• Corrective services

A major impact of the first Report was that it highlighted for jurisdictions both the extent to which their performance data collections were incomplete and inconsistent and the potential benefits from having information that is comprehensive and comparable. All governments have been willing to commit resources to developing and gathering better performance data.

Client or community perceptions of services, a crucial ingredient in ensuring a client outcome focus, are a key area in which information has often been unavailable. There has also been much cooperative effort to develop data dictionaries and data checking mechanisms to improve the consistency and quality of information.

Long lead times for the collection of this information mean that some results have not been produced in time for inclusion in this Report, but, when available, they will significantly add to the completeness of future reporting.

Management of the Review

This Report has again been developed through a cooperative approach. The Steering Committee for the Review comprises representatives from the Commonwealth Government, all State and Territory Governments and Local Governments. A Working Group for each area of service provision is convened by a Steering Committee member. The Industry Commission provides the Secretariat to the Steering Committee.

Where possible, Working Groups have drawn on experts such as the Australian Bureau of Statistics and the Australian Institute of Health and Welfare and have worked closely with parallel exercises linked to various Ministerial Councils or Commonwealth/State funding agreements.

One of the strengths of the Steering Committee has been its constructive contribution in relation to emphasis in the Report where views differed across jurisdictions. This greatly assisted me in my role as chairperson in making final decisions where necessary to achieve a broad consensus.

On behalf of the Steering Committee, I would like to thank all of those who have contributed to maintaining the momentum of the Review. In particular, I thank the members of the Steering Committee and Working Groups and the Secretariat for their support.

In line with the iterative nature of the Report, suggestions for improving indicators or other aspects of the Review are welcome. Please direct these to the Industry Commission Secretariat.

Bill Scales, AO
Chairperson

TABLE OF CONTENTS

The Report is in two volumes: *Volume 1* contains the Overview, Part A (on the progress of the Review of Government Service Provision in relation to performance monitoring) and the first part of Part B (on performance in major service areas); *Volume 2* contains the Overview (repeated) and the remainder of Part B.

Volume 1

Acronyms and abbreviations	xix
Overview	xxiii

PART A THE REPORT

Chapter 1: Progress on Performance Monitoring	1
1.1 Introduction	1
1.2 Objectives of the Report	1
1.3 Scope of the Report	3
1.4 What has been achieved so far	5
1.5 Continuous improvement	6
1.6 Related exercises	7
1.6.1 Review of service reforms	7
1.6.2 Data envelopment analysis	8
Chapter 2: Performance Monitoring in Australia	9
2.1 Why measure government performance?	9
2.1.1 Accountability	9
2.2 What to measure?	10
2.3 Framework for measurement	10
2.3.1 Effectiveness	11
2.3.2 Efficiency	14

2.4 Issues in developing, interpreting and analysing performance measures	15
2.4.1 Attributes of a good indicator	15
2.4.2 Features of services	16
2.4.3 Interpreting the information	17

PART B PERFORMANCE

Education Preface	21
--------------------------	-----------

Chapter 3: Government School Education	25
---	-----------

3.1 Introduction	25
3.2 Profile of the sector	26
3.2.1 Size and roles	26
3.2.2 Mix of students and schools	27
3.3 Recent developments in the sector	31
3.3.1 Non-government enrolments	31
3.3.2 Apparent retention rates	31
3.3.3 Ministerial Council resolutions	32
3.3.4 National surveys of student learning outcomes	32
3.4 Framework of performance indicators	33
3.4.1 1997 framework of performance indicators	33
3.5 Future directions	35
3.5.1 Learning outcomes	35
3.5.2 Equity considerations	37
3.5.3 Other objectives	37

3.6 Key performance results	38
3.6.1 Learning outcomes	38
3.6.2 Third International Mathematics and Science Study	38
3.6.3 Longitudinal surveys	40
3.6.4 Jurisdiction learning outcome tests	41
3.6.5 Other objectives	49
3.6.6 Equity objectives	52
3.6.7 Efficiency	55
Attachment 3A: Government School Education	59
3A.1 Jurisdiction comments	59
3A.2 All jurisdictions data	69
3A.3 Single jurisdiction data	76
3A.4 Footnotes and definitions	116
Chapter 4: Vocational Education and Training	119
4.1 Introduction	119
4.2 Profile of the sector	120
4.2.1 Size and growth	120
4.2.2 Institutional structure and funding	122
4.3 Recent developments in the sector	122
4.3.1 Reform program	123
4.3.2 Increasing diversity in training delivery	123
4.3.3 Allocating resources through competitive processes	123
4.4 Framework of performance indicators	124
4.5 Future directions	126
4.5.1 Surveys and reporting on new initiatives	126
4.5.2 Data quality and comparability	126
4.6 Key performance results	127
4.6.1 Effectiveness	127
4.6.2 Efficiency	141
Attachment 4a: Vocational Education and Training	145

4A.1 Jurisdiction comments	145
4A.2 All jurisdictions data	154
4A.3 Definitions and explanatory notes	168
Health Preface	171
Chapter 5: Public Acute Care Hospitals	175
5.1 Introduction	175
5.2 Profile of the sector	175
5.3 Recent developments in the sector	178
5.4 COAG reforms	179
5.5 Framework of performance indicators	180
5.6 Future directions	180
5.6.1 Refining existing indicators	180
5.6.2 Developing better quality of care indicators	182
5.6.3 Developing indicators for ambulatory care	182
5.6.4 Broadening the coverage of the Review	183
5.7 Key performance results	183
5.7.1 Quality	183
5.7.2 Access	185
5.7.3 Appropriateness	189
5.7.4 Efficiency	190
Attachment 5A: Public Acute Care Hospitals	195
5A.1 Jurisdiction comments	195
5A.2 All jurisdictions data	205
5A.3 Single jurisdiction data	222
5A.4 Definitions and explanatory notes	230

Housing Preface	233
Chapter 6: Housing Assistance	235
6.1 Introduction	235
6.2 Profile of the sector	236
6.3 Recent developments in the sector	238
6.4 Framework of performance indicators	238
6.4.1 Public housing	238
6.4.2 Community housing	240
6.5 Future directions	240
6.5.1 Including community housing information	242
6.5.2 Progressing the findings of consultancies	242
6.6 Key performance indicator results	243
6.6.1 Effectiveness	243
6.6.2 Efficiency	246
Attachment 6A: Housing Assistance	251
6A.1 Jurisdiction comments	251
6A.2 Nationally comparable performance indicators	260
6A.3 Single jurisdiction data	263
6A.4 Consultancy findings	320
6A.5 Performance indicator definitions	324
Volume 1 References	331

Volume 2**Acronyms and abbreviations** **xix****Overview** **xxiii****PART B PERFORMANCE (Continued)****Community Services Preface** **337****Chapter 7: Aged Care** **341****7.1 Introduction** **341****7.2 Profile of the sector** **341**

7.2.1 The older population 342

7.2.2 Aged care programs 342

7.3 Recent developments in the sector **346**

7.3.1 Increasing demand for aged care services 346

7.3.2 Changing structure of services 347

7.3.3 Greater focus on quality 347

7.3.4 COAG reform process 348

7.3.5 Structural reform package 348

7.4 Framework of performance measures **349**

7.4.1 The objectives of the aged care system 349

7.4.2 The indicators 349

7.4.3 Service areas covered 351

7.5 Future directions **351**

7.5.1 Coverage of services 351

7.5.2 Improving the indicators 351

7.5.3 Improving the data 352

7.6 Key performance indicators **353**

7.6.1 Access to services 353

7.6.2 Expenditure 358

Attachment 7A: Aged Care	361
7A.1 Jurisdictions comments	361
7A.2 All jurisdictions data	371
7A.3 Definitions and explanatory notes	378
Chapter 8: Disability Services	381
8.1 Introduction	381
8.2 Profile of the sector	381
8.2.1 Disabilities in Australia	382
8.2.2 Support for people with a disability	384
8.3 Recent developments	388
8.3.1 Changing nature of service provision	388
8.4 Framework of performance indicators	389
8.5 Future directions	391
8.6 Key performance results	391
8.6.1 Outcomes for people with a disability	392
8.6.2 Service quality	394
8.6.3 Access to services	395
8.6.4 Efficiency of services delivery	401
Attachment 8A: Disability Services	409
8A.1 Jurisdiction comments	409
8A.2 All jurisdictions data	419
8A.3 Single jurisdiction information	425
8A.4 Terms and definitions	451

Chapter 9: Children's Services	459
9.1 Introduction	459
9.2 Sector profile	461
9.2.1 Size	461
9.2.2 Provision and funding	462
9.2.3 Regulation of standards and quality	464
9.2.4 Access	465
9.3 Recent developments in the sector	467
9.3.1 Changes in the labour market	467
9.3.2 Changes in children's services	467
9.4 Framework of performance indicators	467
9.5 Future directions	469
9.5.1 Coverage of the collection	470
9.5.2 Appropriateness and completeness of the indicator set	470
9.5.3 Content of the data set	470
9.6 Key performance results	471
9.6.1 Effectiveness	471
9.6.2 Efficiency	474
Attachment 9A: Children's Services	479
9A.1 Jurisdiction comments	479
9A.2 All jurisdictions data	489
9A.3 Single jurisdiction data	490
9A.4 Performance indicator definitions and explanatory notes	526
Chapter 10: Protection and Support Services	531
10.1 Introduction	531
10.2 Child protection	534
10.2.1 Introduction	534
10.2.2 Profile of the sector	534
10.2.3 Recent developments	537

10.2.4 Framework of performance indicators	538
10.2.5 Future directions	540
10.2.6 Key performance results	541
10.3 Supported placements	545
10.3.1 Introduction	545
10.3.2 Profile of the sector	546
10.3.3 Recent developments in the sector	548
10.3.4 Framework of performance indicators	549
10.3.5 Future directions	551
10.3.6 Key performance results	552
10.4 Supported Accommodation Assistance Program	557
10.4.1 Introduction	557
10.4.2 Profile of the sector	558
10.4.3 Recent developments	560
10.4.4 Framework of performance indicators	561
10.4.5 Future directions	564
10.4.6 Key performance indicator results	564
Attachment 10A: Protection and Support Services	567
10A.1 Jurisdiction comments	567
10A.2 All jurisdictions data	576
10A.3 Single jurisdiction data	578
10A.4 Performance indicator definitions	634
Justice System Preface	651
Chapter 11: Police	657
11.1 Introduction	657
11.2 Profile of the sector	657
11.3 Recent developments	659
11.3.1 Output based funding and budgeting	659
11.3.2 Matching tasks to appropriate skills	660
11.3.3 Commercialisation	661

11.4 Framework of performance indicators	661
11.4.1 Changes to the framework	661
11.4.2 Changes to the performance indicators	663
11.5 Future directions	664
11.5.1 Appropriate indicators	664
11.5.2 Quality of data	665
11.6 Key performance indicator results	665
11.6.1 Protect, help and reassure the public	666
11.6.2 Law enforcement and crime prevention – crimes against the person	670
11.6.3 Law enforcement and crime prevention – crimes against property	672
11.6.4 Law enforcement and crime prevention – road safety	673
Attachment 11A: Police	677
11A.1 Jurisdictions comments	677
11A.2 All jurisdictions data	686
11A.3 Definitions	715
Chapter 12: Courts Administration	719
12.1 Introduction	719
12.2 Profile of the sector	720
12.2.1 Definition of the sector	720
12.2.2 Structure of courts	720
12.3 Recent developments	725
12.4 Framework for performance indicators	726
12.5 Future directions	726
12.5.1 Improved data quality	726
12.5.2 New and refined indicators	727
12.5.3 Collection scope	728
12.6 Key results	728
12.6.1 Effectiveness indicators	729
12.6.2 Efficiency	731
Attachment 12A: Courts Administration	735

12A.1 Jurisdiction comments	735
12A.2 All jurisdictions data	745
12A.3 Definitions	756
Chapter 13: Corrective Services	759
13.1 Introduction	759
13.2 Profile of the Sector	760
13.2.1 Prisoner population	760
13.2.2 Expenditure	762
13.3 Recent developments	763
13.3.1 Imprisonment rates	763
13.3.2 Private prison services	765
13.3.3 Prisoner management practices	766
13.4 Framework for performance indicators	766
13.5 Future directions	768
13.6 Key results	769
13.6.1 Effectiveness	769
13.6.2 Efficiency	776
Attachment 13A: Corrective Services	783
13A.1 Jurisdiction comments	783
13A.2 All jurisdictions data	792
13A.3 Single jurisdiction data	799
13A.4 Definitions and explanatory notes	835
Volume 2 References	841

ACRONYMS AND ABBREVIATIONS

ABS	Australian Bureau of Statistics
ACATs	Aged care assessment teams
ACE	Adult and Community Education
ACER	Australian Council for Educational Research
ACH	Annual Curriculum Hours
ACHS	Australian Council on Healthcare Standards
ACT	Australian Capital Territory
ACVETS	Australian Committee on Vocational Education and Training Statistics
ADR	Alternative dispute resolution
AECRC	Australian Education Council Review Committee
AFP	Australian Federal Police
AGPS	Australian Government Publishing Service
AIC	Australian Institute of Criminology
AIHW	Australian Institute of Health and Welfare
ALOS	Average length of stay
AN-DRG	Australian National Diagnostic Related Group
ANR	Australian National Reporting on Schooling in Australia
ANTA	Australian National Training Authority
APP	Assessment of Performance Program
ARHP	Aboriginal Rental Housing Program
ASCO	ABS Standard Occupational Classification
ATSI	Aboriginal and Torres Strait Islander
Aust	Australia
AV	Aboriginal Villages
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
BST	Basic Skills Test
CACPs	Community Aged Care Packages
CAD	National Coordination and Development Committee
CAP	Crisis Accommodation Program
CC	Community Custody
CCRs	Child Concern Reports
CEO	Chief Executive Officer
CH	Community Housing
CHP	Community Housing Program
CMAs	Child Maltreatment Allegations
COAG	Council of Australian Governments
COPs	Community Options
CRISP	Crime Reporting Information System for Police

CRS	Commonwealth Rehabilitation Service
CS	Community Supervision
CSDA	Commonwealth–State Disability Agreement
CSF	Curriculum and Standards Framework
CSHA	Commonwealth–State Housing Agreement
CSOs	Community service obligations
CT	Credit Transfer
DDC	Disability Directions Committee
DEA	Data Envelopment Analysis
DECS	Department for Education and Children’s Services (SA)
DEET	Commonwealth Department of Employment, Education and Training (now DEETYA)
DEETYA	Commonwealth Department of Employment, Education, Training and Youth Affairs
DHCS	Department of Health and Community Services
DHFS	Department of Health and Family Services
DHS	Department of Human Services, Victoria
DHSH	Department of Human Services and Health (now H&FS)
DOCS	Department of Community Services, NSW
DRG	Diagnosis Related Group
DSE	NSW Department of School Education
DSS	Commonwealth Department of Social Security
ESB	English Speaking Background
ESL	English as a Second Language
FCS	Family and Children’s Services (WA)
FDC	Family Day Care
FTE	Full-time equivalent
FYCS	NT Family Youth and Children’s Services Program
GFA	Gross Floor Area
HACC	Home and Community Care
HASAC	Health and Allied Services Advisory Council
IC	Industry Commission
ICIDH	International Classification of Impairments, Disabilities and Handicaps
IFRAC	Inpatient fraction
JV	Joint Ventures
KLAs	Key Learning Areas
KPMs	Key Performance Measures
KRAs	Key Result Areas
LAP	Learning Assessment Project
LCF	Loans Council Funds
LDC	Long Day Care
LOTE	Languages Other Than English
MAATS	Modern Australian Apprenticeship and Traineeship System

MAP	Multi-level Assessment Program
MCEETYA	Ministerial Council on Education, Employment, Training and Youth Affairs
MDS	Minimum Data Set
MENA	Module enrolment no attendance
MLC	Module Load Completion
MRAP	Mortgage and Rent Assistance Program
MSE	Monitoring Standards in Education
NACVETS	National Australian Committee on Vocational Education and Training Statistics
NCCSU	National Criminal Courts Statistics Unit
NCVER	National Centre for Vocational Education Research
NDSS	National Disability Services Standards
NESB	Non-English speaking background
NHDC	National Health Data Committee
NHDD	National Health Data Dictionary
NHMBWG	National Health Ministers Benchmarking Working Group
NHOP	National Hospital Outcomes Program
NHTPs	Nursing home type patients
NSELS	National School English Literacy Survey
NSSC	National Schools Statistics Collection
NSW	New South Wales
NT	Northern Territory
OSHC	Outside school hours care
PC	Productivity Commission
PERIN	Penalty Enforcement by Registration of Infringement Notice
PRAS	Private Rental Assistance Service
QCSC	Queensland Corrective Services Commission
Qld	Queensland
Review	The Review of Commonwealth/State Service Provision
RPL	Recognition of Prior Learning
SA	South Australia
SAAP	Supported Accommodation Assistance Program
SAHT	South Australian Housing Trust
SCCSISA	Standing Committee of Community Services and Income Security Administrators
SCNPMGTE	Steering Committee on National Performance Monitoring of Government Trading Enterprises
SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision
SES	Socio-economic status
TAFE	Technical and Further Education
Tas	Tasmania
THIS	Tasmanian Housing Information System

TIMSS	Third International Mathematics and Science Study
TOSS	Taskforce on School Statistics
UEWI	Unlawful Entry With Intent
VET	Vocational Education and Training
Vic	Victoria
VMO	Visiting Medical Officer
WA	Western Australia
WAPS	Western Australia Police Service
WORC	Work Outreach Camps

OVERVIEW

1 Progress on performance monitoring

The aim of this Report series is to inform governments, service agencies, the clients of these agencies and taxpayers — the wider community — about government performance in delivering major government funded (and largely government provided) social services. It does this by collecting and publishing comparisons of the efficiency and effectiveness of the provision of a broad range of government services.

Performance monitoring can facilitate continuous improvement in the provision of services:

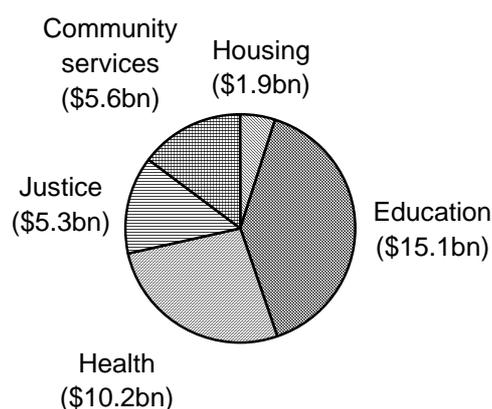
- by requiring governments to be more explicit about their objectives;
- through greater transparency of comparative performance; and
- through ‘yardstick competition’.

1.1 Scope of the Report

The focus of this Report is on human services — that is, those services that directly affect Australian individuals and families. Various payments made to individuals (such as Medicare rebates, disability pensions or Austudy payments) are not considered.

Current annual government expenditure on services covered by the 1997 Report is about \$38 billion — roughly 20 per cent of government expenditure and 8.5 per cent of gross domestic product.

Composition of expenditure by governments for services covered by the Report



Notes and sources: see Figure 1.1

1.2 Continuous improvement

This Report is part of an iterative process; shortcomings in coverage, indicators and data are addressed as they arise rather than reporting being delayed until solutions to all potential problems are identified.

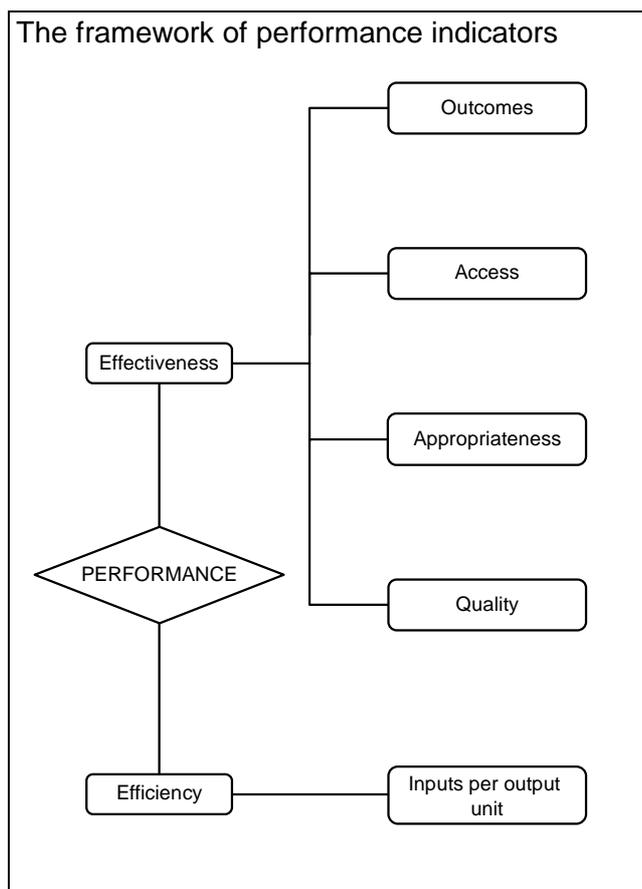
Generally, relevant available data are reported even if they have shortcomings, but any such weaknesses are acknowledged. Users are advised where to use appropriate caution and the action that is needed to address shortcomings.

2 Performance monitoring in Australia

The Australian community, through the political process, has identified a range of services they want provided by various levels of government. The role of this Report is to ensure that information on the performance of government agencies in meeting their service provision objectives is readily available and transparent.

2.1 The indicators

The performance indicators in the Report focus on efficiency and effectiveness aspects of service delivery. Effectiveness may be assessed in a number of ways, so more detailed indicators have been developed to consider various aspects of effectiveness (access, appropriateness and quality) and, separately, outcome effectiveness. Similarly efficiency indicators mainly focus on input–output relationships and, where possible, separate measures have been developed for the two main factors of production (labour and capital).



2.2 Limitations of the indicators

The performance indicators developed for this Report have limitations due to both the developmental stage of reporting and the complexities of measuring performance in government service provision. Some of the latter limitations relate to aspects of service provision such as multiple outputs of an agency, indirect benefits and the combined role that sets of services have in achieving broader outcomes. Others relate to the differing needs of users of performance information and the difficulties of making comparisons over time and among jurisdictions. Lastly, the use of indicators to measure performance may itself distort incentives for service providers and hence change the extent to which indicator results reflect underlying performance.

The Steering Committee has attempted to counter these limitations by providing contextual and background information about each sector, thus enabling reasonable comparisons to be made.

3 Education and training

Government provision of education services includes government primary and secondary schools, vocational education and training (VET) and universities. Performance indicators for all except universities are included in this Report. Pre school activity is reported on in the community services section of the Report.

Education is increasingly a lifelong process and the division among the various elements is sometimes blurred. Schools now undertake some VET, for example. Furthermore, the output of one segment is often an input for subsequent segments and can greatly affect their capacity to add value. For example literacy and numeracy skills gained at school are essential for higher education.

This means that good performance measurement requires indicators for a range of both intermediate and final outcomes. These should include incremental learning outcomes and student and employer satisfaction.

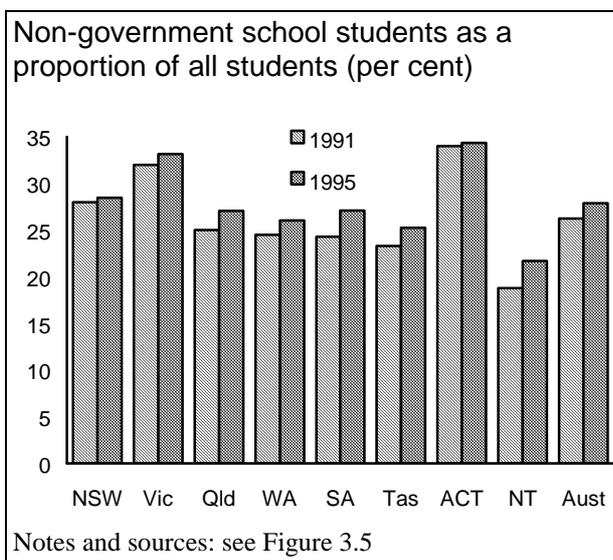
3.1 Government school education

The performance of government primary and secondary school systems is covered in this Report. The focus is on learning, social and equity outcomes. Government schools account for 74 per cent of primary students and 67 per cent of secondary students.

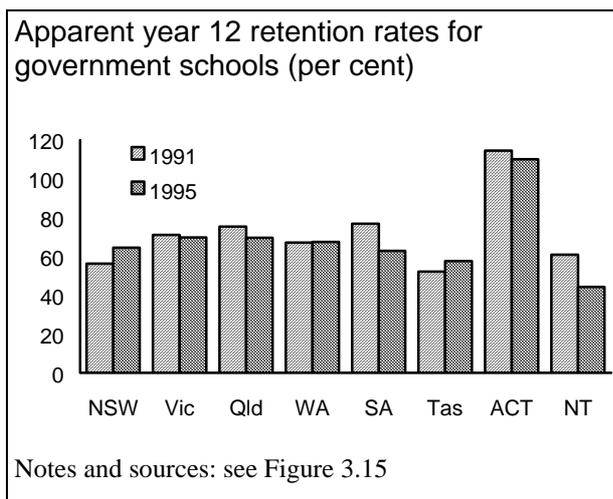
Share of school population and retention rates

The government schools' share of the school population declined by about 1.5 per cent between 1991 and 1995. This decline was consistent across all states.

In 1995 the non-government share was highest in the ACT (34 per cent) and lowest in the NT (22 per cent).



The significant growth in apparent retention which occurred during the 1980s has stopped. Only three states — NSW, Tasmania and WA — recorded increases between 1991 and 1995. However, short term changes in apparent retention rates should be interpreted carefully as they can be significantly affected by changes in economic conditions, availability of alternative education and training, and interstate and overseas migration.



Comparable learning outcomes data

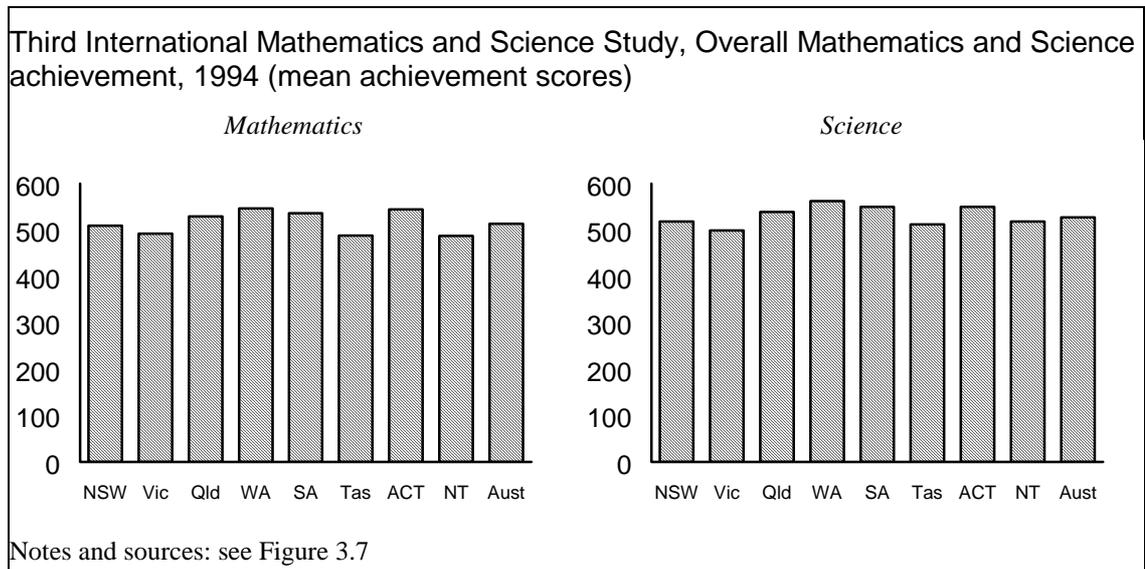
Comparable information for jurisdictions which would allow the relative performance of government school systems to be assessed is limited. A key indicator, measures of comparable learning outcomes, is still not available.

A plan to develop equivalences among State and Territory literacy tests is being developed, and comparable literacy data should be available for reporting in the next Report. It is hoped that a similar methodology will eventually also be applied to other areas of the curriculum, such as numeracy.

The Ministerial Council on Education, Employment, Training and Youth Affairs is also planning to progressively establish benchmarks for learning outcomes for different skills areas and year levels. These could eventually lead to general equivalencies among all State and Territory outcome tests on an ongoing basis. The benchmarks are to be completed by 1998.

Third International Mathematics and Science Study results

The Third International Mathematics and Science Study (TIMSS) is a comparative study of mathematics and science achievement involving the application of a standard test to more than a half million students in three grade/age based populations from 41 countries. The first TIMSS results were for 13 year old students. In mathematics Australia was out-performed by only 8 other countries. In science Australia was out-performed by only 4 other countries. On a jurisdiction basis, WA, the ACT and SA performed particularly well. NT, Tasmania and Victoria were at the lower end of the rankings.



The TIMSS results were based on government and non-government schools combined and hence were not necessarily representative of government schools alone. However, the proportion of government schools participating in TIMSS in most states and territories was relatively similar. Assuming that the performance of non-government schools relative to government schools is

similar across jurisdictions, the observed differences in TIMSS results should generally reflect differences in government school students alone.

The patterns of expenditure per student across jurisdictions over recent years did not seem to match the observed differences in performances. Although mathematics and science were only a part of the overall curriculum, and hence account for only a part of government school expenditure, this suggests that expenditure differences were unlikely to fully explain the apparent differences in government school performance. The relationship between expenditure and outcomes is worthy of further investigation.

Access and equity

The National Strategy for Equity in Schooling outlined equity goals in two principal areas — access and participation, and educational outcomes. Priority groups included Aboriginal and Torres Strait Islanders, students from a geographically isolated or low socioeconomic background and students from a non English speaking background.

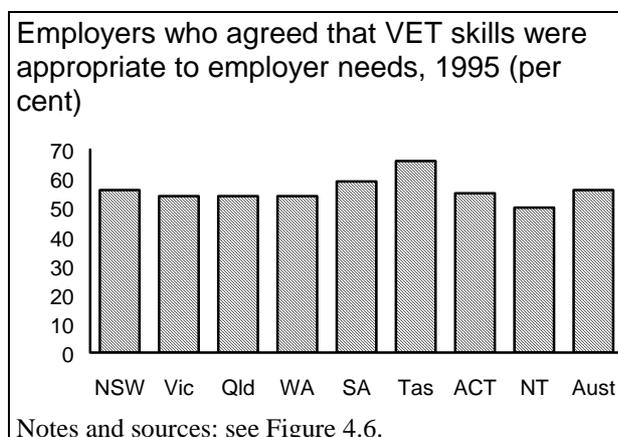
Most jurisdictions have programs which aim to address the difficulties of disadvantaged groups and collect information on participation and outcomes for these groups. However, the lack of agreed definitions for priority groups made it difficult to compare results or to make any overall assessment. The production of comparable access and equity statistics is a priority for 1997.

3.2 Vocational education and training

The VET focus is on the major activities of Technical and Further Education (TAFE) institutions, the Adult and Community Education sector and government-funded private training providers. The indicators are focused on interjurisdictional comparisons of employer and student outcomes, access and equity, and efficiency.

Employer outcomes

Employer satisfaction with training provision is a major outcome indicator for VET. In a national survey of employer satisfaction in 1995, 56 per cent of employers agreed that the VET system was providing graduates with skills appropriate to meeting



employer needs. The level of satisfaction with training providers was fairly uniform across the States and Territories, ranging from 50 per cent in the NT to 66 per cent in Tasmania.

Similar levels of satisfaction were reported for VET delivery (except for 74 per cent satisfaction with course location). These responses seem low, given the purpose of VET is to provide workforce skills. Jurisdictionally, for delivery of VET training, satisfaction was generally above the national average in Queensland, Tasmania, the NT and Victoria while NSW and SA were generally below the average.

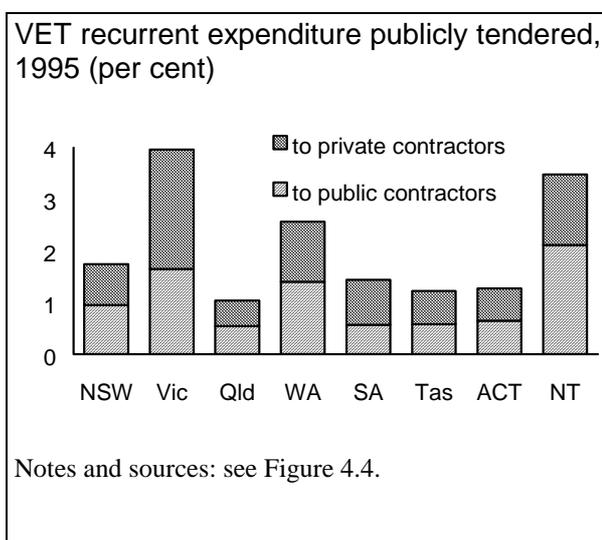
Employers satisfied with the availability and accessibility of VET training (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Flexibility of timetables	44	59	53	45	46	70	58	57	49
On-the-job-training	53	46	51	65	39	56	68	54	51
Flexibility of content	47	59	68	68	55	71	45	61	55
Course location	73	78	76	60	66	82	73	79	74

Notes and sources: see Table 4.1

More flexible delivery of VET services

Competition among deliverers of VET services could improve client outcomes and efficiency. Most jurisdictions are attempting to introduce more competitiveness through tendering and the promotion of user choice. The proportion of recurrent expenditure publicly tendered ranged from 4 per cent in Victoria to 1 per cent in Queensland, indicating that competitive tendering was used to only a limited extent.



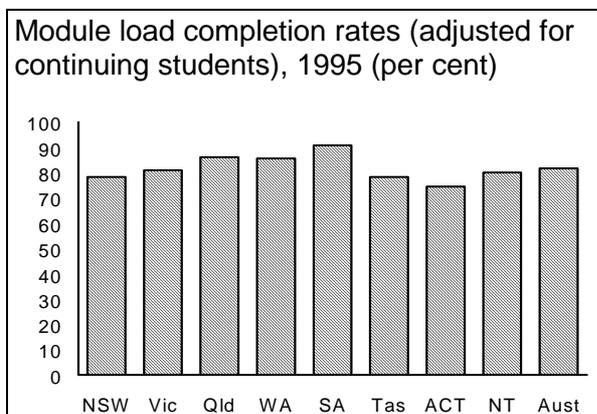
Student outcomes

A national survey of 1994 TAFE graduates (certificate level courses and above) assessed graduate satisfaction with courses in terms of criteria such as:

- relevance to main job;
- getting a pay increase; and
- finding a job quickly.

Graduate satisfaction was consistently highest in Queensland and consistently lowest in NSW. These results were similar to those of the employer survey. The results for NSW, WA and the NT may have been influenced by the above average enrolments in courses that were undertaken for personal interest.

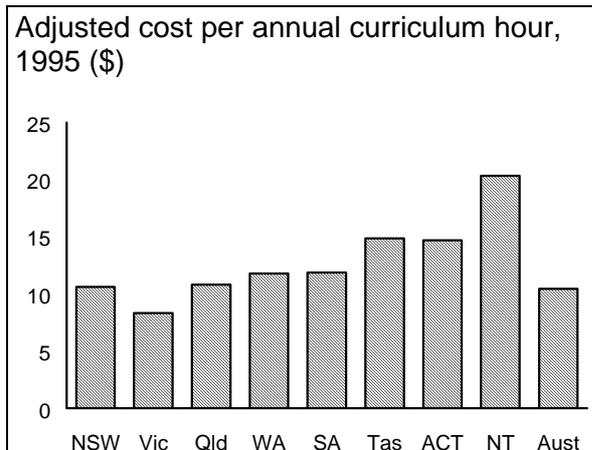
Module load completion rates measure the extent to which modules are successfully completed by students. Based on a formula that adjusts completions for continuing students, the national average completion rate was 82 per cent, ranging from 75 per cent in the ACT to 91 per cent in SA.



Notes and sources: see Figure 4.10.

Efficiency

The main efficiency data available for VET providers were the adjusted costs per annual curriculum hour (ACH) weighted to account for different course mix costs among systems. In 1995–96, national adjusted cost was about \$10.50 per hour. Victoria, with a cost of about \$8.30 per hour, was well below all other states. The NT had the highest cost, about \$20.30 per hour. Whilst expenditure has an agreed scope and boundary, there may still be minor reporting differences between jurisdictions.



Notes and sources: see Figure 4.18.

Given that the costs of provision have not been adjusted for factors such as population densities, the provision of VET to disadvantaged groups and remote locations caution must be used in interpreting cost variations as reflecting differences in efficiency of service provision.

4 Health

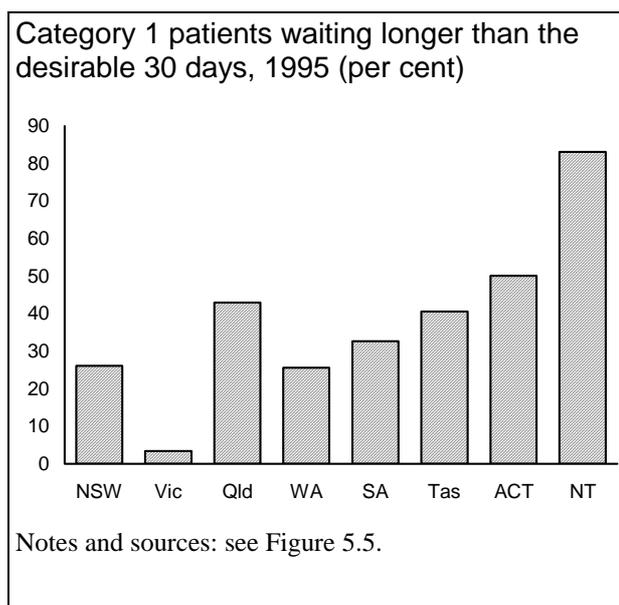
The performance indicators in this Report only cover the public acute care hospitals segment of the health sector. Community health is being considered for inclusion in the 1998 Report because of its importance in providing continuity of health care. Some services such as those provided to persons with a disability and the aged may have a significant health component but are not normally considered part of the health sector. For this reason they are reported under the community services section of this Report.

4.1 Public acute care hospitals

The information presented on the performance of public acute care hospitals in Australia has improved from the 1995 Report. However, more work is needed to produce valid and nationally comparable effectiveness and efficiency indicators for public acute care hospitals.

Waiting times for elective surgery

The variability in waiting times for elective surgery suggests that jurisdictions could improve their performance with respect to access to public hospitals. For example, the proportion of category 1 patients waiting for longer than the desirable 30 days ranged from 3 per cent in Victoria to over 83 per cent in the NT. Comparisons should be made with caution because of factors such as interstate differences in the assignment of patients to urgency categories and a different survey period for Queensland.



Quality of care

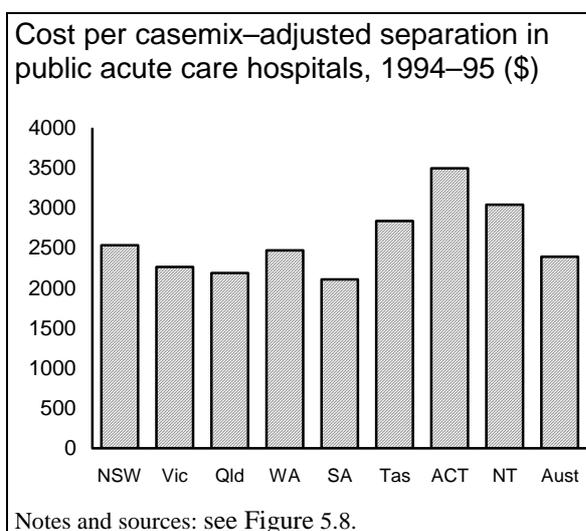
There is a lack of nationally consistent information with which to measure and compare many aspects of the quality of care in public acute hospitals in Australia. Some quality data are available at the local level but not all jurisdictions have instituted system wide reporting of data on hospitals' quality

of care performance. This limits the ability of jurisdictions to learn from the policy and administrative approaches of each other.

Further work is being undertaken to develop indicators that are reliable, valid and comparable. The results from research into quality and outcome indicators for acute health care services will form the basis of joint work already underway by government and other key health care stakeholders to develop a set of national indicators of quality of care and health outcomes for the acute care sector.

Cost of treating cases

The cost of treating cases varied greatly across Australia. In 1994–95, the cost per casemix-adjusted separation in public acute care hospitals ranged from \$2113 in SA to \$3506 in the ACT. However, these estimates are based on a preliminary database, so caution should be exercised in interpreting the results.



Future directions of public acute care indicators

The quality of the data and the range of indicators will continue to improve over time. The challenges are to:

- refine existing indicators such as the cost per casemix-adjusted separation and waiting times;
- develop better effectiveness indicators particularly for quality of care and health outcomes;
- extend the set of indicators to cover ambulatory and emergency care; and
- consider ways to broaden the range of health services covered by the Review to possibly include public and community health.

5 Housing

Housing services in Australia encompass direct and indirect service provision programs. Direct services include public housing and community housing; indirect services include government funded rent assistance and home purchase assistance. Only public housing is reported on in this Report. It is anticipated that both community and public housing will be included in the next Report.

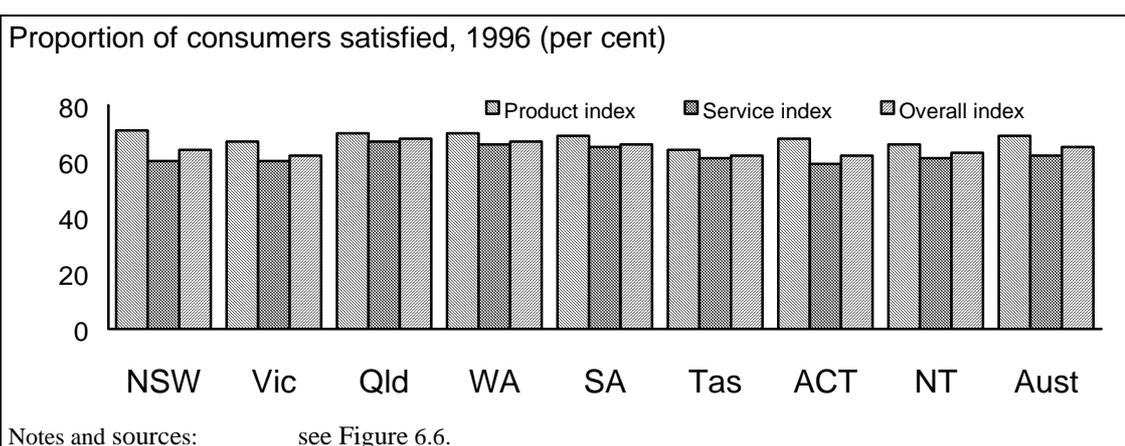
5.1 Public housing

In 1995–96, governments spent \$2.1 billion on Australia's public housing stock, which was valued at \$28.6 billion. At 30 June 1996, there were 360 000 public housing premises.

Consumer satisfaction

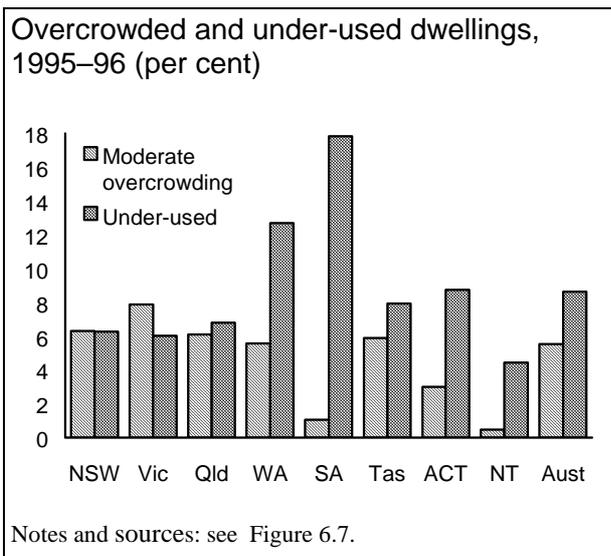
National comparisons of consumer satisfaction with public housing are included in the Report for the first time. On a national basis, consumer satisfaction — over a scale of 0 (completely unsatisfied) to 100 (completely satisfied) — was highest for the product index (69) and lowest for the service index (62). Overall satisfaction on the index was 65.

Queensland, WA and SA scored above the national averages for all three satisfaction indices — the maximum deviation of any jurisdiction from the national averages was less than 4 percentage points.



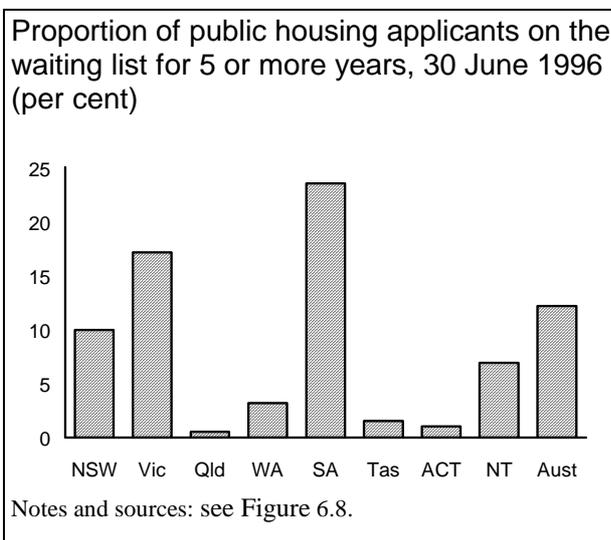
Appropriateness

There is a trade-off between under-use and overcrowding in attempting to match household size — the number of people living in a dwelling — to dwelling size. In 1995–96, households were best matched to dwelling sizes in the NT. SA had the highest rate of under-used dwellings and Victoria the highest level of moderate overcrowding.



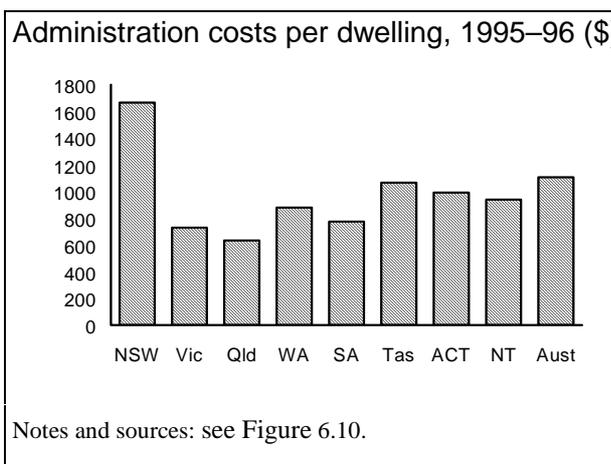
Accessibility

The number of people on waiting lists for long periods varied widely across jurisdictions. In SA 24 per cent of households had been waiting 5 or more years for public housing. In Queensland, less than 1 per cent of households on the waiting list had waited for that length of time. Victoria and NT have not reviewed waiting lists for some time.



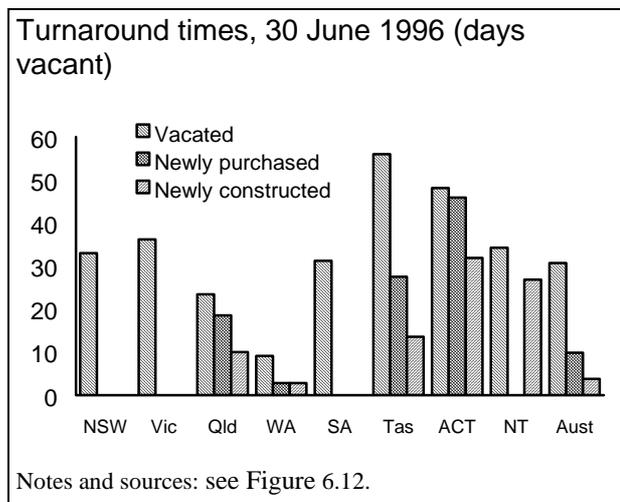
Costs of administration

Nationally, average administration costs per dwelling were higher in 1995–96 (\$1106) than in 1994–95 (\$875). The changes ranged from a fall in Tasmania from \$1270 to \$1066 to an increase in NSW from \$955 to \$1666. Costs are now lowest in Victoria and Queensland and highest in NSW and Tasmania. NSW and Tasmania costs cover all housing programs.



Turnaround time

Tenants generally moved more quickly into newly constructed dwellings than into newly purchased or vacated stock. On average, all tenants move in within two months of the dwelling becoming vacant. The longest average time taken to turn around vacated stock was in Tasmania (56 days). WA had the fastest turnaround of all types of housing stock.



Future directions

Further work is being undertaken to improve the definitions of many of the indicators and the quality and consistency of data. In addition, some data on community housing will be published in the next Report.

6 Community services

Governments at all levels in Australia provide a broad range of community services to individuals and families. These include services to the aged (Section 6.1) and people with a disability (Section 6.2) as well as childcare (Section 6.3) and protection and support services (Section 6.4). Expenditure on these programs has been increasing rapidly: between 1988–89 and 1993–94, real expenditure per person on these services rose by 34 per cent.

Most of the services covered in this section contribute to the overall wellbeing of the community, so it is important that they are well coordinated and appropriate to the needs of clients. The aged, for example, will often require similar services to those offered to people with a disability. Similarly, childcare services can assist the wellbeing of families, sometimes replacing the need for child protection and support services. Focusing on the needs of clients rather than specific services helps ensure that the services provided are appropriate.

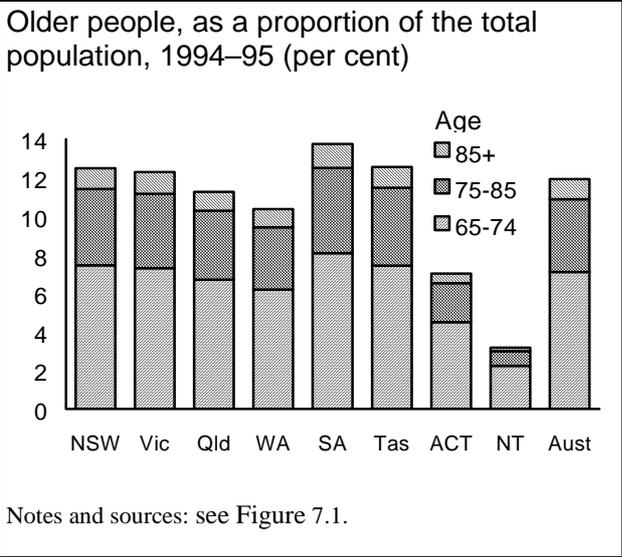
6.1 Aged services

Performance of aged care services is reported on for the first time. The focus for this Report is on residential and community care services. Only limited data is

available but it is intended that, over time, the indicators will be further developed and the data reported extended. It should be noted that the data, particularly in relation to community care, includes services provided to younger people with disabilities.

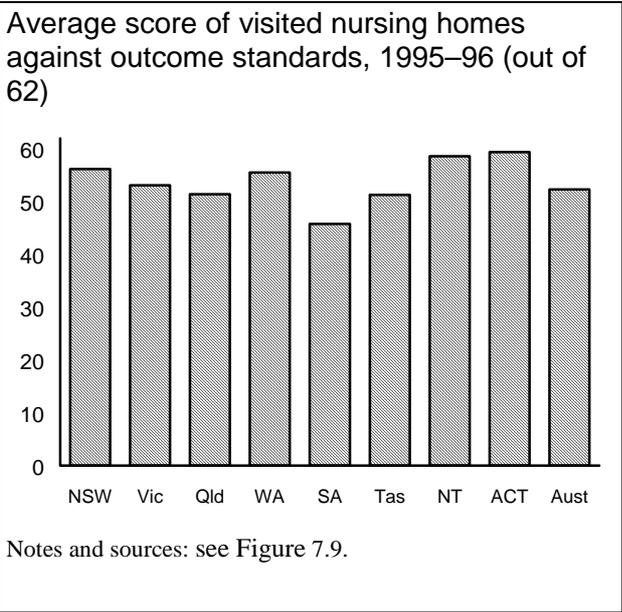
Distribution of older persons

The proportion of aged people in the total population varies significantly among jurisdictions. Both the ACT and the NT have a low proportion of older people. The other states have similar proportions, with SA having the highest proportions of persons aged 65 and over and also the highest proportion of persons aged 85 and over.



Compliance with standards

Compliance with nursing home outcome standards provides some indication of the quality of nursing home care. Ratings against the standards for those nursing homes assessed was highest in the ACT and the NT and lowest in SA. Assessment of compliance with standards is, however, conducted on a risk management basis, with nursing homes at greatest risk of low standards being targeted. Therefore differences between jurisdictions in outcome standards may also reflect differences in the effectiveness of targeting strategies.



Future directions

The performance indicators on aged care services can be improved in a number of ways. Work is required to ensure coverage of appropriate services in the

sector. Both the appropriateness and quality indicators also require further development.

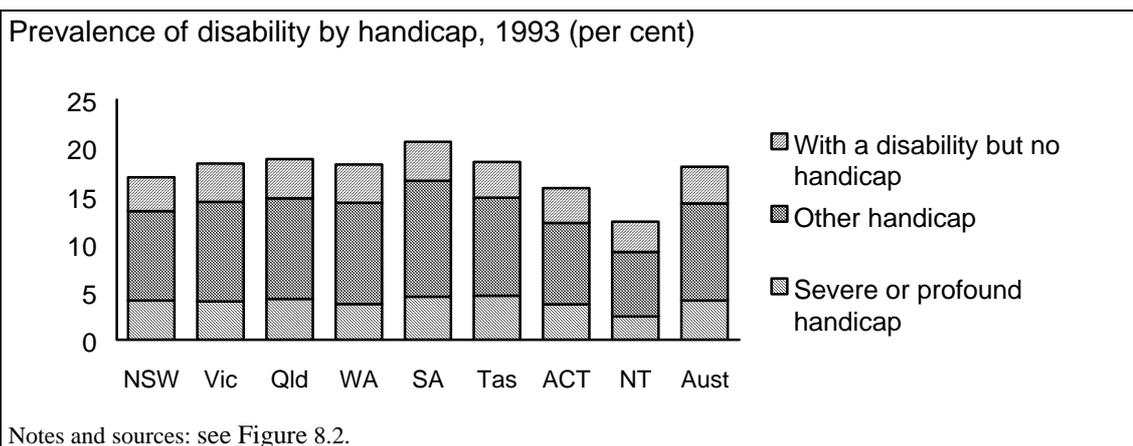
The data is fragmented and in some cases does not provide information on, for example, the number of clients assisted. Information about clients who move among different service providers and the extent to which the services are provided to younger people with disabilities is also unavailable. Additional research is required to allow coordinated data for constructing a more comprehensive picture of aged care services to be generated.

6.2 Disability services

Services for people with a disability are included within the scope of the Report for the first time. A preliminary analysis of the performance of services for people with a disability is provided, although the results should be taken as indicative only. The focus is on government funded or provided services under the Commonwealth/State Disability Agreement (CSDA). Data presented is based largely on the results of the ABS survey of Disability Aging and Carers, last conducted in 1993 and 1995 CSDA Minimum Data Set collection.

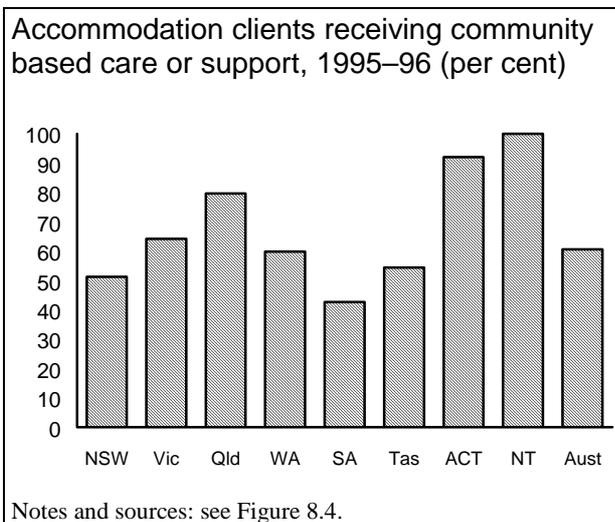
Prevalence of disability

In 1993, approximately 18 per cent of Australians experienced a disability and 14 per cent of Australians were handicapped in some way by their disability. Prevalence of disability and the severity of handicap varied across jurisdictions. The incidence of disability was highest in SA and lowest in the NT.



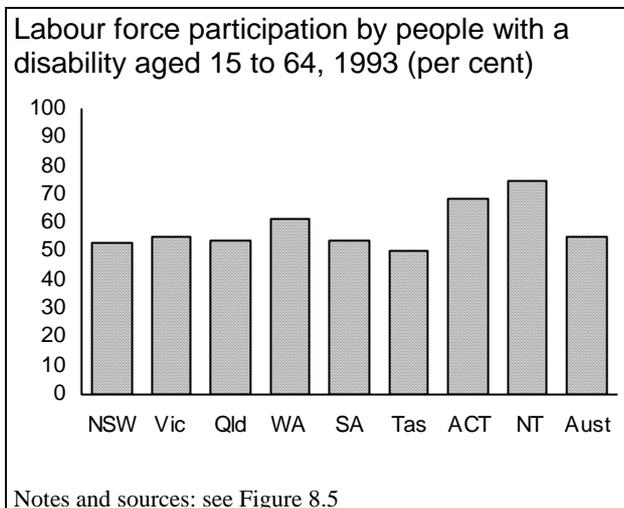
Community based accommodation or support

The recent trend towards providing community based rather than institutional support is viewed as a means of enabling people with a disability to better integrate into the community. Australia wide, in 1995–96 the majority of recipients of accommodation assistance received community based care or support. However, the proportion of accommodation assistance clients receiving community based care varied significantly across jurisdictions — from 43 per cent in SA to 100 per cent in the NT.



Labour force participation and employment

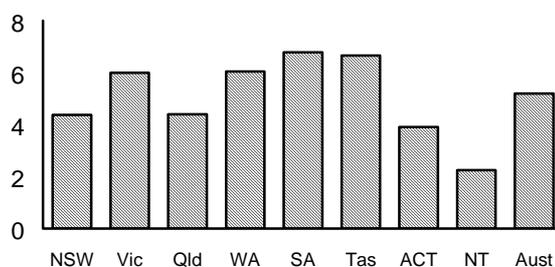
Based on 1993 data, jurisdictions generally had relatively small differences in labour force participation and unemployment rates for people with a disability. The NT, the ACT, WA and Victoria all had rates above the Australian average of 54 per cent. Unemployment rates were generally between 15 per cent and 18 per cent. The exceptions were the ACT (8 per cent) and Queensland (21 per cent).



Users of accommodation and employment services

A relatively small proportion of the estimated potential population of users accessed accommodation or employment services in 1995–96. The use of accommodation services ranged from 2.2 per cent in the NT to 6.8 per cent in SA.

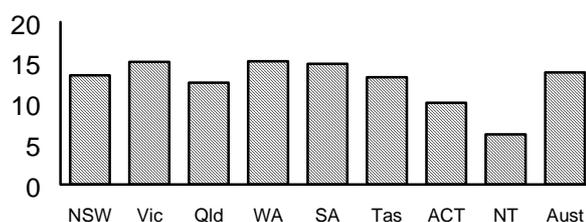
Users of accommodation services relative to estimated potential population, 1995–96 (per cent)



Notes and sources: see Figure 8.7.

The use of Commonwealth funded employment services ranged from around 6 per cent in the NT to 15 per cent in Victoria, WA and SA.

Users of employment services relative to estimated potential labour force, 1995–96, (per cent)



Notes and sources: see Figure 8.8.

Future directions

Improvements anticipated in future disability performance reporting include:

- greater accuracy and comparability in the data for existing indicators, (particularly for efficiency indicators); and
- a greater range of indicators — for example, the possible inclusion of client satisfaction information.

The scope of services covered may also be expanded in the next Report but this will need to take account of any changes in jurisdictional responsibilities.

6.3 Children's services

Children's services (which include child care and preschool services) play an important role in the lives of a growing number of families. They assist the development of children, improve their access to economic and social opportunities in the future, open up opportunities for work and study, and may provide valuable respite for parents. Commonwealth supported child care places have increased by more than 500 per cent since 1983 and expenditure by the Commonwealth Government amounted to around \$1 billion in 1995–96.

Performance of children's services is being included for the first time in the Report. Considerable data were available on children's services at the Commonwealth and individual jurisdiction levels. However, differences in the scope and coverage of data collections and data definitions and counting rules, made it difficult to produce comparative data on the sector's performance.

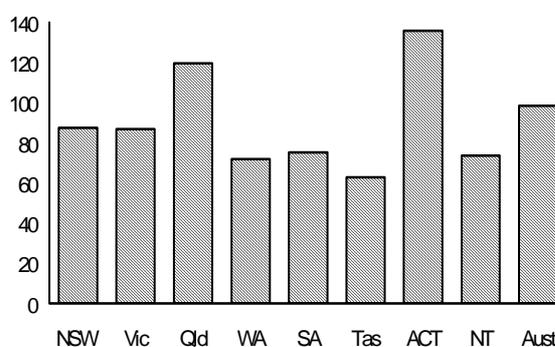
Many comparisons of child care services were based on data from the regular census of Commonwealth Government supported child care services. These data understated overall provision because they did not include child care services funded entirely by State and Territory Governments or preschool services.

Provision of child care places

In 1995–96, the Commonwealth Government supported 306 600 child care places used by 570 300 children across Australia.

The ACT and Queensland had the largest number of Commonwealth supported places per 1000 children aged 12 years and younger (136 and 120 respectively), while Tasmania had the smallest (63 places).

Commonwealth Government supported child care places per 1000 children (number)



Notes and sources: see Figure 9.2.

Access for target groups

The representation of children from special needs groups in Commonwealth supported child care varied among jurisdictions and among special needs groups.

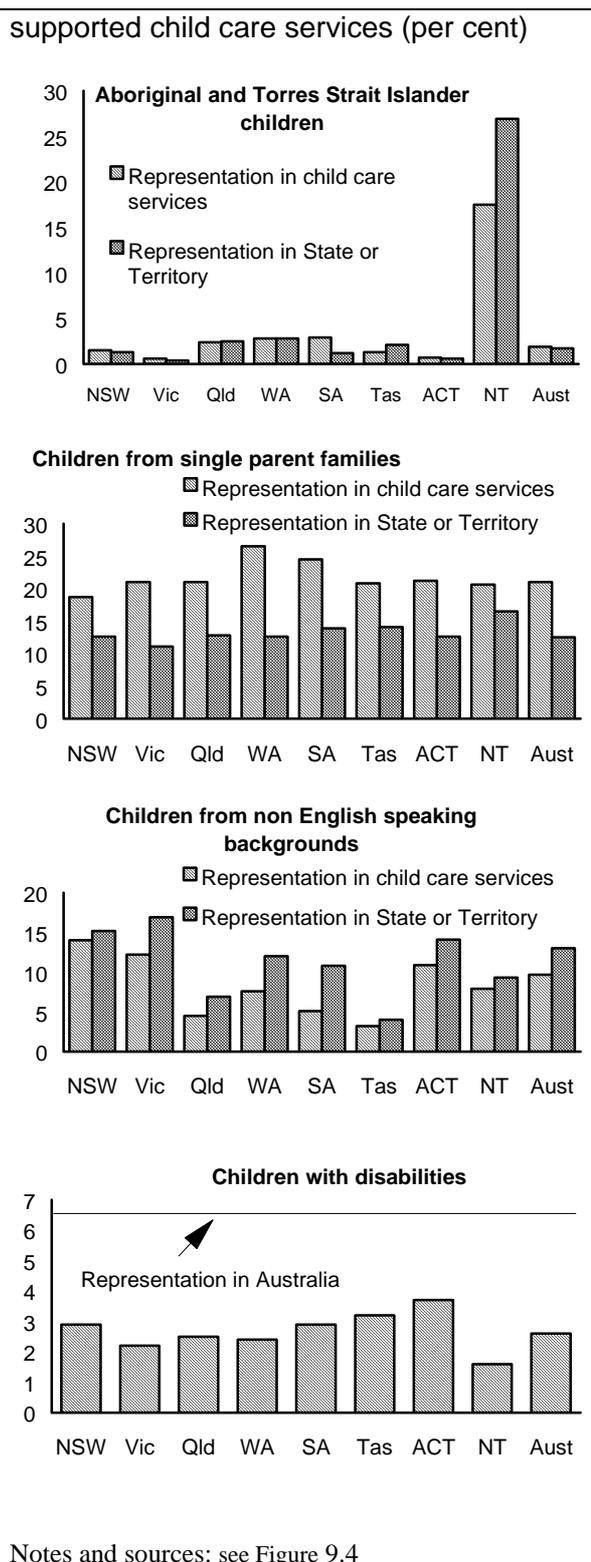
Special needs groups using Commonwealth

Aboriginal and Torres Strait Islander representation in child care was generally consistent with their representation in the community as a whole. The exception was in the NT.

Representation of children from single parent families in child care ranged from 19 per cent in NSW to 27 per cent in WA, proportions well above their representation in the community as a whole.

By contrast, the proportion of children from non English speaking backgrounds using Commonwealth supported child care services was below their representation in the general community for all jurisdictions.

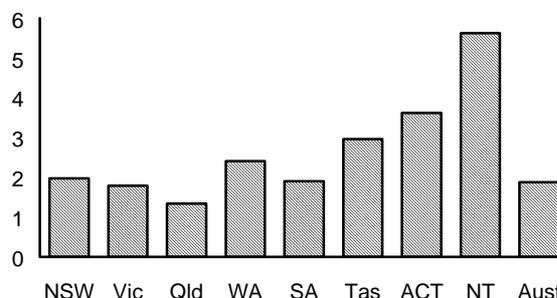
Similarly, the proportion of children with disabilities using services was less than their representation in the community as a whole.



Administrative costs

In 1995–96, the administrative cost of Commonwealth supported child care services as a proportion of total expenditure varied significantly across States and Territories. It ranged from just over 1 per cent in Queensland, to almost 6 per cent in the NT.

Administrative expenditure as a share of total expenditure — Commonwealth Government supported child care, 1995–96 (per cent)



Notes and sources: see Figure 9.6.

6.4 Protection and support services

Child protection, supported placements for children, and crisis and supported accommodation services are covered in this Report. All of these services aim to assist individuals and families in difficulty or in crisis.

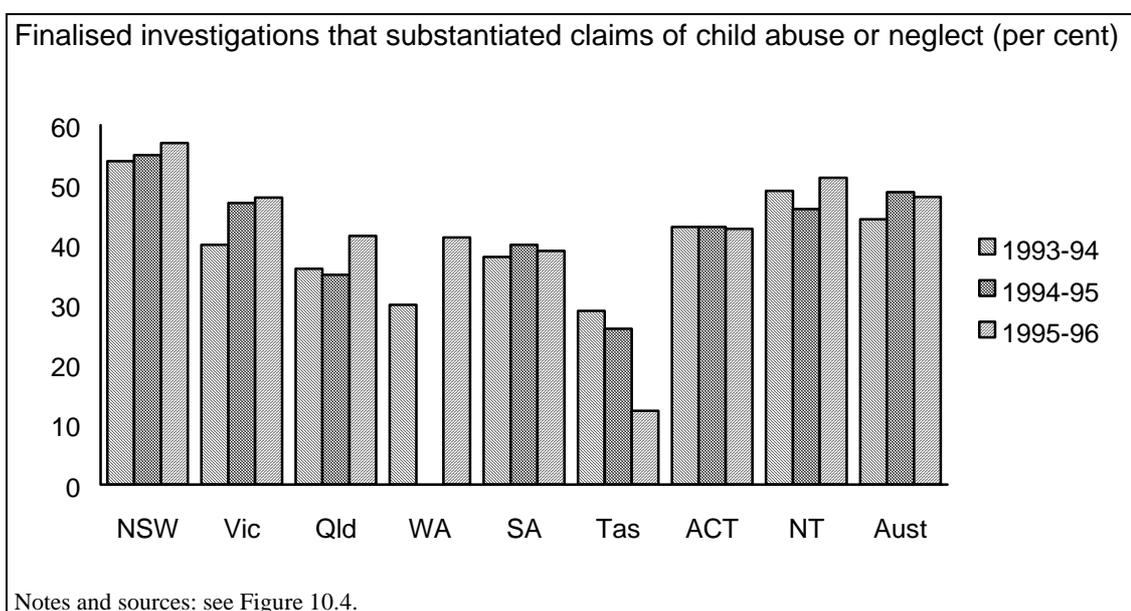
Indicators' quality

Significant progress has been made since the 1995 Report in developing and refining indicator frameworks in all three areas of protection and support services.

However, comparable effectiveness and efficiency data are still limited for child protection and supported placement services and should be treated as indicative rather than definitive. Data on outcomes for children and their families are also limited. Some information on repeat abuse and neglect is available but there is no nationally comparable information on outcomes for children who exit supported placement. Despite the close links among the services covered in this Report (particularly between child protection and supported placements), no information can be reported on the impact of each of these services on the demand for, and outcomes of, the others. Thus, the effectiveness and efficiency of the programs and the system as a whole are also difficult to assess.

Notifications and substantiations of child abuse and neglect

In 1995–96, there were 91 800 notifications of suspected child abuse and neglect in Australia. The number of notifications per 1000 children varied from 7 in WA to 22 in Victoria. Patterns in allegations, notifications and investigations of child abuse and neglect are changing across jurisdictions. This is partly a result of changes in the policy directions of many jurisdictions which are separating notifications of child abuse and neglect from other concerns for the wellbeing of children.

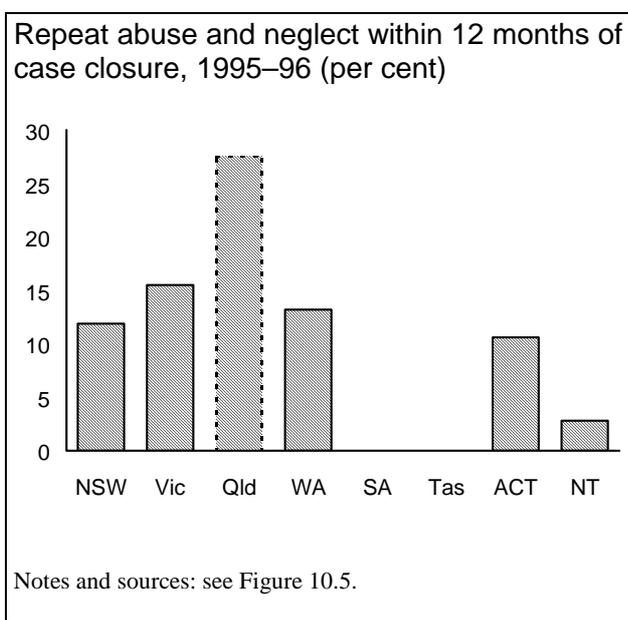


Australia wide, an increase in notifications between 1993–94 and 1995–96 was accompanied by an increase of 4 percentage points in the proportion of finalised investigations which substantiated claims of abuse and neglect — one measure of the degree to which services are well targeted.

The substantiation rate in 1995–96 varied from 12 per cent in Tasmania to 57 per cent in NSW. Policy changes in Tasmania and WA affected substantiation rates in 1995–96.

Safety of children from further substantiated abuse and neglect

An overall outcome measure for children is minimisation of the proportion of completed and substantiated investigations followed by a further substantiated case of abuse and neglect. In 1995–96, for jurisdictions in which generally comparable data were available (NSW, Victoria, WA, NT and ACT), the proportion of children subject to a further substantiated investigation within the twelve months following case closure varied from 3 per cent in the NT to 16 per cent in Victoria. Differences in jurisdictions' definition of case closure may limit data comparability.



Limited efficiency data for child protection

Unit cost measures for child protection are available for Victoria, NSW and Queensland from a cost benchmarking study. The study urged caution in interpreting the results as it found that each State had mildly different social conditions, substantially different legislative environments, and substantially different bureaucratic histories.

Child protection costs per child in the community and per activity, 1993–94 (\$)

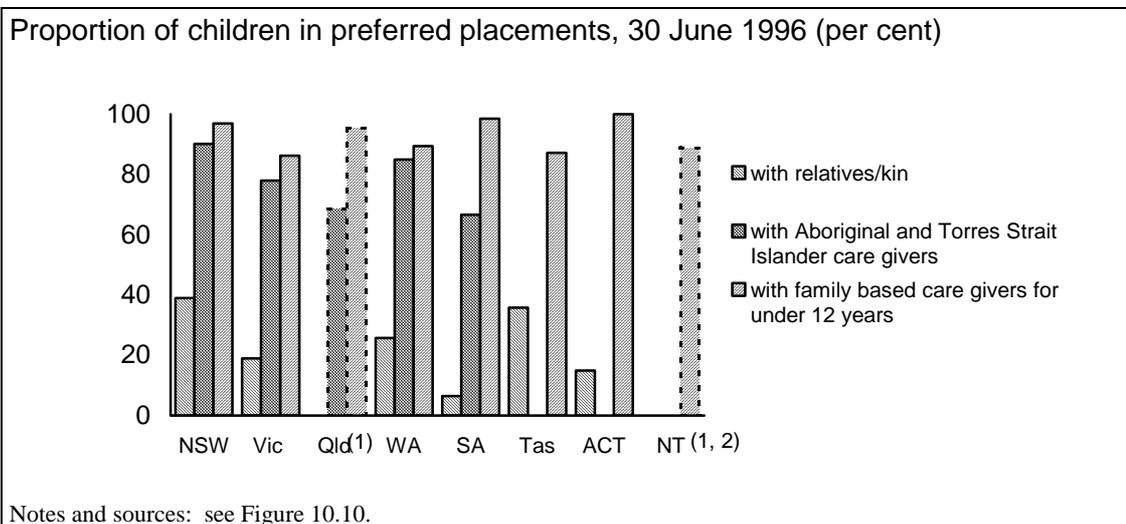
	<i>Cost per child</i>		<i>Cost per activity</i>			
	<i>in the community</i>	<i>Notification</i>	<i>Investigation</i>	<i>Application</i>	<i>Intervention</i>	
NSW	28	140	394	2 667	1 987	
Victoria	33	95	319	3 596	2 909	
Queensland	25	168	269	3 056	2 135	

Notes and sources: see Figure 10.2 and Table 10.3.

Nature of child placements

An indicator of the quality of child placement is the suitability of the type of placement. Examples of preferred placements are family model placement (for example, foster care) for children aged under 12 years, placement with

relatives/kin, and placement with indigenous care givers for indigenous children.



It is only possible to make limited comparisons of the nature of placement performance of jurisdictions because data are either not collected or collected on different bases in a number of states and territories.

Some comparisons were, however, possible. For instance, children placed with relatives/kin ranged from 8 per cent of total placements in SA to 39 per cent in NSW. For children under 12 years, the proportion placed in family model placements varied from 87 per cent in Victoria to 100 per cent in the ACT. Information on the placement of indigenous children with indigenous care givers was more limited. Where information was available, the proportion ranged from 67 per cent in SA to 90 per cent in NSW.

Safety in supported placements

Three jurisdictions (WA, Tasmania, and the ACT) were able to provide data on safety in supported placements. The indicator was the proportion of supported placements in which there was substantiated abuse or neglect of the child during that year and where the person believed responsible was a care giver in that placement. The rate was less than 1 per cent for each of these jurisdictions.

Supported Accommodation Assistance Program data

Information from the one night and two week surveys of service providers under the Supported Accommodation Assistance Program (SAAP) were used to measure performance in the 1995 Report. However, these surveys (which ceased in the latter half of 1995) had severe shortcomings for performance

reporting and are being replaced by a new data collection, which commenced in July 1996, to provide comprehensive, good quality data. Data collected using counting rules agreed on by all jurisdictions are being processed but will not be available until March 1997. As a result, performance indicator data for SAAP were not available for assessing the effectiveness and efficiency of the program for this Report.

The data will be available for the next Report, which will comprehensively outline performance in each jurisdiction according to indicators of quality, access and client outcomes.

7 Justice

This Report focuses on the core justice services of the police, courts administration and corrective services. Other services within the broad ambit of the justice system such as criminal justice commissions, criminal justice bodies, prosecution authorities, justice departments and specialist enforcement agencies, are not currently included.

The justice services considered in this Report contribute to the broad objectives of improving community safety and dispute resolution. This is achieved through a series of specific objectives such as the enforcement of laws and the detention and rehabilitation of criminals. Decisions on how one agency operates affect the operations of other agencies. For example, the success of police in apprehending offenders will affect the demand for judicial services. Similarly, the operation of the judicial system and sentencing policy will affect the flow of prisoners into the correctional system.

Over time, indicators capable of measuring the overall performance of the justice system will be developed. Currently, one of these indicators is recidivism, which measures the proportion of persons passing through the justice system who reoffend. Other potential justice system-wide indicators include crime rates and community attitudes to the justice system.

7.1 Police

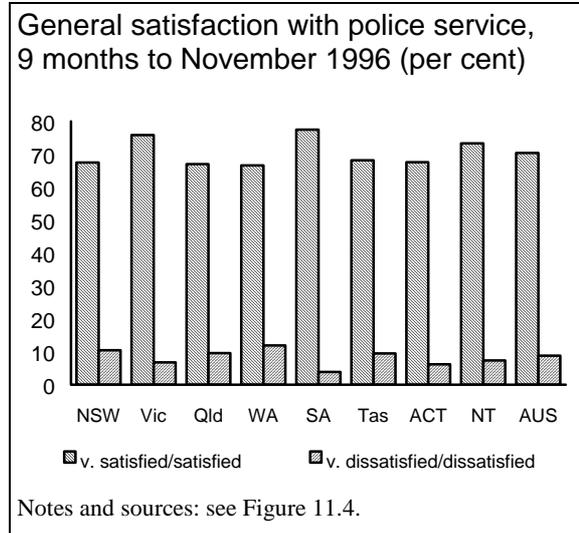
The Report covers the police services provided by all State and Territory Governments.

Key performance indicators have been developed relating to the ability of the police services to protect, help and reassure the community; to prevent crime; and enforce the law. Data is now available for many of the indicators. Data

availability was particularly improved by information from a nationally comparable survey of community perceptions of police.

Community perceptions of police

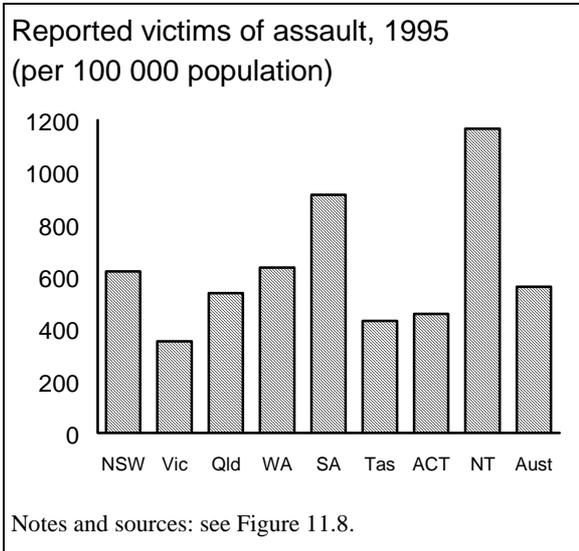
Nationally comparable information on community perceptions of police is available for the first time. An estimated 70 per cent of the Australian population were satisfied or very satisfied with police services. The highest satisfaction was in SA (78 per cent) and lowest in Queensland (67 per cent). Dissatisfaction, however, was highest in WA (11.9 per cent).



Reported crime — Crimes against the person

Reported criminal acts may not necessarily reflect the true level of crime because they do not include crimes which go unreported, but they can provide important information about recent trends in crime and the incidence across jurisdictions.

The reported rate of assault varied significantly across Australia with the highest rate in the NT (1167 victims per 100 000 population). WA and SA also had high rates of 635 and 913 respectively. The lowest reported rate was for Victoria (351 victims per 100 000 population).

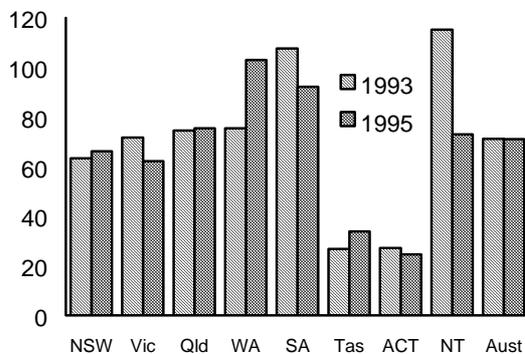


The lowest reported sexual assault rates were in the ACT (25 reported victims per 100 000 population) and Tasmania (34 reported victims per 100 000 population), while rates in the other States and Territories varied between 62 and 103 victims per 100 000 population. Significant changes occurred in the rates over the last three years, with increases of 37 per cent and

26 per cent in WA and Tasmania respectively, and falls of 14 per cent and 37 per cent in SA and the NT respectively.

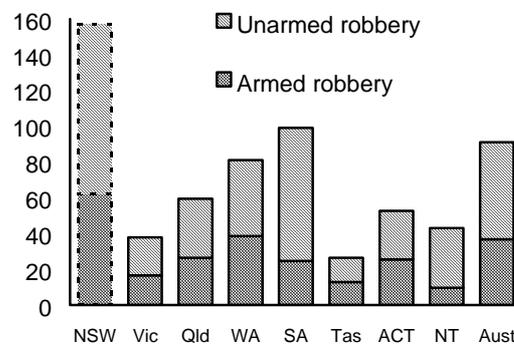
Robbery data for NSW was not comparable with the data of other jurisdictions because it included trauma victims as well as victims suffering financial loss. Of the remaining states the highest reported rate was in SA (99 cases per 100 000 population). The lowest rate was 26 cases per 100 000 population in Tasmania. There were approximately three reported victims of unarmed robbery for every reported victim of armed robbery in SA whereas Tasmania had only slightly more unarmed than armed robbery victims.

Reported victims of sexual assault, 1995 (victims per 100 000 population)



Notes and sources: see Figure 11.9.

Reported victims of armed and unarmed robbery, 1995 (victims per 100 000 population)

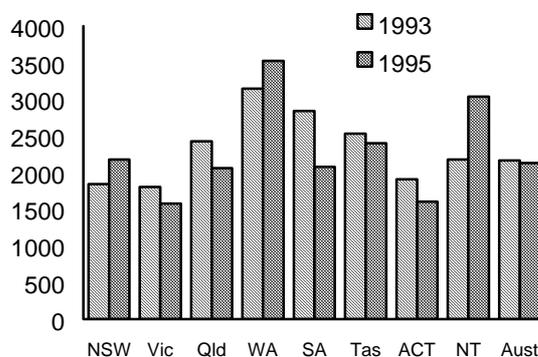


Notes and sources: see Figure 11.10.

Reported crime — Crimes against property

The reported rate of unlawful entry with intent (for example, burglary and break and enter) varied across jurisdictions. The lowest rate of unlawful entry with intent was 1575 victims per 100 000 population in Victoria and the highest rate was 3524 in WA. The reported rate increased in NSW, WA, and the NT, but fell in Queensland, Tasmania, Victoria, SA, and the ACT.

Victims of unlawful entry with intent, 1995 (per 100 000 population)



Notes and sources: see Figure 11.11.

Future directions

There are still significant gaps in the data collection for existing indicators. For example, only NSW and Victoria conducted crime victimisation surveys in 1996. This information is an important component of the indicator framework, because it provides a more reliable measure of the incidence of crime than do reported crime statistics.

Whist effectiveness is reported on it is also important to measure the efficiency of police services. The development of efficiency indicators has advanced, but reporting requires the use of activity based surveys. Design of such a survey is under development.

7.2 Courts administration

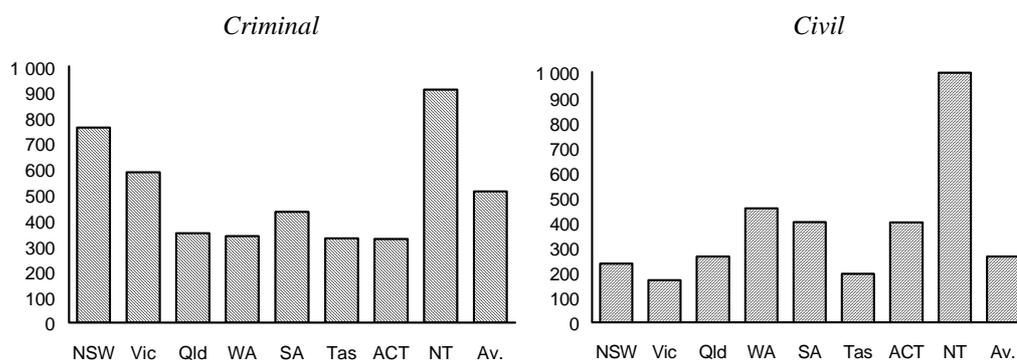
Court administration agencies provide services integral to the effective performance of civil and criminal judicial systems. Covered in this Report are the State and Territory Supreme, District/County and Magistrates' Courts as well as, for the first time, the Federal Court of Australia, the Family Court of Australia and the Family Court of Western Australia. The quality of the data has improved substantially as a result of a full year collection of effectiveness data for both 1994–95 and 1995–96. Data for 1993–94 has been retained, but it should be treated as indicative only.

Expenditure per case

The average unit government expenditure on court administration across all State and Territory Courts in 1995–96 was \$512 per criminal case and \$256 per civil case. The ACT, Tasmania, WA and Queensland recorded the lowest unit costs for criminal cases. For civil cases, unit costs were lowest in Victoria, followed by NSW, Tasmania and Queensland.

Victoria, NSW, Tasmania and Queensland all had higher average expenditures for criminal than civil cases. This partly reflected different types of court procedures. The relatively high expenditure per case in both the criminal and civil jurisdictions in the NT reflected the high accommodation expenditures associated with maintaining court facilities in remote areas.

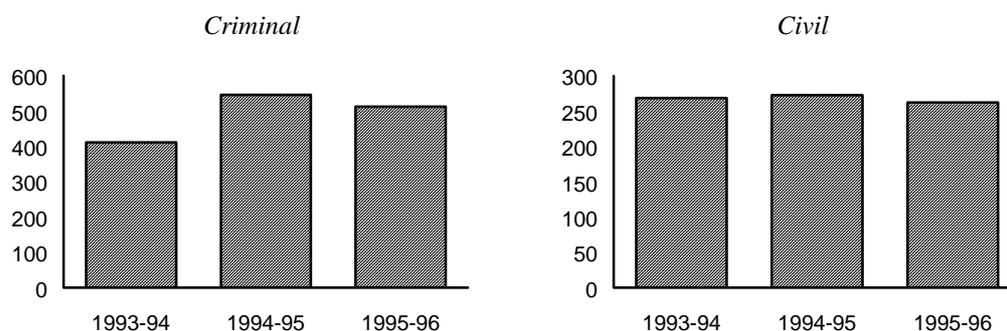
Unit expenditure on court administration in all State and Territory courts combined, 1995–96 (\$ per case)



Notes and sources: see Table 12.5 and 12.6.

Government expenditure per criminal case (in real terms) across all State and Territory Courts increased from \$411 in 1993–94 to \$512 by 1995–96. In the civil jurisdiction, however, the average court expenditure per case decreased slightly over the same period—from \$269 to \$262. In both the civil and criminal jurisdiction expenditure in 1995–96 was less than expenditure in 1994–95.

Unit expenditure on court administration in all State and Territory courts combined in 1995–96 dollars, 1993–94 to 1995–96 (\$ per case)



Notes and sources: see Figure 12.6

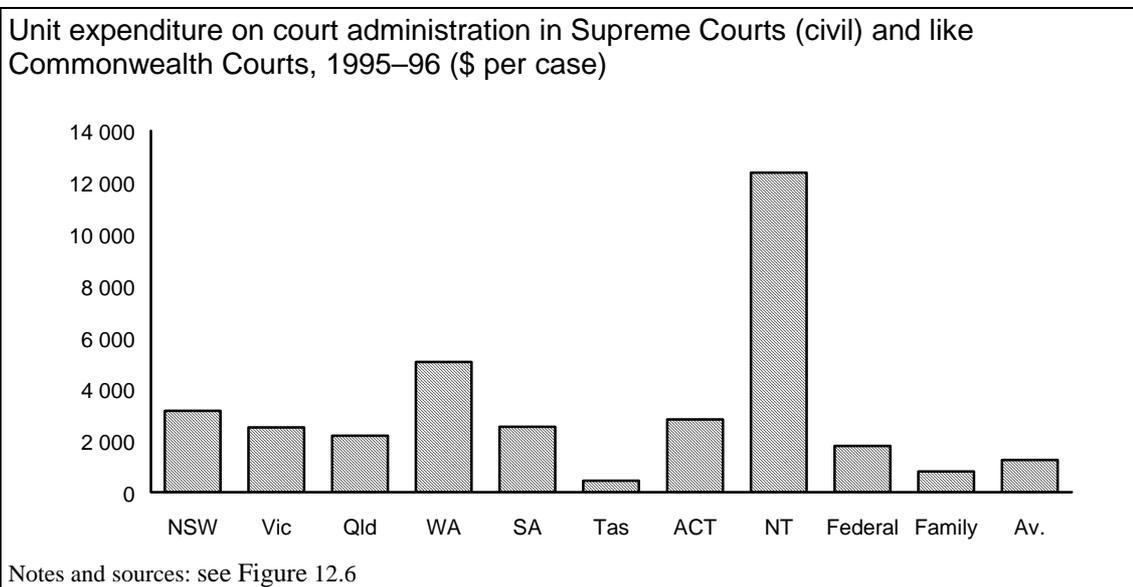
Tasmania, Queensland and the ACT recorded a reduction in unit costs in the criminal jurisdiction between 1993–94 and 1995–96. They were the only courts to do so over that period, but unit expenditures also fell in NSW, Victoria and WA between 1994–95 and 1995–96.

In the civil jurisdiction, the decrease in the expenditure per case over the period 1993–94 to 1995–96 was most pronounced in NSW, Victoria and SA. The ACT and Tasmania recorded an increase in unit costs.

The expenditure changes from 1993-94 to 1994-95 primarily reflect changes in:

- the allocation of cases between the civil and criminal jurisdictions;
- the number of cases in the two jurisdictions; and
- the scope and counting rules of the data collection.

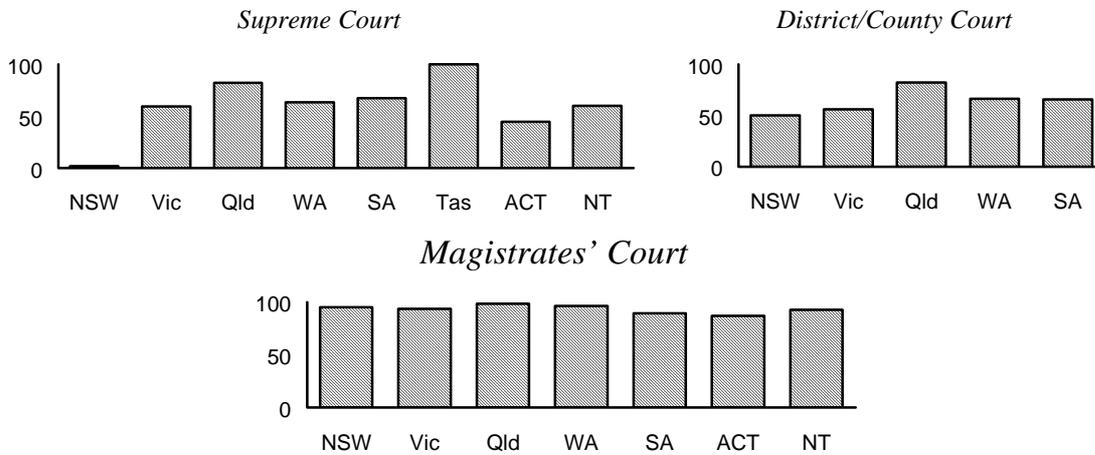
The expenditure per case on court administration in State civil Supreme Courts ranged from a low of \$447 in Tasmania to a high of \$12 400 in the NT. Unit costs of cases in the Federal and Family Courts of Australia were about \$1800 and \$800 respectively. The Family Court accounts for over 70 per cent of lodgements at this level.



Timeliness

For criminal cases, the highest proportion of cases completed within six months from lodgement was recorded by the Magistrate's Court (more than 90 per cent). The superior courts had a higher proportion of cases spanning longer than six months, reflecting the greater complexity of the cases handled. The highest overall level of timeliness was recorded by the Queensland Magistrate's Court — 98 per cent of cases were finalised within six months.

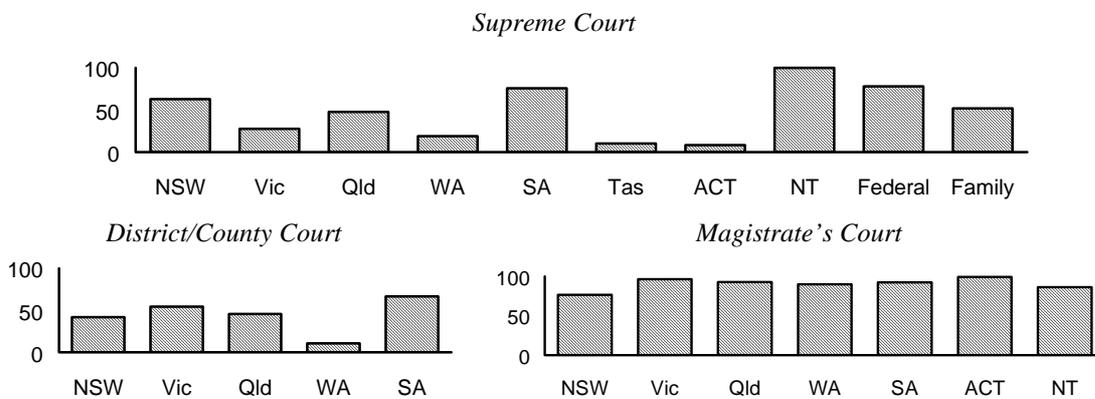
Criminal cases finalised within 6 months, 1995–96 (per cent)



Notes and sources: see Figure 12.4.

Completion times among civil cases reflected a similar trend. The timeliness of the Magistrate's Court level was greatest in Tasmania, followed by Victoria. Timeliness was more variable among the States at the District/County Court level, but was greatest in SA, followed by Victoria. At the Supreme Court level the NT had the highest rate of completion within 12 months.

Civil cases finalised within 12 months, 1995–96 (per cent)



Notes and sources: see Figure 12.5.

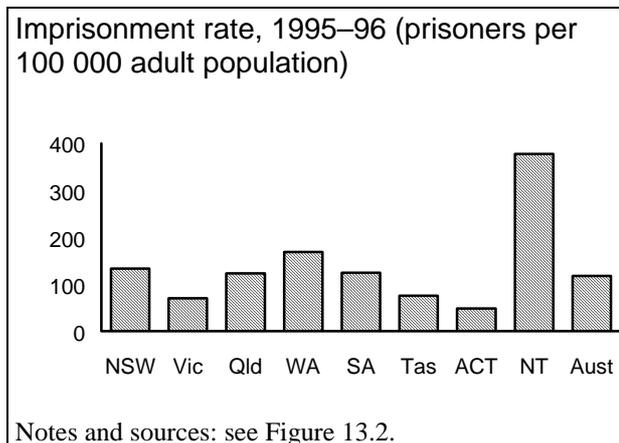
7.3 Corrective services

The focus in this Report was on the provision of adult corrective services — that is, prisons, community custody and community supervision — by both public and private providers. Inter-jurisdictional comparisons of corrective

services performance were limited by data deficiencies, and future work will focus on refining data definitions, clarifying categories within specific performance indicators, and other action to ensure greater comparability across all measures.

Imprisonment rates

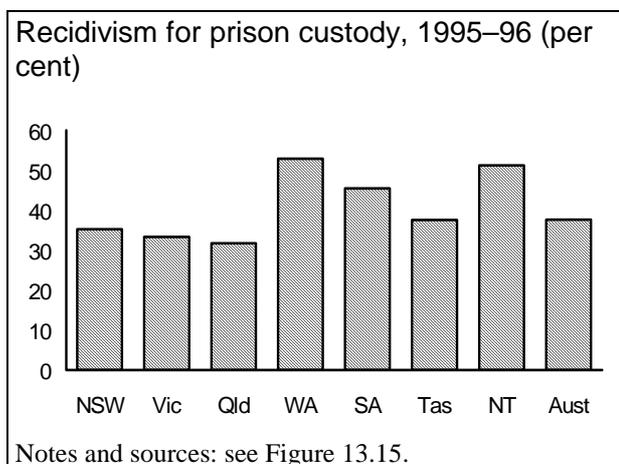
Imprisonment rates varied across jurisdictions. Total prisoner numbers per 100 000 adult persons were lowest in the ACT (49) and highest in the Northern Territory (377).



Recidivism

Recidivism, (reoffending following release from prison) is an important indicator of the effectiveness of rehabilitation. In 1995–96 reoffending within two years of release ranged from 53 per cent in WA to 32 per cent in Queensland.

A wide range of factors outside the control of corrective services also impact on both the measured and real incidence of recidivism.

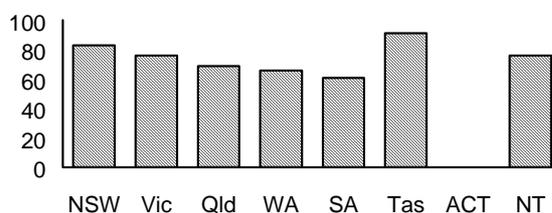


Such factors could include police arrests, court conviction rates and court sentencing practices. Given this, recidivism should also be considered as a measure of performance for the wider criminal justice system.

Containment and supervision — completed for community supervision orders

A performance indicator for community supervision is the completion rate for community supervision orders. Completion rates ranged from 91 per cent in Tasmania to only 61 per cent in SA.

Completed community supervision orders, 1995-96 (per cent)

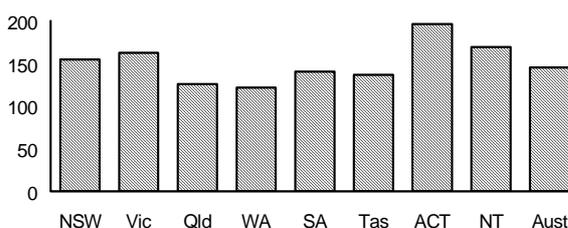


Notes and sources: see Figure 13.17.

Efficiency — cost per prisoner day

Cost per prisoner per day, an important efficiency measure, varied widely from \$122 in WA to \$196 in the ACT. Differences in costs per prisoner might result from differences in the level of service provided, from environmental differences, or from differences in efficiency.

Cost per prisoner, 1995-96 (\$ per day)

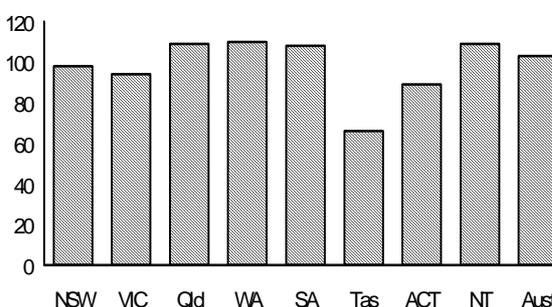


Notes and sources: see Figure 13.19

Utilisation

Prison utilisation, a measure of how well assets are used, exceeded 100 per cent in Queensland, WA, SA and the NT, but were lowest in Tasmania. Prison utilisation is also a useful measure of crowding in prisons and therefore, of prisoner well being. It also reflects performance in system planning and management of investment in facilities.

Prison utilisation, 1995-96 (per cent)



Notes and sources: see Figure 13.22

Future directions

The growing involvement of private contracted providers highlights the need to measure the effectiveness and efficiency of complete systems rather than just a subset of providers. Improvements to the data collection will mean that these aspects are better measured in subsequent reports.

In particular, improvements will:

- refine existing indicators by clarifying current data definitions to improve comparability; and
- identify and develop a range of additional indicators to improve upon existing measures or to fill gaps in the current collection of nationally comparable data — for example, indicators which measure quality of life, containment and supervision, rehabilitation, offence based programs and reparations.

COMMUNITY SERVICES PREFACE

Support to those in need takes many forms and is provided through a wide range of mechanisms involving both governments and the community.

The community itself is typically a major source of assistance to those it considers in need of support. This can be through donation of time or money to not-for-profit organisations or by informal arrangements such as within family, by neighbours or by friends. For example, in 1993, more than 570 000 people over the age of 15 years were the principal source of care for people with a handicap, with around 74 per cent of these people caring for a person with whom they resided (ABS Cat. No. 4430.0).

Government support

Governments also assist through payments to specific groups of individuals or families — for example, unemployment benefits and aged, disability and supporting parent pensions — or by funding service provision. Only government funding of service provision — whether by itself or by non-government organisations — is covered in this Report.

Governments at all levels provide funding for a broad suite of community services to individuals and families in Australia. These include services to older people and people with a disability as well as child care, emergency shelter and meeting the protection and support needs of families. Many services for which governments provide funding — such as services for families in crisis and the homeless — act as a safety net for individuals and families. Others, such as children's services are provided because the community considers their availability to be desirable.

Communities differ in composition and need and in their views as to the level, type and availability of services for which governments should provide funding support. While this may enable different types of need to be specifically targeted, it has also contributed to a duplication and overlap of programs with a large number and type of service providers and delivery mechanisms.

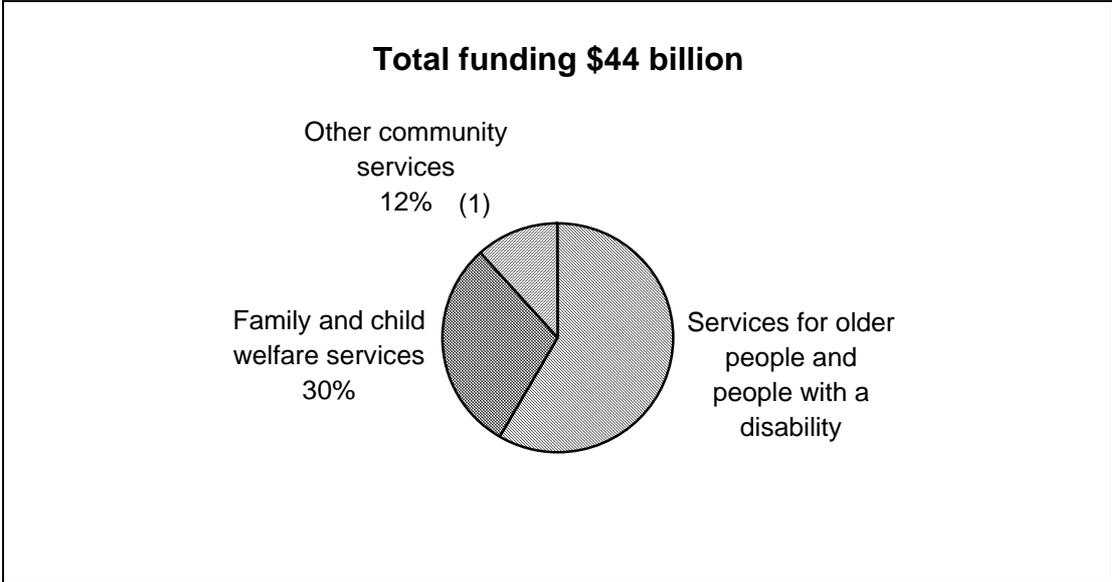
In 1993–94, governments provided over \$44 billion for funding of social security and welfare (ABS Cat. No. 5501.0) but only about 11 per cent of this (\$5 billion) was used by government to fund the production of services (AIHW 1996). Government funding of the production of services was made up of \$2.7 billion by the Commonwealth Government, \$2.3 billion by State and Territory Governments and \$5 million by Local Governments (AIHW 1996).

Individual governments produce some services themselves and also provide funds to others (including other levels of government) to produce services. In 1993–94, about 10 per cent of Commonwealth Government funding was spent on its own production of services compared with around half of State and Territory Government funding (AIHW 1996).

Government funding of community services has been growing significantly. Over the period 1988–89 to 1993–94, funding increased in real terms by 43 per cent while real expenditure per person increased by 34 per cent (AIHW 1996).

Services for older people and people with a disability accounted for 58 per cent of total expenditure in 1993–94. Expenditure on all areas increased, but family and child welfare services experienced the greatest growth — for example, their recurrent expenditure increased by 64 per cent in real terms over the period 1988–89 to 1993–94. It should be noted that some programs are unable to differentiate between clients in different groups. Home and Community Care services for example, provide assistance to both the aged and younger people with a disability.

Government expenditure on community services by service type, 1993–94 (per cent)



1 'Other community services' includes supported accommodation, rent rebates, prisoners aid and English language courses for migrants.

Source: AIHW 1996

Interactions

Many clients have complex needs, requiring support from a range of different services. Measuring the output of an individual service is often more

straightforward than determining whether the combined outputs of all of the services being provided to a client constitute the most efficient and effective way of meeting client's needs.

The development of effective links and flexibility between services is critical to ensuring that all of a client's needs are met. At the client level, this may involve case management and interaction between a number of providers. At the policy level, it may involve reviewing the scope of different service types to minimise overlap and the potential for gaps in some areas of service delivery and duplication in others. Examples of these links include providing assistance to older people with a disability and providing respite care in child care services as part of child protection and support services.

The links make it necessary to develop performance indicators capable of measuring performance across the sector. Such indicators need to recognise that community services are often only one part of governments' overall strategies to address social issues. For example, while indicators such as homelessness reflect the performance of the community services sector, they also reflect a significant number of other influences. Further, these types of measures need to be supplemented by measures which assess the effectiveness of both individual services and the total set of services by their impact on the end user.

Community services also interact with other service areas including the health, housing, education and justice systems. Recognising these links could also enable a more holistic approach to meeting individual needs.

Recent developments

A recent trend for many areas of community services has been a move towards community based care and away from institutional support. The change has been designed, in areas such as aged care and care for people with a disability, as a means of enabling clients to better integrate in the community. For child protection and support services, it has led to an emphasis on keeping children with their families or in family environments where appropriate, rather than in group or residential care.

The population aged 65 years and over was 2.1 million in 1994. It is projected to increase rapidly in number and as a proportion of the total population (ABS Cat. No. 3201, ABS Cat. No. 3222.0). This will have a significant impact on both the composition of community services and the level of assistance provided.

The role played by government in the provision and funding of community services has changed in recent years. These changes have included; an increase

in the use of purchaser-provider arrangements and contracting out; the emergence of for-profit providers; and an increased emphasis on case management and gatekeeper services. Factors contributing to these changes have been efforts to increase the efficiency and effectiveness of government funded or provided services and governments' desire to improve the accountability and transparency of their activities.

Future directions

The coverage of the Report may be extended in future years to include other community service areas such as employment programs. The collective analysis of the community service sector may also benefit from the Australian Bureau of Statistics community services industry survey which is planned for release in February 1997. Such developments, combined with a more holistic approach to the analysis of service provision, will facilitate a more comprehensive analysis of the community services sector in future Reports.

7 AGED CARE SERVICES

7.1 Introduction

The aged care system comprises all those services which are provided to enhance healthy ageing, however, the focus in this chapter is on those services provided to frail older people, particularly:

- residential or similar services, including nursing homes, hostels, nursing home-type patients in hospitals, and residential respite services;
- community care services, including the Home and Community Care (HACC) Program services, which incorporates Community Options (COPs) and respite services, and Community Aged Care Packages (CACPs); and
- assessment services by Aged Care Assessment Teams.

Several programs (for example HACC) deliver services to both frail older people, and to younger people with disabilities. It is not possible, at present, to identify the volume and type of services delivered to each group. Because the majority of its clients are frail older people the HACC program has been included in this chapter.

This is the first time aged care services are being reported on. Although a preliminary framework of indicators is presented, further work is required to more fully develop this framework and to define a set of indicators relating to each dimension of effectiveness and efficiency.

7.2 Profile of the sector

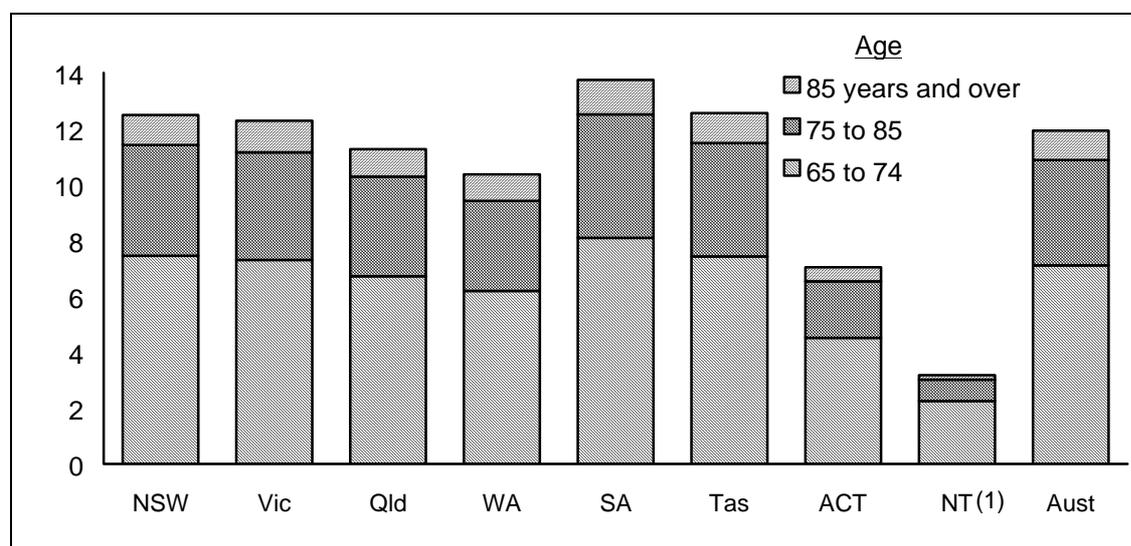
Aged care service may be narrowly defined as Commonwealth and State and Territory Government aged care programs which fund and/or provide residential and community based services for older people. It may be more broadly defined to include: acute and sub-acute health care provided to older persons; psychogeriatric and dementia care programs; non-health services such as transport concessions, medical services provided to older persons; support for carers; rehabilitation, and respite care. At the broadest level, housing, transport and other services for older people may also be included.

The focus in this chapter is on residential care and community care. It should be noted that the clients of aged care programs are not necessarily the older people themselves: another target group of aged care services is the carers of older people.

7.2.1 The older population

The distribution of aged persons varies significantly among jurisdictions. Both the ACT and the NT have a low proportion of older people. The other states and territories have similar distributions, although SA has the highest proportion of persons aged 65 years and over. SA also has the highest proportion of persons aged 85 years and over (Figure 7.1).

Figure 7.1: Older people, as a proportion of the total population, 1994–95 (per cent)



1 The NT has a higher proportion of indigenous people, who often require aged services at a younger age. Therefore the proportion of the population over 65 years of age is not necessarily a complete reflection of the care needs in the NT.

Source: ABS Cat. No. 3201.0.

7.2.2 Aged care programs

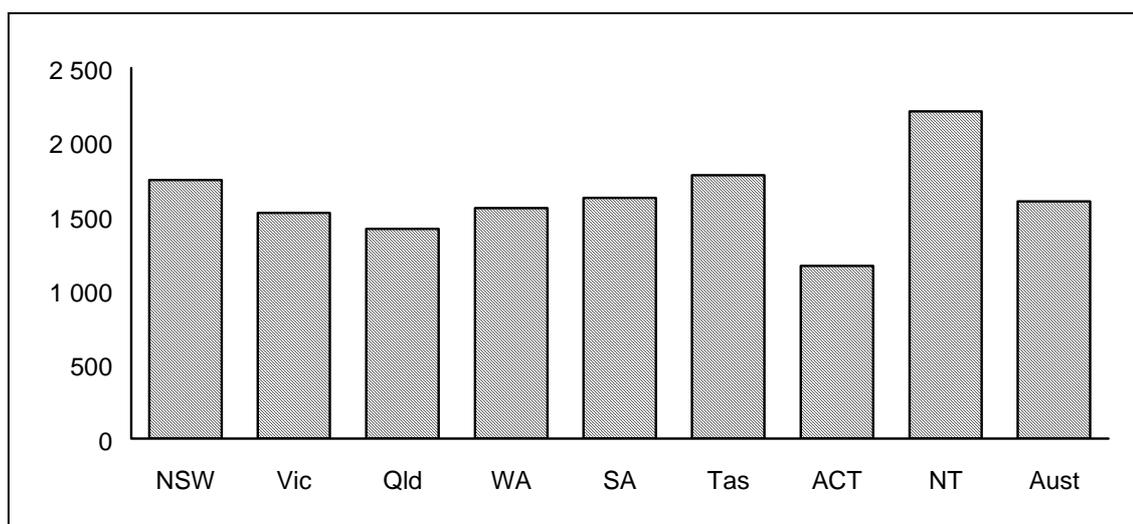
All three levels of government have a role in either funding, administering or providing services for older people, sometimes directly and sometimes jointly. Some services to older people are provided by programs which have a broader target group and others are provided under programs focused on older people.

Residential care

The Commonwealth Government is principally responsible for funding and regulating residential aged care facilities managed by the private and not-for-profit sectors. However, some states and territories fund a small number of facilities, or top-up funding to some facilities. Commonwealth funding for long term residential care services was about \$2.4 billion in 1995–1996 (\$2.0 billion for nursing homes and \$0.4 billion for hostels). Clients also contribute to the cost of residential care, in 1995–96 client fees totalled over \$1.2 billion (DHFS 1996).

Commonwealth Government expenditure on residential care varied across states and territories. In 1995–96 expenditure per person aged 70 years and over on nursing home benefits and hostel subsidies (excluding respite) was highest in the NT (\$2206) and lowest in the ACT (\$1163) — the Australian average was \$1600 (Figure 7.2).

Figure 7.2: Commonwealth government expenditure on residential services, 1995–96 (\$ per person aged 70 years and over)¹



¹ Includes expenditure on nursing home benefits, hostel subsidies and residential respite.

Source: Table 7A.13.

Nursing homes mainly care for frail older people who require 24 hour nursing care and substantial assistance with personal care tasks. Hostels generally care for less frail older people, providing a wide range of accommodation, personal care and occasional nursing services to older people, the majority of whom require assistance with activities of daily living. There are also nursing home

type patients in public hospitals, some of whom have care needs similar to those of people in residential care.

Historically, nursing homes and hostels cared for different client groups, with hostels providing services for people with social or housing related needs but no significant care needs. Hostels maintain a residual housing role, but they have recently moved much closer to the type of services provided by nursing homes. There is now a considerable overlap between the care needs of residents in each sector.

There were approximately 137 300 clients in residential care facilities at 30 June 1995, compared with approximately 107 500 at 30 June 1985 (DHFS 1996) — a growth of approximately 28 per cent. It is estimated that the number of clients who received these services at any one time in 1995 amounted to around 10 per cent of all people aged 70 years and over, and more than a quarter of those aged 70 years and over with a moderate, severe or profound handicap (ABS 1993; DSHS 1995).

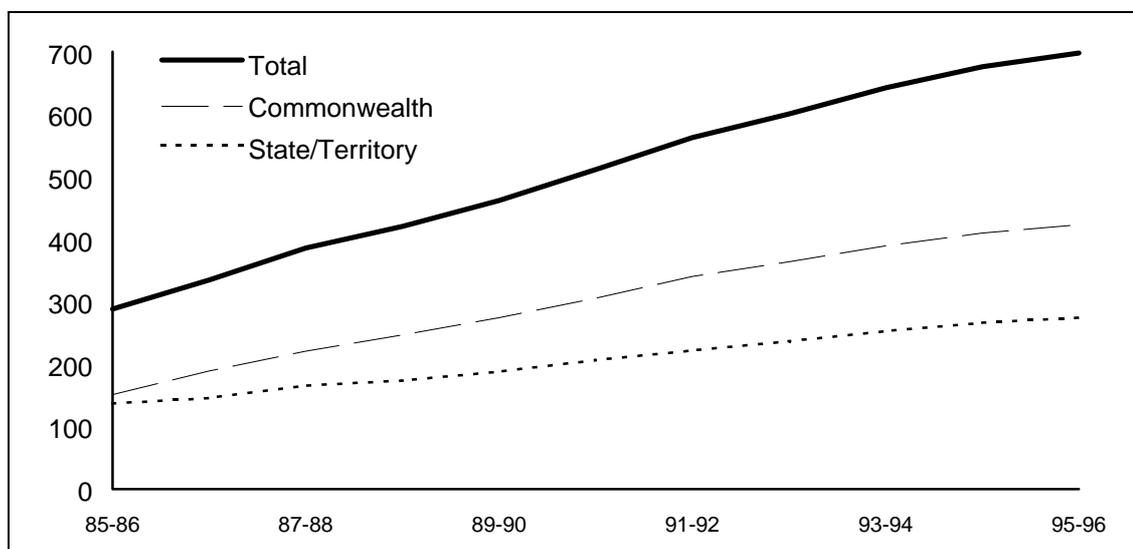
Community care

The Home and Community Care (HACC) program is jointly funded by the Commonwealth and State and Territory Governments, and managed by the State and Territory Governments. It provides community services for frail older people, younger people with disabilities and their carers. The aim of the program is to enable people to live in the community for as long as possible, minimising inappropriate entry to residential care. The HACC program funds a range of services including home help and maintenance, personal care, food services, respite care, transport, paramedical services and community nursing.

Expenditure on the HACC program, in 1995–96 prices, rose from \$288 million in 1985–86 to \$698 million in 1995–96 (DHFS 1996) (Figure 7.3). The increase has occurred in response to the policy of moving the balance of care from residential to community care. In addition, previously separately funded Commonwealth programs have been incorporated into HACC. As a result, the proportion of HACC expenditure provided by the Commonwealth Government increased from 50 per cent to around 61 per cent between 1985–86 and 1995–96.

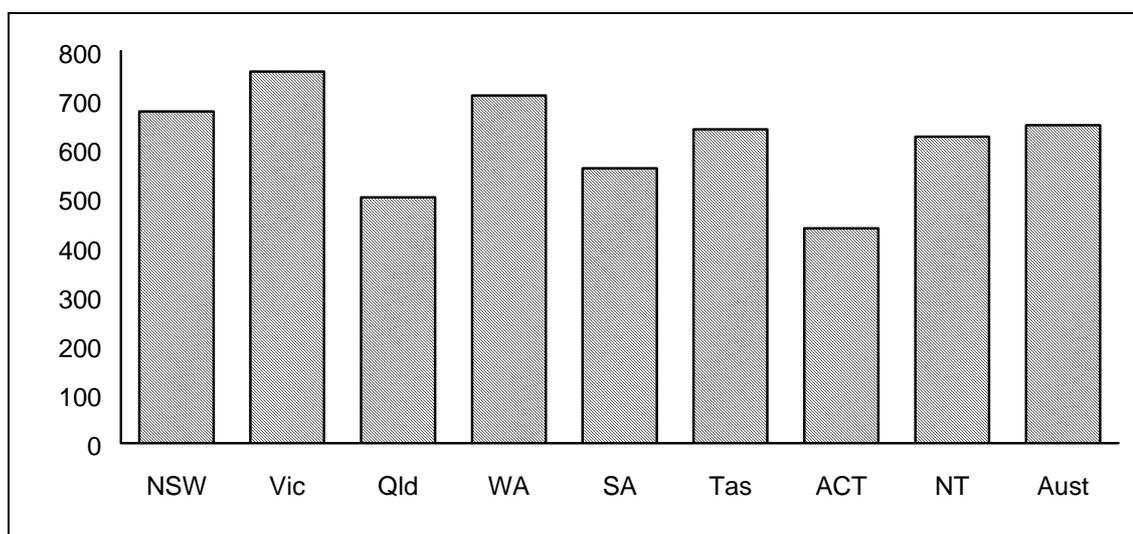
HACC expenditure per person with a moderate, severe or profound handicap, varied in 1995–96 from \$438 in the ACT to \$758 in Victoria, with an Australian average of \$649 (Figure 7.4).

Figure 7.3: HACC expenditure at 1995–96 prices, 1985–86 to 1995–96 (\$million)



Source: Table 7A.15.

Figure 7.4: Government expenditure on HACC, 1995-96 (\$ per person with a moderate, severe or profound disability)¹



¹ Includes Commonwealth and State and Territory Government expenditure. Excludes community respite and COPs.

Source: Table 7A.14.

Other services

In addition to the community based services program, HACC also funds Community Options Projects, which provide coordinated care services in a

community setting. Similar services are also provided through Commonwealth funded Community Aged Care Packages.

An additional component of the aged care system is the Aged Care Assessment Teams, which are jointly funded by the Commonwealth and State and Territory Governments, and managed by State and Territory Governments. These provide formal assessments of older people to determine if it is appropriate for them to enter residential care. If such care is not appropriate they may refer clients to HACC services.

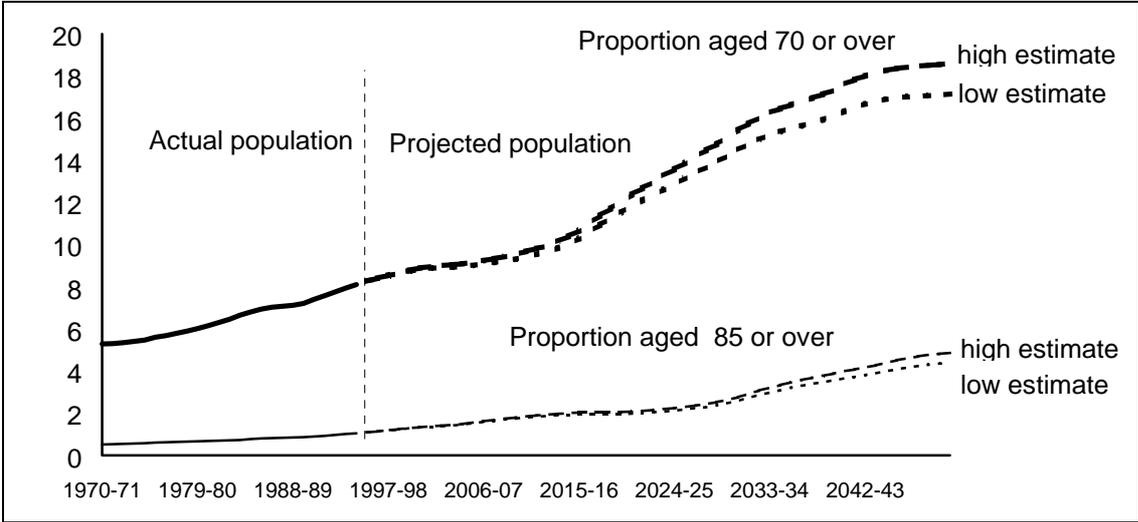
State and Territory Governments also fund a range of psychogeriatric services, sub acute geriatric in-patient services, and rehabilitation services.

7.3 Recent developments in the sector

7.3.1 Increasing demand for aged care services

The number of older persons in Australia is growing — not only in absolute terms, but also as a proportion of the total population — and it is projected to continue to increase in the future (Figure 7.5).

Figure 7.5: Persons aged 70 years and over, actual and projected, as a proportion of the total Australian population, 1970–71 to 2050–51 (per cent)¹



1 Data up to 1994–95 was estimated resident population. After 1994–95 population projection series C and D were used. Series C assumed high fertility and high overseas migration, Series D assumed low fertility and low overseas migration. The 70 years and over age group was chosen because it was the common population used for demand estimation. A different distribution would occur if the 65 years or over age group was used. Sources: ABS Cat No. 3201.0, ABS Cat. No. 3222.0.

The increase in the number of older persons is expected to change the level and composition of demand for aged care services, not only because people are living longer, but also because the pattern of frailty for older people is changing. This may occur because of changes in the period for which people are frail and the time at which they become frail.

7.3.2 Changing structure of services

The Australian aged care system in the early 1980s emphasised intensive institutional care in nursing homes. Few alternatives were available for older people who wanted to remain living at home, or to have less intensive forms of care.

A number of subsequent changes have shifted the balance of care away from nursing home care. Expansion of the residential care sector has been restrained; the mix of residential care services has shifted towards greater hostel care, with nursing home care increasingly reserved for people with high levels of dependency. A national assessment system has been set up to ensure older people are properly assessed before entering residential care, so that they receive appropriate services.

A number of new methods of delivering alternatives to nursing home care have been trialed in both community care and residential care, and a number of new methods of organising and packaging community based services are being introduced. Community Aged Care Packages, for example, provide hostel level care in a community setting.

7.3.3 Greater focus on quality

There were also some concerns in the 1980s about apparent failings in the quality of care provided in some nursing homes.

The Commonwealth Government has since introduced outcome standards for nursing homes and hostels. Service quality measures, including consumer assessment, are being developed to ensure standards of service can be monitored in the HACC program.

7.3.4 COAG reform process

In June 1996, the Council of Australian Governments (COAG) agreed to broad directions for reform in the health and community services with long term arrangements for system-wide reform to be explored and developed (COAG 1996).

Australia's health and community services system works well for most of the people for most of the time, but a major weakness is its focus on providers and programs rather than on people and outcomes.

COAG aims to explore a better partnership between the Commonwealth and the State and Territory Governments, to deliver better outcomes for people.

7.3.5 Structural reform package

In the 1996–97 Commonwealth Budget (Costello 1996) a Structural Reform Package unified, under one regulatory framework, the nursing home and hostel systems into a single residential aged care system. The package and its associated legislation are due to commence on 1 July 1997. A single resident classification mechanism will assess dependency and allocate funding across the system. These reforms have significant implications for future reporting of residential care services. In addition, from 1 July 1997:

- recurrent subsidies will be income tested so that wealthier residents make a contribution towards the cost of their care; and
- incentives and funding for all providers to invest in building quality will improve by allowing them to charge resident entry contributions. This will be market driven, but subject to meeting minimum building and other standards, and with appropriate resident protections.

The package also incorporates a technical adjustment to funding arrangements which will transfer the payment of rent assistance for people in residential care, from the Social Security to the Health and Family Services portfolio (to be incorporated into recurrent subsidies).

7.4 Framework of performance measures

7.4.1 The objectives of the aged care system

There are some difficulties in developing a common definition for the aged care system because it is defined somewhat differently in each jurisdiction. Nonetheless it is possible to define a broad objective for aged care services.

For the purpose of developing performance indicators for this Report, the objective of the overall aged services system was considered to be: to ensure that older people are able to maximise their health, well-being, and independence.

However, the services covered in this Report are focused on services for frail older people, and the objective of these services are more appropriately defined as: to maximise the health, well-being and independence of frail older people and their carers through the provision of care services which are:

- accessible;
- appropriate to their needs;
- of a high quality; and
- cost-effective.

7.4.2 The indicators

Four groups of indicators, based on the more narrowly defined objectives of services for frail older people, are presented in this Report (Figure 7.6).

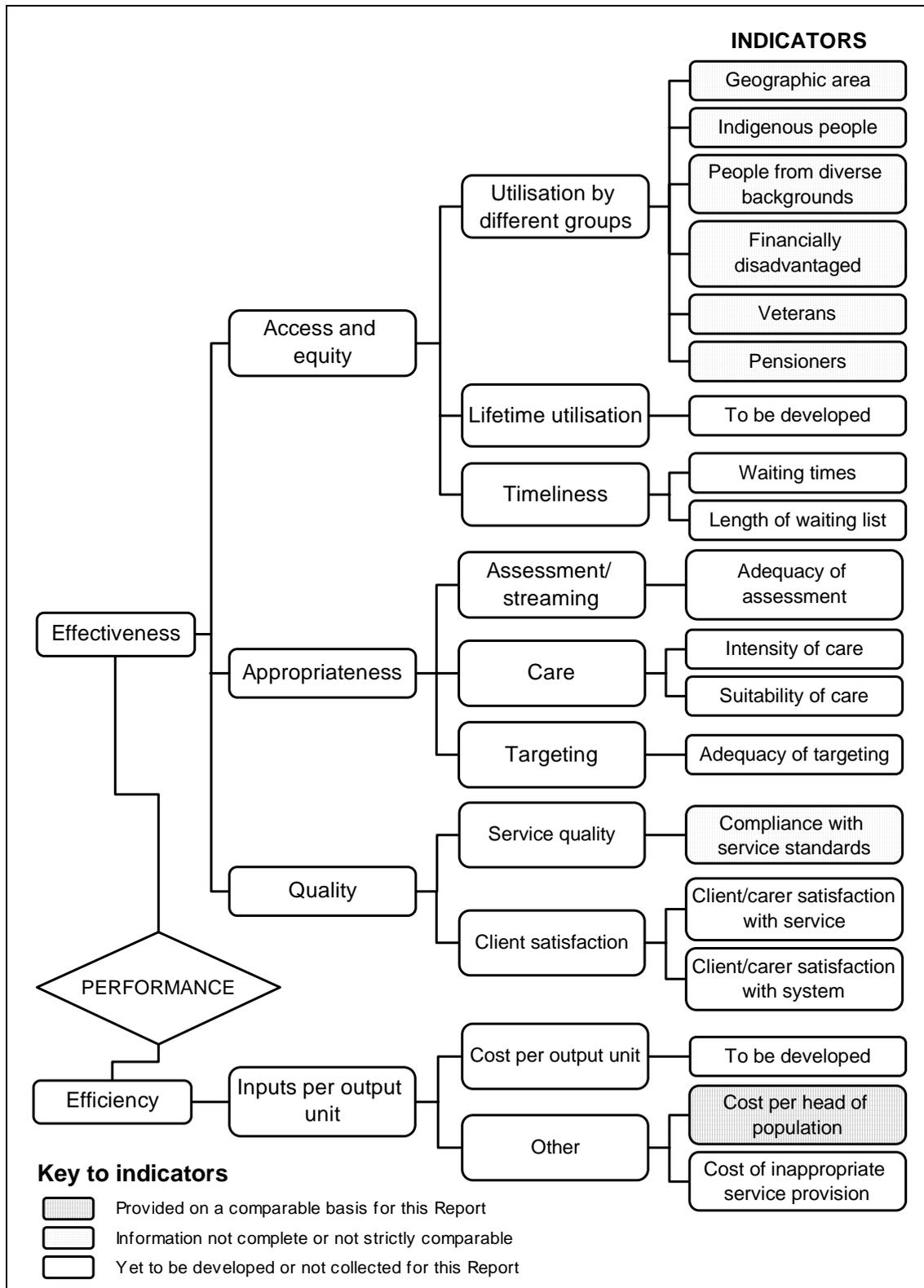
Access and equity indicators assess the amount of services provided and who consumes them. Within this group, most data is available on access and utilisation indicators. There is no comparable information on timeliness, but some case study material is available.

Appropriateness indicators assess how well services and availability match client needs, but appropriateness data is not available at this stage. Some data is available for quality indicators (specifically, outcome standards information for nursing homes and hostels).

Some cost information is available for the major aged care services.

Descriptions of indicators are provided in Attachment 7A.

Figure 7.6: Framework of performance indicators for aged care services



7.4.3 Service areas covered

General information is available for all the service areas covered in this chapter. Reliable and comprehensive data is collected for residential care services (nursing homes and hostels). Some additional information is available on CACPs.

The information provided covers frail older people and younger people with disabilities because the HACC program, and to a lesser extent residential facilities, provide services to both client types.

7.5 Future directions

The framework contains many indicators which are not fully defined, and have no matching data. Ensuring a full and comprehensive set of indicators is presented in future Reports requires a large amount of development work. Other data development bodies will be consulted during this process.

7.5.1 Coverage of services

The Report should, as far as possible, cover all the important components of aged care services, including those services which are solely operated by State and Territory Governments.

To this end a complete 'scoping' review is planned for 1997. The aim is to identify all significant aged care services funded by the Commonwealth, State and Territory Governments, and the appropriateness of including them in this Report.

7.5.2 Improving the indicators

Identifying the relevant population

There are different target groups for residential care and HACC programs, and making comparisons of service delivery between them is difficult. It is hoped to develop a method for comparing service provision across programs.

Measuring appropriateness

The appropriateness of services is an important component of the performance of aged care services, however it is difficult to measure. For example, it is hard to determine when a service has been inappropriately provided, especially when there are many different service types and many service providers.

Further research is required to understand the many dimensions of appropriateness. There are a number of possible methods for determining the appropriateness of services. One approach is to examine the quality of assessments and the choices older people receive (so that they may match services to their particular requirements). Clients' views regarding their experiences with the system may also be a useful indicator of appropriateness.

Measuring quality

Some information is available on the quality of residential care, but very little information is available on the quality of the aged care system as a whole or on the clients' experiences of aged care services. For example, no information is available as to whether Aged Care Assessment Teams provide a high quality service to older people. Current data collections focus on the types of assessments undertaken, rather than the quality of those assessments. Further work is required for these aspects of quality to be adequately assessed.

Broader indicators

The data presented in this report is based on service types. Indicators which more fully capture the operation of the entire aged care system are needed to clearly describe the performance of the sector and whether the system is achieving its stated aims. Such indicators should focus on clients rather than on service providers. It is expected that some initial system wide indicators will be presented in the next Report.

The aged care system interacts with other parts of the health and community services system and it is intended that some indicators will be developed which provide information on these interactions.

7.5.3 Improving the data

A number of steps have been identified to improve the availability of data for the next Report.

Younger people with disabilities

Methodologies to separate data relating to services provided to older people and younger people with disabilities will be considered during 1997. Most services covered in this chapter, as noted earlier, provide services to younger people with disabilities, as well as to older people. This is particularly an issue with the HACC program, for which the target group is people with functional

disabilities. It is not currently possible to separate the two groups in data collections.

Data collections focussed on people

There are problems with the way in which data is currently collected in the aged care sector.

First, as the data collections have been based on services, they focus on the data needs of service providers and funding bodies. Much of the data is produced as part of the funding process, and, as such, is process oriented rather than outcome oriented.

Second, current data collections focus on the services provided by an individual service provider to an individual older person. There is very limited data on whether a person is consuming service from another provider, and on whether they received all the services they were assessed as needing. Thus it is difficult to assess the effectiveness and efficiency of aged care services overall.

Both of these problems hamper the development of useful performance indicators. Some information on services used is available from the current data collections, but they cannot provide more complex information — this is particularly important when considering more complex indicators, such as those for ‘appropriateness’.

These indicators require information on all the services received by an individual. While some information is available from outside sources, such as the *ABS Survey of Disability, Ageing and Carers* (ABS 1993), much of the needed information requires data from different service providers to be coordinated. More work is required on this.

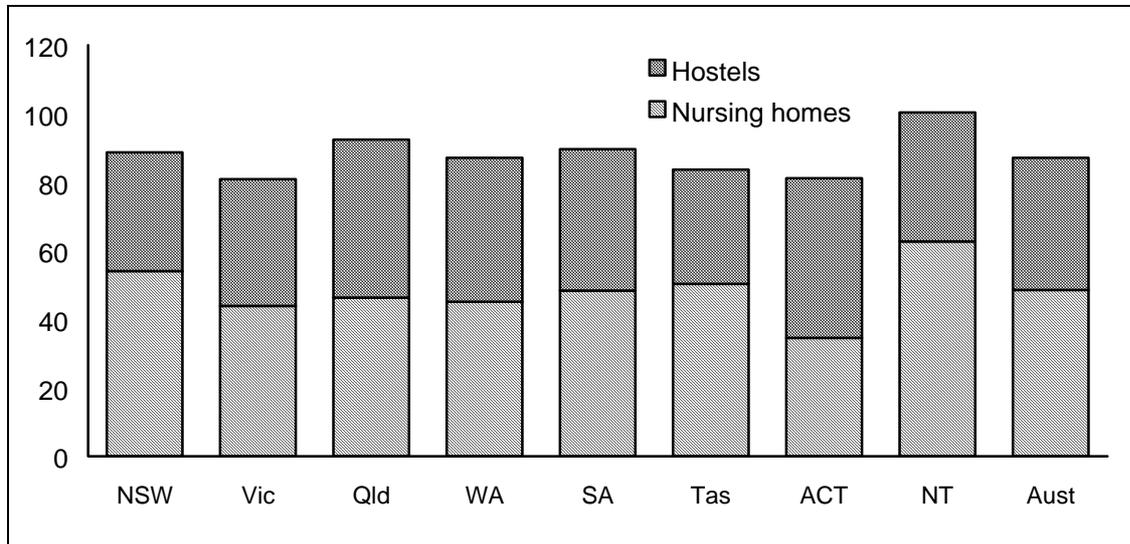
7.6 Key performance indicators

Only limited data is available for reporting this year, but there are plans to improve data collections in the future (Section 7.5).

7.6.1 Access to services

The number of residential services provided per person aged 70 years and over on 30 June 1996 was reasonably similar across jurisdictions (Figure 7.7). The highest proportion of people in care was in the NT where at 30 June 1996 approximately 100 persons were in residential care per 1000 persons aged 70 years and over.

Figure 7.7: People in nursing homes and hostels, 30 June 1996
(number per 1000 persons aged 70 years or over)¹



¹ Includes respite residents.

Source: Table 7A.1.

The distribution of HACC services provided was much more varied than for residential services, particularly the types of services (Table 7.1). For example, over 1000 hours per month of home help services were provided per 1000 persons with a moderate, severe, or profound handicap in Victoria, and nearly 900 hours were provided in the NT. However, the program in SA provided only 173 hours per month per 1000 persons with a moderate, severe, or profound handicap. This is to some degree explained by differences in definitions of services across jurisdictions (for example, between home help and personal care).

Around 500, 1000, and 1500 meals each month were provided in the ACT, SA and NT respectively, per 1000 persons with a moderate, severe, or profound handicap. Variations in the characteristics of the target population may or may not fully explain these variations in services provided, however further research is required to fully understand this relationship.

Table 7.1: Level of HACC service received, various periods 1993 to 1995 (number per month per 1000 persons with a moderate, severe or profound handicap)^{1,2,3}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>hours of service received</i>									
Home help ³	460	1016	421	709	173	786	289	888	590
Personal care ³	237	98	58	244	110	167	114	164	152
Home nursing ³	173	313	287	281	169	337	294	0	244
Paramedical ³	21	42	29	29	39	17	35	55	31
Home respite	368	146	168	154	93	150	309	280	220
Centre day care	536	678	854	556	440	265	232	60	607
Home maintenance/modification	63	77	39	79	9	75	52	32	58
<i>meals received</i>									
Home meals	1020	1054	964	1003	974	1068	507	1462	1007
Centre meals	131	139	130	354	91	39	23	169	144

1 HACC services were provided to both frail older people and younger people with disabilities. It is estimated that approximately three quarters of HACC clients were aged 70 years and over.

2 The collection months selected were those with the best coverage and editing rates. NSW and Queensland data were for November 1995; Victoria, SA, Tasmania, and ACT data were for May 1995; NT was for November 1994; and WA was for November 1993. The data was for a single month. Home Help was sometimes equivalent to Personal Care, depending on the practices of the service.

3 Excludes COPs.

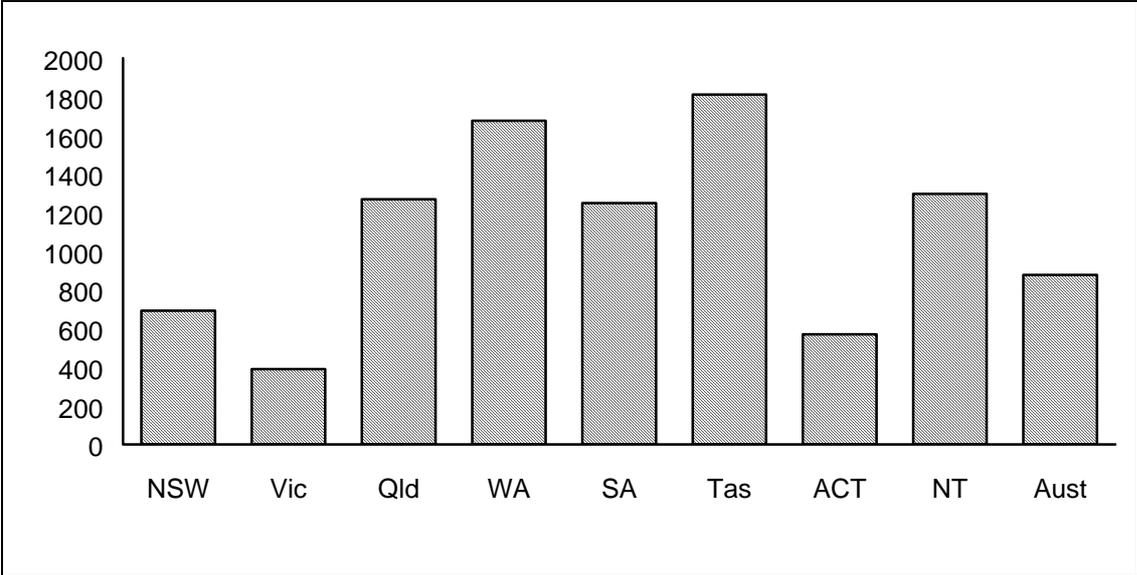
Source: Table 7A.2.

In 1994–95 nursing home type patient bed days in hospitals per 1000 persons aged 70 and over was the lowest in Victoria (389) and the ACT (571) and the highest in Tasmania (1811). The Australian average for nursing home type patients was 878 bed days per 1000 persons aged 70 and over (Figure 7.8).

Nursing home type patients were those patients who stayed in acute care hospitals for longer than 35 days, and who no longer required acute care services. They included younger people receiving rehabilitation or psychiatric services as well as older people waiting for residential accommodation or who required higher than nursing home level care.

Waiting times have been identified as an important indicator of access. Nationally comparable data is not yet available, however a case study on information available is provided in Box 7.1.

Figure 7.8: Bed-days for nursing home type patients in hospitals, 1994–95 (number)¹



¹ NHTPs are patients who have been in hospital (public and private) for a continuous period exceeding 35 days and do not need acute care. Many people who do not require nursing home admission can meet this definition including accident and illness patients. Others may have been certified by a doctor as requiring hostel or nursing home care and are waiting placement.

Source: Table 7A.8.

Box 7.1: Waiting times in Queensland

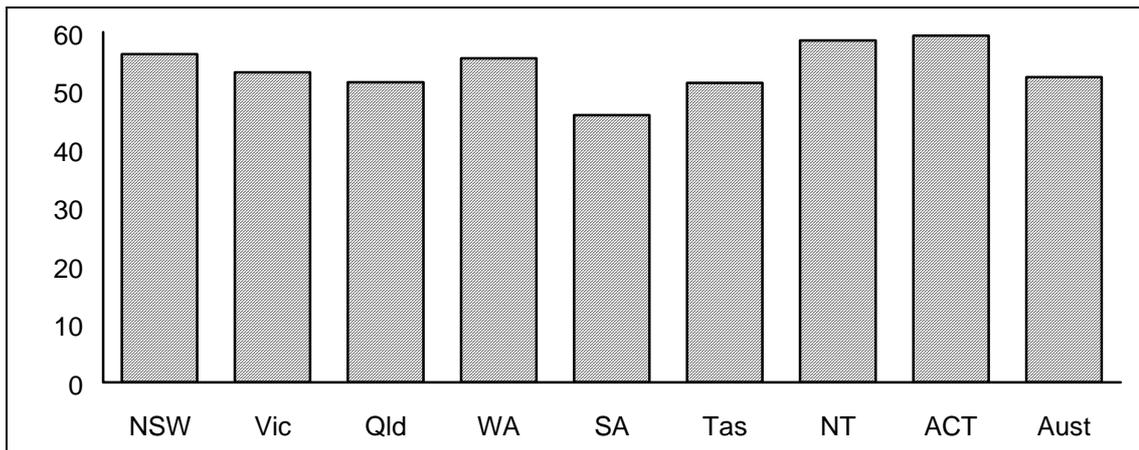
Information on waiting times for residential care is currently collected by Aged Care Assessment Teams in several states and territories, including Queensland and Tasmania. This information is maintained to monitor and analyse the factors influencing waiting times in particular areas.

At present, shortcomings in the data make it unsuitable for reporting. However it can provide a useful insight into the accessibility of some aged care services. For example, Queensland data for December 1995 showed that 17 per cent of people listed for nursing home or hostel admission were placed on the day of listing. Half of those waiting for nursing home were placed within 20 days, and half of those waiting for hostel within 40 days.

While the collection of data on waiting times has the potential to provide useful information on the performance of the system and the adequacy of current levels of care, there will need to be further development of collection methodology to address the inconsistencies in the data.

The extent to which nursing home outcome standards are met by homes targeted for assessment by the Commonwealth in a given year provides some indication of the quality of care (Figure 7.9).

Figure 7.9: Average score of nursing homes assessed against outcome standards, 1995–96 (score out of 62)¹



¹ Since October 1994 the Commonwealth Department of Health and Family Services has adopted a targeted approach to the selection of nursing homes for outcome standards assessments.

Source: Table 7A.11.

Results are not comparable between recent years as targeting has been on a risk management basis, with nursing homes at risk of having low standards being targeted for assessment. This shift to targeting has caused the average score of visited homes to fall.

Ratings against nursing home standards of those nursing homes targeted was high in all state and territories, and was highest in the ACT and NT. These results may reflect the number of assessments conducted in each state and territory, the effectiveness of targeting strategies, or actual differences in outcomes.

The introduction of outcome standards with targeted monitoring should have improved the quality of residential care services, and data indicates that standards initially judged as unmet have improved on subsequent follow-up visits. However data are not yet available to make authoritative comparisons either across time, or across states and territories. Further information on residential care outcome standards is provided in Box 7.2.

Box 7.2: Residential care outcome standards

Standards monitoring teams have visited nursing home facilities to assess their level of compliance with outcome standards from 1988. Similar standards for aged care hostels were implemented on 1 January 1991.

There are 31 nursing home standards and 25 hostel standards. They are grouped into objectives such as health care, social independence, privacy and dignity, homelike environment, variety of experience and safety. For example:

- the health objective, which includes: ‘All residents are adequately nourished and adequately hydrated’; and ‘Sensory losses are identified and corrected so that residents are able to communicate effectively’ (nursing home standard);
- the social independence objective, which includes: ‘Residents have freedom of movement within and from nursing homes, restricted only for safety reasons’; and ‘Provision is made for residents with differing religious, personal and cultural customs’ (nursing home standard);
- the privacy and dignity objective, including: ‘Personal effects of a resident must not be used by other persons without the consent of the resident’ (hostel standard); and
- the objective of homelike environment, which includes: ‘each resident must be provided with a comfortable and homelike environment’ (hostel standard).

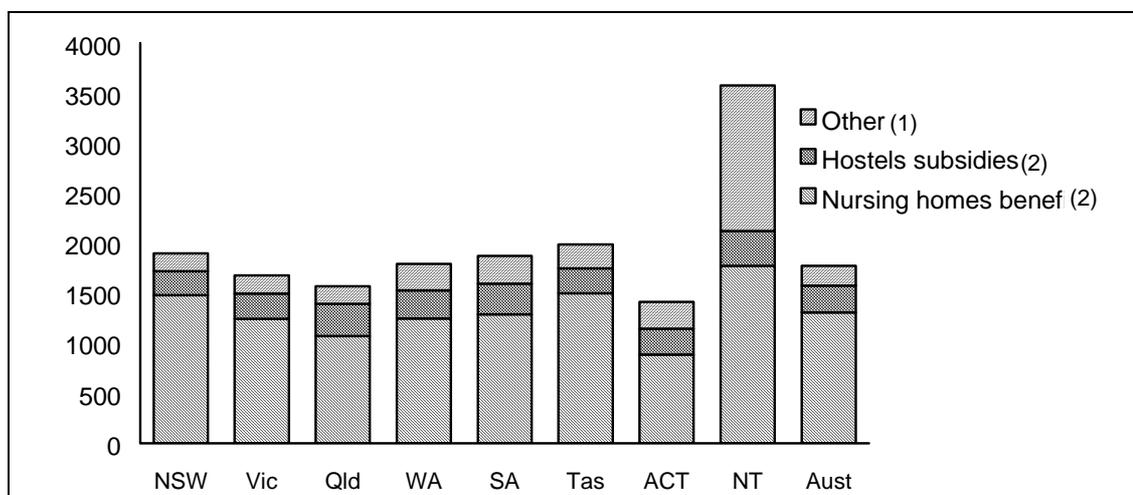
Sources: CSWPNHS 1987, DHFS unpublished.

7.6.2 Expenditure

There has been a trend towards community care over the last decade. Residential and community care have different target groups, but some indication of the distribution of care types can be gained by examining expenditure per person in the respective target populations. Victoria, for example, makes the greatest use of community care services.

Governments provide a number of different residential and community care services for aged persons. Both the composition of government expenditure and the levels of expenditure per person in target groups vary across jurisdictions. Government expenditure on residential aged care per 1000 persons aged 70 years and over was dominated by nursing homes expenditure although not all persons utilising residential aged care facilities are aged 70 years and over (Figure 7.10). On a per head basis, for persons aged 70 years and over, expenditure on residential services was highest in the NT and lowest in the ACT. The above average expenditure in the NT may be due to its isolation and larger population of Aboriginal and Torres Strait Islanders (Figure 7.10).

Figure 7.10: Commonwealth expenditure on residential care, 1995–96 (\$ per person aged 70 years and over)¹



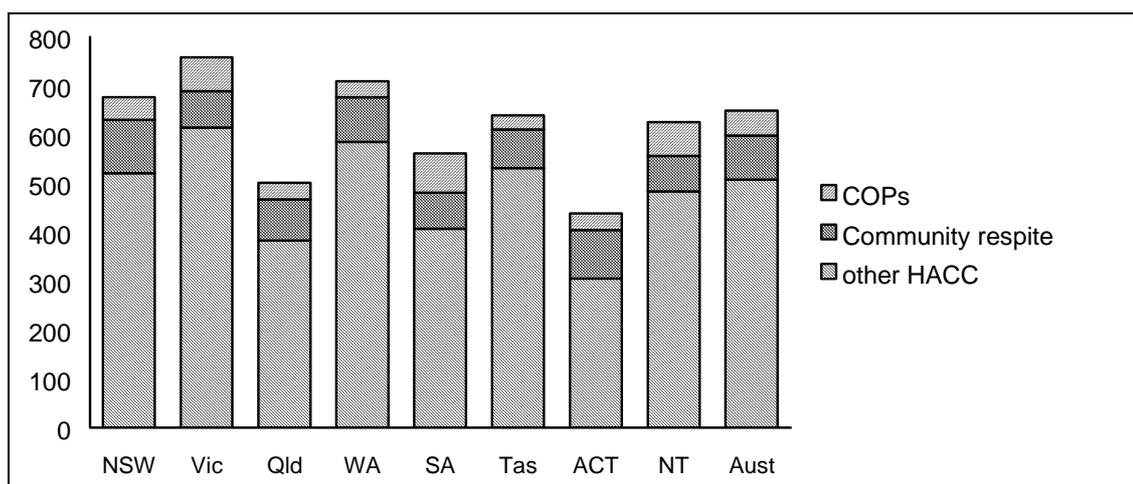
1 Other expenditure included top-up funding for residential facilities, planning/development, projects, schemes, other services, capital funding, CACPs expenditure and residential respite.

2 The 'hostel subsidies' and 'nursing home benefits' classification excluded residential respite services.

Source: Table 7A.13.

Expenditure on HACC services per person aged 70 years and over with a moderate to profound handicap was highest in Victoria and lowest in the ACT. In all jurisdictions it was predominantly for HACC services other than COPs and community respite (Figure 7.11).

Figure 7.11: Government expenditure on home and community services, 1995–96 (\$ per person with a moderate, severe or profound handicap)¹



Source: Table 7A.14.

7A AGED CARE SERVICES

Definitions are found in section 7A.3. Unsourced information has been obtained from Commonwealth, State and Territory Governments.

7A.1 Jurisdictions comments

Commonwealth Government comments

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The Commonwealth plays a substantial role in the provision of services to older people. It has responsibility for regulation and direct funding of nursing homes and hostels, and provides 60 per cent of HACC funding.

The development of national performance indicators and comparison of services across jurisdictions are strongly supported by the Commonwealth. The ability to contrast the experience of older people across the states and territories and therefore to assess the performance of aged care nationally is critical to further improvement in the system.

This first report is necessarily limited in scope, in the utility of performance measures and in data availability. Future work will include improving data integration, coverage, consistency and use. This will improve the value of this report and its comparative analysis, but also better enable cross-jurisdictional service planning and research. It will also be important to ensure that future development in the context of this report is closely linked with other data development exercises. Of particular relevance is the Commonwealth–State endorsed National Community Services Information Development Plan.

Work being undertaken by the HACC Program includes the reform of data collections, development of quality measures and establishment of independent assessment mechanisms. The data reforms will address a number of the concerns raised in this report regarding data quality and, when implemented, will better enable measurement of the level of service delivered to both frail aged and disabled people and allow comparison of program performance across the states and territories.

The Commonwealth’s ability to monitor the full range of care received by veteran’s and war widows could also be improved. This would be achieved by their being identified in the Commonwealth and States’ databases in a nationally consistent way. Despite these constraints, the present data collection does provide a range of useful indicators of comparative performance across states and territories and at a national level.

The Government’s Aged Care Structural Reform Package announced in the 1996–97 Budget, and due to take effect on 1 July 1997, will impact also on future development. The Reform Package unifies the nursing home and hostel systems under one residential aged care system, based on a single resident classification mechanism to assess dependency and allocate funding. A national Aged Care Standards Agency will work with industry and residents to ensure standards of care through accreditation and peer review. The next edition of this report will need to reflect these changes and it is likely that an added benefit of the reform package will be a better understanding of the utilisation of residential care, given the removal of the nursing home–hostel boundary.

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New South Wales Government comments

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NSW has a proven commitment to and significant investment in aged care and the provision of services to older people. NSW recognises that aged care is a complex system which expends many billions of dollars of Commonwealth and State and Territory Government funds. The NSW Government's commitment to older people crosses the health, community care and housing sectors.

The NSW Government has a broad and holistic view of ageing which is reflected in its approach to service provision and planning for older people. The pleasing performance of NSW, as reported in this chapter, is a positive reflection of the coordinated approach to aged care being fostered in NSW.

Current initiatives of the NSW Government include:

- the NSW Action Plan on Dementia which recognised the increasing needs of people with dementia in our community and focuses on the particular responsibilities of the State Government including health, community services, education and training;
- the establishment of the Accommodation Task Force which is charged with the responsibility for advising the NSW Government on strategies for meeting unmet need for accommodation and support for people with disabilities and older people; and
- the Social Justice Statement, *Fair Go, Fair Share, Fair Say*, which details the Government's commitment to older people and outlines its plan to develop a 'Healthy Ageing Strategy' by July 1997.

NSW is supportive of the initiative to develop consistent national performance indicators for aged care. The purpose of developing performance indicators should be to enable the measurement of the health and well being of older people as they move through the service system. We recognise that currently there are many issues with this exercise, including but not restricted to, the difficulty in reporting against many of the indicators listed in this chapter. National data sources are currently unable to split service usage for programs such as the Home and Community Care Program, between older people and younger people with disabilities. Thus any conclusions which are drawn about the provision of services to older people by programs such as this, must be tentative and preliminary.

The exercise has shown that much work remains to be done in order to achieve a useful set of national indicators and data which test whether the aged care system improves the health and well being of older people.

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Victoria Government comments

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The Victorian Government has a strong commitment to the provision of comprehensive and flexible aged care services. In 1992 it consolidated responsibility for a broad range of aged care services into a single division within the (then) Department of Health and Community Services. The policy direction of a senior Minister for Aged Care has provided a strong focus for the continued development of the aged care service system. Redevelopment of the aged care system has been proceeding at a pace since 1992 and some of the achievements in this regards such as the continuation of the long term shift in the balance of care from the residential to the community sector, are evident in the data published in this chapter. Others such as the development of sub-acute geriatric care, are outside the scope adopted for this year's chapter and do not appear in the tables.

The data in this chapter illustrate Victoria's relatively high level of community care (per capita) as well as its relatively lower levels of residential care (especially nursing home) provision. Victoria is appreciably closer to the benchmark levels of nursing home provision than the Australian average and does not have high numbers of nursing home type patients in public hospital beds. This may be one of the reasons for the higher than average dependency levels in Victoria's nursing homes and is the reason why intensive, case managed community care services have been greatly expanded over the last five years. Victoria's high proportion of people from culturally and linguistically diverse backgrounds (and the fact that services are provided to them) is evident in a number of the tables as is the relatively smaller number of indigenous people. Victoria is not in a position to comment on the cost structure or other management features of currently Commonwealth-administered services such as the nursing home and hostel program

Victoria is cognisant of the fact that the aged care sector forms part of a broad health and community services system and that the performance of the interrelated sectors of this system is only capable of being properly measured when the interrelationships as well as the within-sector dynamics can be assessed.

Victoria therefore supports the concept of a comprehensive national report on Government Service provision and views this initial publication of a chapter on aged care as an important first step towards the goal of better measurement of sector and system-wide performance. That there are shortcomings in the data published in this chapter is acknowledged but it is important to take this first step, and to build on it in future reports.

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Queensland Government comments

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The Commonwealth Government has significant policy and financial responsibilities for aged care services in Australia. Aged care provision is marked by the duplication and inefficiencies created by a blurring of roles between Commonwealth and State and Territory Governments. The inflexibility of the current program arrangements also mitigates against the use of flexible care packages in meeting consumer needs and expectations.

The Commonwealth currently provides approximately 65 per cent of HACC funding in Queensland. In addition to providing HACC-funded home care, the Queensland Government provides a range of services in the acute hospital sector, and non-in-patient services through its Community Health facilities.

Home help, personal care and home respite provision rates are lower than the national average, while Queensland's rates for centre day care and home nursing are higher than the national average. Queensland HACC clients are assessed as more dependent than the national average. Expenditure on HACC services has not yet reached the national average.

The State government operates 15 per cent of the nursing home places. Approximately 47 per cent of the places are supplied by the non-government not-for-profit sector, and the balance (38 per cent) by the non-government for-profit sector. Hostel provision is above the national average. The Commonwealth's dependency-specific funding levels for nursing home care are lower than for any other State. This remains a major source of inequity for Queensland.

Queensland has a significant indigenous population with special needs. The dispersion of the Queensland population also creates specific problems in all areas of aged care provision. Queensland provides for a higher than average number of long-stay nursing home type patients in public hospitals, especially in rural and remote areas. This reflects difficulties in providing stand-alone residential care. In response, Queensland is pursuing the development of multi-purpose services to offer more appropriate care options.

The challenges for Queensland include the development of an appropriate service provision framework while meeting the demand of a growing population which will contain a high proportion of people in the very old age groups. By 2035, the older population of Queensland will be second only to NSW.

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Western Australia Government comments

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WA fully supports the attempt to develop reliable performance indicators for aged care. Whilst the work done so far represents an encouraging start to this task, much remains to be done and the data collated in this Report must be interpreted with caution.

Moreover, while different levels of government are responsible for different parts of the aged care system, accountability for performance remains blurred and the capacity of the states and territories to respond to the needs they identify, and to develop a whole system approach, is constrained.

Having said that, some comments on the data and its interpretation from a WA perspective are appropriate.

Excluding the Territories, WA is the state with the lowest proportion of older people in its population. More significantly, in terms of the need for aged care services, it has a comparatively low proportion of people aged over 80 years.

This does not mean that aged care is a low priority for the WA Government. The data in this report shows that WA's expenditure per head of the target group is equal to the national average. It shows provision of residential care (controlled by the Commonwealth) is about the same in total as the Australian average, though with the balance slightly more towards hostels rather than nursing homes, compared with other states and territories.

In Home and Community Care (jointly funded by Commonwealth and State and Territory Governments), WA is second only to Victoria in per capita funding for the HACC target group, and second to the NT in HACC expenditure for each 1000 people aged 70 and over. WA has more than the national average provision of home help, personal care, home nursing, home maintenance and centre based meals. While the figures (which relate to 1993) show less than the national average provision of home respite, it is likely that the deficit has been substantially addressed due to the priority given to this service type in recent HACC funding rounds.

The one service area where WA departs significantly from the national average is nursing home type patients (NHTPs). The high number reflects the dispersed nature of WA's population outside the capital city and the fact that there are few regional centres with a population size sufficient to support a nursing home. The new multi-purpose service model offers a more appropriate response to this problem of critical mass, and with the rapid expansion of this funding model over the next two to three years, the number of NHTPs is expected to fall.

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South Australia Government comments

“ In April 1996, the South Australian Government, released *Ageing — A 10 Year Plan for South Australia*. The Plan notes that SA has the highest proportion of older people of all the Australian States and Territories, including in the 85 and over age group.

The Plan recognises importantly, that this changed demographic composition offers the South Australian Community both opportunities and challenges. In taking a whole of government approach, the Plan proposes that the objective of all responses to the needs of older people should be to enhance citizenship, preserve independence and maximise individual choice and control.

The South Australian Government recognises that older people like other generations, desire to participate in a full range of activities and responsibilities. There is a need to ensure therefore, that planning embraces both service provision to enable frail older to remain involved in their communities, and the promotion of opportunities in fields such as education, recreation and the arts.

A commitment has also been made by the Government to increase funding for care services. As analysis of service utilisation for people aged 70 and over in SA suggests that South Australians receive low levels of home help, home respite and home maintenance/modification by comparison with older people in other states and territories.

The 10 Year Plan commits SA to achieving HACC funding parity with other states and territories within 10 years. Already, SA has achieved maximum growth in 1993–94, 1995–96, and 1996–97 by fully matching funds offered by the Commonwealth.

Planning into the future will seek to individualise service responses, so that older people are in a position to receive the services they choose, rather than be tied to a limited range of services determined by funder or service provider convenience.

Other important directions outlined in the 10 Year Plan include a movement to regional block funding, the separation of assessment from service delivery, the development of a continuous quality improvement framework for HACC funded services and the continuation of a policy and planning approach which commits the Government to a holistic, cross Department response to the needs and aspirations of older people.

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Tasmania Government comments

“ The key issue for Tasmania is the provision of services to rural and remote areas of the State.

Recent research has indicated that Tasmania is different to other states and Territories in that it has a very dispersed population. Tasmania has the lowest proportion of people living within the capital city. Approximately 40 per cent live in towns and villages of less than 5000 people. Of these 20 per cent live in or near hamlets of less than 250 people, highlighting the challenge Tasmania faces when striving for accessible services across Tasmania.

The proportion of population over 65 years is increasing both within Tasmania as it is nationally. In 1993 12.2 per cent of Tasmania's population was over 65 years, 0.5 per cent higher than the national figure (ABS Cat. 3205.6). This disparity is expected to increase to 1.25 per cent by 2011 according to ABS projections.

An examination of the 1991 census data from the ABS shows that almost half (47.6 per cent) of the Tasmanian's aged over 70 years live in the Southern Region of the State (ABS Greater Hobart — Southern Region). In the North, those people 70 years or over comprise 30.8 per cent of the States 70 years or over population. The Northwest (ABS Northern and Mersey–Lyell Regions) has 22.4 per cent of the States 70 years or over population.

As at October 1995 Tasmania has 4106 residential aged care place (hostels nursing home and CACP) Of these 126 beds are fully State Government funded with a further 126 State Government operated but Commonwealth Government approved and funded.

Demographic trends point to an increase of other groups of older people with distinctive needs. These area:

- older women, with a focus on older women living alone;
- ageing people with a disability; and
- ageing family carers.

The shift away from residential care to receiving care and support within the older persons own home has seen expansion of community based services.

Major priority has been given to meeting the demand for respite care, personal care, home nursing, home help and home maintenance. Expansion is also required in transport services and in the range of health professional services provided particularly speech pathology and podiatry.

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Australian Capital Territory Government comments

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The ACT Department of Health and Community Care provides the following comments to the Data Collection for Aged Care chapter on the 1997 Report on Commonwealth/State Service Provision.

A number of strategies are being developed to improve the delivery of HACC services in the ACT. These include the development of broad based service models that allow a range of different types of service to be delivered from one provider; greater integration and coordination of services; use of brokerage funds to purchase services for people who have difficulty accessing services or who need continuity of service on discharge from hospital.

When compared to other jurisdictions a low utilisation of personal care services and a high utilisation of home nursing is indicated. There is some concern that the HACC home nursing data for the ACT has been aggregated with all home nursing data. Home nursing services are not homogeneous across all states and territories and are not comparable as they have different admission criteria, policies and practices. The ACT may have easier access to home nursing services when compared to other states. At this time the ACT does not have a waiting list for access to community nursing services.

The data indicates a low utilisation of home and centre based meals services in the ACT. A review of Red Cross Meals on Wheels and Linen Service in August 1996 recommended a number of strategies for improving client outcomes, service quality and management. The issues of access, client need and choice related to food services will be examined.

The data indicates that the ACT has the lowest expenditure on residential care, HACC, CACPs and COPs per person aged 70 years or over. This must be considered in the context of the provision of Commonwealth funded aged care services being at or near the planning benchmark of 100 places per 1000 people aged 70 years and over and that the HACC Program in the ACT funds only a minor proportion of the cost of providing community nursing services to this client group. In addition aged people in the ACT are able to access a wide range of primary health care services through regional health centres that are not funded under the HACC Program and therefore not included in the expenditure figures in the report.

In 1996–97 community accommodation will be provided for 24 younger people with disabilities currently living in nursing homes. This is intended to reduce access problems for elderly people seeking nursing home accommodation.

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Northern Territory Government comments

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The NT has a comparatively young age structure and a higher than average population of Aboriginal and Torres Strait Islander people (26 per cent compared with less than 3 per cent for the rest of Australia).

The unique and diverse regional, cultural and economic characteristics of the NT has made it quite challenging for government in the provision of cost effective services within the parameters of the existing complex array of legislation within the Aged care program. Mainstream service models are generally inappropriate in meeting the needs of Aboriginal communities and there are high additional costs in the provision of services.

In many remote communities throughout the NT living conditions contribute to a higher incidence of frailty. When assessing relative need of care, the notion of a national benchmark of 70 years and over is not a fundamental consideration in Aboriginal communities. Rather an age limit of 50 years and over has generally been used in the planning for aged care services, with the number of indigenous people being six times higher in this age group compared to the proportion of other Australians.

Data in this chapter acknowledges that nursing homes, hostels and community aged care package provision levels per 1000 people aged 70 and over are among the highest in Australia. This needs to be interpreted in the context that this age group comprises a relatively small component of the population and the higher than average need for aged care services among indigenous Australians under 70 years of age.

Comparisons between the NT and national expenditure trends can be disproportionate because of the small size of the aged population and the make up of that population. When comparing residential care to community care, data should not be misinterpreted on expenditure per person. Clearly expenditure on residential services is high but this needs to be interpreted in the context of both the size of the nursing home or hostel and the number of places available as well as the income levels of some of the consumers. These figures can distort actual expenditure on community care programs in the NT.

The NT supports the need for culturally appropriate service models which acknowledge infrastructure and standard of care differences in the provision of residential, respite and community service programs.

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7A.2 All jurisdictions data

Table 7A.1: Clients of nursing homes, hostels and CACPs as at 30 June, 1995 to 1996 (per 1,000 persons aged 70 years and over)¹

<i>Persons accessing service</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Nursing home - 1995									
Respite care	0.4	0.5	0.2	0.1	0.5	0.5	0.2	1.7	0.4
From culturally and linguistically diverse background ²	5.8	5.9	3.9	7.6	6.3	1.5	7.0	4.7	5.6
Aboriginal and Torres Strait Islanders	0.5	0.2	0.8	1.2	0.4	0.3	0.1	27.7	0.6
All persons ³	55.0	44.1	47.8	47.6	48.4	52.4	36.3	61.7	50.2
Nursing home - 1996									
Respite Care	0.6	0.6	0.4	0.5	0.4	0.7	0.2	2.4	0.5
Aboriginal and Torres Strait Islanders ²	0.4	0.2	0.7	1.0	0.3	0.3	0.1	27.0	0.5
Veterans	1.9	1.6	1.8	1.5	1.4	2.6	1.3	0.3	1.7
All persons ³	54.0	43.8	46.3	45.1	48.3	50.4	34.6	62.7	48.5
Hostels - 1995									
Respite Care	1.0	0.9	1.2	1.0	1.2	1.2	1.5	2.0	1.0
All persons ³	34.5	36.2	45.5	41.7	41.3	33.2	45.4	39.0	38.1
Hostels - 1996									
Respite Care	1.0	0.9	1.2	1.1	1.0	1.2	2.0	1.8	1.0
From culturally and linguistically diverse background ²	2.5	3.8	2.4	3.9	2.5	0.8	5.0	3.9	2.9
Aboriginal and Torres Strait Islanders	0.2	0.1	1.1	1.5	0.5	0.0	0.8	16.4	0.5
Veterans	3.7	3.4	5.7	4.4	4.2	4.5	5.1	1.8	4.1
All persons ³	34.7	37.0	46.1	42.0	41.3	33.3	46.5	37.6	38.5
CACP - 1995									
Veterans	0.1	0.1	0.1	0.2	0.2	0.2	0.1	0.0	0.1
All persons	1.5	1.4	1.4	1.5	1.8	2.3	1.8	2.3	1.5
CACP - 1996									
From culturally and linguistically diverse background ²	0.6	0.9	0.2	0.6	0.4	0.7	0.8	0.0	0.6
Aboriginal and Torres Strait Islanders	0.1	0.0	0.2	0.3	0.0	0.3	0.0	3.0	0.1
Pensioners ⁴	0.8	0.9	1.0	1.0	1.2	1.0	1.1	6.1	0.9
Veterans	0.3	0.2	0.2	0.2	0.3	0.3	0.2	0.0	0.3
All persons	2.7	2.4	2.6	2.8	3.0	3.7	3.1	6.1	2.7

1 The data has been synthesised to overcome gaps in the data collections. Accordingly there will be minor inconsistencies between tables.

2 Defined as people from non-English speaking background.

3 Includes permanent and respite residents.

4 At present it is not possible to identify clients who are financially disadvantaged persons. Until better data is available pensioners are being used in lieu of the more narrowly defined 'financially disadvantaged persons'.

Source: DHFS unpublished.

Table 7A.2: Level of HACC service received, various periods 1993 to 1995 (number per month per 1000 persons with a moderate, severe or profound handicap)^{1,2,3}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Hours per month</i>									
Home help	460	1016	421	709	173	786	289	888	590
Personal care	237	98	58	244	110	167	114	164	152
Home nursing	173	313	287	281	169	337	294	0	244
Paramedical	21	42	29	29	39	17	35	55	31
Home respite	368	146	168	154	93	150	309	280	220
Centre day care	536	678	854	556	440	265	232	60	607
Home maintenance/modification	63	77	39	79	9	75	52	32	58
<i>Meals per month</i>									
Home meals	1 020	1 054	964	1 003	974	1 068	507	1 462	1 007
Centre meals	131	139	130	354	91	39	23	169	144

1 HACC services were provided to both frail older people and younger people with disabilities. It is estimated that approximately three quarters of HACC clients were aged 70 years and over.

2 The collection months selected were those with the best coverage and editing rates. NSW and Queensland data were for November 1995; Victoria, SA, Tasmania, and ACT data were for May 1995; NT was for November 1994; and WA was for November 1993. The data was for a single month. Home Help was sometimes equivalent to Personal Care, depending on the practices of the service.

3 Excludes COPs.

Source: DHFS unpublished.

Table 7A.3: HACC services received in capital city and other areas, various periods 1993 to 1995 (per cent)^{1,2,3}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Capital city	54	57	60	72	63	36	100	60	58
Other	46	43	40	28	37	64	0	40	42

1 HACC services were provided to both frail older people and younger people with disabilities. It is estimated that approximately three quarters of HACC clients are aged 70 years and over.

2 The collection months selected were those with the best coverage and editing rates. NSW and Queensland data were for November 1995; Victoria, SA, Tasmania, and ACT data were for May 1995; NT was for November 1994; and WA was for November 1993. The data was for a single month. Home Help was sometimes equivalent to Personal Care, depending on the practices of the service.

3 Excludes COPs.

Source: DHFS unpublished.

Table 7A.4: Estimated number of clients, various periods 1993 to 1995 (number per 1000 persons with a moderate, severe or profound handicap)^{1,2}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Clients from culturally and linguistically diverse backgrounds ³	26.3	30.4	10.2	37.90	29.4	11.2	28.7	20.3	25.2
Aboriginal and Torres Strait Islander clients	6.2	3.1	4.1	5.0	0.9	3.5	1.1	46.1	4.4
Pension/benefit clients	201.6	219.0	141.5	204.1	155.9	209.6	137.9	170.5	189.0
Veteran clients	20.9	24.9	13.3	38.2	20.3	28.7	15.4	10.8	22.0

1 Excludes persons only receiving COPs services.

2 The collection months selected were those with the best coverage and editing rates. NSW and Queensland data were for November 1995; Victoria, SA, Tasmania, and ACT data were for May 1995; NT was for November 1994; and WA was for November 1993. The data was for a single month. Home Help was sometimes equivalent to Personal Care, depending on the practices of the service.

3 Defined as people from non-English speaking background.

Source: DHFS unpublished.

Table 7A.5: COPs services received, 1994 (number per month per 1000 persons with a moderate, severe or profound handicap)^{1,2}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>hours per month</i>									
Home help	38.5	10.0	24.9	12.6	18.5	2.7	0.7	0.8	108.6
Personal care	36.9	15.9	6.0	4.4	3.5	2.6	0.5	0.9	70.8
Home nursing	16.9	3.6	1.1	0.3	0.6	0.1	0.0	0.0	22.7
Paramedical	5.6	1.4	1.9	0.7	0.2	0.1	0.4	0.3	10.6
Home respite	53.9	8.2	9.2	5.6	6.8	0.9	1.4	0.2	86.2
Centre day care	34.0	15.1	2.4	3.1	5.7	0.8	0.5	1.8	63.6
Residential respite	97.3	51.9	9.4	0.6	14.4	0.1	4.1	0.0	177.9
Home maintenance/modification	4.0	1.1	3.0	1.8	1.2	0.5	0.0	0.0	11.7
Case management	24.1	10.7	8.5	3.4	2.4	2.1	1.0	0.4	52.7
<i>meals per month</i>									
Home meals	19.0	3.6	10.1	3.9	2.9	0.8	0.1	5.5	45.8
<i>occasions per month</i>									
Transport	21.1	8.7	7.6	4.3	4.3	1.1	0.6	1.0	48.6

1 COPs services had the same target group as HACC.

2 The original data was for a two week period - it has been doubled to give a month total. Data is only given for services provided by COPs itself or purchased from a non-HACC service provider. Data was collected from all COPs projects in late 1994, except for SA and WA which were collected in 1993. Home Help is sometimes equivalent to Personal Care, depending on the practices of the service.

Source: DHFS unpublished.

Table 7A.6: People receiving Community Options services in capital city and other areas, 1994 (per cent) ^{1,2}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Capital City	52	33	49	79	44	27	100	65	50
Other	48	67	51	21	57	74	0	35	50

1 COPs services were had the same target group as HACC.

2 The original data was for a two week period - it has been doubled to give a month total. Data is only given for services provided by COPs itself or purchased from a non-HACC service provider. Data was collected from all COPs projects in late 1994, except for SA and WA which were collected in 1993. Home Help is sometimes equivalent to Personal Care, depending on the practices of the service.

Source: DHFS unpublished.

Table 7A.7: Estimated number of COPs clients 1994 (number per 1000 persons with a moderate, severe or profound handicap) ^{1,2}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Clients from culturally and linguistically diverse backgrounds ³	0.9	0.7	2.6	0.6	1.1	1.6	1.2	4.9	1.2
Aboriginal and Torres Strait Islander clients	0.5	0.0	0.4	0.1	0.8	0.3	2.9	0.5	0.4
Pension/benefit clients	7.6	3.9	6.9	3.6	5.5	6.2	4.9	20.9	6.0
Veterans clients	0.4	0.2	0.4	0.2	0.2	0.2	0.1	0.2	0.3

1 COPs services had the same target group as HACC.

2 The original data was for a two week period - it has been doubled to give a month total. Data is only given for services provided by COPs itself or purchased from a non-HACC service provider. Data was collected from all COPs projects in late 1994, except for SA and WA which were collected in 1993. Home Help is sometimes equivalent to Personal Care, depending on the practices of the service.

Source: DHFS unpublished.

Table 7A.8: Bed-days for nursing home type patients, 1994–95¹

<i>Hospital Type</i>	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
NHTP bed days	'000	355.4	144.6	309.9	198.9	172.5	73.2	7.9	3.8	1 266.2
TOTAL bed days	'000	7 420	5 176	3 931	1 890	1 938	580	292	209	21 436
NHTP bed days as proportion of total bed days	per cent	4.8	2.8	7.9	10.5	8.9	12.6	2.7	1.8	5.9
Total NHTP bed days per 1,000 aged 70 years and over	bed-days	692	389	1 269	1 676	1 250	1 811	571	1 297	878

1 NHTPs are patients who have been in hospital (public and private) for a continuous period exceeding 35 days and do not need acute care. Many people who do not require nursing home admission can meet this definition including accident and illness patients. Others may have been certified by a doctor as requiring hostel or nursing home care and are waiting placement.

Source: DHFS unpublished.

Table 7A.9: Percentage of residents using service who receive a pension/allowance at 30 June, 1995 to 1996 (number)¹

<i>Persons accessing service</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Nursing home - 1996									
Veterans	3.6	3.7	3.9	3.3	2.9	5.3	3.6	0.7	3.6
All pensioners	91.1	90.2	91.8	91.2	91.1	91.1	88.6	95.0	91.0
Hostels - 1996									
Veterans	10.7	9.2	12.4	10.4	10.1	13.4	10.8	4.5	10.6
CACP - 1995									
Veterans	8.0	5.7	8.0	11.5	8.4	11.3	7.7	0.0	7.9
CACP - 1996									
Veterans	11.5	8.4	8.9	7.7	9.4	8.2	5.9	0.0	9.6

1 Data has been synthesised to overcome gaps in the data collections, accordingly there will be apparent minor inconsistencies between table.

Source: DHFS unpublished.

Table 7A.10: Estimated residents of nursing homes, at 30 June 1996 (number per 1,000 persons aged 70 years and over)^{1,2}

		<i>NSW</i>	<i>VIC</i>	<i>QLD</i>	<i>WA</i>	<i>SA</i>	<i>TAS</i>	<i>ACT</i>	<i>NT</i>	<i>TOTAL</i>
Veterans	Urban	1.9	1.5	1.5	1.5	1.4	1.5	1.6	0.2	1.6
	Rural	0.5	0.5	0.8	0.2	0.2	1.9	0.0	0.0	0.5
	Remote	0.0	0.0	0.1	0.1	0.0	0.0	0.0	0.3	0.0
	Total	2.4	2.0	2.4	1.8	1.6	3.5	1.6	0.5	2.2
All pensioners ²	Urban	37.3	26.7	25.6	33.1	35.7	18.9	27.6	27.2	31.4
	Rural	8.9	9.9	13.7	4.7	6.2	23.8	0.0	0.0	9.7
	Remote	0.1	0.1	1.0	1.4	0.0	0.2	0.0	32.4	0.4
	Total	46.3	36.7	40.3	39.1	41.9	42.9	27.6	59.6	41.6
All residents	Urban	43.6	32.0	29.6	38.2	41.2	22.5	34.6	28.4	36.8
	Rural	10.3	11.7	15.6	5.4	7.1	27.6	0.0	0.0	11.2
	Remote	0.1	0.1	1.2	1.5	0.0	0.2	0.0	34.4	0.5
	Total	54.0	43.8	46.3	45.1	48.3	50.4	34.6	62.7	48.5

1 The data has been synthesised to overcome major shortcomings in the data collections. While this has resulted in apparent inconsistencies between tables, the data are a useful indicator the relative differences in population between different areas.

2 At present it is not possible to identify residents/recipients who are financially disadvantaged persons. Until better data is available pensioners are being used in lieu of the more narrowly defined 'financially disadvantaged persons'.

Source: DHFS unpublished.

Table 7A.11: Average score of nursing homes and hostels assessed against outcome standards, 1993–94 to 1995–96 (score)¹

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Aust</i>
Nursing homes ²	1993–94	58.5	54.1	58.0	54.3	54.3	46.1	45.2	58.2	55.9
	1994–95	56.5	52.1	55.0	54.1	53.7	51.0	44.3	53.5	54.7
	1995–96	56.2	53.1	51.4	55.5	45.8	51.3	58.6	59.4	52.3
Hostels ³	1993–94	46.8	43.7	47.6	45.9	44.8	44.5	38.5	47.3	46.0
	1994–95	47.7	43.7	45.7	45.7	43.3	44.8	41.5	47.3	46.4
	1995–96	47.7	43.1	46.3	45.1	44.5	44.1	40.0	43.2	46.0

1 Since October 1994 the Commonwealth Department of Health and Family Services has adopted a targeted approach to the selection of nursing homes for outcome standards assessments. The targeting of homes has caused average compliance to fall as most facilities assessed are those identified as being at risk of having poor standards. These figures should not, therefore, be taken as an indication of declining standards.

2 The maximum score for nursing homes is 62.

3 The maximum score for hostels is 50.

Source: DHFS unpublished.

Table 7A.12: Complaints received by Commonwealth regarding residential care, 1995–96¹

	<i>Units</i>	<i>Nursing Homes</i>			<i>Hostels</i>		
		<i>93–94</i>	<i>94–95</i>	<i>95–96</i>	<i>93–94</i>	<i>94–95</i>	<i>95–96</i>
Received (per 1,000 residents)	No.	6.9	11.6	14.4	5.3	6.7	7.0
Substantiated	%	41	45	43	39	43	43
Unsubstantiated	%	51	49	49	46	49	39
Unfinalised as at 30 June	%	8	6	8	15	8	18

1 Changes in complaints should not be taken as an indication of declining quality. The complaints program is at a relatively early stage and the increase is indicative more of a greater preparedness to complain, reduced fear of consequences and more awareness of the rights and avenues of complaint.

Source: DHFS unpublished.

Table 7A.13: Commonwealth expenditure on residential care and equivalent, 1995–96 (\$ per person aged 70 years and over)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Nursing homes benefits	1 481	1 245	1 069	1 246	1 290	1 497	886	1 775	1 308
Hostels subsidies	238	250	324	284	304	249	256	346	267
Residential respite benefits/ subsidies	25	27	21	26	30	30	21	86	26
CACPs ²	24	16	23	23	25	30	26	10	22
Other ³	130	138	131	213	221	180	226	1 360	153
Total	1 898	1 676	1 568	1 791	1 870	1 986	1 415	3 576	1 775

1 Excludes HACC.

2 CACP expenditure excludes CACP establishment grants.

3 Other includes expenditure on top up funding for residential facilities, planning/development, projects, schemes, other services and capital funding.

Source: DHFS unpublished.

Table 7A.14: Government expenditure on home and community services, 1995–96 (\$ per person with a moderate, severe or profound handicap)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Community respite	110	75	84	92	74	79	99	73	90
COPs	46	70	34	32	80	29	34	69	51
other HACC	521	614	383	585	408	531	305	484	508
Total	677	758	502	709	561	640	438	626	649

Source: DHFS unpublished.

Table 7A.15: HACC expenditure in 1995–96 prices, 1985–86 to 1995–96 (\$ million)

	<i>Commonwealth</i>	<i>States and Territories</i>	<i>Total</i>
1985–86	151	137	288
1986–87	189	145	335
1987–88	221	165	386
1988–89	247	174	421
1989–90	274	188	462
1990–91	306	206	512
1991–92	341	222	562
1992–93	364	237	600
1993–94	389	253	642
1994–95	410	266	676
1995–96	423	275	698

Sources: DSHS 1995, DHFS unpublished, ABS Cat. No. 5206.0.

7A.3 Definitions and explanatory notes

Table 7A.16: Definitions and explanatory notes

<i>Term</i>	<i>Definition</i>
Nursing home	Residential facilities for frail older people which provide accommodation, 24 hour nursing care and personal care.
Hostel	Residential facilities for older people which provide accommodation, personal care and occasional or limited nursing services.
Respite care	Respite services provide alternative care arrangements for dependent people living in the community with the primary purpose of giving their carer a short term break from their usual caring commitments.
People from culturally diverse backgrounds	People whose first spoken language is not English.
Veterans	Veterans and war widow(er)s who are entitled to treatment through the Department of Veterans' Affairs under the provisions of the Veterans' Entitlement Act, 1986.
Home help	Assistance to undertake household tasks (for example, washing clothes).
Personal care	Assistance to undertake personal tasks (for example, bathing).
Home nursing	Nursing care provided in a persons home (for example, assistance taking medication).
Paramedical	These services are provided to help people maintain their independence and mobility. Possible services include physiotherapy, podiatry, speech therapy and occupational therapy.
Home respite	Respite care provides a short term substitute for usual care. In-home respite can be provided in either the home of the person requiring or providing care, and can be for up to a day, overnight or longer periods.
Centre day care	Respite care provided from a facility such as a day care or health centre. Respite care is usually combined with social support services to maintain the functional capabilities of the person being cared for.
Home maintenance/modification	Assistance in undertaking home maintenance tasks which a person is unable to undertake themselves, or modification of the home for care purposes (for example, installing hand rails).
Home meals/Centre meals	Meals provided to persons either in their own home or at a separate facility. Includes 'meals on wheels'.

cont.

Table 7A.17: Definitions and explanatory notes (cont.)

<i>Term</i>	<i>Definition</i>
Community options	Community options provides case management for people with complex care needs, for example, managing or purchasing a package of care services.
Moderate, severe or profound handicap	<p>A person with a handicap is a person with a limitation to perform certain tasks associated with daily living. The limitation must be due to a disability and in relation to one or more of the following areas: self care; mobility; verbal communication; schooling; or employment.</p> <p>People with a moderate handicap are those people with a disability who did not require help or supervision with tasks relevant to the areas of self-care, mobility, and verbal communication but who had difficulty performing one or more of these tasks.</p> <p>People with a severe handicap are those people with a disability who sometimes required help or supervision with tasks relevant to the areas of self-care, mobility, and verbal communication.</p> <p>People with a profound handicap are those people with a disability who always require help or supervision in one or more of self-care, mobility, and verbal communication.</p>
NHTP bed days	<p>An NHTP bed day is measured as one person classified as a nursing home type patient occupying a bed for one day. Thus 10 bed days may represent one person occupying a bed for 10 days, or 10 people occupying a bed for 1 day.</p> <p>Bed days includes day only admissions. Also included are public and private patients treated in private hospitals and paid for under contract to the public sector. Other services, that is, outpatient services, casualty and emergency services and other non-admitted services are excluded.</p>
Complaint	A query or grievance which any member of the public make to the Department about any services provided by a Commonwealth funded nursing home, hostel or CACP.

8 SERVICES FOR PEOPLE WITH A DISABILITY

8.1 Introduction

The focus of this chapter is disability support services. Governments provide support through a variety of avenues, including disability support services, income support and by inclusion in the target groups of services available to the general community. Governments strive to enhance the quality of life experienced by people with a disability by providing support to assist them to live as valued and participating members of the community.

Disability support services range from accommodation and home support to therapy, equipment and employment services. Given that this is the first time that services for people with a disability have been included in the Report, a complete coverage of the available services was not attempted. Rather, this chapter provides a preliminary assessment of the performance of government funded or provided services which fall under the auspice of the Commonwealth/State Disability Agreement (CSDA).¹ Broadly speaking CSDA services target people who develop a disability before the age of 65 and who require on going support.

This Report is the first time performance monitoring of services for people with a disability has been undertaken on a national level and, as such, a number of difficulties have been encountered in obtaining data that is comparable across jurisdictions. Consequently, some indicator results should be interpreted with caution.

8.2 Profile of the sector

A wide range of support types and service providers have emerged in an effort to meet the varied needs of people with a disability. Many people with a disability participate fully in the community without accessing government services. Others receive an extensive amount of support throughout their lives.

¹ The services covered by the CSDA vary between jurisdictions. The ability of jurisdictions to report on service types also varies. To achieve consistency, therapy services were excluded from efficiency data where possible; and services for people with a psychiatric disability were included in effectiveness results for Commonwealth Government funded services only.

8.2.1 Disabilities in Australia

What is a disability?

The most widely accepted definition of 'disability' is provided by the *International Classification of Impairments, Disabilities and Handicaps* (ICIDH):

In the context of health experience, a disability is any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being (WHO 1980 p.143).

By this definition, a disability arises from one or more physiological or psychological impairments and results in an inability to perform certain functions at a 'normal' level. In 1993, approximately five million people in Australia experienced an impairment of some kind. Three million of these people also experienced a disability.

In 1993, based on the most recent Australian Bureau of Statistics (ABS) data, it was estimated that the major source of disability was physical impairment which was reported by around 57 per cent of those reporting a disability.² The physical impairment in approximately one third of these cases was one of a number of impairments contributing to a disability (Figure 8.1).

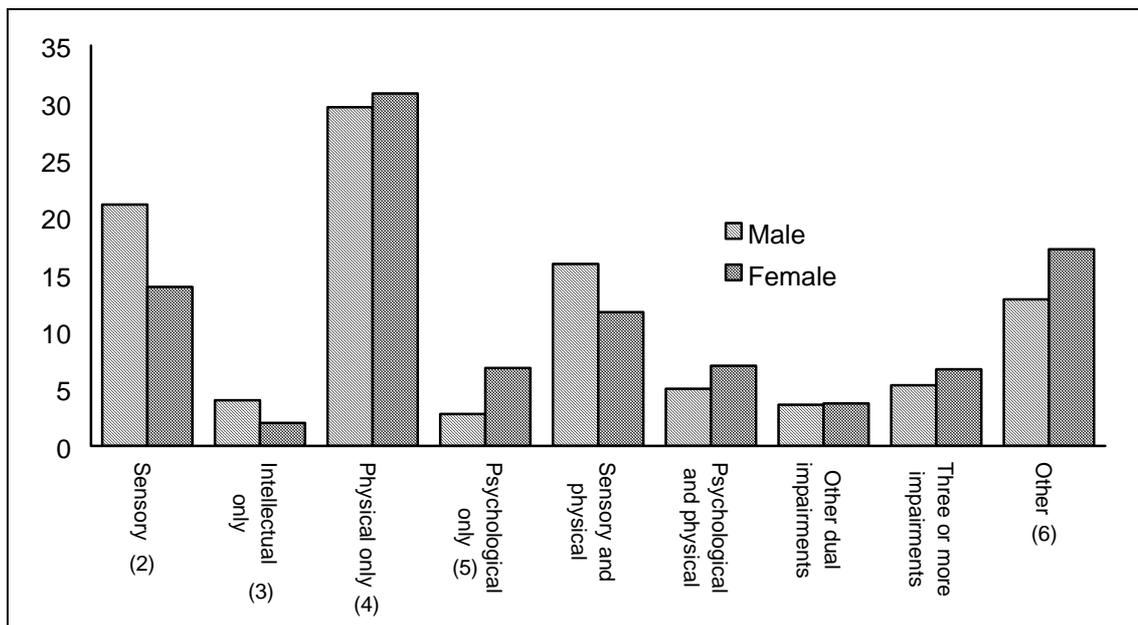
In many cases it is the combination of a disability and the environment that limit a person's quality of life. The term 'handicap' has been used in the past to indicate the level of support a person required to undertake everyday tasks. The following is the ICIDH definition:

In the context of health experience, a handicap is a disadvantage for a given individual, resulting from an impairment or a disability, that limits or prevents the fulfilment of a role that is normal (depending on age, sex, and cultural factors) for that individual. (WHO 1980 p.183)

The two terms differ in that disability refers to an inability to perform an activity at a certain level, whereas handicap refers to the impact of this inability on the person's everyday life. Approximately 79 per cent of people with a disability in 1993 also reported a handicap, and in almost one-third of these cases it was classified as severe or profound (ABS Cat. No. 4430.0).

² Much of the population information on people with a disability was derived from the ABS survey of Disability Aging and Carers (ABS Cat. No. 4430.0) which is conducted every eight years. It was last conducted in 1993.

Figure 8.1: Impairments of people with a disability, 1993 (per cent)¹



1 People were in one group only.

2 'Sensory' referred to loss of sight or hearing.

3 'Intellectual' covered 'slow learning or understanding'.

4 'Physical' included incomplete use of limbs, restrictions in physical activity, difficulty with gripping, brain damage or a deformity where the person did not indicate another impairment type.

5 'Psychological' included nervous or emotional conditions, treatment for mental illness and fits or loss of consciousness.

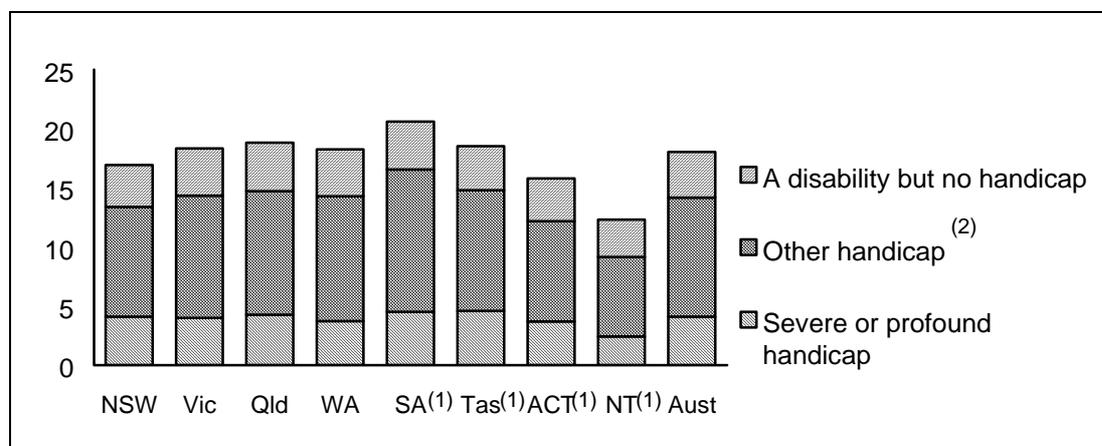
6 'Other' included those with a speech loss only.

Source: ABS Cat. No. 4433.0.

Prevalence of disability

Approximately 18 per cent of Australians experienced a disability in 1993, with around 14 per cent being handicapped in some way by their disability. There was some variation across jurisdictions in both the prevalence of severe or profound handicap and the overall prevalence of disability. The proportion of the total population with a severe or profound handicap ranged from 2.5 per cent in the NT to around 4.5 per cent in SA and Tasmania. The NT and SA were also at the extremes in the prevalence of disability (Figure 8.2). However, high standard errors in the data collected for small population states and territories mean that these results should be interpreted with care.

Figure 8.2: Population prevalence of handicap by disability status, 1993, (per cent)



1 Estimates for jurisdictions with smaller populations should be interpreted with caution because the data on which they are based are subject to high standard errors as a result of small sample sizes.

2 'Other handicap' included those experiencing a moderate or mild handicap, as well as all children with a disability aged up to 4 years and people who had a schooling or employment limitation only

Sources: ABS Cat. No. 4430, ABS Cat. No. 3201.0.

The prevalence of disability increases with age. For example, approximately 12 per cent of those aged 25 to 44 years reported a disability in 1993, compared with an estimated 26 per cent of people aged 45 to 64 years, and 56 per cent of those older than 65 years (ABS Cat. No. 4430.0). The proportion of aged people in the population is expected to increase in future years, so the prevalence of disability is also forecast to increase (Madden, Wen, Black, Malam, and Mallise 1996).

8.2.2 Support for people with a disability

While Government and non government organisations make an important contribution to support for people with a disability, most care is provided by informal carers. In 1993, more than 577 000 people over the age of 15 years served as the principal source of care for a person with a disability. Of the 425 200 principal carers providing support to a person with whom they co-resided, just over 25 per cent were over the age of 65 (ABS Cat. No. 4430.0).

Commonwealth/State Disability Agreement

A primary objective of the CSDA, which was signed in 1991, was to achieve greater coordination and integration among the services funded or provided by governments (Box 8.1). However, the coverage of the CSDA was not

comprehensive, excluding some important aspects of government support such as the Home and Community Care (HACC) program, equipment services and the Commonwealth Rehabilitation Service (CRS).

Box 8.1: Services included in the Commonwealth/State Disability Agreement

The disability support services provided under the CSDA include services provided individually and jointly by Commonwealth, State and Territory Governments.

Services for which the Commonwealth Government is responsible:

- *competitive employment, training and placement services* assist persons to obtain and retain paid employment in the work force; and
- *supported employment services* assist people with a disability, for whom competitive employment at or above award wages is unlikely, to obtain and retain paid employment.

Services for which State and Territory Governments are responsible:

- *accommodation support services* provide accommodation (for example, group homes, hostels, large institutions) and support to maintain accommodation (for example, attendant care);
- *community access services* assist people with a disability to develop or maintain the personal skills and self-confidence necessary to enhance their independence and self-reliance in the community;
- *respite care services* relieve or support (for limited periods) people with a disability living in the community, and their families and carers; and
- *community support* assist people with a disability to integrate and participate in the community; by funding and providing, for example, information/referral services, recreation services, case management, brokerage, individual/family/group counselling, advocacy, early intervention therapy, print disability services, mutual support/self help groups, behaviour intervention/specialist intervention, resource teams/regional teams, and other therapy services excluded from growth funding.

Services for which responsibility is shared:

- advocacy services; and
- research and development.

The CSDA specified the target group of disability services as people with disabilities that:

- are attributable to an intellectual, psychiatric, sensory or physical impairment or a combination of such impairments; and
- are permanent or likely to be permanent and result in;
 - a substantially reduced capacity of the person or persons for communication, learning or mobility; and
 - the need for ongoing support services.

The target group includes people with a disability of a chronic or episodic nature.

Based on one ‘snapshot’ day, services falling under the CSDA provided support to more than 65 000 clients.³ The majority of clients were aged between 5 and 64 years because the needs of people who were older than 65 years were usually addressed through aged care services and those of children under 5 years were generally addressed through other community or health services.

The Commonwealth Government does not provide CSDA services directly, rather it provides funding to support non government service providers and to a small number of state and territory and local government service providers. State and Territory Governments also vary in their use of government and non government providers (Table 8.1).

Funding arrangements

Total government expenditure for support to people with a disability was more than \$10 billion in 1994–95 with income support accounting for most of this figure (AIHW 1995, Yeatman 1996). Expenditure on services specifically for people with a disability covered by the CSDA totalled \$1.2 billion in 1994–95, an increase of 14 per cent in real terms on the 1989–90 figure (Yeatman 1996).

³ This excludes clients of services under the auspice of the WA government for which comparable data were not available. It may have included some double counting where people received more than one service on the snapshot day but high non response rates in some jurisdictions have reduced the estimate.

Table 8.1: Clients of government and non government CSDA services, 1995–96 (number)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> ²	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> ²
<i>State and Territory responsibility</i>									
Government	6 814	6 271	2 116	na	1 318	335	212	15	na
Non government	5 179	7 916	3 603	na	2 808	989	241	161	na
Not stated	0	0	0	na	0	0	0	7	na
Total	11 993	14 187	5 719	na	4 126	1 324	453	183	na
<i>Commonwealth responsibility</i>									
Government	408	833	551	309	412	376	126	59	3 074
Non government	8 554	6 668	4 167	2 795	1 961	273	268	95	24 781
Total	8 962	7 501	4 718	3104	2 373	649	394	154	27 855

na not available.

1 Services included under State and Territory Government responsibility were accommodation, respite and other services. Services included under Commonwealth Government responsibility were employment and other services. Clients may have received more than one service on the snapshot day or may be under-estimated due to high non response rates in some jurisdictions.

2 1995 snapshot data for WA were not available. However, an estimated 20 287 people used services for which the WA government had responsibility over the 12 months to 30 June 1996. Of this number 8872 used government provided services and 11 415 used non government services. Clients may be counted across more than one service type.

Source: Madden et al 1997.

The non government sector also contributed significantly to the support provided for people with a disability. For example, it was estimated that in 1993–94 organisations providing services specifically for people with a disability received 40 per cent of their income from non government sources (IC 1995).

The majority of CSDA funding is provided by States and Territory Governments. In 1994–95, they accounted for 62 per cent of total CSDA funding.

The Commonwealth Government also contributes significantly to the funding of CSDA services. In addition to assuming primary responsibility for employment services and contributing around \$200 million towards their provision, the Commonwealth Government also provided funding of around \$267 million for accommodation and other support services in 1994–95.

8.3 Recent developments

8.3.1 Changing nature of service provision

Increased attention has been paid over the past two decades to the rights of people with a disability. In addition to legislation designed to remove discrimination against people on the basis of their disability, recent developments have focused on achieving a service network that is more responsive to client needs.

There has been a general push towards progressively developing and implementing output based funding methods and introducing performance monitoring. Most government funding bodies now employ some form of service agreement with service providers which links funding to the achievement of specified outcomes for clients. Attention to client needs has also been heightened through increased emphasis on the use of case management models. Case management, through providing a package of services individually tailored to the client, aims to achieve a better match between support needs and the services received.

The recent trend towards providing community based rather than institutional care and support aims to enable people with a disability to better integrate into the community. This trend has seen the closure of a significant number of large institutions and the expansion of community based support.

Governments have also endeavoured to improve their accountability and transparency and the outcomes achieved. In particular, there has been an increase in the use of purchaser provider arrangements and competitive tendering. Changes in the sector associated with this trend include:

- a clearer distinction between the funding, purchasing and providing functions of government agencies;
- decreasing government involvement in direct service provision; and
- the emergence of for-profit providers.

8.4 Framework of performance indicators

The indicators in this Report are based on the objectives and guiding principles developed by the Steering Committee (Box 8.2).

Box 8.2: Objectives for government services for people with a disability

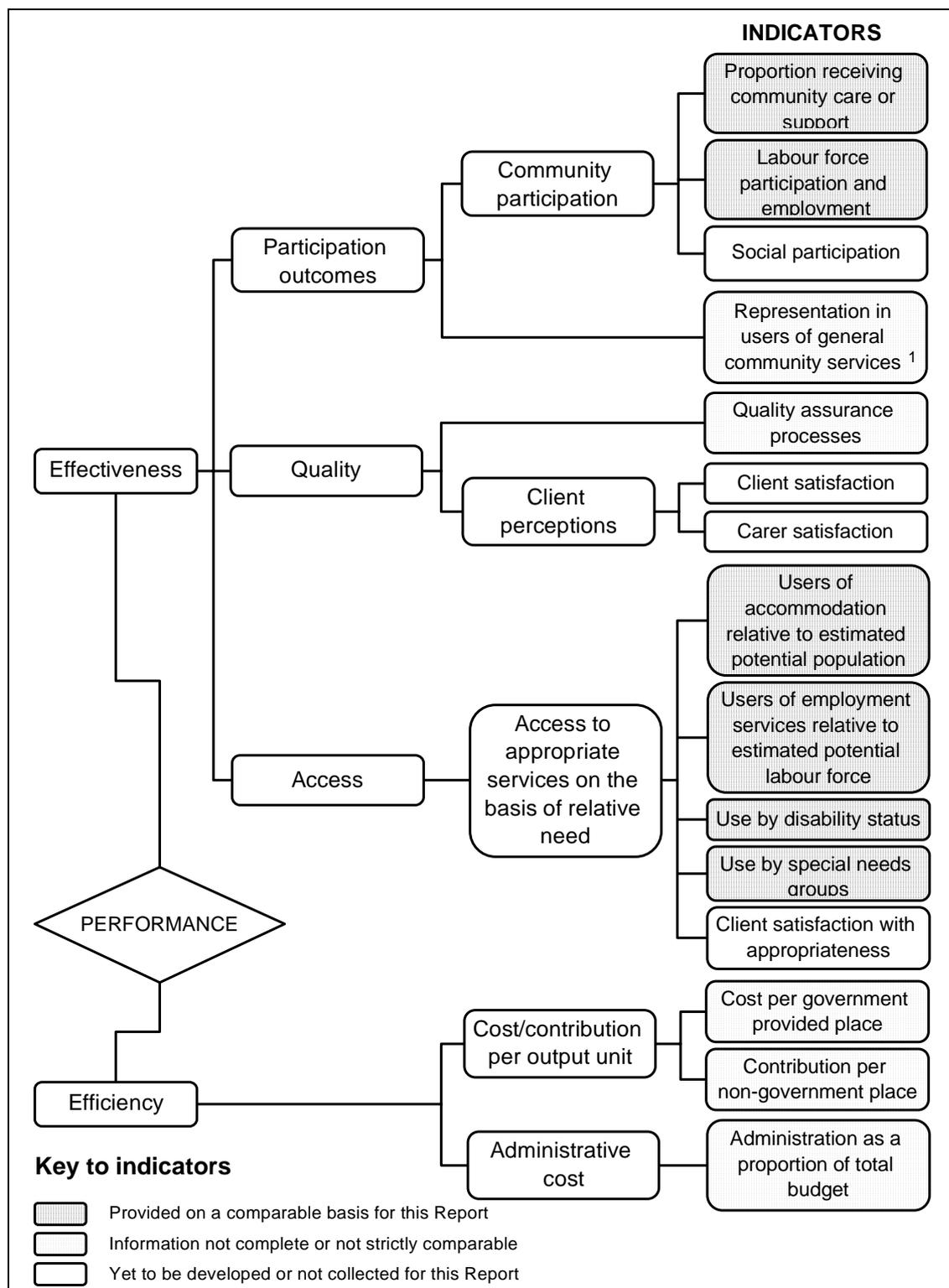
Governments strive to enhance the quality of life experienced by people with a disability through assisting them to live as valued and participating members of the community.

Guiding principles for government achieving this objective in working towards this objective are to:

- provide access to specialist government funded or provided disability services on the basis of relative need and available resources, and promote access to general community services and facilities;
- fund or provide quality services in an efficient and effective way, and be accountable to those using or funding services;
- ensure that clients and carers are consulted about the type and mix of services made available to meet their individual needs and goals; and
- promote the rights of people with a disability as members of the community, and empower them to exercise these rights.

The indicator framework aims to provide information on the efficiency and effectiveness of government services (Figure 8.3). *Effectiveness* indicators focus on outcomes as well as appropriateness and access. *Efficiency* indicators provide information on unit costs and administrative costs. It is important that performance indicators are viewed collectively to gain an overall picture of governments' performance, rather than considered in isolation. A description of all indicators is provided in Attachment 8A.

Figure 8.3: Framework of performance indicators for disability services



1 Indicators for the participation of people with a disability in other service areas were included in the indicator frameworks for those service areas.

8.5 Future directions

The Steering Committee has concentrated on developing a comprehensive set of indicators and acquiring robust results for a subset of the performance indicators appearing in the framework. Data quality will improve in future years as will the number of indicators for which results are available. An expansion of the range of service types covered by the Report is also anticipated.

Priority will be given in preparing next year's Report to achieving greater comparability across jurisdictions for the performance indicators on which data are available. Effectiveness indicator results were derived from the 1995 CSDA Minimum Data Set (MDS), the first MDS data collection attempted at a national level. Future MDS collections are expected to provide data which are more comparable and of a higher quality.

Greater difficulties were experienced in collecting comparable efficiency data. Future Reports will move towards providing unit costs in terms of hours of care rather than total clients. It is also anticipated that expenditure data will be collected on an accrual rather than cash basis in the future.

There were no quantitative indicators of service quality. The possibility of undertaking a client satisfaction survey providing comparable information on client perceptions of both the quality and appropriateness of services will be investigated for the next Report.

The service types covered in this chapter represent only a small proportion of the total range of government funded or provided services available to people with a disability. It is hoped that the coverage of the chapter will be expanded in later editions of the Report, although it is recognised that there are considerable difficulties in identifying HACC services delivered to younger people with a disability. Developments such as the renegotiation of the CSDA and the HACC Agreement and other outcomes of the health and community services reform process may also affect future reporting.

8.6 Key performance results

The 1997 Report is the first time that performance monitoring of services for people with a disability has been attempted at a national level. Data collection processes for many indicators are still at an early stage, particularly those for efficiency indicators.

There are a number of limitations of the main data sources for the effectiveness indicators — the 1995 CSDA MDS collection and the most recent ABS survey of Disability, Ageing and Carers (ABS Cat. No. 4433.0). For example, response

rates to the MDS survey were often low — 33 per cent of NT service providers did not respond to the survey in 1995.

In an effort to update and improve the accuracy of prevalence rates for individual jurisdictions provided by the ABS survey, additional information from the ABS and the Grants Commission was used to produce estimates of the potential population. Nevertheless, data limitations reduce the capacity to make valid comparisons of performance across jurisdictions.

8.6.1 Outcomes for people with a disability

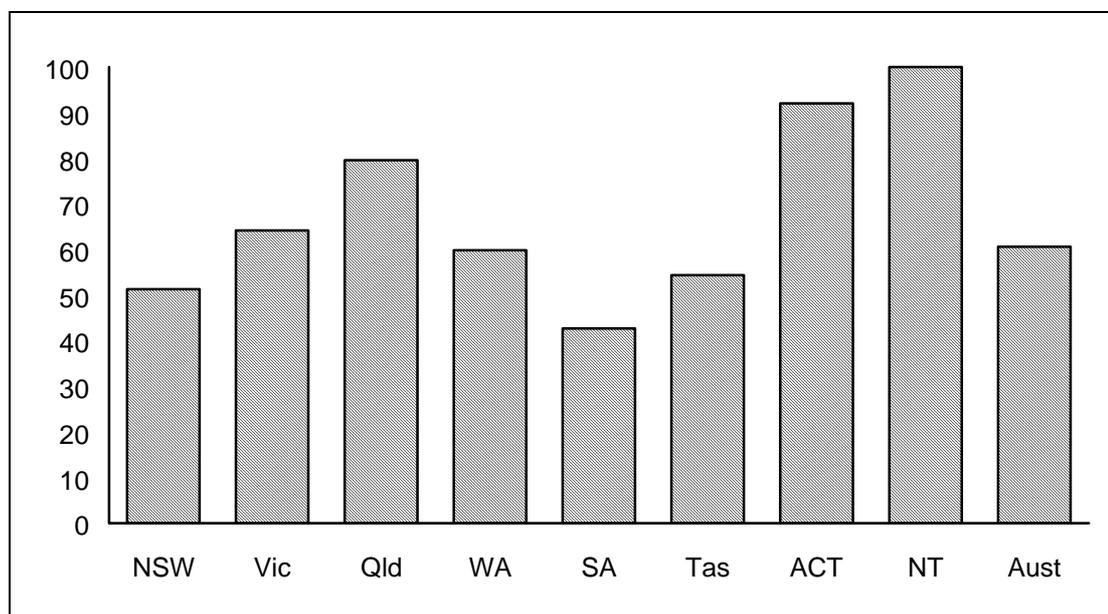
In addition to examining specific aspects of service delivery such as quality and access, a number of performance indicators have been included in the framework to provide information on the outcomes for people with a disability. In particular, the following three sets of indicators provide information on the degree to which people with a disability are able to live and work as valued participating members of the community.

Proportion of accommodation clients receiving community based care or support

Community based accommodation and support such as group houses, attendant care and outreach support has been viewed as a means of enabling people with a disability to better integrate and participate more fully in the community. Most states and territories have been moving towards a greater emphasis on community based care and support, but the degree to which this has taken place varies significantly across jurisdictions. Factors affecting the utilisation of community based care and support include the prevailing models of support, the nature of client populations and access to support services not falling under the CSDA.

In 1995–96, 100 per cent of accommodation clients in the NT and 92 per cent of clients in the ACT received community based care or support whereas only around 43 per cent of clients in SA and 51 per cent of NSW clients received this type of care (Figure 8.4). It should be noted, however, that changes over time in the proportion of people receiving community based assistance or the starting point of this process in each jurisdiction were not examined.

Figure 8.4: Accommodation clients receiving community based care or support, 1995–96 (per cent)



Source: Table 8A.4.

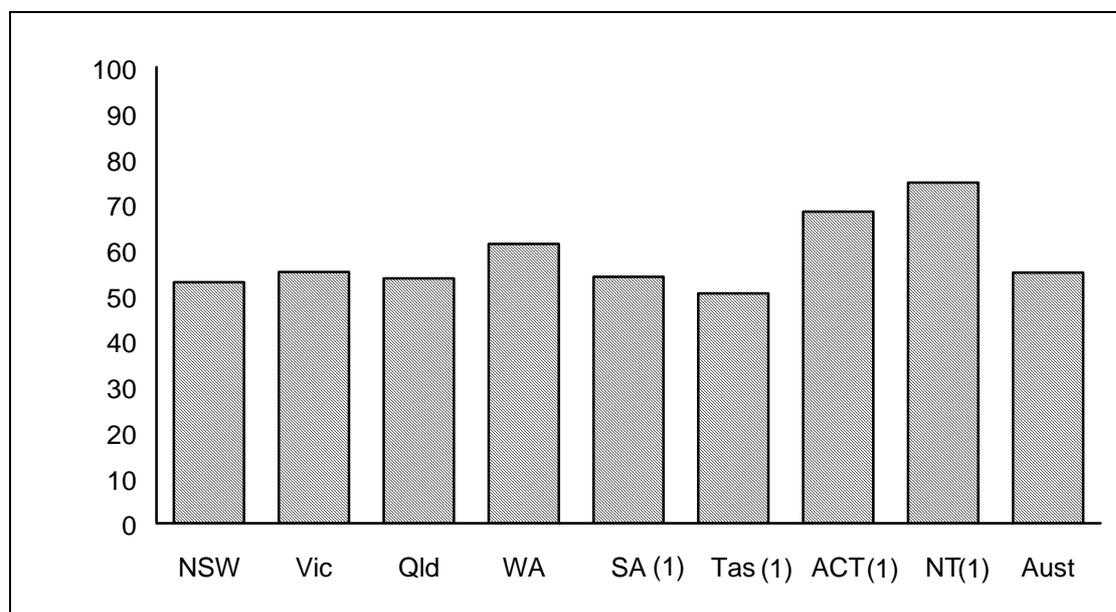
People with a disability in the work force and proportion employed

This indicator aims to provide an indication of the degree to which people with a disability are able to participate in the labour force. As such, differences across jurisdictions reflect a broad range of influences impacting on the degree to which people with a disability are empowered and have the opportunity to participate in the labour force. Employment services are but one of these influences.

Approximately 55 per cent of people with a disability were participants in the Australian labour force in 1993, compared with a participation rate of around 74 per cent for the broader community (ABS Cat. No. 4430.0). The highest participation rates of people with a disability were in the NT (75 per cent) and the ACT (68 per cent). These jurisdictions also had the highest participation rates for the community as a whole (Figure 8.5).⁴

⁴ Participation rates for the broader community include both people with and without a disability. The participation rates reported for the broader community in ABS Cat. No. 4430.0 differ from those of the ABS Labour force survey (ABS Cat. No. 6203) due to differences in survey methods and sample sizes.

Figure 8.5: Labour force participation by people with a disability aged 15 to 64, 1993 (per cent)



1 Estimates for jurisdictions with smaller populations should be interpreted with caution because the data on which they are based are subject to high standard errors as a result of small sample sizes.

Source: ABS Cat. No. 4430.0.

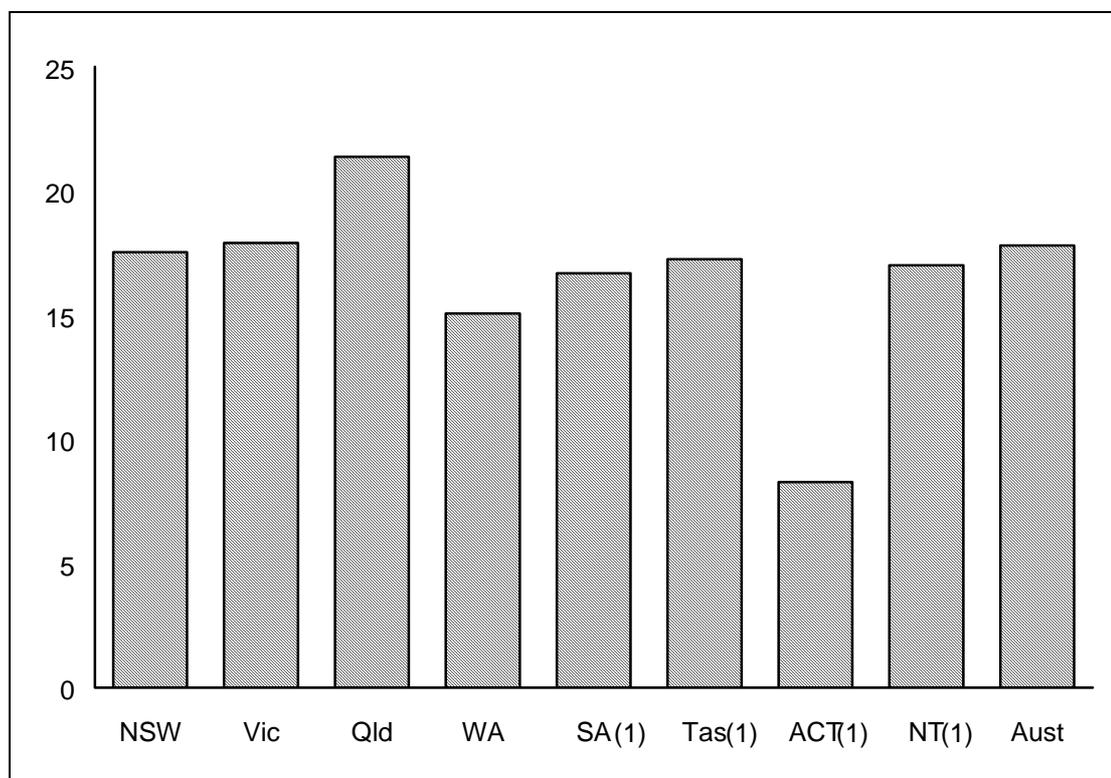
Approximately 18 per cent of those people with a disability who were in the labour force were unemployed. The proportion unemployed for most jurisdictions was within four percentage points of the national rate. The exception was in the ACT where approximately 8 per cent were unemployed (Figure 8.6). These results need to be interpreted in the context of employment conditions for the broader community in each jurisdiction.

8.6.2 Service quality

Comparable data on the quality of services were not available. As an alternative, a brief questionnaire was circulated to jurisdictions requesting information on the priorities and processes adopted to promote service quality (Section 8A.3).

The National Disability Services Standards (NDSS), initiated in the 1991 CSDA, specify objectives to be pursued by services and play an important part in the overall quality assurance processes adopted by all jurisdictions. The standards are reflected in legislation enacted within each jurisdiction and have resulted in a high degree of similarity in the objectives and principles adopted by jurisdictions as part of efforts to provide high quality services.

Figure 8.6: Unemployment rates for people with a disability in the labour force, 1993 (per cent)



1 Estimates for jurisdictions with smaller populations should be interpreted with caution because the data on which they are based are subject to high standard errors as a result of small sample sizes.

Source: ABS Cat. No. 4430.

Most jurisdictions enter into service agreements with providers and link funding to the attainment of specified quality objectives closely related to the NDSS. Providers in jurisdictions adopting this approach self-assess their performance each year against these objectives and identify avenues for improvement where necessary. In some jurisdictions — for example, SA, NSW, WA and the Commonwealth — consultation with consumers and carers forms part of the assessment process.

8.6.3 Access to services

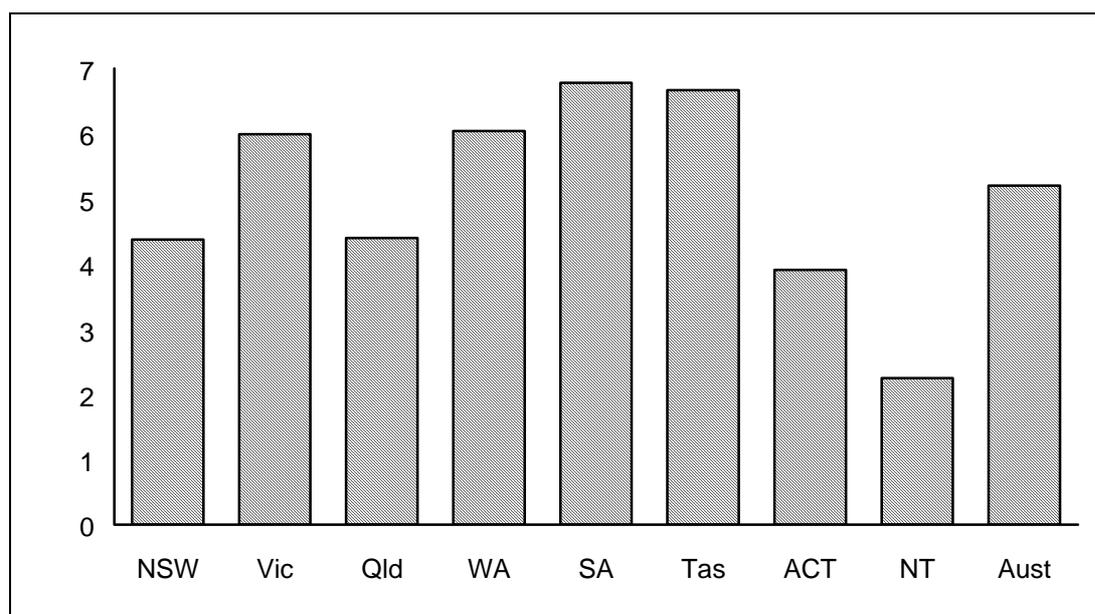
The available access indicators focus mainly on the ability of those needing support to gain access to a service. It is anticipated that a client survey planned for future years will provide information on the appropriateness of services, that is, the degree to which the services are perceived by clients to match their needs.

Accommodation and in home support

The proportion of the estimated potential population for accommodation services which is using government funded or provided services is an indicator of access to accommodation and in home support services. It is important to note that it does not measure the level of unmet demand for services, such an indicator would have to account for the differences in the availability of alternative forms of formal support and informal support across jurisdictions and relative needs.⁵

In general, in 1995–96, government funded and provided services were delivered to a relatively small proportion of the estimated potential users of accommodation services. Services were accessed by around 7 per cent of the estimated potential population in both SA and Tasmania, and by approximately 6 per cent in WA and Victoria. The national figure was 5 per cent (Figure 8.7).

Figure 8.7: Users of accommodation services relative to estimated potential population, 1995–96 (per cent)



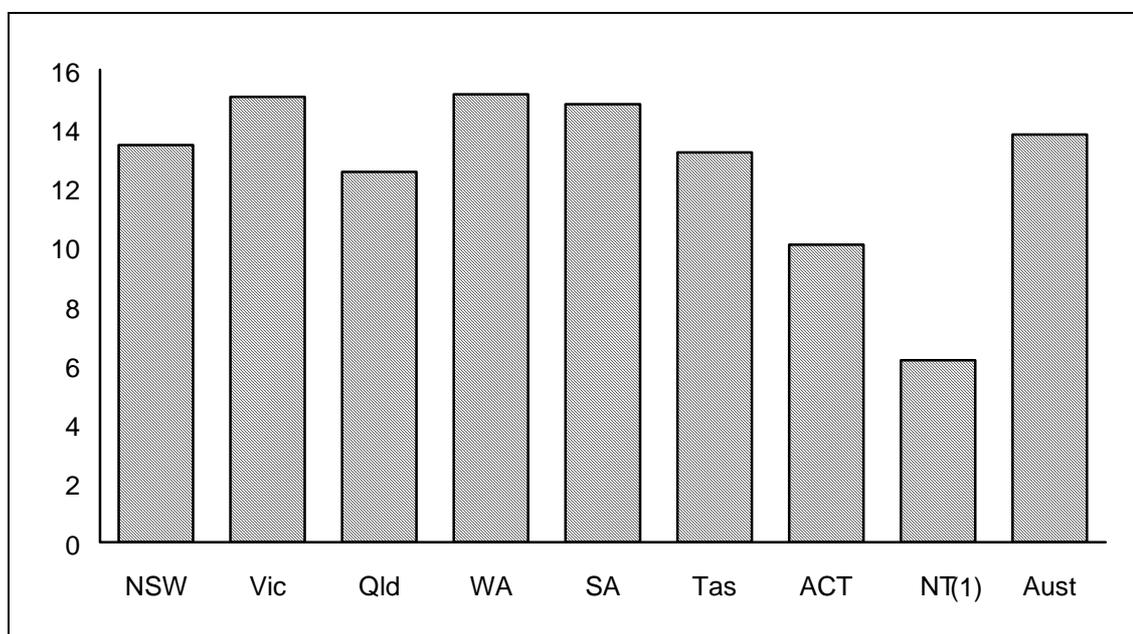
Source: Table 8A.6.

⁵ Other types of formal care include other CSDA services (such as respite care), accommodation services not receiving government funding, and services provided by other government programs (such as aged care).

Employment services

The indicator of access to employment services is the number of people with a disability who use employment services compared to the estimated potential labour force of people. At the national level, approximately 14 per cent of the estimated potential population for employment services accessed Commonwealth Government funded employment services in 1995–96. As with the accommodation services Victoria, WA and SA appeared to have relatively higher proportions of their estimated potential populations using funded services (Figure 8.8).

Figure 8.8: Users of employment services relative to estimated potential labour force, 1995–96 (per cent)



1 NT data should be interpreted with caution as only 67 per cent of NT service providers responded to the 1995–96 CSDA collection.

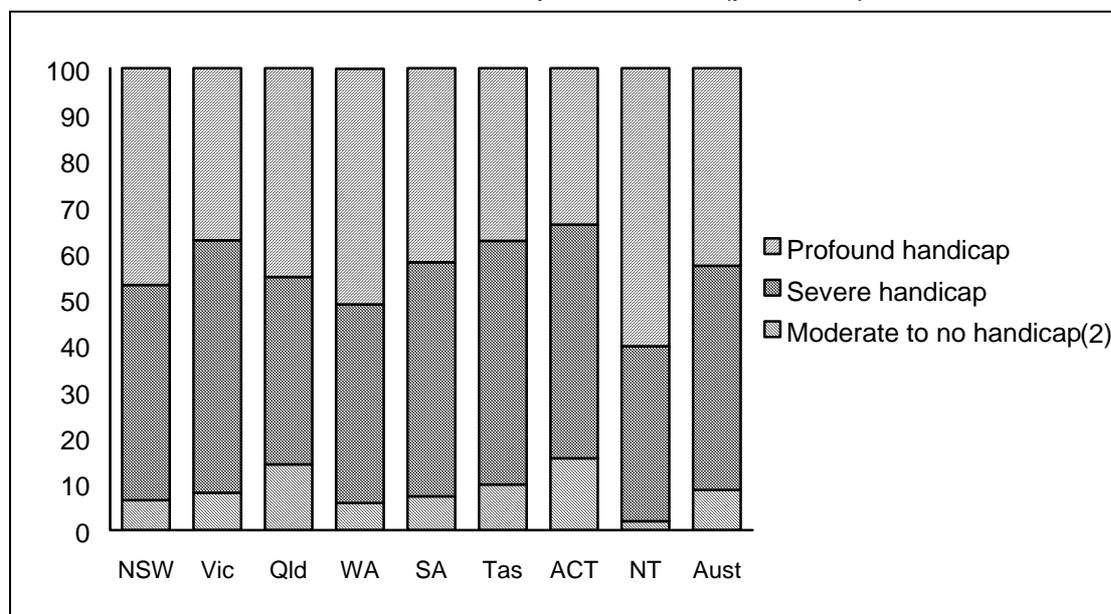
Source: Table 8A.6.

Access by level of handicap and disability status

In addition to examining the overall level of service use, the framework includes indicators of the utilisation of services by people with high support needs or who come from a non English speaking or Aboriginal or Torres Strait Islander background.

Over 90 per cent of total accommodation service clients experienced a severe or profound handicap (in ABS terms) in 1995–96. The ACT and Queensland were below the national figure, with 85 per cent and 86 per cent respectively reporting a severe or profound handicap (Figure 8.9).

Figure 8.9: Users of accommodation services with a severe, profound or moderate to no handicap, 1995–96 (per cent)¹



1 Data for WA are for 1996 due to 1995 data being unavailable. For all other jurisdictions the 1995 data were used. In calculating WA estimates the variables of self-care, mobility and communication were aggregated into one category to allow comparisons with the 1995 collection.

2 'Moderate to no handicap' includes those with a mild handicap in ABS terms.

Source: Table 8A.7.

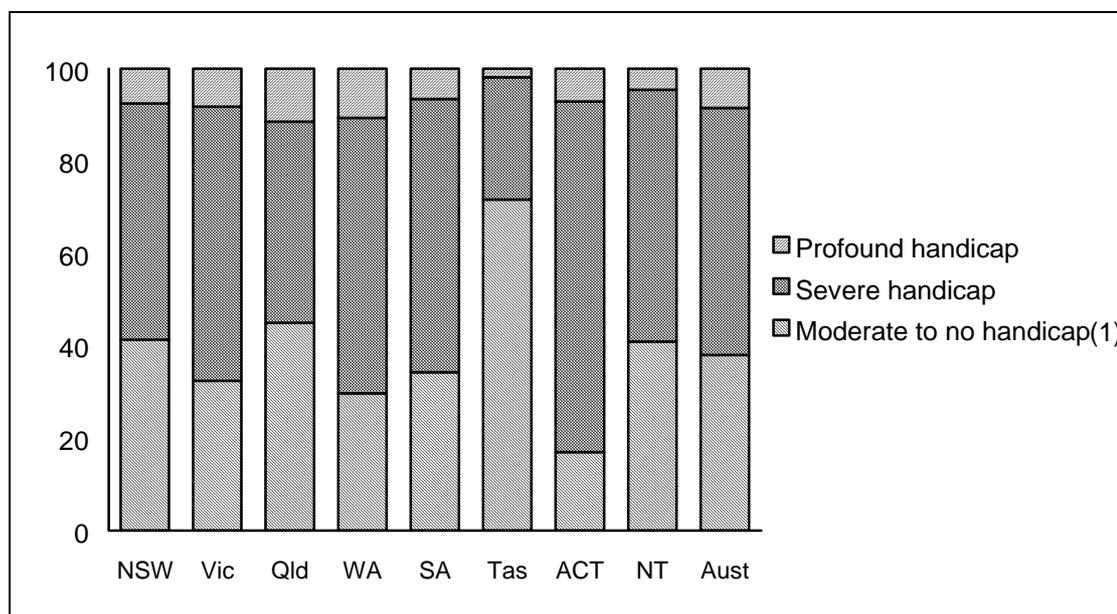
Employment services had a significantly lower proportion of users with a profound handicap than accommodation services (around 9 per cent of total clients). Service use by people with a severe handicap ranged from 27 per cent in Tasmania to 76 per cent in the ACT. In Tasmania, almost 72 per cent of those with a disability using employment services were classified as having moderate to no handicap compared with a national average of 38 per cent (Figure 8.10).

Access by special needs groups

The framework addresses variations in the access achieved by people who face disadvantages in addition to those associated with their disability.

Only a small proportion of Aboriginal or Torres Strait Islander people used accommodation services — from almost three per thousand in WA to less than one per thousand indigenous population in Tasmania (Figure 8.11).

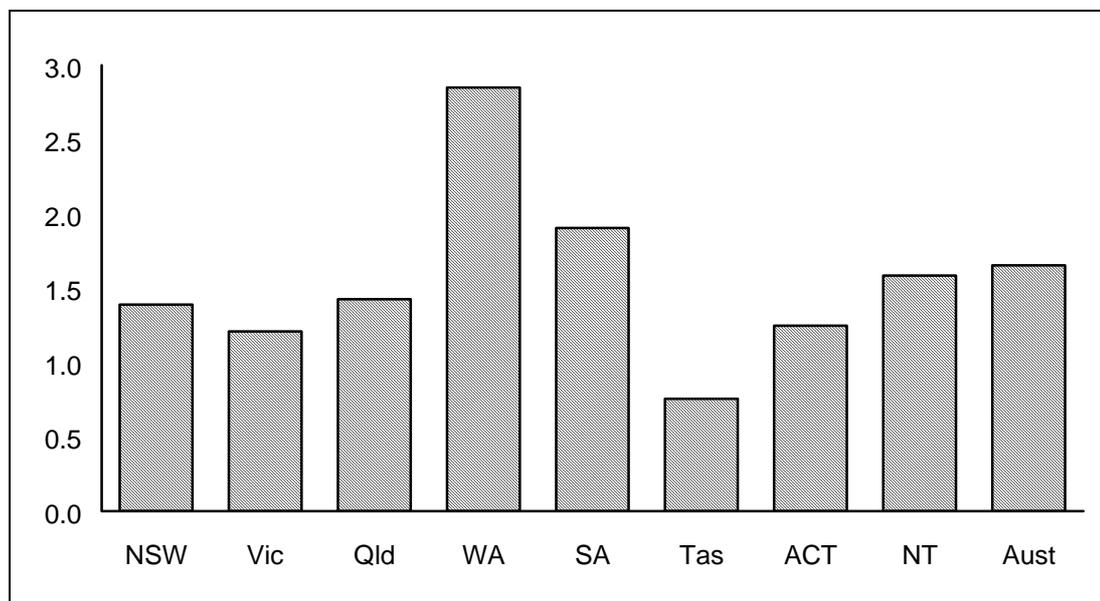
Figure 8.10: Users of employment services with a severe, profound or moderate to no handicap, 1995–96 (per cent)



1 'Moderate to no handicap' includes those with a mild handicap in ABS terms.

Source: Table 8A.8.

Figure 8.11: Aboriginal or Torres Strait Islander background use of accommodation services, 1995–96 (per 1000 indigenous people)¹

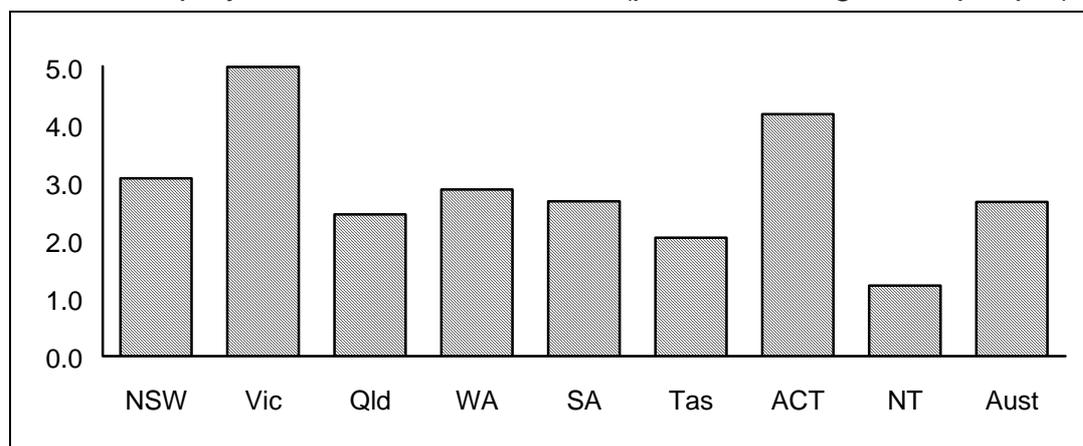


1 Data for WA are for 1996 as 1995 data were unavailable. For all other jurisdictions the 1995 data were used.

Source: Table 8A.9.

Generally, a larger proportion of indigenous people with a disability used employment services than used accommodation services. The proportion was highest in Victoria at five per 1000 and lowest in the NT at 1.2 per 1000 indigenous people (Figure 8.12).

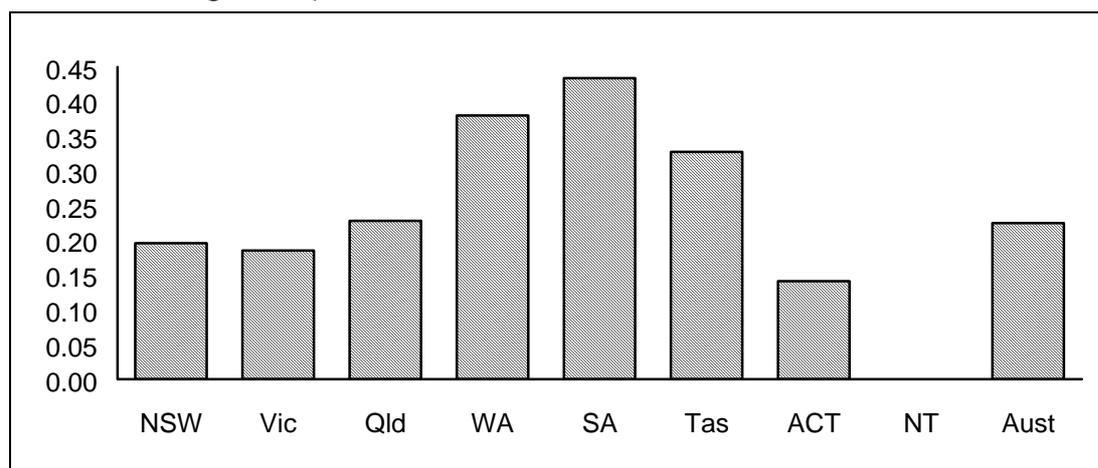
Figure 8.12: Aboriginal or Torres Strait Islander background use of employment services, 1995–96 (per 1000 indigenous people)



Source: Table 8A.9.

At the national level, only 0.2 people per 1000 people of non English speaking background used accommodation services in 1995–96. The results varied widely amongst jurisdictions — for example, the rate in SA was more than twice that in several other jurisdictions (Figure 8.13).

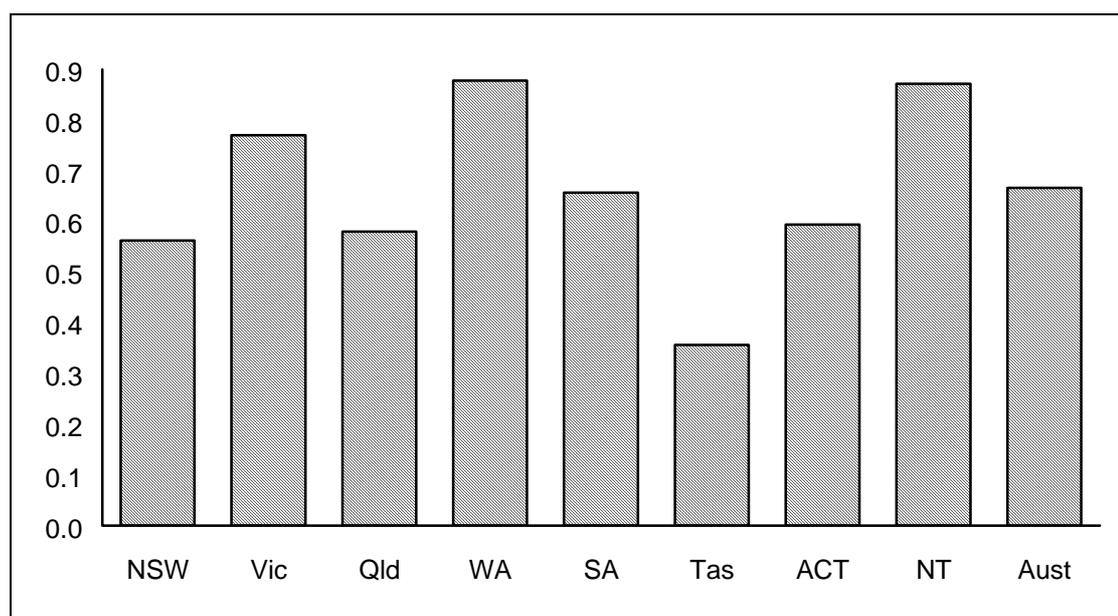
Figure 8.13: Non English speaking background use of accommodation services, 1995–96 (per 1000 people of non English speaking background)¹



¹ Data for WA are for 1996 as 1995 data were unavailable. For all other jurisdictions the 1995 data were used.
Source: Table 8A.9.

In all jurisdictions, less than one person per 1000 people of non English speaking background used employment services on the day on which data were collected. The NT and WA had the highest proportion of service use (0.9 per 1000 people of non English speaking background) and Tasmania had the lowest (0.4 per 1000 people of non English speaking background) (Figure 8.14).

Figure 8.14: Non English speaking background users of employment services, 1995–96, (per 1000 people of non English speaking background)



Source: Table 8A.9.

8.6.4 Efficiency of services delivery

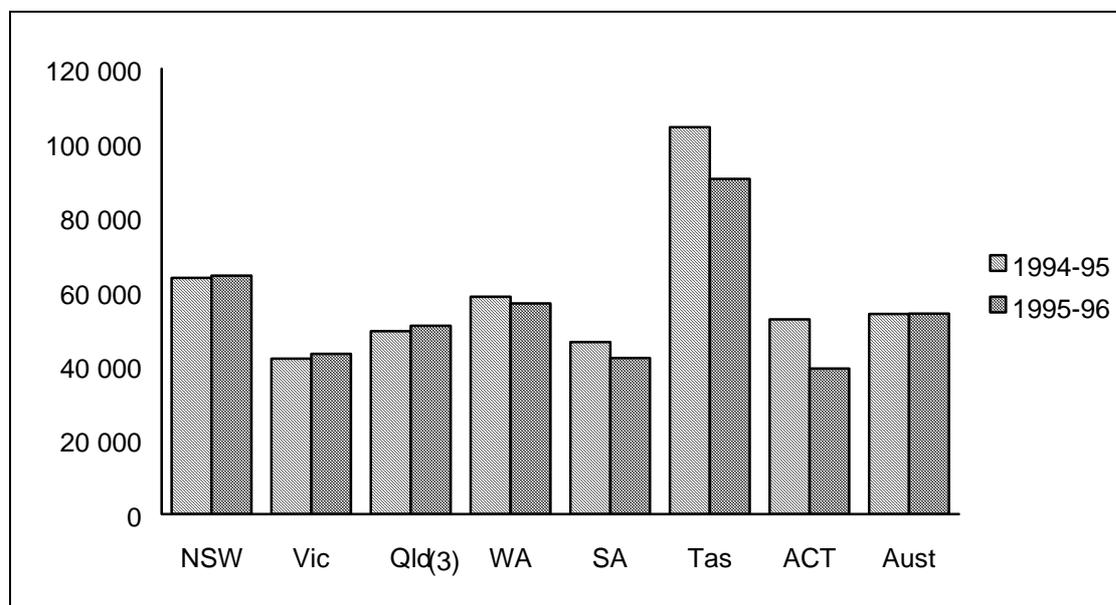
The results presented below represent a first attempt at analysing the efficiency of services for people with a disability and should be treated as indicative only. It is anticipated that more comparable efficiency indicator results will be available for future Reports.

Unit costs

The cost of providing an institutional or large residential place varied significantly across jurisdictions. In 1995–96, the highest expenditure per place was around \$90 000 per year for Tasmania while the lowest was around \$39 000 in the ACT. This result suggests that economies of scale may not be a major factor in explaining variations among jurisdictions.

Both Tasmania and the ACT showed a significant decrease in expenditure from 1994–95 to 1995–96. There was a fall of 25 per cent in real terms in the unit cost for the ACT and a fall of around 13 per cent for Tasmania (Figure 8.15).⁶

Figure 8.15: Cost per government provided institutional/large residential place (at 1995-96 prices), 1994–95 and 1995–96, (\$) ^{1, 2}



1 Expenditure on government provided accommodation is net of receipts to the funding body where possible. Receipts paid to other areas of government (such as Treasury's Consolidated Revenue) were excluded. No receipts were collected from client contributions charged by non government accommodation services.

2 There were no institutional/large residential services in the NT.

3 Included four large institutions administered by Queensland Health which are linked to the CSDA funding base.

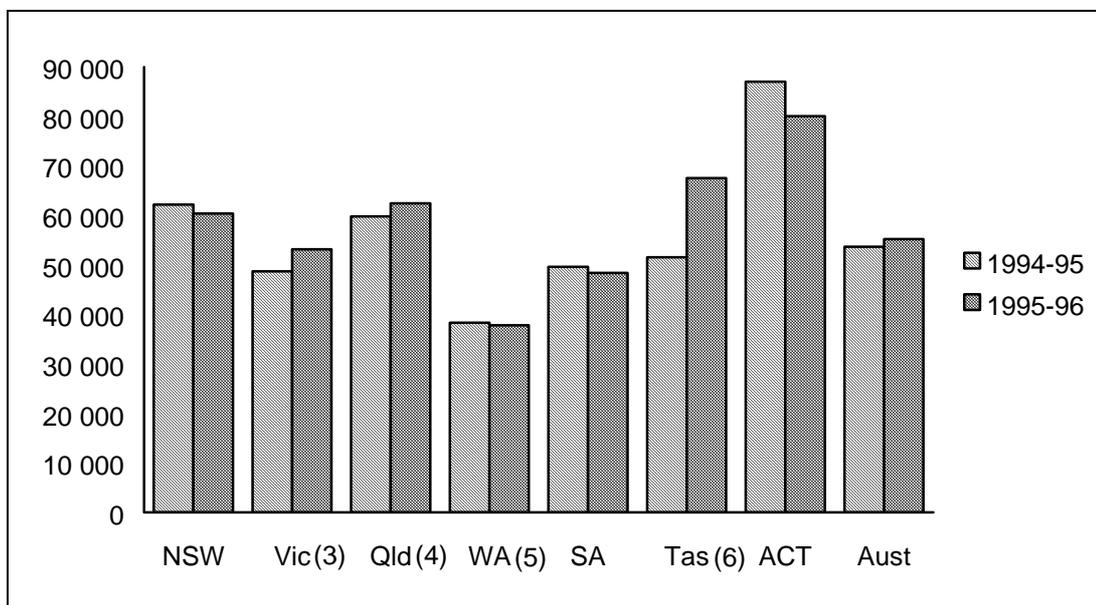
Source: Table 8A.10.

⁶ A significant factor in the fall in ACT expenditure was the closure of a residential service in 1995–96 that provided approximately 70 per cent of institutional care in the ACT.

For most jurisdictions, the cost to the government of providing a community accommodation and care place was greater than that of providing an institutional or large residential place. For example, a community place cost around \$40 000 more than an institutional or large residential place in the ACT in 1995–96.

The cost per place of government provided community accommodation and care ranged from \$38 000 in WA to over \$80 000 in the ACT (Figure 8.16). There was no consistent change in the real cost per place between 1994–95 and 1995–96.

Figure 8.16: Cost per government provided community accommodation and care place, 1994–95 and 1995–96 (\$) ^{1,2}



1 Expenditure on government provided accommodation was net of receipts to the funding body where possible. Receipts paid to other areas of government (such as Treasury's Consolidated Revenue) were excluded. No receipts were collected from client contributions charged by non government accommodation services.

2 The NT government did not directly provide community accommodation support places. All services were provided through funded non government agencies.

3 As a result of concerns over the accuracy of MDS places data for Victoria, Department of Human Services 1995–96 Annual Report data was combined with unpublished information to estimate total places.

4 In 1995–96, 52 Queensland places within government provided villas (Intellectual Disability Operations) were reclassified from "institution/large residential accommodation" to "community care accommodation" in the framework as a result of a distinct shift in the model of care provided.

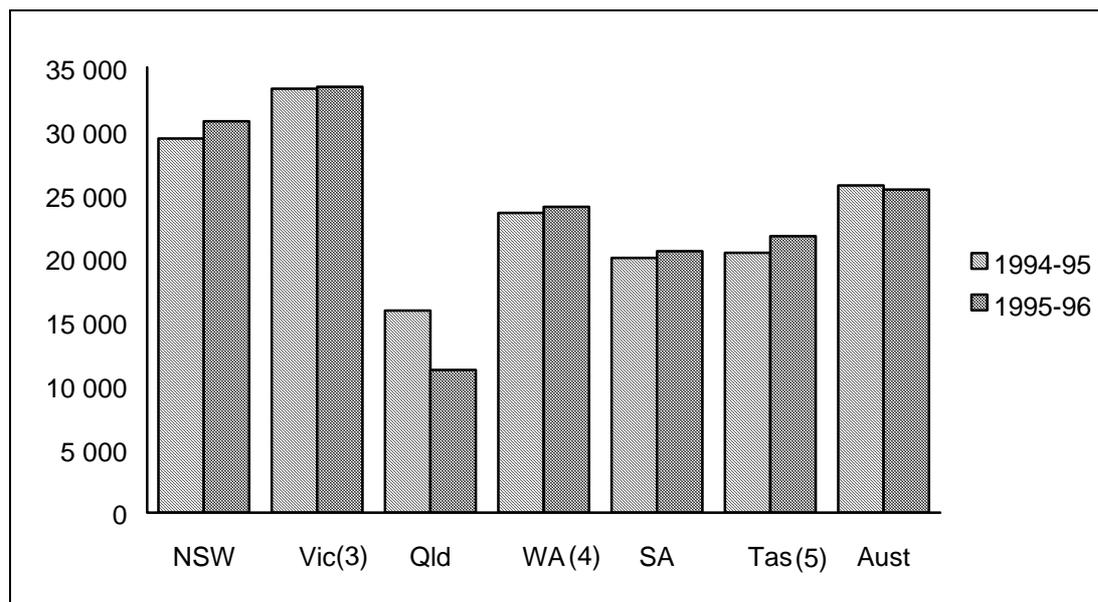
5 1994 MDS places data was not used for WA. Rather 1995 MDS figures was used as reported in the WA Disability Services Commission Annual Report.

6 MDS places data for Tasmanian was supplemented to adjust for services that did not respond to the original collection.

Source: Table 8A.10.

On average, governments contributed around \$25 000 towards the total cost of providing a non government institutional/large residential place in both 1994–95 and 1995–96 (Figure 8.17). State and Territory Governments contribute a varying proportion of the total cost of providing a non government place.

Figure 8.17: Government contribution per non government institutional/large residential place (at 1995-96 prices), 1994–95 and 1995–96 (\$) ^{1,2}



1 Expenditure on government provided accommodation was net of receipts to the funding body where possible. Receipts paid to other areas of government (such as Treasury's Consolidated Revenue) were excluded. No receipts were collected from client contributions charged by non government accommodation services.

2 The ACT and the NT did not fund non government institutional/large residential places.

3 As a result of concerns over the accuracy of MDS places data for Victoria, Department of Human Services 1995–96 Annual Report data was combined with unpublished information to estimate total places.

4 1994 MDS places data was not used for WA. Rather 1995 MDS figures were used as reported in the WA Disability Services Commission Annual Report. Places identified for non government provided accommodation include both funded and non funded services.

5 MDS places data for Tasmania were supplemented to adjust for services that did not respond to the original collection.

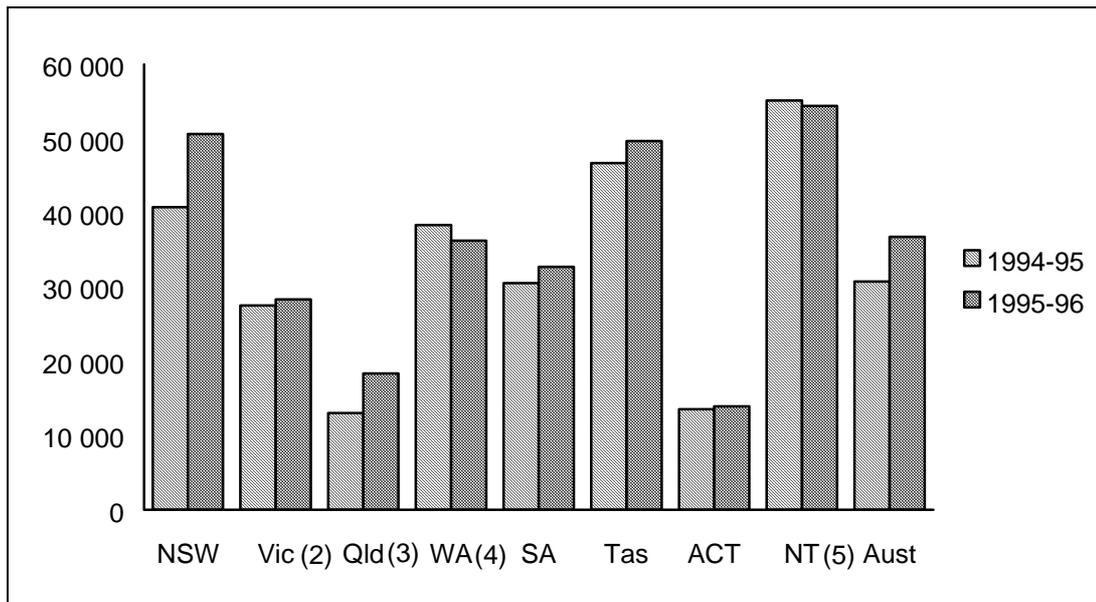
Source: Table 8A.10.

For all jurisdictions, the government per place contribution was greater for community accommodation and care places than for institutional or large residential places. Tasmania had the largest difference in 1995–96, with a contribution per community accommodation and care place of almost \$28 000 greater than its contribution per residential or large institution place.

Across Australia, governments contributed around \$36 000 per community accommodation and care place, but the contributions of jurisdictions varied

considerably (Figure 8.18). Most jurisdictions recorded a rise in their contribution per community accommodation and care place from 1994–95 to 1995–96. Queensland recorded the largest increase — around 40 per cent in real terms.

Figure 8.18: Government contribution per non government community accommodation and care place (at 1995-96 prices), 1994–95 and 1995–96, (\$)



1 Expenditure on government provided accommodation was net of receipts to the funding body where possible. Receipts paid to other areas of government (such as Treasury's Consolidated Revenue) were excluded. No receipts were collected from client contributions charged by non government accommodation services.

2 As a result of concerns over the accuracy of MDS places data for Victoria, Department of Human Services 1995–96 Annual Report data was combined with unpublished information to estimate total places.

3 Places and funding amounts for Queensland excludes one large service provider that was unable to participate in the 1995 MDS.

4 1994 MDS places data were not used for WA. Rather 1995 figures published by the WA Disability Services Commission were used. Places identified for non government provided accommodation included both funded and non funded services.

5 Included four NT places not counted in the original MDS collection.

Source: Table 8A.10.

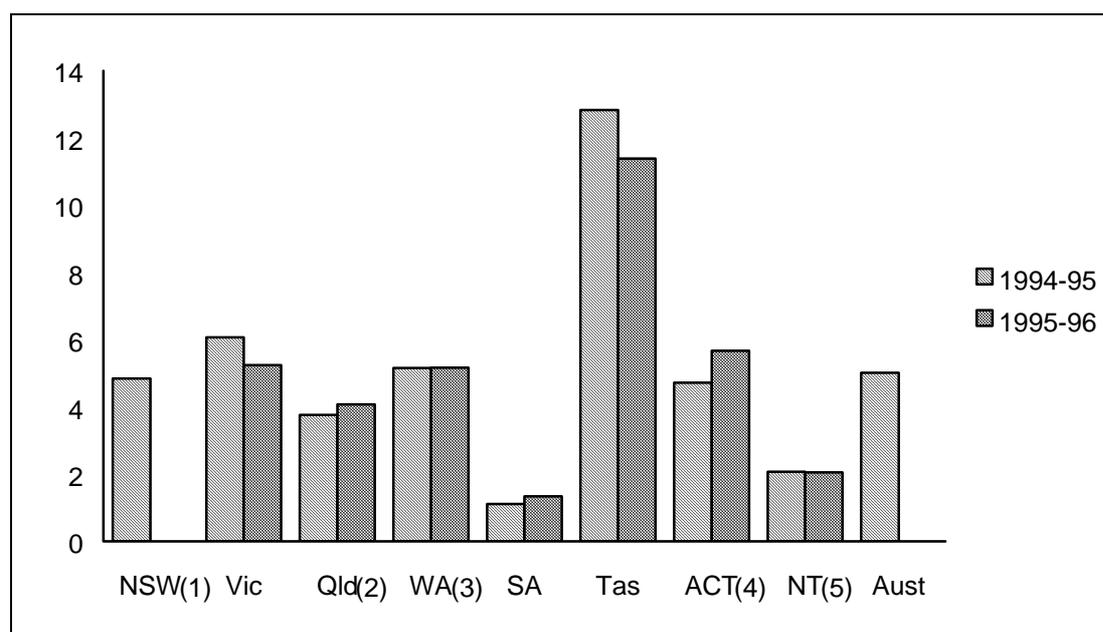
In addition to accommodation services, unit contributions were also collected for Commonwealth Government employment programs. The Commonwealth contributed, in real terms, around \$6400 per employment place in 1994–95. Data for 1995–96 were not available.

Administrative efficiency

The proportion of total expenditure spent to administer the system in Queensland, SA and the NT was less than 5 per cent of total expenditure in 1995–1996. These results were significantly lower than the 11.4 per cent recorded for Tasmania. The varying results for the smaller population states and territories suggest that scale economies may not be a significant factor in explaining variations among jurisdictions.

While the share of total cost expended on administration was high in Tasmania relative to those of other states and territories, the decrease in this share over the two years for which data are available was surpassed only by Victoria. Administration's share of total cost increased for Queensland, WA, SA, and the ACT over the same period but from a lower base (Figure 8.19). Again, scale economies were not a major influence on the proportion of total expenditure accounted for by administration costs.

Figure 8.19: Administration expenditure as a percentage of total expenditure, 1994–95 and 1995–96, (per cent)¹



1 NSW administration costs for 1995–96 were not available due to a departmental restructure.

2 Included four large institutions administered by Queensland Health but linked to the CSDA funding base.

3 Expenditure by WA excluded expenditure in relation to early intervention therapy services but equipment purchases were included.

4 ACT data were incomplete due to significant changes to departmental administrative arrangements.

5 NT multi-disciplinary assessment teams were included as they provided a mix of therapy, training and other services which were not separately identifiable.

Source: Table 8A.11.

The share of total Commonwealth Government expenditure expended on administration was approximately 2.8 per cent in 1995–96 — up slightly from the 2.6 per cent in 1994–95. Results for the Commonwealth Government have not been compared with those for the State and Territory Governments on this indicator because the two tiers of government perform different functions.

8A SERVICES FOR PEOPLE WITH A DISABILITY

Definitions for the descriptors and indicators in this attachment are in Section 8A.4. Unsourced information has been obtained from Commonwealth, State and Territory Governments.

8A.1 Jurisdiction comments

Commonwealth Government Comments

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The Commonwealth Government supports the inclusion of information on service provision for people with a disability in this year's Report. This is the first attempt at publishing comparable information on service provision in this sector across commonwealth and state jurisdictions.

The performance information in this chapter should be read with caution. The majority of the data has been derived from the collection of Minimum Data Set items undertaken in late 1995. Although proving itself to be reasonably reliable at the Commonwealth level, as a data collection instrument this survey is still in its infancy. In the period under examination the survey also suffered from variable response rates across jurisdictions.

The Commonwealth notes that the scope of this Chapter is limited to specialist disability services funded under the Commonwealth/State Disability Agreement and thus it does not fully represent the jurisdiction's contribution to supporting people with a disability. In addition to providing some \$200 million for disability employment services, the Commonwealth contributes more than \$300 million in transfer payments toward the provision of accommodation and other support services administered by State and Territory Governments. Combined with funding for advocacy services, national information and print disability services, the Continence Aids Assistance Scheme, the Commonwealth Rehabilitation Service, Home and Community Care for people with a disability and Australian Hearing Services, the total Commonwealth contribution in 1994–95 exceeded \$835 million.

Noting the above limitations, the chapter provides a useful starting point for examining the performance of jurisdictions in the funding and administration of services for people with a disability.

The chapter also highlights the need for continued attention to be given to the further development of performance indicators for the sector. The introduction of a case based payments system for disability employment services will undoubtedly assist in providing more reliable indicators of the efficiency and effectiveness with which those programs are delivered.

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New South Wales Government Comments

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The NSW Government welcomes the inclusion of data on disability services in this year's Report on Government Service Provision. However, there are major limitations to the data available this year, with different services included under the CSDA in different jurisdictions and very different systems used to collect financial data.

There are also significant limitations inherent to the CSDA Minimum Data Set, which is a one-day snapshot survey, and was only applied to both NSW Government and non government services for the first time in 1995. There was a 94 per cent completion rate across both sectors, and, while this result is better than in some other jurisdictions, it is a reminder that the data available is incomplete and probably an underestimate of the actual levels of provision. For all these reasons, the NSW Government urges caution in drawing conclusions from interstate comparisons.

This chapter concentrates on specialist disability services. The data shows, for example, the relatively high proportion of people living in institutional services in NSW, reflecting historical patterns of service provision. The NSW Government is committed to an agenda of reform of these services, and created a new agency, the Ageing and Disability Department, in 1995. This has separated the responsibility for funding, policy and planning from the role of provider, which, for government services, is retained by the Department of Community Services.

NSW is also preparing a Disability Policy Framework which emphasises the role of mainstream government services (for example, public transport, health and legal aid services) in responding to the needs of people with disabilities. Increasingly specialist disability services should be seen as supporting only those with the greatest needs unable to be supported by mainstream services.

The chapter notes the difficulty we have in measuring the effectiveness of services in improving the quality of life of people with disabilities. The NSW Government agrees that this is a necessary direction for the future, but the challenge will always be to identify what it is about service provision which improves quality of life, as compared to the many other aspects of people's lives, not least the impact of the disabilities themselves. We also need to develop measures which pick up the impact of disability services on children as well as adults.

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Victoria Government Comments

The disability service system in Victoria is comprised of a diverse set of services that endeavour to provide appropriate service responses to the wide variety of needs experienced by people with a disability. As this is the first time

a chapter focusing on disability services has been included in the Report, the indicators provided do not nearly reflect this diversity.

Victoria has invested considerable energy in implementing a variety of reforms to the way the disability system operates. These include: introducing more consumer focused or consumer related funding; implementing unit cost funding; expanding the non government sector; redeveloping congregate care facilities; and introducing more effective resource allocation processes. The impact of these initiatives on the system cannot be underestimated. In many of these areas, Victoria is at the forefront of service developments within Australia.

Over recent years the Victorian Government has driven a range of measures designed to improve the effectiveness and efficiency of the disability system. Victoria has looked to improve efficiency in all areas, to assist in meeting government productivity targets and freeing funds for new and expanded services. The State has also placed priority on being clear what outputs are being purchased, ensured that these are purchased at a standard price, and insisted on accountability back to government from service providers. The range and type of service and output data that could be provided by Victoria is expansive, and is not reflected in the chapter outputs.

In terms of the data provided, the following should be noted:

- the 1995–96 unit cost figures for government provided accommodation services were inflated by the payment of significant backpay following wage increases granted to the direct care staff group in these services; and
- the data on administrative costs should be interpreted with caution due to difficulties the Working Group encountered in developing comparable methods of costing administration.

Clearly, further work needs to be undertaken to build on the results presented in this chapter. Data comparability issues have been problematic, and further work needs to be undertaken to improve outputs in this area. Coupled with this, there should be greater efforts to report on a broader range of service types within the disability system in addition to just accommodation and employment.

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Queensland Government Comments

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Queensland recognises the value of this chapter of the Report as a useful initial step towards nationally comparable data on disability services. There remain however, reservations in relation to the data presented. The major differences between jurisdictions as to what constitutes inclusion in the CSDA base affects the comparability and quality of the data. The CSDA Minimum Data Set provides information for Queensland from only a proportion of disability services.

Performance indicators for accommodation and employment services provide a limited picture of service provision for individuals. For many people the accommodation is only one component of a complex package of support which may include recreation, higher education and community access.

The provision and funding of services to people with disabilities in Queensland is broadly dispersed across a number of departments and agencies. Most of these were not factored into the calculation of the CSDA base and as such, data from these services are not reflected in the Report. The Queensland Government also acknowledges the significant financial commitment provided by many non government organisations.

To address the diversity of service system, Queensland has established a Disability Directions Committee (DDC) which provides a mechanism to give effect to a whole of government approach to disability services. This committee was formed in 1992 and now has a membership of 21 State government departments and agencies. The DDC ensures that the efficiency and effectiveness of disability services administered or funded by the Queensland Government is maximised and has a focus on coordinated service systems and the development of collaborative plans.

Queensland is continuing to develop and implement more appropriate service delivery models. These include a program of service reform, with additional funding to enable people to live in community based accommodation, a focus on individuals, with funding linked to assessed 'packages' of support and a commitment to expanding the role of non government sector.

Recent initiatives have provided a focus on supporting families who care for a family member with a disability, ageing carers and children with complex needs who require additional support.

Queensland recognises that the publication of data on the performance of government for disability services strengthens accountability to clients. However future work needs to consider the broader range of services types and the issue of quality outcomes for an holistic picture of service provision for people with disabilities.

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Western Australia Government Comments

WA supports the move towards developing national performance measures and is continuing to refine and improve its own data collection methodologies. However, WA has strong reservations regarding the validity, reliability and consistency of the data which provide the basis for performance indicators contained in this Report. These concerns, combined with an appreciation of the range of factors that contribute to variation between jurisdictions, place major qualifications on any comparative analysis both across jurisdictions and with subsequent years.

WA is committed to meeting the needs of people with disabilities through a range of services. While 63.1 per cent of the State's expenditure in 1995–96 was on accommodation, this was complemented by a strong individual and family support program. Initiatives such as Local Area Coordination and Post School Options have reduced the need for accommodation support and increased community participation.

There has been an ongoing and sustained commitment to redevelopment of accommodation services. In 1983, just 10 per cent of accommodation was community based. As indicated in this Report, 60 per cent of accommodation is now community based and plans are in place for the redevelopment of accommodation for a further 100 individuals.

The level of unmet need for disability services has been a recurring theme over the past decade at both state and national levels. The WA Government has made a commitment to fund a five year plan to resolve the current backlog in services and meet expected growth. The plan includes the provision of accommodation support for an additional 500 people.

Increasingly WA is looking to provide services through the non government sector through a program of outsourcing of government services and the direction of new funding to non government agencies or directly to consumers to purchase services. This program is complemented by a comprehensive system of safeguards for consumers, a movement towards separation of the purchaser and provider functions of government and the development and introduction of output based funding methods.

In WA specialist disability services are complemented by a comprehensive program aimed at improving access to mainstream services. WA is unique in its statutory requirements on access, with the Disability Services Act requiring all State agencies and local governments to plan and provide accessible and responsive services.

South Australia Government Comments

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Over the past two years, the SA disability sector has been involved in a major restructure of its service system. Focus on service provision has shifted to meeting individual needs. The introduction of the Funder, Purchaser, Provider model has facilitated this move. As part of the restructuring of the disability sector, Options Coordination agencies have been established as structurally separated from the Funder (the Disability Services Office (DSO)) and Provider agencies. Options Coordinators are specialist case managers and purchasers of support services in response to the identified needs of the client. The Options Coordinators primary focus is on meeting the needs of people with a disability. Purchasing a service from a specialist disability agency occurs after community/informal networks and mainstream services have been explored. Access to a specialist disability service occurs after consideration of the relative priority of need.

This restructure has highlighted that data quality and quantity is often lacking and therefore comparability between states may be difficult to achieve. The SA government supports the inclusion of data on disability services in the Report on Government Service Provision, in recognition that further collaborative work in the area of data collection needs to be undertaken. The SA Government recognises though, that presently there are limitations in the reliability of the current data and therefore interstate comparisons should be drawn with care.

For example, there are certain limitations with the CSDA Minimum Data Set (MDS) Survey. The MDS Survey data should be treated with caution particularly as service providers have difficulty in separating their direct service delivery funding into distinct service type categories. The service type categories have some flaws as they are not mutually exclusive and are difficult to define. This can lead to states not comparing ‘apples with apples’, although the service categories may have a few similar characteristics.

Similarly, the use of ABS data is problematic given that the sample size for SA is small and the definitions of disability are much broader than those of the target client groups for disability services in SA.

In SA, further development work is being done in relation to Disability Service Standards to ensure that quality services are provided to people with disabilities. This work is a critical component in improving access, equity, efficiency and effectiveness of specialist disability support services.

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Tasmania Government Comments

“ The Information provided in the chapter on Services for People with a Disability attempts to provide a preliminary analysis of the performance of services funded or provided by government under the Commonwealth/State Disability Agreement.

As this is the first time that services for people with disability have been included in the Report much of the data is still indicative but it does highlight some of the unique aspects of disability services provision in each state.

The incidence of disability and handicap is relatively high in Tasmania and no doubt reflects the high percentage of aged people in the population generally. The incidence of disability increases with age and the estimated increases of incidence of severe disability over the next 5 years (13 per cent) will have an impact on service planning and development.

The past six to eight years have seen a rapid expansion of community based disability support services in Tasmania. This is reflected in the high percentage of users of accommodation services relative to the estimated potential population. The success of the Community Integration Program in providing group homes and other supported accommodation options has been largely responsible for this outcome.

Tasmania has also been extremely successful in establishing a service system predominantly auspiced through the non government sector (Table 8.1). This reflects the commitment to localised coordinated service systems.

Tasmania has been successful in deinstitutionalising large numbers of people with disabilities. This has seen a rapid expansion of the community support sector. Downsizing however has not to date brought about significant administrative and other savings as infrastructure support levels need to be maintained until the total closure of large institutions. This has resulted in relatively high unit costs for institutional accommodation and administrative costs as a proportion of the total budget. These are issues which we are currently actively addressing.

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Australian Capital Territory Government Comments

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The ACT is unique in a number of aspect in contrast to other jurisdictions. Therefore statistical data for the ACT must be interpreted with care and comparisons with other states must take into account a number of factors. The ACT is largely an urban jurisdiction in that all services are provided in metropolitan areas. Its size relative to other jurisdictions means that in providing a comprehensive range of services at a comparative low volume, some economies of scale are difficult to achieve.

It is important to note that the development of indicators in the area of disability services is at a relative early stage and because of this, they need to be interpreted and applied with caution.

In 1994–95 and 1995–96 significant advances were made in the development of community based accommodation support services for people with disabilities in the ACT. During this period approximately 75 per cent of institutional or large residential places were closed. These places were successfully transferred to small community based accommodation support. Changes are ongoing in service development.

ACT Community Care initiated a Strategic Directions Plan in the first quarter of 1996 which will form the basis for ongoing improvements in the Disability Program. These changes are directed towards individual needs and addressing difficulties expressed in the past by a variety of stakeholders.

These factors have significantly influenced all aspects of service delivery, including, for example the significant variation in the cost of providing an institution or large residential place over the two years covered in this Report.

From 1 July 1996 the Department of Health and Community Care has been implementing a new structure based on the purchaser/provider model. Basically the purchaser/provider model is a way of structuring organisations so that the functions of providing services, purchasing services and planning for service provision are clearly identified and the role of each work group or team in relation to these functions is clarified.

The result is to separate these functions so that work teams are able to focus on their areas of responsibility. For example for those involved in service provision (providers) the focus will now be on delivering high quality services that meet the needs of clients and are delivered on time and within budget. The purchasers meanwhile will focus on implementing purchasing strategies to ensure that we have the best mix of services for the community within the framework of government policy directions and within the available budget.

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Northern Territory Government Comments

“ The inclusion of services for people with disabilities in this Report represents a positive movement toward nationally consistent reporting and monitoring of government service provision in this area, and is welcomed by the NT Government.

As it is the first time that disability services have been included in the Report, some teething problems have been experienced. In the NT, 67 per cent of services participated in the 1995–96 CSDA Minimum Data Set Snapshot Survey and, as a consequence, the data available for that year is incomplete and probably under estimates the actual levels of service provision. The participation rate for the most recent snapshot survey in 1996–97 is much improved and the NT data available for next year's Report will be of a much higher quality.

Due to the small sample size of the NT component of the Australian Bureau of Statistics Survey of Disability, Ageing and Carers (1993), the prevalence of disability estimated in the Report (Figure 8.2) is subject to high standard errors and may over or under estimate the actual prevalence of disability in the NT. To enable more meaningful comparisons between jurisdictions, it may be useful to include age-standardised estimates of disability in future years.

With 100 per cent of accommodation services being community based, the Territory has been fortunate that it has not had to deal with the major problems of institutional reform. Nevertheless, it has faced, and continues to face, other challenges, not the least being the need to develop and deliver services to a relatively small and culturally diverse population that is dispersed across a large geographical area.

In particular, the high rate of disability amongst the NT's Aboriginal and Torres Strait Islander population, coupled with the issue of limited infrastructure development in rural and remote communities, will continue to present as a major challenge for the NT.

The NT Government looks forward to the continued development of a comprehensive national reporting framework for disability services.

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8A.2 All jurisdictions data

8A.2.1 Descriptors

Table 8A.1: People with a disability, under age 65 years, by severity of handicap, 1993 ('000)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total with a disability	618.2	513.0	397.8	213.5	181.8	54.3	36.0	17.4	2 031.9
People with a disability but no handicap ¹	158.8	133.8	98.1	50.2	44.0	13.6	9.3	5.1	512.9
People with a handicap ¹	459.5	379.2	299.7	163.2	137.7	40.7	26.7	12.3	1 519.0
People with a severe or profound handicap ¹	119.4	92.1	72.3	34.4	30.5	9.7	7.0	2.9	368.3
People with 'other' handicaps ^{1,2}	340.0	287.0	227.4	128.9	107.3	30.9	19.8	9.4	1 150.7
Persons aged 5–64	4 828.9	3 609.5	2 524.7	1 378.2	1 166.6	379.0	255.8	146.6	14 289.2
Total principal carers ¹	192.4	155.8	103.2	45.7	49.6	16.6	10.8	3.4	577.5

1 High standard errors for smaller jurisdictions suggest their data should be interpreted with care.

2 'Other handicap' includes those experiencing a moderate or mild handicap, as well as all children with a disability aged up to 4 years and people who had a schooling or employment limitation only.

Source: Madden et al 1997.

Table 8A.2: Clients by type of service, 1995–96 (number)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>People using State and Territory Government funded or provided CSDA services</i>									
Accommodation	5 594	5 593	3 043	2 251	2 083	666	251	103	19 584
Community support	3 305	2 672	1 046	na	832	286	74	15	na
Community access	2 551	5 405	1 039	na	984	308	78	21	na
Respite	543	517	465	na	177	64	50	37	na
Other/not stated	0	0	0	na	50	0	0	7	na
<i>People using Commonwealth Government funded or provided CSDA services</i>									
Employment services	8 962	7 501	4 718	3 104	2 373	649	154	394	27 855

na not available.

Source: Madden et al 1997.

Table 8A.3: Government expenditure on CSDA services, 1995–96

	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Government Expenditure</i>										
State and Territory	\$m	450.8	409.9	159.1 ¹	121.8 ²	126.3	50.5	18.2 ³	10.4 ⁴	1 347.0
Commonwealth	\$m	na	na	na	na	na	na	na	na	523.6
Total	\$m	na	na	na	na	na	na	na	na	1 870.6
Government expenditure per capita aged 4-64	\$ per person	93.4	113.6	63.0	88.4	108.2	133.2	71.1	71.0	94.3 ⁵

na not available.

1 The Queensland figure includes four large institutions administered by Queensland Health which are linked to the CSDA funding base.

2 Expenditure by WA in relation to early intervention therapy services is excluded from total cost estimates. However, equipment purchases are not excluded as they were not able to be separately identified.

3 Due to significant changes to the administrative arrangements ACT data are incomplete.

4 NT therapy services are excluded except for those which are part of multi disciplinary assessment teams and were not able to be separately identified.

5 Based on State and Territory Government expenditure only. If Commonwealth Government expenditure is included expenditure per person aged 4-64 years increases to \$99.4 per person.

8A.2.2 Effectiveness

Outcomes

Table 8A.4: Accommodation clients receiving community based care or support, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion receiving community based care or support	51.3	64.2	79.6	59.8	42.7	54.4	92.0	100.0	60.6

Source: Madden et al 1997.

Table 8A.5: Labour force participation and unemployed people with a disability aged 5 to 64, 1993 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Participation rate	52.8	55.1	53.7	61.2	54.0	50.4	68.3	74.7	54.9
Proportion unemployed ¹	17.5	17.9	21.4	15.1	16.7	17.2	8.3	17.0	17.8

1 Estimates for smaller jurisdictions should be interpreted with caution as the data on which they are based are subject to high standard errors.

Sources: ABS Cat. No. 4430 and Madden et al 1997

Quality

No comparable data. For non comparable data see Section 8A.3

Access

Table 8A.6: Users of accommodation and employment services relative to potential population/labour force, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of estimated potential population using of accommodation services	4.4	6.0	4.4	6.0	6.8	6.7	3.9	2.2	5.2
Proportion of estimated potential labour force using of employment services	13.4	15.1	12.5	15.2	14.8	13.2	10.1	6.2	13.8

Source: Madden et al 1997.

Table 8A.7: Users of accommodation services by severe, profound or moderate to no handicap, 1995–96¹

	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Moderate to no handicap	No.	360	363	433	111	141	68	39	2	1 517
% of all handicap	%	6.5	8.1	14.2	5.8	7.3	9.9	15.5	1.9	8.4
Severe handicap	No.	2 597	2 462	1 235	818	978	361	127	39	8 617
% of all handicap	%	46.6	54.7	40.6	43.0	50.7	52.8	50.6	37.9	47.9
Profound handicap	No.	2 614	1 675	1 374	972	810	235	85	62	7 827
% of all handicap	%	46.9	37.2	45.2	51.1	42.0	37.4	33.9	60.2	43.7
All handicap	No.	5 571	4 500	3 042	1 901	1 929	664	251	103	17 961

¹ Data for WA are from the 1996 MDS collection. For all other jurisdictions the 1995 MDS was used.

Source: Madden et al 1997.

Table 8A.8: Users of employment services by severe, profound or moderate to no handicap, 1995–96

	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Moderate to no handicap	No.	3 704	2 427	2 122	922	814	465	67	63	10 584
% of all handicap	%	41.3	32.4	45.0	29.7	34.3	71.7	17.0	40.9	38.0
Severe handicap	No.	4 586	4 453	2 054	1 851	1 403	172	299	84	14 902
% of all handicap	%	51.2	59.4	43.5	59.6	59.1	26.5	75.9	54.6	53.5
Profound handicap	No.	672	614	541	331	156	12	28	7	2 361
% of all handicap	%	7.5	8.2	11.5	10.7	6.6	1.9	7.1	4.6	8.5
All handicap	No.	8 962	7 494	4 717	3 104	2 373	649	394	154	27 847

Source: Madden et al 1997.

Table 8A.9: Use by special needs groups, 1995–96 (per 1000 relevant population)

	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>People from an Aboriginal or Torres Strait Islander background</i>										
Proportion of indigenous people using accommodation services ¹	Per 1000 indigenous population	1.4	1.2	1.4	2.9	1.9	0.8	1.3	1.6	1.7
Proportion of indigenous people using employment services	Per 1000 indigenous population	3.1	5.0	2.4	2.9	2.7	2.0	4.2	1.2	2.7
<i>People from a non English speaking background (NESB)</i>										
Proportion of NESB using accommodation services ¹	Per 1000 NESB population	0.20	0.19	0.23	0.38	0.43	0.33	0.14	0.00	0.23
Proportion of NESB using employment services	Per 1000 NESB population	0.56	0.77	0.58	0.88	0.66	0.36	0.59	0.87	0.67

¹ Data for WA are from the 1996 MDS collection. For all other jurisdictions the 1995 MDS was used.

Source: Madden et al 1997.

8A.2.3 Efficiency

Table 8A.10: Government costs/contributions per place, 1994–95 and 1995–96 (\$)¹

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Cost per government institutional/large residential place									
1994–95	63 645	41 891 ²	49 328 ³	58 620 ⁵	46 323	104 225	52 454	na ⁸	53 976
1995–96	64 243	43 163 ²	50 725 ³	56 791 ⁵	42 055	90 330	39 245	na ⁸	54 049
Cost per government community accommodation and care place									
1994–95	62 164	48 682 ²	59 818 ⁴	38 307 ⁵	49 615	51 547	87 036	na ⁸	53 682
1995–96	60 372	53 143 ²	62 457 ⁴	37 804 ⁵	48 408	67 533 ⁶	80 060	na ⁸	55 221
Government contribution per non government institutional/large residential place									
1994–95	29 407	33 327 ²	15 892	23 571 ⁵	20 028	20 418 ⁶	na ⁷	na ⁸	25 711
1995–96	30 761	33 464 ²	11 210	24 027 ⁵	20 549	21 720 ⁶	na ⁷	na ⁸	25 390
Government contribution per non government community accommodation and care place									
1994–95	40 787	27 547 ²	13 037	38 360 ⁵	30 544	46 724	13 566	55 140 ⁹	30 734
1995–96	50 603	28 330 ²	18 384	36 248 ⁵	32 720	49 669	13 939	54 392 ⁹	36 784

na not available.

1 Expenditure on government provided accommodation is net of receipts to the funding body where possible. Receipts payed to other areas of government for example Treasury's Consolidated Revenue were not excluded. No receipts were collected from client contributions charged by non government accommodation services.

2 MDS places data has not been used for Victoria due to concerns over its accuracy. Rather information from the States Annual Report has been used.

3 Includes four large institutions administered by Queensland Health which are linked to the CSDA funding base.

4 In 1995–96, 52 places within Queensland government provided villas (Intellectual Disability Operations) were reclassified from 'institution/large residential accommodation' to 'community care accommodation' in the framework as a result of a distinct shift in the model of care provided.

5 MDS places data has not been used for WA due to concerns over its accuracy. Rather 1995–96 Annual Report information has been used. Further, places identified for non government provided accommodation include both funded and non funded services.

6 Tasmanian MDS places data has been supplemented to allow for a number of services who did not respond to the original collection.

7 The ACT does not fund non government institutional/large residential places.

8 NT Health Service do not fund or provide institutional/large residential accommodation. They also do not provide community based places.

9 1995 MDS data have been supplemented to include four places not counted due to the provider not participating in the in the original collection.

Table 8A.11: Administration expenditure as a proportion of total State and Territory disability services expenditure, 1994–95 and 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1994–95	4.8	6.1	3.8 ²	5.2 ³	1.1	12.8	4.7 ⁴	2.1 ⁵	5.0
1995–96	na ¹	5.2	4.1 ²	5.2 ³	1.3	11.4	5.7 ⁴	2.1 ⁵	na

na not available.

1 NSW administration costs for 1995–96 are unable to be determined given the restructuring and transfer of management responsibilities disability services in NSW from the Department of Community Services to the Ageing & Disability Department. Data will be available in 1996–97.

2 Includes four large institutions administered by Queensland Health which are linked to the CSDA funding base

3 Expenditure by WA in relation to early intervention therapy services is excluded from total cost estimates. However, expenditure in relation to equipment purchases is included due to the inability to isolate costs.

4 Due to significant changes to the administrative arrangements of services for people with a disability in the ACT data are incomplete.

5 NT Therapy services are excluded except for those therapy services provided by multi disciplinary assessment teams which are not separately identifiable.

8A.3 Single jurisdiction information

Performance monitoring against jurisdictional quality standards — Commonwealth

Q1 What are the objectives of your jurisdiction with respect to quality of services?

Disability Service Standards were introduced as a strategy to assist services funded under the disability Services Act 1986 to meet the Principles and Objectives of the Act by clearly defining what is expected of them in terms of service quality. More broadly, government also saw the role of service standards as empowering consumers by clearly defining the standards of service that they could expect when accessing services as well as providing government a means of satisfying accountability requirements.

Q2 Are there performance measures against which these objectives are measured and reported on?

The standards were set at three levels: *minimum* to be met by all services under the Act; *enhanced* for services which have made significant progress towards meeting the Principles and Objectives; and *eligibility* for services which fully meet the Principles and Objectives. The structure consists of standards and supporting standards. Each standard is a statement of the results to be achieved for each consumer from the implementation of the standards, and each supporting standard is a key practice that the service should have in place to achieve results for consumers.

Q3 What are the aspects of quality of services that are important as part of these objectives?

There are 11 standards which indicate the important aspects which are seen as contributing to quality of service provision. These are: Individual needs; Decision making and choice; Privacy; dignity and confidentiality; Participation and integration; Valued status; Complaints and disputes; Service management; Employment conditions; Employment support; Employment skills development.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

- *services provided by government*

The Disability Services Program funds non government agencies

- *services provided by non government organisations*

A yearly self assessment is required from each funded service to identify how well the agency is performing in meeting the needs of consumers and whether quality can be further improved. Identified improvements form the basis of an action plan which the department incorporates into the agency's funding agreement. Consumers and agency staff are involved in the assessment.

Q5 details of the processes adopted to monitor quality for government and non government providers.

- *Who in the department is responsible for these matters and whom do they report to?*

The funding contract, to which the standards action plan is attached, is agreed and signed by an officer in the relevant state office (usually the Program Manager).

If a service fails to meet applicable standards, a review will be undertaken by the Disability Standards Review Panel (established in each state or territory), which will make recommendations.

In the event of a service being determined by the Panel as failing to meet the applicable standards, the Minister may make a declaration and take appropriate action.

- *What form do reports on service quality take? Is reporting made against particular measures of quality performance?*

The assessment reports form part of the Agency's Plan for the subsequent year. The assessment of the agency is made against each of the standards.

- *What evaluation or other methods are used to obtain information on service quality? Include information on consultation with the sector and with the people and carers who use the service. Are surveys of quality undertaken?*

The process of the yearly self assessment includes a consumer report on the service agency. Consumers are given assistance by an independent training agency on the intent of the standards and assisted in reporting their experiences with the agency as part of the assessment report.

An in-depth audit of each agency in receipt of funding is undertaken every five years. This involves a detailed financial report as well as interviews with consumers, their parents and/or carers.

Q6 Are there proposed changes to this approach to quality assurance?

The government has announced that a quality assurance system for the disability services program will be pursued as part of funding reforms over the coming months. The existing standards will be reviewed. New standards benchmarks will be established which are tailored to the needs of the industry and which are simple to measure and to implement using proven mainstream industry-based mechanisms.

Performance monitoring against jurisdictional quality standards — New South Wales

Q1 What are the objectives of your jurisdiction with respect to quality of services?

Given its commitment to improving services available to people with a disability, the objectives of the NSW Government in respect of quality services includes:

- to empower consumers by clearly defining the minimum standards they should expect when accessing disability services funded or provided by the Minister;
- to provide a basis for service providers and consumers to jointly improve service quality;
- to assist existing and prospective service providers to understand what is expected of them in terms of minimum service quality under the Principles and Applications of Principles of the NSW Disability Services Act; and
- to provide rights in respect of complaints and appeals through the NSW Community Services Commission.

Q2 Are there performance measures against which these objectives are measured and reported upon?

The ten NSW Disability Service Standards are used as indicators of performance for both Government and funded non government disability services. Services are measured against these indicators through the processes of self- and independent assessment.

Q3 What are the aspects of quality of services that are important as part of these objectives?

The NSW Disability Services Standards are the essential aspects of ensuring quality of services. Each standard is a statement of the results to be achieved for each consumer. In NSW, the standards include eight National Service Standards (minus the three employment standards which apply to services funded by Commonwealth Government), plus two additional standards: (9) maintenance of family/cultural relationships and (10) human rights/freedom from abuse.

However, an effective and comprehensive quality assurance system not only protects the rights and the quality of life for people with a disability, but also drives continuous improvements towards excellence in service delivery.

Consumer involvement is considered integral to these assessment processes and the subsequent development of transition plans.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

The NSW Ageing and Disability Department is responsible for the monitoring of service quality in respect of both government and funded non government disability service providers.

All government and non government disability services are required to undertake the following processes:

- all services were required to self-assess against the standards;
- those services that felt they did not conform to the standards were required to prepare a transition plan outlining the outgoing strategies, indicators and time frame by which they would achieve conformity; and
- all transition plans and associated applications for transition funding are required to be independently assessed.

Q5 Please provide specific details of the processes adopted to monitor quality for government and non government providers.

- *Who in the department is responsible for these matters and whom do they report to?*

Services and independent assessors report to the Manager, Disability Services Program within the Ageing and Disability Department who is responsible for the overall monitoring and improvement of service quality issues for both government and non government funded disability services. In turn, the

Program Manager reports to the Minister through the Director, Program Policy, Policy and Operations, and the Director-General.

- *What form do reports on service quality take? Is reporting made against particular measures of quality performance?*

Based on a comprehensive process, including pre-assessment procedures, an intensive two-day assessment supported by a stringent quality review, a finding is made by the independent assessors. The resulting information is collated into a centralised database. This database details the assessment results of conforming and non-conforming standards for each service outlet.

- *What evaluation or other methods are used to obtain information on service quality? Include information on consultation with the sector and with the people and carers who use the service. Are surveys of quality undertaken?*

Consultation with consumers and their carers is integral to all service assessment processes as well as the development of transition plans.

In the development of the Independent Assessment process methodology, service providers and other stakeholders, including consumer groups, were consulted extensively by then DSA Implementation Committee.

The DSA Implementation Committee was superseded in 1996 by the Advisory Committee on Disability which was convened with broader consultative responsibilities with respect to disability programs, planning and policy.

- *Please comment on the progress made in your jurisdiction towards improvements in service quality.*

In NSW, an independent assessment process has been operational since 1994 and ensures ongoing quality assurance of disability services in accordance with the NSW Disability Services Act. Consultation and collaboration with consumers and their carers is integral to the independent assessment process. Other initiatives include:

- the *Good Practice Manual* designed to stimulate ideas and discussion for service providers in order to review their performance and continue to improve the quality of service delivery to their consumers; and
- a mentoring project which aimed to assist in building expertise, promoting inter-agency liaison and promoting ongoing improvement.

Q6 *Are there any proposed changes to your approach to quality assurance?*

The Ageing and Disability Department is currently the independent assessment process.

Regional service support and development teams will work more closely in areas of service development and reshaping. Monitoring will be increased for services identified as problematic.

Performance monitoring against jurisdictional quality standards — Victoria

Q1 What are the objectives of your jurisdiction with respect to quality of services?

To establish a framework for quality service provision which is founded on the National Standards for Disability Services. This framework will embrace the entire state funded and operated disability sector.

To combine the Quality Services Framework with the introduction of output performance based Funding And Service Agreements and unit costs to enable benchmarking and other forms of contestability techniques to be introduced into disability services.

To promote a coordinated approach toward quality service delivery rather than have discordant development across services and to support the emergence within the disability sector of individual attempts by service providers to incorporate formal quality concepts into their operations.

To commit \$1.89 million over the next three years to implement this framework and to support a coordinated approach to the delivery of high quality services to Victorians with disabilities.

Q2 Are there performance measures against which these objectives are measured and reported upon?

The Department's funding and service agreements signed with each funded agency utilise the National Disability Service Standards as quality measures. Departmental officers conduct an annual assessment of each agency's performance in relation to its service agreement, which covers all areas of service delivery, including service output, financial accountability and quality. Work will occur within the program over 1997 to further enhance the quality measures and the assessment process.

Q3 What are the aspects of quality of services that are important as part of these objectives?

It is important that both government and non government service providers develop effective self assessment processes to measure their performance against the National Disability Standards. The Standards are as follows:

- Service Access
- Individual Needs
- Decision Making and Choice
- Privacy, Dignity and Confidentiality
- Participation and Integration
- Valued Status
- Complaints and Disputes
- Service Management

It is important to emphasise quality improvement to meet consumer needs rather than focussing just on inspection to meet standards.

The development of a strong culture of support for, and understanding of, the benefits of a quality approach to service delivery by organisations and persons receiving state funded and operated disability services is critical to the successful implementation of the draft framework in Victoria.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

The Department is currently restructuring its regional offices to separate the delivery and purchasing functions of service provision. This should increase accountability and provide greater opportunities for benchmarking and independent evaluation of services managed by the Department.

Q5 Please provide specific details of the processes adopted to monitor quality for government and non government providers. Please address:

- *Who in your department is responsible for these matters and who do they report to?*

Quality assurance occurs on an informal level through families, advocates, guardians and friends who are often in regular contact with consumers. On a

more formal level, existing statutory bodies play an important role in ensuring quality services by overseeing programs, promoting the rights of consumers and investigating complaints and concerns regarding services. In Victoria, these agencies include the Ombudsman, the Guardianship and Administration Board, Community Visitors, the Intellectual Disability Review Panel, the Health Services Commissioner, the Equal Opportunity Commissioner and the Office of the Public Advocate.

As stated above, Department of Human Services (DHS) regional staff monitor and review the performance of non government agencies providing services to people with disabilities, using Funding and Service Agreements as a basis for evaluating and improving agency performance. These staff report to the Regional Director in each of the nine DHS regions.

The facilitation and coordination of quality assurance in the sector is the responsibility of the Community Access Section of the Disability Services Division which reports to the Director of Disability Services.

- *What form do reports on service quality take? Is reporting made against particular measures of quality performance?*

This will be finalised in 1997. At this stage there are no formal reporting mechanisms in place.

- *What evaluation or other methods are used to obtain information on service quality? Please include information on consultation with the sector and with the people and carers who use the services. Are surveys of quality undertaken?*

In 1995, the Department of Human Services funded a comprehensive consumer satisfaction survey to assess the level of satisfaction of persons with an intellectual disability and their carers with day programs in Victoria. Individual interviews and observation were conducted with a sample of 139 consumers and 590 parents and carers were sent questionnaires. This was the first time that such a large scale study of this type had been undertaken in Victoria. Further studies of this type are planned as a component of the quality assurance strategy.

- *Please comment on the progress made in your jurisdiction towards improvements in service quality.*

While considerable attention has been given to service quality in the last twelve months, there remains a large amount of work to fully address procedures and organisational processes so that the broad directions flagged in the draft framework are embedded in the cultural and operational aspects of the disability sector in Victoria. This will occur over the next three years as is reflected in the State Plan for Intellectual Disability Services 1996 — 1999.

Q6 Are there any proposed changes to your approach to quality assurance?

There will be incremental policy changes as the framework is refined following experience gained through implementation.

Performance monitoring against jurisdictional quality standards — Queensland

Q1 What are the objectives of your jurisdiction with respect to quality of services?

This jurisdiction provides and funds services in accordance with the *Queensland Disability Services Act 1992* (QDSA) and the National Standards for Disability Services (NSDS).

The QDSA establishes the principle that people with disabilities have the same basic human rights as other members of society and should be empowered to exercise their rights. Thus the legislation aims to provide a framework within which people with disabilities can gain access to a range of quality services and supports which allow the establishment of a quality of life valued by the general community.

Q2 Are there performance measures against which these objectives are measured and reported upon?

Currently, non government organisations funded under the Disability Program enter into annual Service Agreements which utilise the NSDS as the basis for development of performance indicators.

Services provided directly by The Department of Families Youth and Community Care (DFYCC) to people with intellectual disabilities and their families are delivered in accordance with the Intellectual Disability Operations Client Service Standards.

The Queensland Health administered residential care facilities use a range of mechanisms to ensure quality of care. These include accreditation by the Australian Council on Health Care Standards; monthly audits on individual management plans; full client reviews undertaken every three months; and environment safety audits.

Q3 What are the aspects of quality of services that are important as part of these objectives?

Important aspects of service quality included the availability of suitable grievance mechanisms for consumers of services; a capacity to provide support in a way which is flexible and responsive to individual needs at various life-stages; ongoing consideration of the special needs of consumers from Aboriginal and Torres Strait Islander and *non English* speaking backgrounds; and the development of a locally-based responses to address the needs of the people with disabilities.

Other aspects of quality services which relate specifically to direct service delivery include: consistent approaches to needs assessment and case management; minimisation of regimentation; and ensuring staff skills, knowledge and expertise are maintained and developed.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

- *services provided by non government organisations*

The use of Service Agreements with funded *non government* organisations allows for the development of a clear statement of the expectations of the Department in terms of service delivery. The recently distributed draft Disability Program Manual also provides broad policy parameters within which funded services are to be developed and delivered.

- *services provided by government*

Direct services are subject to Client Service Standards which are consistent with the QDSA, NSDS and the Queensland Government Financial Management Strategy. The monitoring process involves a joint assessment of service quality by service staff, consumers and their families.

Queensland Health managed facilities monitor and improve service quality through establishing Program Management Committees, developing policies on quality standards and practice, ensuring consultation with, and the participation of, consumers and families, continuous quality improvement programs and undertaking regular reviews of quality standards and performance.

Q5 Please provide specific details of the processes adopted to monitor quality for government and non government providers

- *services provided by non government organisations*

Regionally based staff are responsible for the ongoing monitoring and review of services and negotiating annual Service Agreements. These officers report through line management to Regional Directors.

The Service Agreement is the primary *formalised* report outlining the service quality issues of a service. Specific reports are made against particular measures of quality performance if required to do so by Regional staff. In this regard Service Agreements provide a crucial link to the implementation and monitoring of standards.

A system for the performance assessment of community organisations has been developed by the Monitoring Evaluation and Review (MER) Task force established in 1995. A range of types of performance indicators have been identified as the basis for appropriate measures of service performance.

Consultation within the sector is often more focussed on specific issues and initiatives. Many initiatives of the Disability Program seek community input through the use of reference or advisory groups.

- *services provided by government*

Comprehensive Client Service Standards have been implemented for use by the Department to ensure quality services for consumers. A formal monitoring document is completed for each service delivery team every two years which includes recommendations and agreed action plans.

The Department participated in the Price Waterhouse Urwick 1995 International Benchmarking Study and was nominated to do so on the basis of its efforts in implementing Client Service Standards.

A Consumer Grievance Procedure developed for direct services by the Department has been evaluated by Central Office in consultation with consumers, families and regional staff resulting in an improved ability to resolve grievances at the regional level.

The major accountability process for Queensland Health facilities is through line management with mechanisms such as reporting to quality improvement committees and benchmarking with similar facilities in areas such as staff/client ratios and social interaction strategies within facility care plans.

Q6. Are there any proposed changes to your approach to quality assurance?

In December 1996 the Department announced a move towards a new funding approach focusing on outputs and outcomes. This approach will build on existing MER activity and implementation is currently being worked through.

In terms of direct service delivery, a formal review of the Client Service Standards will also occur during the next 12 months and efforts will be made to increase client involvement. The restructure of Queensland Health will support improved accountability of District Health Services for the quality of services they provide through a formal system of service agreements.

Performance monitoring against jurisdictional quality standards — Western Australia

Q1 What are the objectives of your jurisdiction with respect to quality services?

The Disability Services Act 1993 (WA) requires the Disability Services Commission (DSC) to further principles in Schedule 1, and to further the services and programs provided meeting the objectives in Schedule 2.

Q2 Are there performance measures against which these objectives are measured and reported on?

The Disability Services Standards (WA) provide the performance measures.

Q3 What are the aspects of quality service that are important as part of these objectives?

Aspects of quality of service important to the objectives include:

- a clear definition of minimum service quality;
- a clear statement for consumers about what standards they should expect when accessing disability services;
- a basis from which service providers and consumers work to jointly improve service quality — increased consumer involvement and empowerment; and
- a means of satisfying government and accountability requirements for financial management, process and consumer focussed outcomes.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

The DSC has a number of mechanisms in place or under development to promote quality assurance which include:

- legislation which prescribes Principles and Objectives for services and Disability Service Standards which prescribe outcomes for consumers;
- a Service Standards Monitoring program which applies to both funded non government agencies and to DSC regionally provided services;
- Performance Contracts for funded agencies which specify the services to be provided, the target group for services and the legislation including standards under which these services will operate;
- consumer grievance processes are promoted and advertised;
- advocacy through direct service and organisations set up for the purpose;
- liaison with other relevant government and non government organisations to ensure that the needs of people with disabilities are included in their planning processes; and
- funded activities to promote the awareness of the Standards within agencies and the wider community.

Q5 Please provide specific details of processes adopted to monitor quality for government and non government providers.

A Standards Monitoring Unit has been established within the Community Funding Directorate. Monitoring Reports are forwarded to the Chairperson of the DSC Board.

There are several forms of report as the process of monitoring has several strands:

Annual Self Assessment conducted in an agreed month each year which enables agencies and DSC to collate information on their progress on implementing the Standards. The monitoring process validates the self assessment.

Action Plans. A specific plan arising from the Self Assessment process, detailing steps to be taken to meet particular Standards in a given period of time.

Monitoring Visits. During the period Jan 1997 — June 1998, external monitoring will be conducted by visiting teams. The team will consist of one DSC Principal Officer and at least one independent external expert contracted

for the period. Industry representatives will be involved in the recruitment and training of the independent team members.

Visits will be conducted according to a roster, with a minimum of one every four years, but dependent on circumstances, and ideally with greater frequency. Visits will be responsive to other changing factors such as new management or a change of services being provided.

Consumer participation is an important part of the review process.

After the visit, a Preliminary Report will be prepared and discussed with the service provider and consumers and a Final Report be prepared. This report, which is publicly available, indicates the level of conformity with the Standards and lists the actions necessary for improvement.

Service providers are becoming more aware of standards and quality assurance because of active promotion of the issues and changing community attitudes.

Some recent initiatives included:

- progress towards establishing Performance Agreements incorporating performance indicators for services provided directly by DSC;
- funding of Best Practice projects in 1995–96;
- Program Management Training;
- a DSC developed quality of life service questionnaire;
- the WA programs of Local Area Co-ordination and Post School Options;
- an extensive consultative network;
- extensive and active peer support networks; and
- advocacy services.

DSC also occasionally reviews agencies to address specific issues of serious or urgent concern, leading generally to significant changes and improved quality of services.

The measurement of service quality improvement is complicated by a gradual rise in expected service quality as education about the Service Standards continues.

Q6 Are there any proposed changes to your approach to quality assurance?

The processes are under continuing development and any changes will probably reflect the DSC's emphasis on self assessment and internal quality assurance.

Some services have invested in striving for third party quality assurance to International Standard ISO 9002 and the DSC is addressing ways to meet its responsibilities under the Act without unnecessary duplication.

Performance monitoring against jurisdictional quality standards — South Australia

Q1 What are the objectives of your jurisdiction with respect to quality of service?

Service quality has a threefold set of principles:

- safeguards for clients;
- maintenance of a positive quality of life; and
- accountability for funding consistent with the CSDA and the State funding provisions.

Q2 Are there performance measures against which these objectives are measured and reported on?

Performance criteria and indicators are being refined for all quality areas developed as extensions of the National Standards for Disability Services. Additional measures are being developed for residential services.

Reports on meeting criteria are a condition of funding and service agreements. In addition, issue based proactive processes will be developed by the Sector Development Unit, planned to be established early in 1997. This Unit will also be responsible for reviews of service criteria performance by exception as reported to the DSO in its funder capacity by its purchaser(s) — Options Coordination.

Q3 What are the aspects of quality of service that are important as part of these objectives?

See response to Q1.

In safeguarding and monitoring positive quality of life measures the following aspects are most important:

-
- an open and transparent system;
 - an effective complaints/grievance policy;
 - open communication systems;
 - clear and effective information processes; and
 - a holistic framework of assessment.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

All agencies and services funded through the DSO are required to abide by the provisions outlined above.

All agencies are required to demonstrate their commitment to, and ability to provide, quality services through their capability statements, and report to the DSO as part of their annual funding and service agreement negotiations. Agencies which meet such provisions will be registered as approved providers. Agencies not able to demonstrate or sustain such requirements will be required, through referral to the Sector Improvement Unit, to demonstrate corrective processes.

Disability Service Standards Monitoring and Review will be based on a partnership between: DSO (especially in its funder role), Options Coordination (especially in its purchaser role), service providers, clients and carers.

Government agencies will have to comply with additional government legislation and procedures such as the Whistle Blowers Act.

Q5 Please provide specific details of the processes to monitor quality for government and non government providers. Please address.

- *Who in your department is responsible for these matters and who do they report to?*

Senior DSO officers are required to develop and maintain a quality framework, monitor funding and service agreement performance and report on observed or suspected quality inconsistencies or non performance. Each of these senior officers report directly to the Executive Director, Disability Services Office, and through them to the Minister for Disability Services.

- *What form do reports on service quality take place? Is reporting made against particular measures of quality performance?*

Currently, reports are made in writing by the Chief Executive Officer or Manager of agencies funded through service agreements. Matters may be referred verbally and in writing on a needs basis or on reporting of non compliance by exception.

A complaints or grievance process established through Options Coordination for example, encourages clients, consumers and advocates to raise concerns with service providers. Such matters may require investigation. Guidelines have been established and in the event of no resolution or dissatisfaction with the outcome, the DSO and the Minister are subsequent points of reference for complainants.

Particular measures of quality performance are being developed for criteria and indicators of performance. These will be completed by the end of 1996 and introduced through service provider reference groups, referral of best practice and requirement of 1996–97 funding and service agreements.

- *What evaluation or other methods are used to obtain information on service quality? Please indicate information on consultation with the sector and with the people and carers who use the services. Are surveys of quality undertaken?*

Consultation with the sector has thus far included; Options Coordination (purchaser), the service providers standards development reference group (a specific task group created for standards development), and a service providers reference group (a general reference group to whom issues of service delivery are referred on a continuing basis).

Consumers are involved in developing the standards with the service providers standards development reference group. Further consultation is planned through the Disability Advisory Council (which includes service providers, consumers and carers) and its subcommittees of consumers, carers and advocacy agencies.

Surveys of quality have not been undertaken but remain valuable options for monitoring and review after completion of the quality processes.

- *Please comment on the progress made in your jurisdiction towards improvements in service quality.*

Progress to date has been on developing the overarching principles that govern the monitoring and evaluation of Disability Services Standards, involving major stakeholders identified above, defining their respective roles and agreeing to a process by which the details of Standards compliance criteria and indicators may be completed in detail and implemented as part of the funding and service agreement process.

Q6 Are there any proposed changes to your approach to quality assurance?

The current approach to quality assurance has developed through consultation with key stakeholders noted above. Implied in the quality assurance approach is that matters requiring refinement and redefinition will be addressed within a continuous improvement framework. The process identified to date will be developed and reviewed within a 3 to 5 year framework. Benchmarks and best practice will be referred to and developed throughout the sector with a view to recognising and rewarding improvements as they occur or identified.

Performance monitoring against jurisdictional quality standards — Tasmania

Q1 What are the objectives of your jurisdiction with respect to quality of services?

The objectives are set out in the Disability Services Act 1992 (Tasmania), Schedule 1.

The objectives to be furthered in respect of persons with disabilities are as follows:

- (a) to enable persons with disabilities to achieve their maximum potential as members of the community;
- (b) to enable persons with disabilities to;
 - (i) further their integration into the community and complement services available generally to persons in the community; and
 - (ii) enable them to achieve a better quality of life including increased independence, employment opportunities and integration in the community; and
 - (iii) receive services that are provided in ways that promote in the community a positive image of persons with disabilities and enhance their self-esteem;
- (c) to ensure that the quality of life achieved by persons with disabilities as the result of the services provided for them is taken into account in the granting of financial assistance for the provision of those services;
- (d) to encourage innovation in the provision of services for persons with disabilities: and
- (e) to provide a system to administer funding in respect of disabilities that is flexible and responsive to the needs and aspirations of those persons.

Q2 Are there performance measures against which these objectives are measured and reported upon?

Yes, funded services are assessed against the *Standards for Services for People with Disabilities* at least once a year. These standards include *Standards for all Service Providers* as well as standards for specific service types (ie accommodation, day support etc.)

Q3 What are the aspects of quality of services that are important as part of these objectives?

These aspects are outlined in Schedule 3 of the Act, the more important ones being:

- services are to be designed and administered so as to achieve positive outcomes for persons with disabilities, such as increased independence, education and employment opportunities and integration into the community;
- services are to be designed and administered so as to ensure that the conditions of everyday life of persons with disabilities are the same as, or as close as possible to, the conditions of everyday life of other members of the community;
- services are to be provided as part of local coordinated service systems and be integrated with services generally available to members of the community, wherever possible;
- services are to be tailored to meet the individual needs and goals of persons with disabilities;
- programs and services are to be designed and administered so as to meet the needs of persons with disabilities who experience additional disadvantage as a result of their sex, ethnic origin, Aboriginality or geographic location;
- programs and services are to be designed and administered so as to promote recognition of the competence of, and enhance the image of, persons with disabilities;
- programs and services are to be designed and administered so as to promote the participation of persons with disabilities in the life of the local community through maximum physical and social integration in that community; and
- programs and services are to be designed and administered so as to ensure that no single organisation providing services exercises control over all or most aspects of the life of a person with disabilities.

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

Funded organisations undergo a formal assessment process in relation to the standards at least once a year prior to re-negotiation of service agreements.

This process is conducted by regional staff. All funded organisations are currently included, however some services directly provided by the Department are currently not subject to a formal assessment. This is an issue which will need to be addressed.

Apart from the formal standards monitor process, service quality issues are also addressed by the case management system, advocacy services and the Ethics Committee which all have the capacity to raise concerns either regarding individual clients, services or service systems.

The broad approach is to use a number of safeguards to ensure quality improvement.

Q5 Please provide specific details of the processes adopted to monitor quality for government and non government providers

Responsibility for monitoring quality — Regional Case Managers, Regional Resource Development Units program officers, Corporate Office Aged and Disability Support staff all have responsibility to monitor quality. Regional staff are responsible to Regional Program Managers and Regional Directors, Corporate Office staff are responsible to State Program Coordinator, Aged and Disability Support.

Formal assessment sheets are filled out, these are based on standards and negotiated quality improvement clauses.

Consultations occur with service delivery sector, peak organisation and regional staff via planning forums.

Client satisfaction surveys are undertaken within some services on a periodical basis.

Q6 Are there any proposed changes to your approach to quality assurance?

Recent government reforms have emphasised the need for programs to focus on what is achieved for consumers rather than on inputs and processes. The introduction of a performance based funding system will reflect and be directly linked to the needs of individual consumers. It will represent an important

transition in the way accommodation, respite and day support services will be funded.

Performance monitoring against jurisdictional quality standards — ACT

Q1 What are the objectives of your jurisdiction with respect to quality of services?

The ACT uses the objectives of the ACT Disability Services Act 1991.

In addition, the ACT seeks to provide quality services that:

- are effective and efficient in meeting the needs and achieving the outcomes identified by consumers; and
- respect the human rights of consumers.

Q2 Are there performance measures against which these objectives are measured and reported on?

All disability services are required to comply with the standards defined in Schedule 2 of the ACT Disability Services Act 1991. Services are required to report on a quarterly basis, addressing these standards.

Where issues have been raised about the performance of any services, an independent review is conducted of that service.

Q3 What are the aspects of quality of services that are important as part of these objectives?

Aspects of quality of services that are important include:

- respecting the human rights and dignity of the consumer;
- consumer satisfaction;
- effectiveness in meeting needs and achieving outcomes identified by the consumer;
- access and equity; and
- price.

Q4 What is the broad approach in your jurisdiction to monitoring and improvement of service quality?

- *services provided by government*

Disability Services Advisory Committee (DSAC) — (membership: consumers, names not tabled in the Legislative Assembly) appointed at ministerial level to provide advice to the Minister on a range of issues including standards of service provision in the ACT.

HACC Advisory Committee (HACCAC) — (membership: consumers, names not tabled in Legislative Assembly) appointed at ministerial level to provide advice to the Minister on a range of issues including standards of service provision in the ACT.

HACC/Disability Services Grant Providers Network — (membership: government and non government service providers); not appointed; to liaise and exchange information.

Contractual accountability (see Q2 above).

- *services provided by non government organisations*

As for government providers.

Q5 *Please provide specific details of the process adopted to monitor quality for government and non government providers? Please address:*

- *who in your Department is responsible for these matters and who do they report to?*

Responsibility is shared between the contracting/purchasing area and the policy/planning area. Executive responsibility rest with the Executive Directors of Financial Management and Contracting and of health Outcomes Policy and Planning.

- *what form do reports on services quality take? Is reporting made against particular measures of quality performance?*

As noted in Q2 (above), reports on service quality take the form of quarterly reports addressing the standards described in Schedule 2 of the ACT Disability Services ACT 1991.

-
- *what evaluation or other methods are used to obtain information on service quality? Please include information on consultation with the sector and with the people and carers who use the service. Are surveys of quality undertaken?*

There has been no on-going mechanism for consistent evaluation of service quality in the ACT. However, in 1994, the ACT Government funded a review of intellectual disability services in the ACT. This review informed further improvement in services.

In 1996 the ACT Government funded a review of the Independent Support Packages Program and the recommendations from that review are being used as the basis for a comprehensive consultation process to provide future directions for individualised funding approaches in the ACT.

Consultation with the sector has not been undertaken on a structured basis, and has been used as a means of informing specific issues of services development from time to time.

To date, no surveys of quality have been undertaken.

- *please comment on the progress made in your jurisdiction towards improvements in service quality?*

Recent initiatives include:

- shift in policy focus from ‘normalisation’ to the achievement of equal citizenship for people with disabilities;
- shift in provider focus from ‘services driven’ to ‘consumer driven’ design/delivery/provision of services;
- a legislative change to enable the Commissioner for Health Complaints to investigate and resolve complaints about services for aged people and for people with disabilities;
- improvement in operating and reporting mechanisms for DSAC and HACCAC, and review of their terms of reference;
- development of a database to track consumer activity and use of services, and to aid the identification of unmet need in the disabilities sector;
- development of the capacity to predict and identify long term, on-going growth in consumer need for disability services.

Q6 Are there any proposed changes to your approach to quality assurance?

Within the Department of Health and Community Care, a framework is being developed for a comprehensive quality assurance approach to policy/planning, purchasing/contracting, and service provision in the ACT. Developing the framework will involve extensive consultation with all providers from the public and community sectors, as well as with consumers. Other agencies/organisations to be consulted will include: the Law Reform Commission, the Community Health Accreditation Standards Program, and the Australian Quality Council. A final proposal will be published by the Department during 1997.

Performance monitoring against jurisdictional quality standards — NT

Q1 What are the objectives of your jurisdictions with respect to quality of services?

The objectives the NT with respect to quality of services are:

- ongoing improvement of service quality;
- promotion of quality outcomes for the consumers of services; and
- enhanced efficiency, effectiveness and appropriateness of services.

Q2 Are there performance measures against which these objectives are measured and reported on?

Objectives are broadly measured against the Disability Services Standards (established under the Commonwealth Disability Services Act).

Q3 What are the aspects of quality of services that are important as part of these objectives?

As defined in the Disability Service Standards: service access, individual needs, decision making/choice, privacy, dignity and confidentiality, participation and integration, valued status, complaints, service management. (standards relating to employment outcomes are not applicable to NT funded services).

Q4 What is the broad approach in your jurisdiction to the monitoring and improvement of service quality?

- *services provided by government*

The NT Financial Management Act sets out broad requirements for program evaluation and review focussing on efficiency, effectiveness and appropriateness. The NT Disability Services Act sets out objectives and principles for disability services. Program goals, strategies and performance evaluation/indicators (including those relating to quality standards) are detailed in operational business plans. Under the NT Financial Management Act all functions of an agency are to be formally reviewed at least once every three years. Refer to comments below regarding monitoring processes.

- *services provided by non government organisations*

Service objectives and relevant performance indicators are detailed in service funding agreements. Two positions (Disability Liaison Officers) have been established within the Disability Program to work with providers to monitor client outcomes and to assist with maintenance of standards and development of performance indicators (these positions work with both government and non government providers). The roles of the Disability Liaison Officers are currently under review and at the wider Departmental level there is a move to self evaluation by providers against agreed criterion as set out in the service agreement.

Q5 Provide specific details of the processes adopted to monitor quality for government and non government providers

- *who in your Department is responsible for these matters and who do they report to?*

Responsibility for government provider quality assurance lies with unit/program managers and ultimately with the relevant Divisional Head. For non government providers, the Disability Liaison Officers are responsible at an operational level.

- *what form do reports on services quality take? Is reporting made against particular measures of quality performance?*

There is no uniform format for reports but it is expected that service outcomes will be reported against performance indicators outlined in the service agreement.

-
- *what evaluation or other methods are used to obtain information on service quality? Please include information on consultation with the sector and with the people and carers who use the service. Are surveys of quality undertaken?*

Our standards monitoring approach is currently under review but generally would be expected to include direct consultation/contact with providers and consumers as appropriate, and assessment of outcomes against agreed criteria as set out in service agreements.

Q6 *Are there any proposed changes to your approach to quality assurance?*

There has only been limited development of the program's capabilities in this area. The standards monitoring functions of the Disability Liaison Officers are currently under review and future approaches are, at this stage, still to be defined.

48A.4 Terms and definitions

Table 8A.12: Definition of descriptors

Descriptor	Definition
Total people with a disability (ABS)	<p>The definition of disability adopted by this Report is: “in the context of health experience a disability is any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being (WHO 1980).”</p> <p>In an attempt to operationalise this definition so as to estimate the total number of people with a disability the ABS defined a person with a disability as one who experiences one or more of the following limitations, restrictions or impairments which had lasted, or were likely to last, for a period of 6 months or more: loss of sight (even when wearing glasses or contact lenses); loss of hearing; speech difficulties in native languages; blackouts fits or loss of consciousness; slowness at learning or understanding; incomplete use of arms or fingers; difficulty gripping or holding small objects; incomplete use of feet or legs; treatment of nerves or an emotional condition; restriction in physical activities or in doing physical work; disfigurement or deformity; long-term effects of head injury, stroke or any other brain damage; a mental illness requiring help or supervision; treatment or medication for a long term condition or ailment and still restricted; and any other long term condition resulting in a restriction.</p>
People with a handicap (ABS)	<p>Handicap is a term used by the ABS Survey of Disability Aging and Carers as a proxy for the level of support needed by respondents with a disability. For the purposes of the survey a handicap is defined as a limitation to perform certain tasks associated with daily living. The limitation must be due to a disability and in relation to one or more of the following areas: self care; mobility; verbal communication; schooling; or employment. Persons aged less than 5 years with one or more disabilities were all regarded as having a handicap but were not classified by area or severity of handicap. This was due to difficulties inherent in determining whether the needs of children aged less than 5 years were a function of their age or their disability.</p>
People with a disability but no handicap (ABS)	<p>Persons with a disability but not identified as having a handicap in responding to the ABS Survey of Disability Aging and Carers stated that they had one of the broad limitations, restrictions or impairments as given for disability, but then stated that they were not restricted in any of the specific tasks given to identify persons with a handicap.</p>

cont.

Table 8A.12: Definition of descriptors (cont)

Descriptor	Definition
People with a profound handicap (ABS)	The level of severity of a person's handicap was determined based on the person's ability to perform tasks relevant to the areas of self-care, mobility, and verbal communication and on the amount and type of help required. Where a person experiences difficulty in more than one of the above areas it is the area with the highest level of severity that determines the overall level of handicap. People with a profound handicap are those people with a disability who always require help or supervision in one or more of the three categories mentioned above.
People with a severe handicap (ABS)	Those people with a disability who sometimes required help or supervision with tasks relevant to the areas of self-care, mobility, and verbal communication.
People with a moderate handicap (ABS)	Those people with a disability who did not require help or supervision with tasks relevant to the areas of self-care, mobility, and verbal communication but who had difficulty performing one or more of these tasks.
People with a mild handicap (ABS)	Those people with a disability who did not require help or supervision with tasks relevant to the areas of self-care, mobility, and verbal communication but the person uses an aid, or has a mild mobility handicap or can not easily pick up an object from the floor.
Total principal carers (ABS)	A principal carer is a person aged 15 years or more providing the most informal care for the activities of self-care, mobility or verbal communication. Principal carers are chosen (by the recipient) from the main carers nominated for the activities for the activities of self-care, mobility or verbal communication. A recipient can identify only one carer as the principle carer. Recipients include people with a disability and older people
CSDA MDS	The CSDA Minimum Data Set, which specifies data items and their definitions to be collected from all services funded or provided under the Commonwealth/State Disability Agreement. These data items were agreed and developed by all jurisdictions, working in cooperation with the Australian Institute of Health and Welfare, which collates and published national data from the collection.
People using State and Territory Government funded or provided CSDA accommodation services	People on the snapshot day agreed to as part of the CSDA MDS (except for WA where the numbers on an average day were used) using one or more services corresponding to the following CSDA MDS services types: 1.01 institutions; 1.02 hostel accommodation; 1.03 group houses; 1.04 attendant care; 1.05 outreach support/other in-home support/drop-in support; and 1.06 other accommodation.

cont.

Table 8A.12: Definition of descriptors (cont)

Descriptor	Definition
People using State and Territory Government funded or provided CSDA community support services	People on the snapshot day (except for WA where the numbers on an average day were used) using one or more services corresponding to the following CSDA MDS services types: 2.1 advocacy; 2.2 information/referral; 2.3 early childhood intervention; 2.4 recreation/holiday programs; 2.5 therapy (PT OT ST); 2.6 family/individual case practice/management; 2.7 behaviour intervention/specialist intervention; 2.8 counselling: individual/family/group; 2.9 brokerage/direct funding; 2.10 mutual support/self help groups; 2.11 print disability; 2.12 resource teams/regional teams; and 2.13 other community support is used.
People using State and Territory Government funded or provided CSDA community access services	People on the snapshot day (except for WA where the numbers on an average day were used) using one or more services corresponding to the following CSDA MDS services types: 3.1 continuing education/independent living training/adult training centre; 3.2 post school options/social and community support/community access; 3.3 other community access and day programs.
People using State and Territory Government funded or provided CSDA respite services	People on the snapshot day (except for WA where the numbers on an average day were used) using one or more services corresponding to the following CSDA MDS services types: 4.1 own home respite; 4.2 centre based/respite house; 4.3 host family respite/peer support; and 4.4 other respite/flexible respite/combination.
Other/not stated State and Territory Government funded or provided CSDA services	People on the snapshot day (except for WA where the numbers on an average day were used) using one or more services corresponding to the following CSDA MDS services types: 6.1 service evaluation–training; 6.2 peak bodies; 6.3 research and development; and 6.4 other.
People using Commonwealth Government funded CSDA Employment services	People on the snapshot day using one or more services corresponding to the following CSDA MDS service types: 5.1 competitive employment training and placement, 5.2 individual supported job, 5.3 sheltered employment, 5.4 supported employment, 5.5 employment support — State and Territory Government funded no job placement component, and 5.6 other employment.
Total Government Expenditure	Represents all government expenditure on disability services by the central coordinating unit and the umbrella department including expenditure on both programs and administration, direct expenditures and grants to government service providers, and government grants to non government service providers. Excluded from total expenditure are provider funded contributions towards disability services. Expenditure is expressed in net terms, that is, income from fees, asset sales, and client contributions made to consolidated revenue have been subtracted. HACC, psychiatric and housing were also excluded from total disability expenditure. Therapy expenditure was excluded where possible.
Government expenditure per capita	Total expenditure by a State or Territory divided by the population aged between 4 and 64 years.

Table 8A.13: Definition of performance indicators

Indicator	Definition
Proportion receiving community care or support	<p>The numerator for this indicator is calculated using MDS service types 1.03 group houses, 1.04 attendant care, 1.05 outreach support/other in-home support/drop-in support and 1.06 other accommodation. The denominator is derived from MDS categories 1.01 to 1.06 and therefore in addition to those categories discussed above includes 1.01 institutions and 1.02 hostel accommodation. Services for people with a psychiatric disability have been excluded. The performance indicator is calculated as the numerator divided by the denominator, multiplied by 100.</p>
Participation rate	<p>Total number of people with a disability in the labour force (where the labour force includes all people who are employed or unemployed), divided by the total number of people with a disability aged 15 years and over.</p> <p>An employed person is a person aged 15 years or more, who in his or her main job during the enumeration period:</p> <ul style="list-style-type: none"> • worked one hour or more for pay, profit, commission or payment in kind in a job, business, or on a farm (includes employees, employers and self-employed persons); • worked one hour or more without pay in a family business or on a farm (excluding persons undertaking other unpaid voluntary work); or • were employers, employees, or self-employed persons or unpaid family helpers who had a job, business or farm, but were not at work. <p>Unemployed persons are those aged 15 years or more who were not employed during the enumeration period, but were looking for work.</p>
Potential population/labour force	<p>The ABS concept of ‘severe or profound’ handicap, relating as it does to the need for assistance with everyday activities of self-care, mobility and verbal communication, has been argued to be the most relevant population figure for disability services. However, the relatively high standard errors in the prevalence rates for smaller jurisdictions, as well as the need to adjust for the Aboriginal and Torres Strait Islander population, made it necessary to prepare special estimates of the ‘potential population’ for disability services. These estimates, prepared by the Australian Institute of Health and Welfare (AIHW), were used in the performance indicators when population data was needed in the denominator.</p> <p>Briefly, the national age-sex specific rates of severe and profound handicap were applied to the 1995 age and sex structure of each jurisdiction to give an ‘expected current estimate’ of people with a severe or profound handicap, aged under 65 years, in that jurisdiction. People of Aboriginal or Torres Strait Islander origin were given a weighting of 2 in these estimates, in recognition of their greater prevalence rates of disability, and their relatively greater representation in CSDA services. The denominator for employment services was restricted to people aged 15–64 years and was further scaled to adjust for the overall labour force participation rate of the population.</p> <p>The ‘potential population’ is not an estimate of the population needing disability support services, but provides a consistent scale of each jurisdictions population which might require these services.</p>

cont.

Table 8A.13: Definition of performance indicators (cont)

Indicator	Definition
Proportion unemployed	Total number of people with a disability who are in the labour force but unemployed divided by the total number of people with a disability in the labour force.
Proportion of estimated potential population using accommodation services	The denominator for this performance indicator is the expected number of Australians aged under 65 with severe or profound handicap in 1995 adjusted to reflect the greater prevalence and severity of handicaps experienced by people from an Aboriginal or Torres Strait Islander background. The numerator comes from the 1995 CSDA MDS categories 1.01 to 1.06. Services for people with a psychiatric disability have been excluded. The performance indicator is calculated as the numerator divided by the denominator, multiplied by 100.
Proportion of estimated potential labour force using employment services	The denominator for this indicator is the expected number of Australians aged 15 to 64 years with severe or profound handicap in 1995 adjusted for the greater prevalence and severity of disability among Aboriginal and Torres Strait Islander populations, multiplied by the labour force participation rate for each State and Territory as at June 1995 (ABS Cat. No. 6203.0). The numerator comes from the CSDA MDS service types 5.01 competitive employment training and placement 5.02 individual supported job, 5.03 sheltered employment, 5.04 supported employment, 5.5 employment support – State and Territory funded no job placement component and 5.06 other employment and represent the number of people receiving employment services funded by the Commonwealth under the CSDA. The performance indicator is calculated as the numerator divided by the denominator, multiplied by 100.
Users of accommodation services with a severe, profound, or moderate to no handicap	The denominator for this indicator was calculated by using service types 1.01 to 1.06 of the 1995 CSDA MDS (excluding services identified as psychiatric services). In calculating the numerator severity of handicap is derived from the 1995 MDS data item 'level of support needed — activities of daily living' (support a). This item uses the same areas of need as the ABS for determining handicap: self care, mobility and verbal communication. Moderate to no handicap is mapped from the MDS as 'support a =1'. Severe handicap is mapped from the MDS as 'support a = 2 or 3'. Profound handicap is mapped from the MDS as 'support a = 4'. All handicap excludes responses from the MDS with level of 'support a' not known (76 people). Data for WA are from the 1996 MDS collection. For all other jurisdictions the 1995 MDS was used.

cont.

Table 8A.13: Definition of performance indicators (cont)

Indicator	Definition
Users of employment services with a severe, profound, or moderate to no handicap	The data for this indicator is derived from service types 5.01 to 5.06 of the 1995 CSDA MDS. In calculating the numerator severity of handicap is derived from the 1995 MDS data item 'level of support needed — activities of daily living' (support a). This item uses the same areas of need as the ABS for determining handicap namely: self care, mobility and verbal communication. Moderate to no handicap is mapped from the MDS as 'support a = 1'. Severe handicap is mapped from the MDS as 'support a = 2 or 3'. Profound handicap is mapped from the MDS as 'support a = 4'. All handicap excludes responses from the MDS with level of 'support a' not known (8 people).
Proportion of people from an Aboriginal and Torres Strait Islander background using accommodation services, 1995–96, (per 1000 indigenous population)	The numerator for this indicator is Aboriginal and Torres Strait Islanders using accommodation services and is derived from accommodation type 1 services from the CSDA MDS (excluding services identified as services for people with a psychiatric disability). The denominator is the indigenous population under 65 years of age in 1991. The performance indicator is calculated as the numerator divided by the denominator, multiplied by 100. Data for WA are from the 1996 MDS collection. For all other jurisdictions the 1995 MDS was used.
Proportion of people from an Aboriginal and Torres Strait Islander background using employment services, 1995–96, (per 1000 indigenous population)	The numerator for this indicator is Aboriginal and Torres Strait Islanders using employment services (from the 1995 MDS), the denominator is Aboriginal and Torres Strait Islander population aged 15 to 64 years in 1991. The performance indicator is calculated as the numerator divided by the denominator, multiplied by 1000.
Proportion of people from a non English speaking background using accommodation services, by State and Territory and Australia, 1995–96, (per 1000 NESB population)	The numerator for this indicator is Persons of <i>non English</i> speaking background (NESB) using accommodation services with the data being derived from the 1995 MDS accommodation service type 1 (excluding services identified as services for people with a psychiatric disability). The denominator is the NESB population less than 65 in 1991 (from ABS 1991 census, expanded profile, Cat. No. 2722.0). The performance indicator is calculated as the numerator divided by the denominator, multiplied by 1000. Data for WA are from the 1996 MDS collection. For all other jurisdictions the 1995 MDS was used.
Proportion of people from a non English speaking background using employment services, by State and Territory and Australia, 1995–96, (per 1000 NESB population)	The numerator for this indicator is Persons of Non English Speaking Background (NESB) using employment services with data being drawn from the 1995 MDS. The denominator is the NESB population aged 15 to 64 years in 1991 (from ABS 1991 census, expanded profile, Cat. No. 2722.0). The performance indicator is calculated as the numerator divided by the denominator, multiplied by 1000.

cont.

Table 8A.13: Definition of performance indicators (cont)

Indicator	Definition
Cost per government institutional/large residential place	The numerator for this indicator is government expenditure on government provided institutional/large residential accommodation and care (1995 MDS categories 1.01 and 1.02 who have 6 or more clients). The denominator is the average number of places of this type available over the financial year. The indicator is calculated by dividing the numerator by the denominator.
Cost per government community accommodation and care place	The numerator for this indicator is government expenditure on government provided community accommodation and care as defined by 1995 MDS category 1.03 and who have less than 6 clients. The denominator is the average number of places of this type available over the financial year. The indicator is calculated by dividing the numerator by the denominator.
Government contribution per non government institutional/large residential place	The numerator for this indicator is government contributions to non government provided institutional/large residential accommodation and care (1995 MDS categories 1.01 and 1.02, and who have 6 clients or more). Government per place contributions to non government providers represent only a proportion of the total cost of providing a place with this proportion varying between jurisdictions. The denominator is the average number of places of this type available over the financial year. The indicator is calculated by dividing the numerator by the denominator.
Government contribution per non government community accommodation and care place	The numerator for this indicator is government expenditure on government provided community accommodation and care as defined by 1995 MDS category 1.03 and who have less than 6 clients. Government contributions to non government providers per place represent only a proportion of the total cost of providing a place with this proportion varying between jurisdictions. The denominator is the average number of places of this type available over the financial year. The indicator is calculated by dividing the numerator by the denominator.
Administration expenditure as a proportion of total expenditure	The numerator is equal to expenditure by jurisdictions on administering the system as a whole. It does not include administration expenditure on individual services. The denominator is equal to total government expenditure on providing and funding services for people with a disability and includes expenditure on both programs and administration, direct expenditures and grants to government service providers, and government grants to non government service providers. Excluded from total expenditure are provider funded contributions towards disability services. Expenditure is expressed in net terms, that is, income from fees, asset sales, and client contributions made to consolidated revenue have been subtracted. HACC, psychiatric and housing were excluded from total disability expenditure. Therapy expenditure was excluded where possible.

9 CHILDREN'S SERVICES

9.1 Introduction

In 1993, almost half of all children under 12 years of age received care from someone other than their parents (ABS Cat. No. 4402.0). There are two broad categories of paid child care — informal and formal.¹ In the context of this Report, children's services includes formal child care and preschool services. Formal child care refers to regulated care of a child from 0 to 12 years by someone other than the child's parents.² Preschool services relate to services provided for children in the year before full-time schooling commences (Box 9.1). As well as providing care, both types of service seek to foster the learning and development of children.

Information on the performance of children's services is being included for the first time in this Report. As with other areas, the framework of indicators developed for this area covers both the efficiency and effectiveness of the provision of services. Effectiveness measures cover the quality of services, the appropriateness of services, the accessibility of services and service outcomes, while efficiency measures focus on the unit cost of services and administrative efficiency.

The framework is a first attempt at developing performance indicators for this sector, and little data were available from states and territories in the format specified in the data collection manual, because of differences in the purposes for which the data were collected. However, all jurisdictions have agreed to work towards providing more comparable and comprehensive data for future collections.

¹ Informal care refers to non-regulated care by an individual other than the child's parents in the child's home or elsewhere. The only data collected for this Report on informal care services related to the Childcare Cash Rebate.

² While formal child care services are available to children aged 12 years and younger, data collected by the Australian Bureau of Statistics (ABS) in their survey on child care services excluded 12 year old children. Data presented in this chapter related to services provided for children 12 years and younger unless otherwise stated.

Box 9.1: Types of children’s services — definitions used in the Report

Preschool: services provided for children in the year prior to the first year of school, which aim to further children’s social, emotional, physical and intellectual development, their knowledge and understanding of the world and to enhance their transition to school. Such services are usually provided by a qualified teacher on a sessional basis in dedicated preschools (operated by government, community or the private sector). However, preschool type programs or curriculum may also be provided in long day care centres, and are presented as long day care in this Report.

Formal child care: regulated care of children from 0 to 12 years provided by someone other than the child’s parents outside the child’s home. This can be in the form of:

- *a long day care centre:* a service which operates for a minimum of 8 hours per day, 5 days a week;
- *family day care:* care provided for children in the carer’s own home. It is largely aimed at 0 to 5 year olds, but primary school aged children may also receive care before and after school and during school vacations. In most states and territories, a network of carers is organised and supported by a central coordination unit. In NSW, WA and Tasmania, home based carers not attached to a scheme but licensed by the State Government also provide recognised family day care;
- *occasional care:* child care provided at a centre on an hourly or sessional basis for parents who need time to attend appointments, take care of personal matters, undertake casual and part-time employment, study, or have temporary respite from full-time parenting. Occasional care also provides developmental opportunities for children;
- *school-aged care:* care provided for school aged children (5 to 12 years) outside school hours during term and during vacations. Care is also provided on student-free days and when school finishes early; and
- *other services:* government funded services to support children with additional needs or in particular situations (including Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities or children of parents with a disability, and children living in remote and rural areas).

9.2 Sector profile

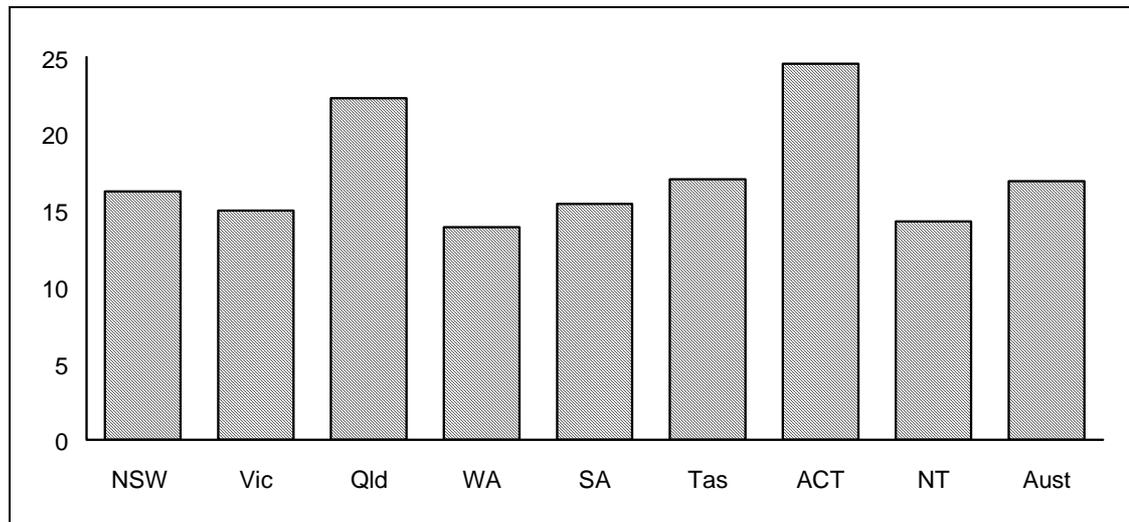
9.2.1 Size

Child care

The potential users of child care services — children aged 12 years or younger — numbered 3.4 million in 1996. The most complete data on the use of child care services in Australia related to children using Commonwealth supported services.³ At 30 June 1996, 570 300 children used Commonwealth supported child care services, with over half aged between 5 and 12 years of age. This represented 17 per cent of all children aged 12 years and younger in 1996.

The use of Commonwealth supported child care places varied significantly between states and territories. For example, around one-quarter of all children in the ACT and Queensland used these child care services, compared with only 14 per cent of children in WA (Figure 9.1).⁴

Figure 9.1: Proportion of children using Commonwealth Government supported child care services, 30 June 1996 (per cent)¹



1 As a proportion of children aged 12 years and younger in the population.

Sources: DHFS 1996a; ABS unpublished

³ Many child care services receiving funding from the Commonwealth Government also receive funding from State and Territory Governments. To avoid double-counting, where services received funding from both levels of governments, data were provided by the Commonwealth Government.

⁴ It should be noted that not all children require formal child care.

There are also a number of child care services that are not Commonwealth supported, but that receive funding from State and Territory Governments. For example, in 1995–96 the NSW, Queensland and ACT Governments supported care for 143 522 children; in 1994–95 8330 children used services funded by the SA Government. Victoria also funds substantial school age care and occasional care, but as data were collected on the number of attendances, rather than the number of individual children, Victorian data were not comparable and therefore is not reported.

Preschool

Preschools provide a variety of educational and developmental programs for children in the year or two before full time schooling. Some jurisdictions use the term ‘preschool’ to describe their programs (NSW, Victoria, Queensland, ACT and the NT); others use the term ‘kindergarten’ (WA and Tasmania) and SA uses both terms (Moyle, Meyer, Golley and Evans 1996).⁵ This disparity results in some confusion in describing the sector on a nationally consistent basis. Preschool as discussed in this Report is limited to services offered to children in the year before full-time schooling.

Approximately 139 300 children attended preschool services in Victoria, Queensland, WA, SA, Tasmania and the ACT in 1995–96. A further 73 600 children attended preschools in NSW, although this included some children attending services other than those offered in the year before full-time schooling.⁶

9.2.2 Provision and funding

State and Territory and Local Governments and not-for-profit and for-profit organisations all play a direct role in the provision of children’s services (Moyle, Meyer, Golley and Evans 1996). In addition, the Commonwealth and State and Territory Governments provide funding to assist in the operation of children’s services provided by other organisations. This Report focuses on the role played by Commonwealth and State and Territory Governments in funding and providing services for children.

⁵ In WA, ‘kindergarten’ refers to services offered to 4 year olds while services for 5 year olds are termed ‘pre-primary’.

⁶ Because the school starting age of children varied between jurisdictions, it was difficult to accurately calculate the proportion of children attending preschools in the year prior to the commencement of full time schooling.

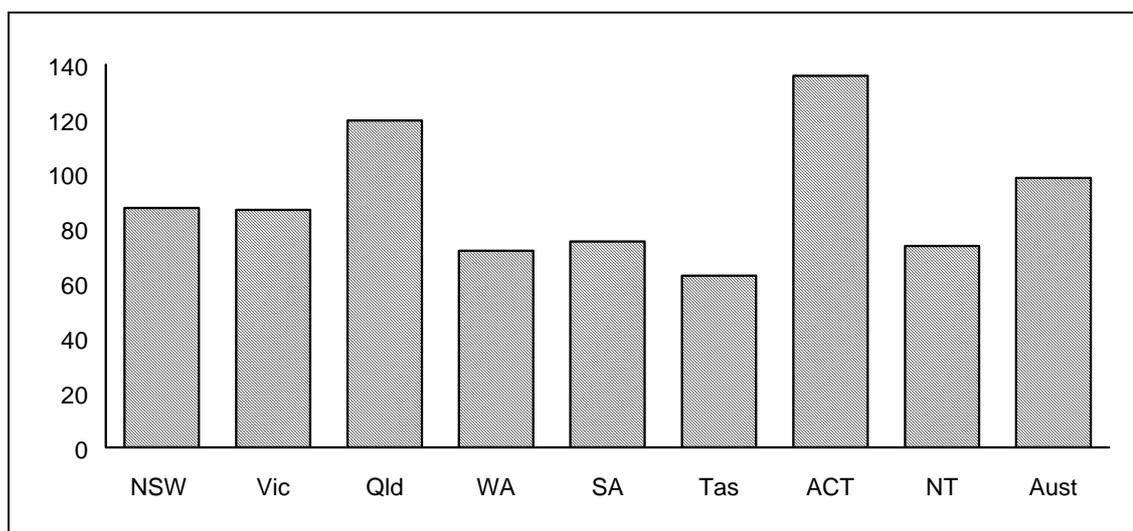
Commonwealth and State and Territory Governments have different roles in the provision of children's services. The Commonwealth's main focus is to promote a national child care system to support work force participation. Therefore, its primary investment is to support affordability through income support.

While also supporting work force participation through the funding and provision of early childhood care and education services, State and Territory Governments have a broader focus which includes the resourcing and licensing of a range of children's services designed to meet a wide variety of needs. The primary objectives are to ensure that the education and development needs of children are met and that parents are supported in caring for their children. In addition, states and territories ensure the provision of information and advice about the availability of high quality services, and dispute resolution processes.

In 1995–96, the Commonwealth Government supported 306 600 child care places, at a cost of \$980 million. Long day care (LDC) centre places accounted for over half of those funded, while outside school hours care (OSHC) and family day care (FDC) places accounted for 21 per cent and 20 per cent respectively. The remaining 6 per cent of places comprised vacation care, occasional care and other care places.

The ACT and Queensland had the largest number of Commonwealth supported places per 1000 children in the population, with 136 and 120 respectively (Figure 9.2). By contrast, Tasmania had 63 places for every 1000 children.

Figure 9.2: Commonwealth Government supported child care places, 30 June 1996 (number per 1000 children)¹



¹ As a proportion of children aged 12 years and younger in the population.

Sources: DHFS 1996a; ABS unpublished

In 1995–96, almost 80 per cent of Commonwealth funding to assist families meet their child care fees was allocated via payments such as Childcare Assistance and the Childcare Cash Rebate. Other recurrent funding, including operational subsidies paid to services, accounted for 18 per cent of all funding, with expenditure on administration and capital each representing just over 1 per cent.

State and Territory Government support for children’s services exceeded \$249 million in 1995–96.⁷ Expenditure on preschool services accounted for the largest proportion of the total, ranging from 71 per cent in NSW and the ACT to 82 per cent in Victoria.

The bulk of State and Territory Government funding was allocated to other recurrent funding, generally in the form of operational grants made directly to services. For example, other recurrent expenditure ranged from 77 per cent of total expenditure in the ACT to 92 per cent in Victoria. Expenditure on administration ranged from 8 per cent of total expenditure in WA to 12 per cent in the ACT, while the proportion of expenditure on capital ranged from 8 per cent in WA to 24 per cent in Queensland.

9.2.3 Regulation of standards and quality

Standards setting and the monitoring of children’s services are addressed through licensing and funding and these may vary significantly among states and territories and among service types. For example, LDC centres are regulated through legislation in each state and territory: each jurisdiction sets its own minimum standards to which providers must adhere in order to obtain or retain a licence.

By contrast, FDC schemes are not covered by legislation in Victoria, Tasmania, the ACT and the NT. Where services are not covered by legislation, issues of quality and standards may be addressed through quality related funding requirements, such as those imposed on FDC schemes by the Commonwealth Government. Moreover, even where services are governed by legislative requirements, quality may be further enhanced by additional funding requirements over and above those minimum standards contained in legislation, such as the requirements set for funded preschool and occasional care services

⁷ This data understated the contribution made by State and Territory Governments to children’s services in 1995–96. They excluded expenditure by the NT Government on child care services, and expenditure by the Queensland, WA, and NT Governments on preschool services.

in Victoria. Similarly, the ACT is the only jurisdiction which currently licenses OSHC.

To reduce unnecessary differences in standards and as a reference point for State and Territory Government standards, Commonwealth and State and Territory Ministers agreed on nationally consistent standards for LDC, FDC and OSHC services, to be implemented by 1996 for LDC centres and by 1997 for FDC and OSHC. However, differences may continue because some State and Territory Governments have indicated that they see the standards as a minimum and intend to use them as a basis for higher standards.

Historically, monitoring standards in children's services involved monitoring inputs such as staffing qualifications and levels, physical environments and the program of activities. These have been considered necessary to create an environment in which good quality services can be provided, but they are not sufficient to guarantee it. In 1994, the Commonwealth Government introduced the Quality Improvement and Accreditation System for LDC centres to help them identify where they need to improve and to gradually achieve that improvement. Centres are required to participate in the system to remain eligible for Childcare Assistance.

Although the Quality Improvement and Accreditation System currently applies only to LDC centres, the Commonwealth is considering introducing accreditation (in an appropriate form) throughout the children's services sector, including FDC. The Family Day Care Council of Australia and the child care industry more generally have strongly supported this move.

9.2.4 Access

Priority of access obligations differ according to service type. For example, most child care services eligible for Childcare Assistance are required to give the highest priority to children of parents with work related needs (that is, working full-time and part-time, studying or training, or looking for employment). The exception is occasional care services, which give priority to parents requiring care to meet other commitments.

Almost 70 per cent of children using child care services in 1993 came from families where both parents worked, compared with only 50 per cent of all children (Table 9.1). By contrast, preschools are a universal service, with no priority of access guidelines. Only 46 per cent of children attending these services were from families with no at-home parent.⁸ In addition, the sessional

⁸ These data related to children less than 12 years of age.

nature of most preschool services may preclude families with both parents in the paid work force from accessing the service.

Table 9.1: Children by employment status of parents, 1993 (number and per cent of population)¹

	<i>Both parents in work force²</i>		<i>At least one parent not in work force</i>		<i>Total</i>
	<i>'000</i>	<i>Per cent</i>	<i>'000</i>	<i>Per cent</i>	
All children					
0 to 4	536	41	757	59	1 294
5 to 11	1 007	56	786	44	1 792
Total	1 543	50	1 543	50	3 086
Children using children's services					
Child care	267	69	118	31	385
Preschools	108	46	129	54	237
Total ³	359	60	237	40	596

1 These data related to children aged less than 12 years attending services.

2 Included single parent families.

3 As children may use child care and preschool services, the categories do not add up to total children.

Source: ABS Cat. No. 4402.0

Child care centres eligible for Childcare Assistance also give priority to children with disabilities (or with parents with disabilities), children at risk of abuse or neglect, children of parents at home with more than one child below school age, and children of a sole parent at home. Access is also prioritised *within* each of these groups, with preference going to families on lower incomes, Aboriginal and Torres Strait Islander families, families from culturally and linguistically diverse backgrounds, and socially isolated families.

These guidelines are intended for child care services generally, but the services themselves may have priority guidelines. For example, Technical and Further Education (TAFE) child care services give the highest priority to TAFE students. Similarly, child care services established at universities give priority to the children of their students.

9.3 Recent developments in the sector

9.3.1 Changes in the labour market

A number of changes in work patterns have affected the demand for children's services. Most significant has been a dramatic increase in the work force participation of women. For example, in the decade to 1995, the female participation rate rose steadily from 46 per cent to 53 per cent. Over the same period, the proportion of women in the work force rose 4 percentage points to 43 per cent (ABS Cat. No. 4102.0).

Other labour market changes affecting the demand for children's services include:

- an increase in the number of hours worked by full-time workers; and
- the use of shift arrangements in a broader range of employment sectors.

These changes in the labour market have been accompanied by changes in family structure, particularly the rise in the number of single parent families. In the ten years to 1992, the number of single parent families increased by 42 per cent to 13 per cent of all families. In 1992, about one million dependent children lived in single parent families — around one in every seven children (EPAC 1996a).

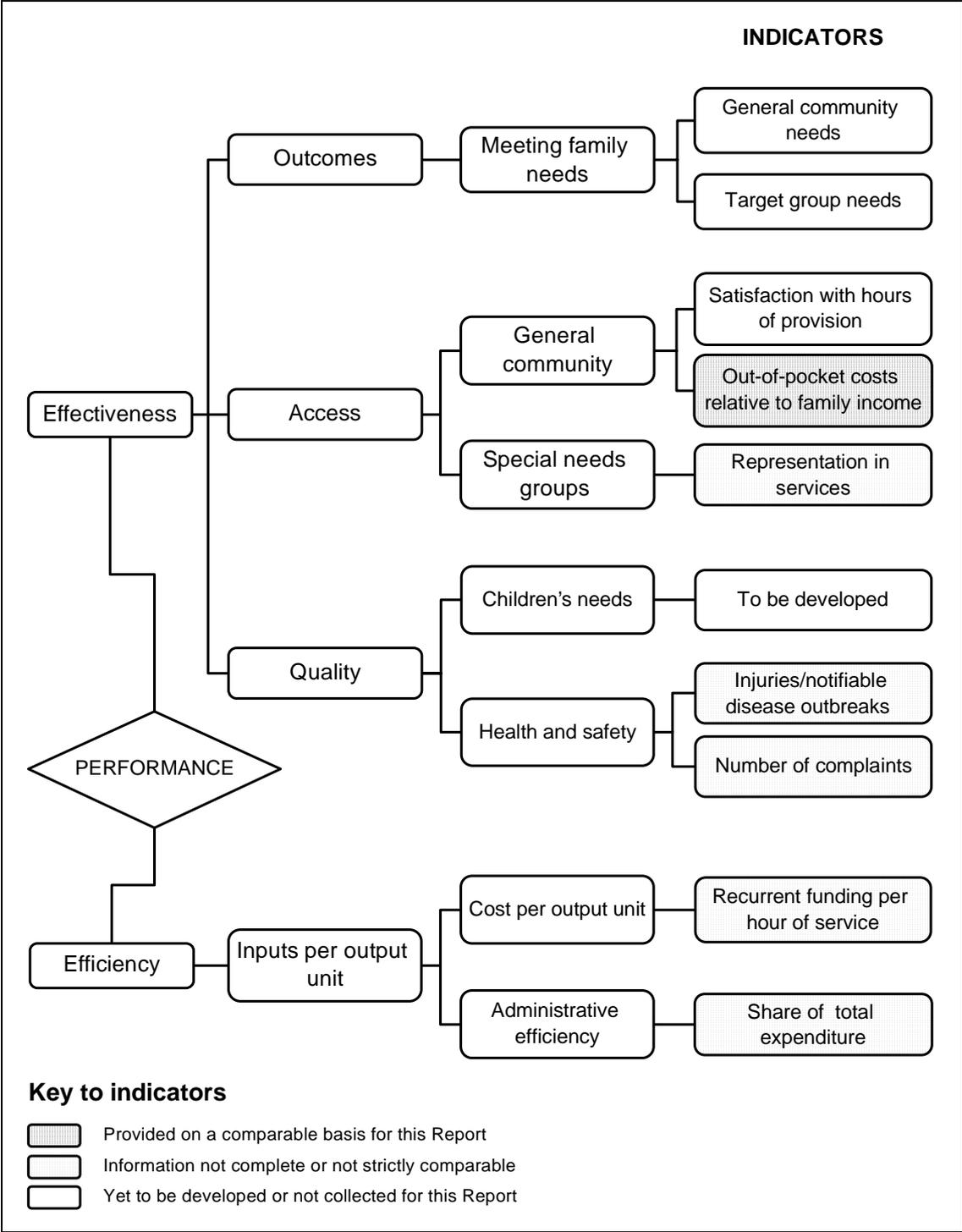
9.3.2 Changes in children's services

There has been some convergence of preschool and child care services. In recent years, child care services have placed more emphasis on the educational and developmental aspects of their services and, in some instances, preschool programs are offered by LDC services. At the same time, some preschools have changed their hours and model of operation to offer services outside their normal preschool hours.

9.4 Framework of performance indicators

A preliminary set of ten indicators has been identified to measure the effectiveness and efficiency of the system that provides children's services (Figure 9.3). They are a first pass at performance indicators for this area. It is anticipated that in the future they will need to be considerably refined and new indicators introduced to reflect changes in the structure of the sector and the availability of data.

Figure 9.3 Framework of performance indicators for children's services



Indicators often distinguish between preschools and child care services because the two services place a different emphasis on some of the sector's objectives. However, these distinctions have become less clear and so a single framework is used in this Report, with note being made of differences where relevant.

The indicators are based on the following objectives for children's services:

- to support work force participation of parents by providing appropriate care for their children;
- to enhance children's intellectual and social development;
- to provide care for children in family emergencies; and
- to provide occasional care to assist families with parents caring for children at home, and to supplement informal care.

The *effectiveness* indicators address the quality of services, accessibility of services and service outcomes. The framework identifies two components of quality: the ability of services to meet the physical health and safety of children; and their ability to meet the learning and developmental needs of children. Access is examined both in terms of general access to services (such as satisfaction with hours and affordability) and the extent to which services recognise the needs of special needs groups (reflected by the representation of these groups in children's services). Service outcomes assess the extent to which services meet family needs.

The *efficiency* indicators focus on the unit cost of output and administrative efficiency (that is, government administrative expenditure as a proportion of total expenditure).

The data collected also cover a number of contextual descriptors designed to aid interpretation of performance indicator results. The descriptors provide information on the size of the sector (such as the number of children using services, the reasons for their use, the number and range of services, and the amount of labour used to provide those services), the level of government involvement, and the groups targeted by services.

A description of all indicators is provided in Attachment 9A.

9.5 Future directions

The development of descriptors and indicators for the children's services sector was not constrained by the availability of data. Rather an initial attempt was made to develop descriptors which might best provide a comparative picture of

provision across Australia and indicators which might measure how well the sector is performing in terms of efficiency and effectiveness. For this reason there are limited data in this Report. However, data collections, and descriptors and indicators will be refined for subsequent Reports, with improvements in:

- the coverage of the collection;
- the appropriateness and completeness of the indicator set; and
- the data collected.

9.5.1 Coverage of the collection

Children's services, as currently defined for this Report, do not cover all government funded or provided services available for children. For example, the collection of preschool data has been limited to those services offered to children in the year before full time schooling, excluding those services offered to younger children. As a result, the role of State and Territory Governments in providing children's services is effectively downplayed in some jurisdictions.⁹

The coverage of the collection may be expanded in future years to account for these children's services, or to reflect changes in the sector as a whole.

9.5.2 Appropriateness and completeness of the indicator set

In the short term, priority will be given to improving the appropriateness and completeness of the data set and the content of the data set. Information reflecting the performance of services in meeting the needs of parents was not collected for this Report. A parental satisfaction survey is proposed for inclusion in the next Report. It would provide valuable information on the ability of services to meet the needs of parents and special needs groups, and indicate parents' satisfaction with hours of operation.

9.5.3 Content of the data set

The ability to report on a comparable basis has been limited by each jurisdiction collecting data according to different definitions rather than non-collection of relevant data. In part this has been due to the significant variations in the operation and administration of children's services among jurisdictions. In many

⁹ As well as affecting the coverage of the collection, limiting preschool services to those offered to children in the year before full-time schooling commences also impacted on the unit costs of providing services in some states and territories.

instances, data were not available in the format set out in the data collection manual (which was largely based on the Commonwealth Government's census of child care services). The task therefore is, over time, to make that data comparable.

In light of this year's experience, descriptors and indicators will be assessed to identify ways of improving comparability. The definitions and descriptions of some data items may need to be altered to enhance comparability, or jurisdictions may need to change their data collection methods. These issues will be considered further in 1997.

The data set may also be influenced by the current review of the Commonwealth's data collection. Changes introduced in the 1996–97 Federal Budget (Costello 1996) require new systems to be developed to replace the existing payments and approval systems and census collections. It is expected that this work will improve access to performance information.

9.6 Key performance results

9.6.1 Effectiveness

The major aspect of effectiveness for which information was available was access. Data were collected for two indicators of access: out-of-pocket costs and the proportion of special needs groups using services relative to their population proportions.

Out-of-pocket costs

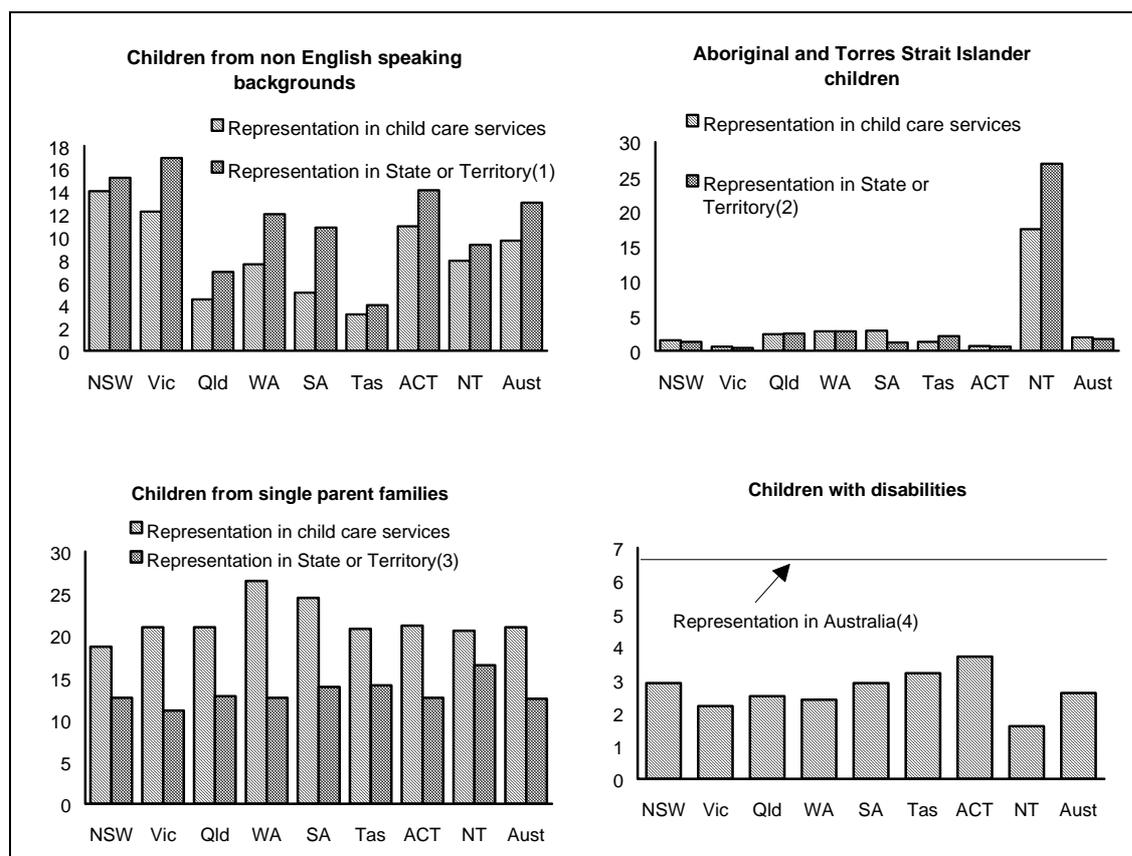
Access to children's services is linked to the out-of-pocket costs of families using children's services relative to their family income. The most recent data on the cost of children's services relate to 1993–94 and were collected as part of the Household Expenditure Survey (ABS Cat. No. 6535.0). Across Australia, the average weekly out-of-pocket expenses for children's services in 1993–94 were \$31. At the state and territory level, the average cost per week of services to families varied significantly — from \$39 in the ACT to \$20 in SA.¹⁰

¹⁰ These data should be interpreted with caution. The data on the average cost of children's services were obtained from the Household Expenditure Survey conducted by the ABS. The method of estimation means that the out-of-pocket costs of children's services may be overstated. They also include expenditure on informal care services.

Access to child care services by special needs groups

The use of child care services by children from special needs groups such as those from single parent families, indigenous children, those from culturally and linguistically diverse backgrounds and those with a disability varied across jurisdictions (Figure 9.4).

Figure 9.4 Special needs groups using Commonwealth Government supported child care services, 1995–96 (per cent of relevant population)



1 Data related to 1991.

2 Data related to 1994.

3 Data related to 1992.

4 Data related to 1993. Data on total children with disabilities were not available by state and territory.

Sources: Tables 9A.5, 9A.10, 9A.16, 9A.21, 9A.27, 9A.32, 9A.38 and 9A.45

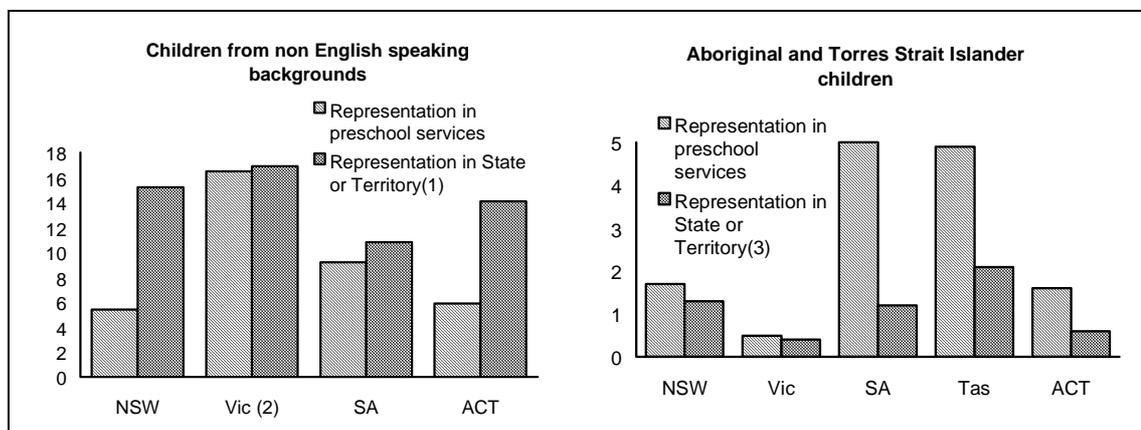
Representation of children from single parent families in Commonwealth supported child care services was well above their representation in the general community. The proportion of Aboriginal and Torres Strait Islander children using Commonwealth Government supported child care services was generally consistent with their representation in the community. The only exception was

in the NT, where indigenous people comprised 18 per cent of children using child care services, compared with representation in the community as a whole of 27 per cent. The representation of children from culturally and linguistically diverse backgrounds and children with disabilities however was below their proportion in the community for all jurisdictions.

Access to preschool services by special needs groups

Availability of data on proportions of special needs groups using preschool services varied between jurisdictions and special needs groups. Four State and Territory Governments provided information on the representation of children from culturally and linguistically diverse backgrounds in preschools. Their representation in Victorian and SA preschools was roughly comparable to that in the community as a whole. By contrast, their representation in NSW and ACT preschools was less than half that in the general community. For each jurisdiction that provided information on the representation of Aboriginal and Torres Strait Islander children in their preschools, the proportion of indigenous children using these services was above their representation in the general community (Figure 9.5).

Figure 9.5: Special needs groups use of preschool services, 1995–96 (per cent of relevant population)



1 Data related to 1991.

2 In Victoria, non English speaking background is defined in terms of the child's and/or parent's birthplace. This differs from the ABS definition of non English speaking background which is based on the language spoken at home.

3 Data related to 1994.

Sources: Tables 9A.5, 9A.10, 9A.27, 9A.32 and 9A.38

Some states and territories also had some information on the proportion of other special needs groups using their preschool services. Over 20 per cent of children using preschool services in the ACT came from single parent families, although they made up 13 per cent of the community, while 6 per cent and 5 per cent of children in NSW and ACT preschools respectively had a disability, compared with 7 per cent nationally. The proportion of children from rural and remote areas using preschools varied significantly among states and territories, ranging from 0.5 per cent in the ACT, 22 per cent in NSW and 42 per cent and 39 per cent in Tasmania and SA (respectively).

Quality

The health and safety of children is an important factor in determining the quality of children's services. Proposed indicators are the number of serious injuries sustained and the incidence of notifiable outbreaks of disease.

Aggregated data were not readily available for most states and territories, although data were collected at the individual service level. Only the ACT was able to supply any data in this area, and then only for a limited number of service types.

An attempt was also made to measure quality in terms of the number of complaints and alleged breaches made to State and Territory Government regulatory bodies. However, again comprehensive data were not available. There were some limited data for Victoria, WA and the ACT (Attachment 9A).

9.6.2 Efficiency

Unit cost

The main indicator of efficiency of children's services is government recurrent expenditure per hour of service. Data were requested by service type and by jurisdiction. Data on Commonwealth supported child care services indicate little difference among states and territories and service types, although unit costs were slightly higher for occasional care services and slightly lower for school-aged care services (Table 9.2).

Table 9.2: Recurrent expenditure per unit of service for Commonwealth Government supported child care services, 1995–96 (\$ per hour)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Long day care	1.2	1.2	1.3	1.2	1.2	1.3	0.7	1.1	1.2
Family day care	1.5	2.0	2.1	2.0	2.6	2.0	1.5	1.6	1.9
School-aged care ²	0.5	0.6	0.5	0.6	0.5	0.5	0.4	0.6	0.5
Occasional care	2.6	2.3	2.0	2.6	3.0	2.3	1.3	11.4	2.5
Other care	na	na	na	na	na	na	na	na	na

na not available

1 These data excluded administration funding and therefore understated the unit cost of Commonwealth supported child care services.

2 School-aged care incorporated Outside school hours and Vacation care services.

Sources: Tables 9A.6, 9A.12, 9A.17, 9A.23, 9A.28, 9A.34, 9A.41 and 9A.46

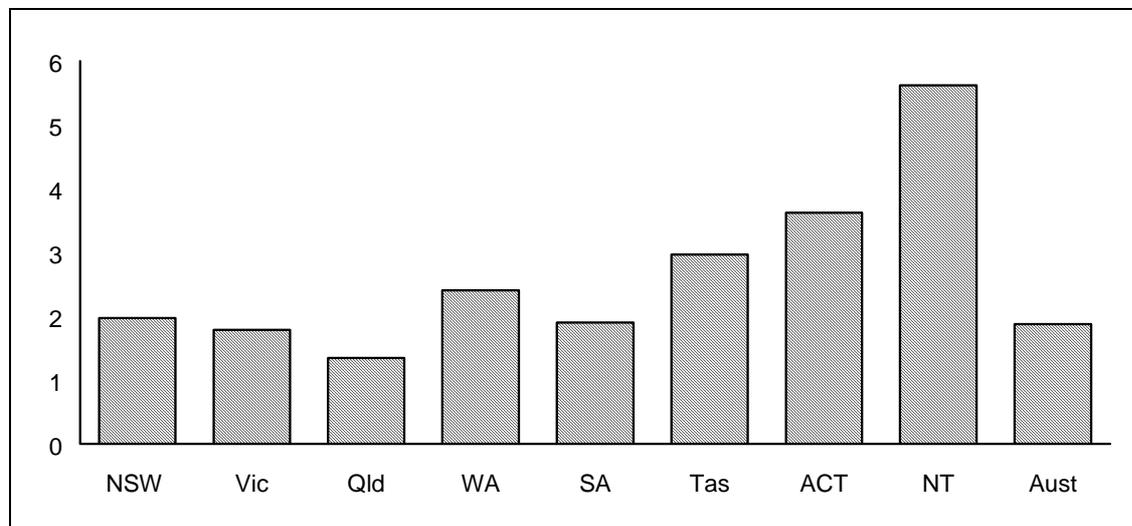
Data from State and Territory Governments on preschool services indicate unit costs for preschools range from \$0.4 per hour for services in the ACT to \$2.1 and \$2.8 for services in NSW and SA.

Administrative costs

Another indicator of efficiency was administration expenditure as a proportion of total expenditure. Information was collected separately for preschool and child care services, and within child care services, a distinction was made between the administrative costs for the Commonwealth Government and State and Territory Governments.

Data on Commonwealth Government supported child care services showed that in 1995–96, the ratio of Commonwealth administrative expenditure to total Commonwealth expenditure was lowest in Queensland based services and highest in the NT (Figure 9.6). However, these data should be interpreted with caution: over 80 per cent of child care places in Queensland were privately provided and thus not eligible for operational or capital subsidies. This resulted in a significantly lower administration cost for child care services in that state.

Figure 9.6: Administrative expenditure as a proportion of total Commonwealth Government expenditure, 1995–96 (per cent)¹



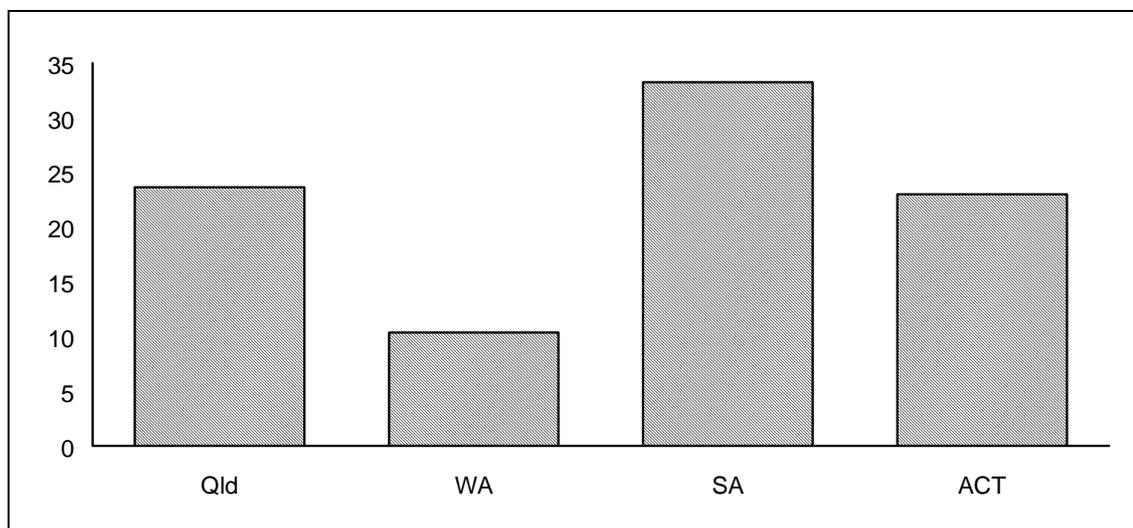
1 Commonwealth administrative expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

Sources: Tables 9A.6, 9A.12, 9A.17, 9A.23, 9A.28, 9A.34, 9A.41 and 9A.46

As discussed in Section 9.2.2, the Commonwealth and State and Territory Governments play different roles in the provision of child care services. In particular, the State and Territory Governments have an important role in licensing and monitoring standards set for child care services. Because of these differences, it is not appropriate to draw comparisons between the administrative costs of Commonwealth Government funding and that of State and Territory Government funding.

At the State and Territory Government level, four jurisdictions provided information on the administrative costs of their child care services — Queensland, WA, SA and the ACT (Figure 9.7). These data indicate that the administrative costs of State and Territory Government funding for child care services varied significantly across jurisdictions, ranging from 33 per cent of total expenditure for SA to 10 per cent for WA. However, these data must be interpreted carefully: the costs of licensing and regulating children’s services are included in the administration costs for Queensland, SA and the ACT, but in WA these duties are carried out by an independent body for which the funding is included as recurrent expenditure.

Figure 9.7: Administrative expenditure as a proportion of total expenditure for State and Territory Government funded child care services, 1995–96 (per cent)



Sources: Tables 9A.17, 9A.23, 9A.28 and 9A.41

Data for NSW and Victoria related to child care and preschool services and showed administration accounted for 8 per cent and 9 per cent respectively of total expenditure. SA and the ACT were the only jurisdictions able to provide information on the administrative costs of preschool services alone. In 1995–96, administrative costs comprised 89 per cent of total expenditure on preschools in SA and 7 per cent for the ACT. Once again, these differences must be interpreted carefully as the SA data includes the support costs for all children's services, not just preschools.

9A CHILDREN'S SERVICES

Definitions for the descriptors and indicators in this attachment are in Section 9A.4. Unsourced information has been obtained from Commonwealth, State or Territory Governments. Data include both Commonwealth and State and Territory data unless otherwise specified.

9A.1 Jurisdiction comments

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Commonwealth Government comments

Development of agreed performance indicators for this Review of Commonwealth/State Services Provision for both child care and preschool has been a valuable Commonwealth/State cooperative exercise which will require ongoing commitment to development and refinement over future years.

The framework for performance indicators is consistent with that used for other service provision areas. While there are good reasons for maintaining this consistency, it is anticipated that there will be scope over coming years for more variation in the structure of the framework to better reflect the nature of the children's services sector.

Commonwealth Department of Health and Family Services data collection processes have provided significant input into this year's review. This is the first year of collection and it will take time to ensure that future data are collected in all jurisdictions in the format required for reporting under these performance indicators.

We have some concern that reporting of State and Territory preschools covers only one year and this is not a full and reliable statement of provision in this sector.

Commonwealth involvement in child care continues to be responsive to issues of choice, affordability, supply and quality

The Commonwealth's proposed National Planning Framework, National Information Strategy and new service delivery agency are initiatives which will facilitate the provision of and access to services in areas where they are needed as well as assisting services by easing the burdens of administration and claiming arrangements.

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New South Wales Government comments

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In NSW in 1995–96 there were approximately 4160 child care services operating with a capacity of 145 000 child care places for children under 12 years of age. The majority of this provision (80 per cent of services and 77 per cent of capacity) is for preSchool–aged children (0 to 5 years). For this group, it is estimated that 295 000 children attended child care service in 1995–96. This represents 60 per cent of this age group. Services are operated by the private sector, Local Government, non-profit community organisation and Government agencies such as the Department of School Education, Department of Health and the Technical and Further Education Commission.

The Department of Community Services has responsibility for the licensing of all services for preSchool–aged children and also provides financial assistance to over 1800 services throughout the State from a recurrent funding budget of \$84 million in 1995–96.

The NSW Government has recently introduced new regulations that define appropriate minimum standards for the conduct and operation of centres and has announced new funding measures amounting to an additional \$22 million for recurrent and capital initiatives to improve access to services for disadvantaged families, rural families and for children 0 to 2 years. A guide for parents about choosing appropriate child care was recently distributed through more than 5000 outlets throughout the State, the first of its kind in Australia.

Data for NSW were not yet collected in exactly the categories needed for this Report and when examining data for NSW, the following points should be borne in mind:

- NSW Child Care regulations make it mandatory that the same staff:child ratios, staff qualifications and requirements concerning the provision of developmentally appropriate programs for children apply to all centre-based services whether they provide LDC, Preschool or Occasional Care. The educational and development programs offered in LDC are in the same form as those offered in preschools. Separating child care and child education data is not a relevant distinction in NSW.
- Data on injury and disease and non-compliance (Tables 9A.6 and 9A.7) has not been collected centrally up to now. It will be in future.
- Data on State expenditure per hour of service will not be collected on the basis required for Table 9A.8 until 1996–97.
- Financial data for Department of School Education preschools are currently reported as part of the larger school context in which they are run, affecting Tables 9A.4 and 9A.8.

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Victoria Government comments

“ There are approximately 3200 registered children's services centres for children under the age of 6 in Victoria. The Department of Human Services registers centres, monitors compliance with the regulations, investigates cases of non-compliance and conducts hearings or initiates prosecutions in the most serious cases. The Department also funds directly or manages Commonwealth/State Government funding allocated to approximately 1800 agencies providing children's services at approximately 2400 service delivery locations across the State. The size and complexity of this system and the strong role played by the State Government increases Victoria's expenditure on the administration of children's services.

In the last three years, Victoria has introduced changes to children's services. For example, flexibility in hours and models of operation and the development of integrated children's services which offer more than one type of program at a service delivery site have been encouraged, where arrangements best meet the needs of the local community.

Victoria has sought to enhance the quality of funded children's services through funding and service agreements, which contain many requirements in relation to programming, employment practices and parental involvement. Victoria is also playing a strong role in the implementation of the agreed *National Standards for Outside School Hours Care* and has issued separate guidelines to agencies to support them in implementing the standards. A quality assessment tool, designed for self-assessment by agencies, has been developed for the preschool sector, for implementation from 1997. Also in 1997, new children's services legislation and regulations will be implemented.

Victoria collects and analyses a considerable amount of data in relation to its registered and funded children's services. Funded agencies are required to submit annual data returns, all of which contain (at a minimum) information on utilisation, user characteristics and fee levels. During 1996, an integrated children's services database was developed and implemented. This database holds information on registration (licensing), investigations and prosecutions, funded service provision, funding allocations and payments. The new database will enhance Victoria's reporting capacity in future.

Unfortunately, much of the data currently held in this database was not collected and stored in the format required for this report, as data collection priorities had been determined previously on the basis of State needs. Hence only limited information is contained in this report in this first year of an agreed national data collection on children's services. In future, Victorian data collections will be modified wherever possible to take account of the agreed descriptors and indicators.”

Queensland Government comments

“ Children’s services in Queensland are administered by two separate Departments — the Department of Education and the Department of Families, Youth and Community Care. Opportunities for collaboration between the two Departments are actively promoted. Both Departments are closely involved with the Queensland Schools Curriculum Office in the development of preschool curriculum guidelines to inform practice in a range of early childhood settings, for instance.

The Department of Education provides free, sessional preschool education at State preschools for children in the year before Year 1. The Department of Education does not perceive preschool education as a form of child care but rather as an early education program. Department of Education funding also supports the provision of an equivalent year of sessional preschool education at community kindergartens and sessional programs for 3 year olds in kindergartens.

The Department of Families, Youth and Community Care funds, resources and licenses child care services, provides information on child care to the community, supports the ongoing development of a cohesive child care sector and promotes the provision of quality children's services.

In the past five years, Queensland has experienced enormous growth in the provision of long day care services. Supply has more than doubled since 1991, with the number of places growing at approximately 20 per cent per year. Significantly about 80 per cent of LDC centres are privately owned. Since 1991, over 40 per cent of Australia’s new private sector places have been established in Queensland.

The rapid growth in child care centres has resulted in pockets of over-supply in some areas (particularly along the more densely populated coastal strip), but under-supply exists in some areas for services with higher than average costs. For example, places for children under two are generally in short supply, as are services in rural and isolated communities. The Queensland Government is directing its funding predominantly into these areas.

The growth in LDC centres has also increased the licensing and monitoring responsibilities of the Department of Families, Youth and Community Care. This has affected the proportion of total expenditure spent on administration.

The descriptors and indicators used in this data collection reflect current thinking about the most significant elements of the provision of children's services nationally. The Department of Families, Youth and Community Care is revising its data collection in line with this performance assessment framework.”

Western Australia Government comments

“

In WA, the rapid expansion of children's services has had a major impact on the role played by Family and Children's Services in licensing and monitoring services. In 1995–96 the Child Care Services Board approved 330 licences. This figure includes LDC centres which changed ownership and new Family Day Carers.

Overall expansion was almost exclusively in LDC where there was an 18 per cent growth in 1995–96. Expansion of the private sector in the metropolitan area may have impacted on utilisation levels of child care centres, which in some areas has resulted in a period of low utilisation. A yearly Utilisation Study is intended to follow this trend.

Major changes in the Education Department's Preschool and Kindergarten programs will continue to significantly impact on service provision in the coming years. These changes include the expansion of full time pre primary places by 3000 new places in 1996, and 6000 new places in 1997. In 2001 the provision of kindergarten programs will double and pre primary provision will expand from four to five days, and the eligible entry age of children will be raised.

A parental satisfaction survey is being developed to measure aspects of quality and accessibility for the future editions of this Report. WA already collects this type of information for state administered programs. In 1995–96, 97 per cent of parents surveyed, whose children attended vacation care or occasional care, indicated that their children's needs were being met to a moderate or high degree.

When examining data for WA, the following points should be considered:

- Measurement of administrative cost depends on how this is calculated and in this first report there are bound to be variations in the interpretation of the definition of administrative costs between states. The variations shown on in the corresponding administrative cost table should therefore be interpreted carefully. In addition WA incurs higher costs due to the extreme remoteness of many country services.
- With respect to provision of services to children from ethnically and culturally diverse backgrounds, research into acceptable child care practices in different cultural groups may explain interstate variations.
- The comparative figures between states should also be treated with caution because WA figures do not include children attending preschool type programs in LDC centres; these are included in figures for some other states.

”

South Australia Government comments

“

SA is committed to progressing the integration of service delivery to ensure convenient access for families to a range of education and child care services. 97 per cent of all before and after school hours care services operating in SA are located in schools. The 1992–96 National Child Care Strategy saw the development of 8 small child care services run in conjunction with rural preschools. These services were developed in areas where private child care operators were unlikely to establish services due to the small scale of the service. Cost efficiencies were gained through an integrated model of service delivery with the preschool by a joint management arrangement of the two services. A further 7 services are planned but their implementation is contingent upon the maintenance of operational subsidy for these services by the Commonwealth Government.

The majority of growth in child care centres has been through development by private child care operators and all but one private child care development has occurred within the greater Adelaide area. Of the 24 centres developed in SA during 1995–96 63 per cent (15) were developed by private operators and of these, half were developed by existing proprietors.

SA is committed to continuous improvement in quality. The national standards are currently being implemented in SA and it is planned that the national standards for FDC and OSHC will be in place by the end of 1997.

The licensing functions which are currently carried out by both a regional and central structure are currently being centralised. This will ensure consistency of application and the separation of the licensing and advisory functions of the Department for Education and Children's Services (DECS). Within this structure, the complaints handling mechanism will be centralised enabling SA to better report on complaints in future.

DECS continues a strong commitment to the early years of learning through the completion of the *Foundation Areas of Learning* which is a curriculum document for all early childhood settings catering for children from 3 to 6 years. *Aboriginal Perspectives on Foundation Areas of Learning* has also been progressed and the document will be published in 1997. Work has also commenced on a similar document for children 0 to 2 years.

A significant development has been the establishment of the Lillian de Lissa Chair of Early Childhood (Research) and the appointment of Professor Phillip Gammage. This is a collaborative initiative between the University of South Australia and the DECS. The chair will be a focal point for stimulating debate and research on issues which have direct impact on the quality of service provision in SA.

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Tasmania Government comments

“ The Tasmanian Government currently divides the provision of children’s services between two separate Departments: Community and Health Services which manages and provides child care services, and Education, Community and Cultural Development, which provides non-compulsory kindergarten (preschool) services as an entry to the education system.

Kindergarten is the part-time, universal, educational provision of 10 hours per week, within and primary school, for all children who are 4 years of age on or by the 1st of January each year.

The interface between kindergarten and child care services has been recognised as extremely important for children, parents and service staff. A number of innovative, integrated models are being tested in Tasmania at the present time.

However the major focus of review in Tasmania is the co-location and rationalisation of child care and kindergarten into the same Department and then progressively into one service system that is responsive to the needs of children and their parents. It is recognised that this will not be easy and that legislative, industrial and resourcing barriers will need to be overcome. However, the long term benefits to the State, families and children are paramount and the Tasmanian Government is committed to the improvement of the children’s services system across the State. A Tasmanian Government policy decision on this issue has not yet been finally determined.

New legislation, *Children, Young Persons and Families Bill* was tabled in Parliament late in 1996. Licensing Guidelines for prescribed forms of child care will be revised under the new legislation. Enactment of the legislation will ensure that the health, safety and developmental needs of children are met in an environment conducive to the well being of the child.

At the present time there is no systematic data collection across Steering Committee in Tasmania with which to inform this Report. The importance of developing the area of accountability is acknowledged. However the depth and breadth of data required to achieve this needs to be built up over time. The Tasmanian response is limited to data that the State already collects and which is deemed reliable. Historically the requested data sets have not been recorded. Considerable resources will be required to meet requirements of future collections.

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Australian Capital Territory Government comments

“ National standards are currently being implemented in the ACT which has meant changes in the staff to child ratios incurring higher costs for some long day care centres. Ratios have changed from one staff for every seven children aged between two and three years to one staff for every five children. It is expected that all centres will move to national standards by the end of 1996 and that centres will increase fees accordingly.

Some family day care schemes in the ACT are now employing caregivers under the new ACT Family Day Care Award which gives leave and superannuation provisions. This has increased the cost of family day care and made it equivalent to centre based care for these schemes.

There have been some increases in child care costs to families as a result of both these initiatives. The cessation of operational funding to long day care centres is also expected to increase the cost of child care to some families in the ACT. The ACT also has a high ratio of children under three years of age in care which incurs higher costs than older children. This impacts on the average cost of child care in the ACT making it higher than in States where there is a lower percentage of babies in care.

A new Bureau of Children's, Youth and Family Services has been created in the ACT encompassing child care licensing and funding services and preschool administration as well as youth and family services. It is hoped that the new Bureau will foster closer working relationships between preschool and child care services.

When ACT administrative costs are compared with costs incurred by other jurisdictions, it should be noted that the ACT Government combines the role of territory and municipal governments and is also the only jurisdiction that currently licenses Outside school hours care and Vacation care.

”

Northern Territory Government comments

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The NT has not been in a position to collect data for this Report, however an emphasis on service planning and evaluation is planned for 1997-98, when priority will be given to establishing effective data collection mechanisms.

Child care costs in the NT have been cushioned since 1983 by an operational subsidy provided by the NT Government to all licensed child care centres. The intent of this subsidy is to minimise the cost of care for parents.

Private sector provision of services in the NT is gradually increasing from a low of 5 per cent of centre-based care in 1991 to the current 21 per cent. Further expansion in child care centre places is anticipated over the next two years. The rate of increase remains substantially below the national average, with no growth in private sector service provision in remote and small communities. The cost of constructing facilities in remote locations can be more than double that in urban locations, reducing the viability of services. Similarly, the cost of administrative and support services in remote areas can be very high, and recruitment and retention of qualified staff problematic.

Minimum standards for child care centres, based on the national minimum standards, are being introduced in the NT. Implementation of these standards for indoor and outdoor playspace will potentially boost the viability of centres, partially offsetting the expected impact of the withdrawal of operational funding for the community-based centres.

While data included in this chapter indicate that there is low representation of Aboriginal children in children's services, the particular circumstances which exist in the NT need to be recognised. Aboriginal children live in some 600 communities throughout the NT, some of which have mobile populations of 50 or so. Demand for formal child care service models have not been appropriate or viable, and other types of service have developed, not necessarily reflected in the current data. For example, preschool education is available in all larger Aboriginal communities and outstations requesting such services, while a range of playgroup programs operate.

New approaches to meeting the emerging child care and child development service demand by Aboriginal families are being piloted currently.

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9A.2 All jurisdictions data

9A.2.1 Descriptors

Table 9A.1: Families receiving the Childcare Cash Rebate, 1994–95 to 1995–96 (number)

	<i>Families using formal care only</i>		<i>Families using informal care only</i>		<i>Families using formal and informal care</i>	
	<i>1994–95</i>	<i>1995–96</i>	<i>1994–95</i>	<i>1995–96</i>	<i>1994–95</i>	<i>1995–96</i>
NSW	70 390	87 324	2 672	2 984	2 614	3 486
Vic	44 687	54 069	2 186	2 413	1 679	2 300
Qld	35 711	44 709	1 680	1 954	1 548	2 156
WA	15 804	20 004	843	927	614	776
SA	14 108	16 449	602	670	460	608
Tas	4 786	5 639	145	177	132	200
ACT	7 789	9 049	359	392	394	524
NT	2 817	3 329	192	331	210	323

9A.3 Single jurisdiction data

9A.3.1 New South Wales

Descriptors

Table 9A.2: NSW size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care	No.	317 631
Children attending preschool	No.	73 618
<i>Staff</i>		
Paid primary contact staff ¹	FTE	9 410
Paid administrative staff ¹	FTE	1 003
Other paid staff ¹	FTE	817
Family day carers ²	FTE	5 400
Unpaid staff ²	FTE	2 200

1 Data excluded staff in State Government funded child care services.

2 Data related to Commonwealth Government supported child care services only.

Table 9A.3: NSW description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$²</i>	<i>Average hours of attendance³ Hrs</i>	<i>Services providing non-standard hours %⁴</i>
Long day care	73 119	147 ¹	18 ¹	3
Family day care ¹	19 151	129	21	100
Vacation care ¹	1 995	49	3	na
Outside school hours care ¹	22 097	6	9	38
Occasional care	3 863	3	2	na
Other care ¹	515	113	7	0
Preschool	27 296	105	10	100

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Occasional care fee is the average hourly fee; Outside school hours care fee is the sessional fee for After school hours care; and Other care fee is for Multifunctional services.

3 Data for Vacation care related to average number of days.

4 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.4: NSW size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	3 955	4 816
State	na	na	na
Other recurrent expenditure			
Commonwealth ²	52 291	55 362	56 975
State	na	20 174	21 188
Expenditure on assets			
Commonwealth ³	618	1 090	1 821
State	na	3 709	6 374
Income support			
Commonwealth ⁴	140 301	198 135	230 697
State	na	na	na
Total expenditure			
Commonwealth	193 210	258 542	294 309
State	na	23 883	27 562
<i>Preschool</i>			
Administrative expenditure ⁵	na	8 100	8 220
Other recurrent expenditure	na	65 040	68 181
Expenditure on assets	na	na	na
Income support	na	na	na
Total expenditure	na	73 140	76 401

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Recurrent expenditure included payments to Playgroup Associations but not Playgroups and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

3 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

4 Data for 1993–94 excluded the Childcare Cash Rebate.

5 Administrative expenditure combined for preschool and child care services for Department of Community Services only.

Effectiveness

Table 9A.5: NSW representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care ¹	14.0	1.5	18.7	2.9	na
Preschool	6.7	1.7	0.6 ⁴	6.7 ⁴	22.4 ⁷
State	15.2 ²	1.3 ³	14.0 ⁵	6.7 ⁶	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data related to 1991.

3 Data related to 1994.

4 Data excluded children attending preschool services provided by the Department of School Education.

5 Data related to 1992.

6 Data related to 1993.

7 Data related to 1994–95.

Efficiency

Table 9A.6: NSW unit cost and administrative costs, 1993–94 to 1995–96

	<i>Units</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Government recurrent expenditure per hour of service</i>				
Long day care ^{1,2}	\$	na	na	1.2
Family day care ^{1,2}	\$	na	na	1.5
School-aged care ^{1,2,3}	\$	na	na	0.5
Occasional care ^{1,2}	\$	na	na	2.6
Other care ^{1,2}	\$	na	na	na
Preschool ⁴	\$	na	na	2.1
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Commonwealth ⁵	%	na	1.8	2.0
<i>Administrative expenditure as proportion of total expenditure on child care and preschool services</i>				
State	%	na	8.3	7.9

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data excluded administration expenditure.

3 School-aged care comprised Outside school hours care and Vacation care.

4 Data related to 1994–95.

5 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resources Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which were transferred to the Family Services Program.

9A.3.2 Victoria

Descriptors

Table 9A.7: Victoria size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care ¹	No.	122 700
Children attending preschool	No.	57 749
<i>Staff</i>		
Paid primary contact staff ²	FTE	8 597
Paid administrative staff ³	FTE	900
Other paid staff ³	FTE	500
Family day carers ³	FTE	5 300
Unpaid staff ³	FTE	1 500

1 Data related to Commonwealth Government supported child care services only. State Government data were collected on attendances, not individual children.

2 Data excluded paid primary contact staff receiving State Government funding only.

3 Data related to Commonwealth Government supported child care services only.

Table 9A.8: Victoria description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$²</i>	<i>Average hours of attendance⁵ Hrs</i>	<i>Services providing non-standard hours %⁷</i>
Long day care	36 306	146 ¹	24 ¹	14 ¹
Family day care ¹	16 383	117	17	100
Vacation care	8 971	73	2 ¹	na
Outside school hours care	21 324	5 ³	6 ⁶	19 ⁶
		50 ⁴		
Occasional care	1 656	4 ⁶	4 ⁶	na ⁶
Other care ¹	245	140	11	0
Preschool	57 749	9.50	10.6	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data for Occasional care related to the average hourly fee.

3 After school hours care sessional fee for services receiving Commonwealth and State Government funding.

4 Average weekly fee for Outside school hours care for services receiving State Government funding only.

5 Data for Vacation care related to average number of days.

6 Data for 1995–96 were not available for State Government supported programs as the data collection period is early 1997.

7 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.9: Victoria size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	2 809	3 411
State ²	na	5 375	5 388
Other recurrent expenditure			
Commonwealth ³	38 836	41 099	42 059
State	na	5 521	5 915
Expenditure on assets			
Commonwealth ⁴	371	442	3 351
State	na	na	na
Income support			
Commonwealth ⁵	111 263	148 018	174 340
State	na	na	na
Total expenditure			
Commonwealth	150 470	192 367	223 160
State ⁶	na	65 488	63 357
<i>Preschool</i>			
Administrative expenditure ⁷	na	na	na
Other recurrent expenditure	na	54 592	52 054
Expenditure on assets	0	0	0
Income support	0	0	0
Total expenditure ⁷	na	na	na

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Data related to administration expenditure for child care services and preschool services and State administered joint Commonwealth/State or Commonwealth funded programs.

3 Recurrent expenditure included payments to Playgroup Associations but not Playgroups, and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resources, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

4 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

5 Data for 1993–94 excluded the Childcare Cash Rebate.

6 Total expenditure on child care and preschool services.

7 Expenditure included under child care.

Effectiveness

Table 9A.10: Victoria representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care ¹	12.2	0.6	21.0	2.2	na
Preschool	16.5 ²	0.5	na	na	na
State	16.9 ³	0.4 ⁴	14.0 ⁵	6.7 ⁶	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 In Victoria, non English speaking background is defined in terms of the child's and/or parent's birthplace. This differs from the ABS definition of non English speaking background which is based on the language spoken at home.

3 Data related to 1991.

4 Data related to 1994.

5 Data related to 1992.

6 Data related to 1993.

Table 9A.11: Victoria incidence of non-compliance with regulations, 1995–96 (number)¹

	Total complaints per 1000 children ²	Substantiated complaints and alleged breaches of regulations	Substantiated complaints against which formal action was taken			
			Service provider fined	Service provider licence suspended	Service provider licence revoked	Some other action
Long day care	na	na	4	0	0	2
Family day care	na	na	na	na	na	na
Vacation care	na	na	na	na	na	na
Outside school hours care	na	na	na	na	na	na
Occasional care	na	na	1	0	0	0
Other care	na	na	na	na	na	na
Preschool	na	na	0	0	0	2

na not available.

1 Data related to children aged 0 to 6 years.

2 Data are not available by service type. However, there were 636 complaints between July 1995 and June 1996.

Efficiency

Table 9A.12: Victoria unit cost and administrative cost, 1993–94 to 1995–96

	<i>Units</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Government recurrent expenditure per hour of service</i>				
Long day care ^{1,2}	\$	na	na	1.2
Family day care ^{1,2}	\$	na	na	2.0
School-aged care ^{1,2,3}	\$	na	na	0.6
Occasional care ^{1,2}	\$	na	na	2.3
Other care ^{1,2}	\$	na	na	na
Preschool	\$	na	na	na
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Commonwealth ⁴	%	na	1.7	1.8
<i>Administrative expenditure as proportion of total expenditure on child care and preschool services</i>				
State	%	na	8.2	8.5

na not available.

1 Data related to Commonwealth Government supported child care services only. State Government expenditure is not available by service type.

2 Data excluded administration expenditure.

3 School-aged care comprised Outside school hours care and Vacation care.

4 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resources Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

9A.3.3 Queensland

Descriptors

Table 9A.13: Queensland size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care ¹	No.	148 348
Children attending preschool	No.	34 397
<i>Staff</i>		
Paid primary contact staff ²	FTE	8 296
Paid administrative staff ²	FTE	1 694
Other paid staff ²	FTE	400
Family day carers	FTE	4 800
Unpaid staff	FTE	1 600

1 Data excluded children attending neighbourhood occasional care services receiving State Government funding only.

2 Data excluded staff in Vacation care and Other care services receiving State Government funding only.

Table 9A.14: Queensland description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$²</i>	<i>Average hours of attendance⁴ Hrs</i>	<i>Services providing non-standard hours %⁵</i>
Long day care	50 732	139 ³	21 ³	21 ³
Family day care	10 682	116 ³	22	100
Vacation care	9 698	59	4 ³	na
Outside school hours care	10 962	5 ³	7	23
Occasional care	1 928	4 ³	4 ³	na
Other care	1 019	111 ³	5 ³	0
Preschool	na ¹	0	25	na

na not available.

1 Data not collected in previous years. However, data will be available from 1996.

2 Occasional care fee is the average hourly fee; Outside school hours care fee is the sessional fee for After school hours care; and Other fee is for Multifunctional services.

3 Data related to Commonwealth Government supported child care services only.

4 Data for Vacation care related to average number of days.

5 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.15: Queensland size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	2 634	3 175
State	3 500	3 600	3 700
Other recurrent expenditure			
Commonwealth ²	28 849	30 754	30 170
State	6 217	6 324	8 132
Expenditure on assets			
Commonwealth ³	1 250	652	2 019
State	3 300	2 800	3 820
Income support			
Commonwealth ⁴	146 008	198 907	226 218
State	0	0	0
Total expenditure			
Commonwealth	176 107	232 946	261 582
State	13 017	12 724	15 652
<i>Preschool</i>			
Administrative expenditure	3 477	3 696	na
Other recurrent expenditure	na	na	na
Expenditure on assets	3 616	6 629	na
Income support	na	na	na
Total expenditure	74 354	75 501	na

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Recurrent expenditure included payments to Playgroup Associations but not Playgroups and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

3 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

4 Data for 1993–94 excluded the Childcare Cash Rebate.

Effectiveness

Table 9A.16: Queensland representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care ¹	4.5	2.4	21.0	2.5	na
Preschool	na	na	na	na	na
State	6.9 ²	2.5 ³	14.0 ⁴	6.7 ⁵	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data related to 1991.

3 Data related to 1994.

4 Data related to 1992.

5 Data related to 1993.

Efficiency

Table 9A.17: Queensland unit cost and administrative cost, 1993–94 to 1995–96

	Units	1993–94	1994–95	1995–96
<i>Government recurrent expenditure per hour of service</i>				
Long day care ^{1,2}	\$	na	na	1.3
Family day care ^{1,2}	\$	na	na	2.1
School–aged care ^{1,2,3}	\$	na	na	0.5
Occasional care ^{1,2}	\$	na	na	2.0
Other care ^{1,2}	\$	na	na	na
Preschool	\$	na	na	na
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Total	%	na	2.7	2.7
Commonwealth ⁴	%	na	1.2	1.3
State	%	26.9	28.3	23.6
<i>Administrative expenditure as proportion of total expenditure on preschools</i>				
State	%	4.7	4.9	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data excluded administration expenditure.

3 School–aged care comprised Outside school hours care and Vacation care.

4 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resources Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which were transferred to the Family Services Program.

9A.3.4 Western Australia

Descriptors

Table 9A.18: WA size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care	No.	46 100
Children attending preschool	No.	20 926
<i>Staff</i>		
Paid primary contact staff	FTE	4 052
Paid administrative staff ¹	FTE	400
Other paid staff ¹	FTE	200
Family day carers	FTE	1 100
Unpaid staff	FTE	600

1 Data excluded preschool staff.

Table 9A.19: WA description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$¹</i>	<i>Average hours of attendance² Hrs</i>	<i>Services providing non-standard hours %³</i>
Long day care	13 882	145	20	4
Family day care	3 689	125	19	100
Vacation care	750	59	3	na
Outside school hours care	4 738	5	8	21
Occasional care	559	4	5	na
Other care	269	140	14	0
Preschool	20 926	na	na	na

na not available.

1 Occasional care fee is the average hourly fee; Outside school hours care fee is the sessional fee for After school hours care; and Other care fee is for Multifunctional services.

2 Data for Vacation care related to average number of days.

3 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.20: WA size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	1 380	1 647
State ²	na	na	258
Other recurrent expenditure			
Commonwealth ³	14 010	14 669	14 975
State ^{2,4}	na	na	2 034
Expenditure on assets			
Commonwealth ⁵	186	181	483
State	na	na	201
Income support			
Commonwealth ⁶	42 919	53 817	61 887
State	na	na	0
Total expenditure			
Commonwealth	57 115	70 047	78 992
State	na	na	2 493
<i>Preschool</i>			
Administrative expenditure	na	na	na
Other recurrent expenditure	na	na	na
Expenditure on assets	na	na	na
Income support	na	na	na
Total expenditure	na	na	na

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Excluded funding for District Children's Services Officers.

3 Recurrent expenditure included payments to Playgroup Associations but not Playgroups and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

4 Included Lotteries Commission Grants paid directly to services and funding for the Childcare Services Board.

5 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

6 Data for 1993–94 excluded the Childcare Cash Rebate.

Effectiveness

Table 9A.21: WA representation of children in special needs groups,
1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care	7.6	2.8	26.5	2.4	na
Preschool	na	na	na	na	na
State	12.0 ¹	2.8 ²	14.0 ³	6.7 ⁴	na

na not available.

1 Data related to 1991.

2 Data related to 1994.

3 Data related to 1992.

4 Data related to 1993.

Table 9A.22: WA incidence of non-compliance with regulations, 1995–96 (number)¹

	Total complaints per 1000 children	Substantiated complaints and alleged breaches of regulations	Substantiated complaints against which formal action was taken			
			Service provider fined	Service provider licence suspended	Service provider licence revoked	Some other action
Long day care	7	66	na	0	0	9
Family day care	6	11	na	2	1	2
Vacation care	na	na	na	na	na	na
Outside school hours care	na	na	na	na	na	na
Occasional care	1	1	na	0	0	0
Other care	na	na	na	na	na	na
Preschool	na	na	na	na	na	na

na not available.

1 Data not available for services for children above six years of age, that is, Outside school hours care and Vacation care.

Efficiency

Table 9A.23: WA unit cost and administrative cost, 1993–94 to 1995–96

	<i>Units</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Government recurrent expenditure per hour of service</i>				
Long day care ^{1,2}	\$	na	na	1.2
Family day care ^{1,2}	\$	na	na	2.0
School-aged care ³				
Commonwealth ¹	\$	na	na	0.6
State ²	\$	na	na	0.4
Total	\$	na	na	0.5
Occasional care				
Commonwealth ¹	\$	na	na	2.6
State ²	\$	na	na	58.4
Total	\$	na	na	3.0
Other care ^{1,2}	\$	na	na	na
Preschool	\$	na	na	na
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Total	%	na	na	10.1
Commonwealth ⁴	%	na	2.2	2.4
State ²	%	na	na	10.4
<i>Administrative expenditure as proportion of total expenditure on preschools</i>				
State	%	na	na	na

na not available.

1 Data excluded Commonwealth administration expenditure.

2 Data excluded State Government funding for District Children's Services Officers.

3 School-aged care comprised Outside school hours care and Vacation care.

4 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which were transferred to the Family Services Program.

9A.3.5 South Australia

Descriptors

Table 9A.24: SA size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care		
Commonwealth	No.	40 800
State ¹	No.	8 330
Children attending preschool	No.	16 102
<i>Staff</i>		
Paid primary contact staff ²	FTE	1 700
Paid administrative staff ²	FTE	300
Other paid staff ²	FTE	100
Family day carers	FTE	2 100
Unpaid staff	FTE	400

1 Data related to 1994–95.

2 Data excluded staff in State Government funded child care services.

Table 9A.25: SA description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$¹</i>	<i>Average hours of attendance³ Hrs</i>	<i>Services providing non-standard hours %⁴</i>
Long day care	8 332	159 ²	19 ²	35
Family day care	5 134	125	15	100
Vacation care	4 215	57 ²	2 ²	na
Outside school hours care	5 350	5	5	17
Occasional care	3 469	3	4 ²	na
Other care	177	147	15	0
Preschool	18 722	na	20	na

na not available.

1 Occasional care fee is the average hourly fee; Outside school hours care fee is the sessional fee for After school hours care; and Other care fee is for Multifunctional services.

2 Data related to Commonwealth Government supported child care services only.

3 Data for Vacation care related to average number of days.

4 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.26: SA size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	1 129	1 161
State	1 565	1 371	1 974
Other recurrent expenditure			
Commonwealth ²	14 725	15 906	16 259
State	694	1 010	1 237
Expenditure on assets			
Commonwealth ³	1 079	702	1 631
State	1 557	1 939	2 729
Income support			
Commonwealth ⁴	33 418	43 411	50 138
State	0	0	0
Total expenditure			
Commonwealth	49 222	61 149	69 190
State	3 816	4 320	5 940
<i>Preschool</i>			
Administrative expenditure	45 856	46 262	42 298
Other recurrent expenditure	7 470	7 135	2 148
Expenditure on assets	1 380	1 687	2 946
Income support	0	0	0
Total expenditure ⁵	54 706	55 084	47 392

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Recurrent expenditure included payments to Playgroup Associations but not Playgroups and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

3 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

4 Data for 1993–94 excluded the Childcare Cash Rebate.

5 Data included support costs for all children's services.

Effectiveness

Table 9A.27: SA representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care ¹	5.1	2.9	24.5	2.9	na
Preschool	9.2	5.0	na	na	38.5
State	10.8 ²	1.2 ³	14.0 ⁴	6.7 ⁵	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data related to 1991.

3 Data related to 1994.

4 Data related to 1992.

5 Data related to 1993.

Efficiency

Table 9A.28: SA unit cost and administrative cost, 1993–94 to 1995–96

	Units	1993–94	1994–95	1995–96
<i>Government recurrent expenditure per hour of service</i>				
Long day care ¹	\$	na	na	1.2
Family day care ¹	\$	na	na	2.6
School-aged care ²				
Commonwealth ¹	\$	na	na	0.5
State	\$	na	na	0.0
Total	\$	na	na	0.3
Occasional care				
Commonwealth ¹	\$	na	na	3.0
State	\$	na	na	2.3
Total	\$	na	na	2.6
Other care	\$	na	na	na
Preschool ³	\$	na	na	2.8
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Total	%	na	4.2	4.7
Commonwealth ⁴	%	na	2.1	1.9
State	%	40.9	31.7	33.2
<i>Administrative expenditure as proportion of total expenditure on preschools</i>				
State ³	%	92.5	92.8	89.3

na not available.

1 Data excluded Commonwealth administration expenditure.

2 School-aged care comprised Outside school hours care and Vacation care.

3 Data included support costs for all children's services.

4 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resources Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which was transferred to the Family Services Program.

9A.3.6 Tasmania

Descriptors

Table 9A.29: Tasmania size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care ¹	No.	15 400
Children attending preschool ²	No.	5 923
<i>Staff</i>		
Paid primary contact staff		
Child care	No.	1 071
Preschool	FTE	144
Paid administrative staff ⁴	No.	104
Other paid staff ⁴	No.	76
Family day carers	FTE	500
Unpaid staff	FTE	200

1 Data related to Commonwealth Government supported child care services only.

2 Estimated from mid-year National Schools Statistics Collection (student census) conducted in July/August.

3 Estimated from mid-year National Schools Statistics Collection (staff census).

4 Data excluded preschool staff.

Table 9A.30: Tasmania description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$¹</i>	<i>Average hours of attendance³ Hrs</i>	<i>Services providing non-standard hours %⁴</i>
Long day care	2 046	157 ²	13	2
Family day care	1 682	133	14	100
Vacation care	702	na	na	na
Outside school hours care	1 549	5 ²	5	6
Occasional care	754	3 ²	4 ²	na
Other care	27	na	14	0
Preschool	Universal	na	10	na

na not available.

1 Occasional care fee is the average hourly fee; Outside school hours care fee is the sessional fee for After school hours care; and Other care fee is for Multifunctional services.

2 Data related to Commonwealth Government supported child care services only.

3 Data for Vacation care related to average number of days.

4 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.31: Tasmania size of system, government expenditure,
1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	480	491
State	na	na	na
Other recurrent expenditure			
Commonwealth ²	5 011	5 090	5 437
State	na	na	635
Expenditure on assets			
Commonwealth ³	398	612	785
State	na	650	353
Income support			
Commonwealth ⁴	9 192	11 768	12 640
State ⁵	na	113	119
Total expenditure			
Commonwealth	14 601	17 951	19 354
State	na	na	na
<i>Preschool</i>			
Administrative expenditure	na	na	na
Other recurrent expenditure	na	na	na
Expenditure on assets	na	na	na
Income support	na	na	na
Total expenditure ⁶	12 291	12 107	11 681

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Recurrent expenditure included payments to Playgroup Associations but not Playgroups and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

3 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

4 Data for 1993–94 excluded the Childcare Cash Rebate.

5 Fee relief for neighbourhood model occasional care services.

6 Total in-school expenditure estimated from National Schools Statistics Collection for year ending 30 June.

Effectiveness

Table 9A.32: Tasmania representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care ¹	3.2	1.3	20.8	3.2	na
Preschool	na	4.9	na	na	41.4
State	4.0 ²	2.1 ³	14.0 ⁴	6.7 ⁵	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data related to 1991.

3 Data related to 1994.

4 Data related to 1992.

5 Data related to 1993.

Table 9A.33: Tasmania incidence of non-compliance with regulations, 1995–96 (number)

	Total complaints per 1000 children	Substantiated complaints and alleged breaches of regulations	Substantiated complaints against which formal action was taken			
			Service provider fined	Service provider licence suspended	Service provider licence revoked	Some other action
Long day care	na	na	0	na	na	na
Family day care	na	na	0	na	na	na
Vacation care ¹	na	0	0	0	0	na
Outside school hours care ¹	na	0	0	0	0	na
Occasional care	na	na	0	0	0	na
Other care	na	0	0	0	0	0
Preschool	na	na	0	0	0	0

na not available.

¹ These services not regulated by Tasmanian Government.

Efficiency

Table 9A.34: Tasmania unit cost and administrative cost, 1993–94 to 1995–96

	<i>Units</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Government recurrent expenditure per hour of service</i>				
Long day care ¹	\$	na	na	1.3
Family day care ¹	\$	na	na	2.0
School-aged care ^{1,2,3}	\$	na	na	0.5
Occasional care ^{1,2}	\$	na	na	2.3
Other care ^{1,2}	\$	na	na	na
Preschool	\$	na	na	na
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Total	%	na	na	na
Commonwealth ⁴	%	na	3.0	3.0
State	%	na	na	na
<i>Administrative expenditure as proportion of total expenditure on preschools</i>				
State	%	na	na	na

na not available.

1 Data excluded Commonwealth administration expenditure.

2 Data related to Commonwealth Government supported child care services only.

3 School-aged care comprised Outside school hours care and Vacation care.

4 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resources Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which were transferred to the Family Services Program.

9A.3.7 Australian Capital Territory

Descriptors

Table 9A.35: ACT size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care	No.	16 507
Children attending preschool	No.	4 216
<i>Staff</i>		
Paid primary contact staff	FTE	1 082
Paid administrative staff	FTE	107
Other paid staff	FTE	39
Family day carers	FTE	900
Unpaid staff	FTE	100

Table 9A.36: ACT description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$¹</i>	<i>Average hours of attendance⁴ Hrs</i>	<i>Services providing non-standard hours %⁶</i>
Long day care	3 031	153	29 ⁵	0
Family day care	2 510	122	25	100
Vacation care	749	97	3 ⁵	na
Outside school hours care	1 810	7	8	3
Occasional care	531	3 ²	5 ⁵	na
		125 ³		
Other care	0	na	0	0
Preschool	4 595	5	11	5

na not available.

1 Outside school hours fee is the sessional fee for After school hours care; and Other care fee is for Multifunctional services.

2 Average hourly fee for services receiving Commonwealth and Territory Government funding.

3 Average weekly fee for services receiving Territory Government funding.

4 Data for Vacation care related to average number of days.

5 Data related to Commonwealth Government supported child care services only.

6 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.37: ACT size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	371	522
Territory ²	na	na	803
Other recurrent expenditure			
Commonwealth ³	4 792	4 973	5 106
Territory	na	na	1 785
Expenditure on assets			
Commonwealth ⁴	165	506	262
Territory	na	na	906
Income support			
Commonwealth ⁵	8 554	14 562	1 5623
Territory	na	na	0
Total expenditure			
Commonwealth	13 512	20 412	21 513
Territory	na	na	3 494
<i>Preschool</i>			
Administrative expenditure	na	na	580
Other recurrent expenditure	na	na	7 445
Expenditure on assets	na	na	510
Income support	na	na	0
Total expenditure	na	na	8 535

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Included the operation of the child care licensing/regulatory system and the community information service.

3 Recurrent expenditure included payments to Playgroup Associations but not Playgroups, and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

4 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

5 Data for 1993–94 excluded the Childcare Cash Rebate.

Effectiveness

Table 9A.38: ACT representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care	10.4	0.8	18.9	3.1	na
Preschool	5.9	1.6	21.3	4.9	0.5
Territory	14.1 ¹	0.6 ²	14.0 ³	6.7 ⁴	na

na not available.

1 Data related to 1991.

2 Data related to 1994.

3 Data related to 1992.

4 Data related to 1993.

Table 9A.39: ACT health and safety, 1995–96

	<i>Serious injuries sustained per 1000 children</i>	<i>Notifiable outbreaks of disease per 1000 children</i>
Long day care	na	na
Family day care	0	na
Vacation care	na	na
Outside school hours care	0	na
Occasional care	na	na
Other care	0	na
Preschool	0	0

na not available.

Table 9A.40: ACT incidence of non-compliance with regulations, 1995–96 (number)

	Total complaints per 1000 children	Substantiated complaints and alleged breaches of regulations	Substantiated complaints against which formal action was taken				
			Service provider fined	Service provider licence suspended	Service provider licence revoked	Some other action	
Long day care	6	22	0	0	0	13	
Family day care	0	0	0	0	0	0	
Vacation care	3	6	0	0	0	3	
Outside school hours care	1	4	0	0	0	3	
Occasional care	2	4	0	0	0	2	
Other care	na	0	0	0	0	0	
Preschool	0.5	0	0	0	0	2	

na not available.

Efficiency

Table 9A.41: ACT unit cost and administrative cost, 1993–94 to 1995–96

	<i>Units</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Government recurrent expenditure per hour of service</i>				
Long day care				
Commonwealth ¹	\$	na	na	0.7
Territory	\$	na	na	2.1
Total	\$	na	na	0.8
Family day care ¹	\$	na	na	1.5
School-aged care ²				
Commonwealth ¹	\$	na	na	0.4
Territory	\$	na	na	0.1
Total	\$	na	na	0.3
Occasional care ¹				
Commonwealth ¹	\$	na	na	1.3
Territory	\$	na	na	1.6
Total	\$	na	na	1.5
Other care ¹	\$	na	na	na
Preschool	\$	na	na	0.4
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Total	%	na	na	7.4
Commonwealth ³	%	na	2.5	3.6
Territory ⁴	%	na	na	23.0
<i>Administrative expenditure as proportion of total expenditure on preschools</i>				
Territory	%	na	na	6.8

na not available.

1 Data excluded Commonwealth administration expenditure.

2 School-aged care comprised Outside school hours care and Vacation care.

3 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resource Centre, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which were transferred to the Family Services Program.

4 Administration expenditure included the operation of the child care licensing and regulatory system and the community information service.

9A.3.8 Northern Territory

Descriptors

Table 9A.42: NT size of system, children and staff, 1995–96

	<i>Units</i>	<i>As at June 30 1996</i>
<i>Children</i>		
Children using government funded/provided child care ¹	No.	6 300
Children attending preschool	No.	na
<i>Staff</i>		
Paid primary contact staff ¹	FTE	300
Paid administrative staff ¹	FTE	50
Other paid staff ¹	FTE	30
Family day carers ¹	FTE	400
Unpaid staff ¹	FTE	80

na not available.

1 Data related to Commonwealth Government supported child care services only.

Table 9A.43: NT description of services, 1995–96

	<i>Number of places No.</i>	<i>Average fees per week \$²</i>	<i>Average hours of attendance³ Hrs</i>	<i>Services providing non-standard hours %⁴</i>
Long day care ¹	1 415	132	25	0
Family day care ¹	860	117	26	100
Vacation care ¹	76	na	0	na
Outside school hours care ¹	638	7	8	0
Occasional care ¹	46	5	3	na
Other care ¹	221	127	7	0
Preschool	na	na	na	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Occasional care fee is the average hourly fee; Outside school hours care fee is the sessional fee for After school hours care; and Other care fee is for Multifunctional services.

3 Data for Vacation care related to average number of days.

4 Data for Preschool referred to number of services offering the option of full and part day services.

Table 9A.44: NT size of system, government expenditure, 1993–94 to 1995–96 (\$'000)

	1993–94	1994–95	1995–96
<i>Child care</i>			
Administrative expenditure			
Commonwealth ¹	na	470	576
Territory	na	na	na
Other recurrent expenditure			
Commonwealth ²	4 735	4 840	4 441
Territory	na	na	na
Expenditure on assets			
Commonwealth ³	180	64	401
Territory	na	na	na
Income support			
Commonwealth ⁴	5 737	7 436	7 298
Territory	na	na	na
Total expenditure			
Commonwealth	10 653	12 809	12 716
Territory	na	na	na
<i>Preschool</i>			
Administrative expenditure	na	na	na
Other recurrent expenditure	na	na	na
Expenditure on assets	na	na	na
Income support	na	na	na
Total expenditure	na	na	na

na not available.

1 Data for 1994–95 and 1995–96 excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate.

2 Recurrent expenditure included payments to Playgroup Associations but not Playgroups and funding for Vacation care, Program Support and Special Services. Data for 1995–96 excluded funding for Family Resource Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services, which were transferred to the Family Services Program.

3 Data for 1994–95 and 1995–96 included capital loans, loan repayments and equipment grants.

4 Data for 1993–94 excluded the Childcare Cash Rebate.

Effectiveness

Table 9A.45: NT representation of children in special needs groups, 1995–96 (per cent)

<i>Representation in:</i>	<i>Children from a non English speaking background</i>	<i>Children from an Aboriginal and Torres Strait Islander background</i>	<i>Children from single parent families</i>	<i>Children with disabilities</i>	<i>Children from remote/rural areas</i>
Child care ¹	7.9	17.5	20.6	1.6	na
Preschool	na	na	na	na	na
Territory	9.3 ²	26.9 ³	14.0 ⁴	6.7 ⁵	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data related to 1991.

3 Data related to 1994.

4 Data related to 1992.

5 Data related to 1993.

Efficiency

Table 9A.46: NT unit cost and administrative cost, 1993–94 to 1995–96

	Units	1993–94	1994–95	1995–96
<i>Government recurrent expenditure per hour of service</i>				
Long day care ^{1,2}	\$	na	na	1.1
Family day care ^{1,2}	\$	na	na	1.6
School-aged care ^{1,2,3}	\$	na	na	0.6
Occasional care ^{1,2}	\$	na	na	11.4
Other care ^{1,2}	\$	na	na	na
Preschool	\$	na	na	na
<i>Administrative expenditure as a proportion of total expenditure on child care</i>				
Total	%	na	na	na
Commonwealth ⁴	%	na	4.3	5.6
Territory	%	na	na	na
<i>Administrative expenditure as proportion of total expenditure on preschools</i>				
Territory	%	na	na	na

na not available.

1 Data related to Commonwealth Government supported child care services only.

2 Data excluded administration expenditure.

3 School-aged care comprised Outside school hours care and Vacation care.

4 Administration expenditure excluded costs to the Health Insurance Commission and Department of Social Security of administering Childcare Assistance and Childcare Cash Rebate. Total expenditure for 1995–96 excluded funding for Family Resources Centres, Youth Activity Services, Aboriginal and Islander Child Care Agencies and out of scope services which were transferred to the Family Services Program.

9A.4 Performance indicator definitions and explanatory notes

Table 9A.47: Definition of indicators

<i>Indicator</i>	<i>Definition</i>
Proportion of special needs groups using services relative to their population proportions	Equals number of children from special needs groups using children's services divided by the total number of children using children's services. Results to be presented separately for child care and preschool services with special needs groups divided into children from a non English speaking background, children from an Aboriginal or Torres Strait Islander background, children from single parent families, children with disabilities, and children from remote or rural areas. These will be compared with their representation in the community.
Serious injuries sustained and notifiable outbreaks of disease per 1000 children in child care and preschool services	Equals total number of serious injuries sustained by children/total children involved in notifiable outbreaks of disease divided by total number of children using government funded/provided children's services. Results to be presented separately by service type.
Complaints per 1000 children in child care and preschool services	Equals number of complaints divided by number of children using government funded/provided children's services. Results to be presented separately by service type with complaints being divided into total number of complaints and alleged breaches, substantiated complaints, and complaints against which formal action was taken (service provider being fined, service provider having licence suspended, service provider having licence revoked, and some other action taken).
Out of pocket costs relative to family income for children's services	Equals average amount paid for child care per week divided by average weekly income of families with children in care.
Government recurrent expenditure per hour of service	Equals total government recurrent funding on children's services divided by total hours of care provided by services receiving government funding. Results to be presented separately by service type.
Administrative expenditure as a proportion of total government expenditure	Equals total government administrative expenditure divided by total government expenditure. Results to be presented separately for child care and preschool services.

Table 9A.48: Definitions of variables

<i>Term</i>	<i>Definition</i>
Administration expenditure	Direct Salaries; Payroll and other taxes; Superannuation, Compensation; Accrued Leave; Training; Accommodation; Vehicles; Marketing; Information Systems; Printing; Postage; Telephone Expenses; Uniforms; Travel Expenses; Office Expenses; Office Equipment; Collection Fees; Management Fees; Consultants; and Overheads (Corporate Services/Unallocated expenses). Wherever possible accrual accounting data should be used.
Approved	Refers to preschool care that meets State and Territory licensing requirements (where such requirements exist).
Centre-based long day care	Care for children, usually aged 0 to 5 years, in a licensed child care centre which is open for a minimum of 8 hours a day, 5 days per week.
Child care	Care provided to a child by a person other than the child's parent or guardian.
Children	All resident male and female Australians less than 12 years of age.
Children from non English speaking backgrounds	Children living in situations where the main language spoken at home is not English.
Children's Services	Children's services includes all government funded and provided child care and preschool services.
Disability related care	Includes children who have a developmental delay or disability including intellectual, sensory, or physical impairment, or parent(s) with a disability.
Family day care	Long day care provided for children in the carer's own home. Largely aimed at children aged 0 to 5 years, but primary School-aged children may also receive care before and after school. A network of carers is organised and supported by a central coordination unit.
Formal child care	Organised care provided by a person other than the child's parent or guardian usually outside of the child's home. For example, centre-based long day care, family day care, outside of school hours care, vacation care, and occasional care (not including baby sitting).
Formal qualifications	Early Childhood related teaching, Primary teaching, Nursing (including Mothercraft Nursing), a Basic Childcare Certificate (one year), a Childcare Certificate or Associate Diploma (2 years), a Diploma or Bachelor in Childcare (3 years or more), or other qualifications relevant to the operation of a service (for example, Accountancy, Psychology, Social Work and Business Management)
Government funded/ provided	All government financed services; that is, services that either receive government contributions towards providing a specified service (funded services) and services for which the government has primary responsibility for delivering the service.

(cont.)

Table 9A.48: Description of variables (cont.)

<i>Term</i>	<i>Definition</i>
Informal child care	Child care arrangements provided privately (for example, by friends, relatives, nannies) for which no government assistance is provided other than the Commonwealth's Childcare Cash Rebate. In most States and Territories it is unregulated.
Long day care	Service (usually in a centre or family day care scheme) which provides care for a minimum of 8 hours per day, 5 days per week, 48 weeks per year.
Notifiable outbreaks of disease	Situations where the relevant health department is notified and becomes involved.
Occasional care	This type of care is distinguished from other types by the fact that care is provided for short periods of time or at irregular intervals.
Operational place	A licensed place (where licensing system exists, or in receipt of government funding where not licensed) and able to accept children as at 30 June each year.
Other care	Services included in 'other care' are: multifunctional services, multifunctional Aboriginal and Torres Strait Islander children's services, mobiles and toy libraries.
Outside of School Hours Care	Care provided for School-aged children (5 to 12 years) during term time and during vacation time. Related terms are Before and After School Hours Care which refer to care during term time only and Year Round Outside School Hours Care which refers to linked before and/or after school hours care and vacation care.
Preschools	Services offered to children in the year before children begin full time schooling. These services are offered during school terms. Table 2 outlines the specific services falling under this definition.
Primary contact staff	Staff whose primary function is its to provide care/preschool services to children, while those involved in other tasks include people whose primary tasks are cleaning, maintenance management etc
Residential places	Residential care, which excludes child care, is defined as establishments where the main activity is to provide substitute care (accommodation, meals, some personal care, protection or control) for children. Includes juvenile hostels, family group homes, campus homes and other homes for children.
Serious injury	Those injuries requiring a visit to (or by a) doctor or hospitalisation.
Service	A certain type of activity eg long day care. A location may offer a number of services. For example, a given location may offer both preschool and occasional care services. Services may be offered at a number of locations. For example, year round care may have after school hours care at different locations.

(cont.)

Table 9A.48: Description of variables (cont.)

<i>Term</i>	<i>Definition</i>
Service type	The categories for which data are being collected are: <ul style="list-style-type: none">• Centre-based long day care (CBLDC);• Family day care (FDC);• School-aged care (incorporating Outside school hours and Vacation care)• ‘Other’ care;• Occasional care; and• Preschools.
Vacation care	Services that provide care for school age children over vacation periods only.

10 PROTECTION AND SUPPORT SERVICES

10.1 Introduction

The focus in this chapter is on the following government funded services:

- child protection;
- supported placements for children; and
- supported accommodation assistance program.

These services are combined in a single chapter, despite their differences, because they have significant links and share a broad objective: to assist individuals and families in difficulty or in crisis by stabilising the situation and alleviating its effects, and reducing the likelihood of its re-occurring.

Not covered in this chapter are government services to individuals and families in crisis which are provided as part of more general service provision. Several of these programs — for example, child care, disability services and aged services — are covered in other chapters of the Report.

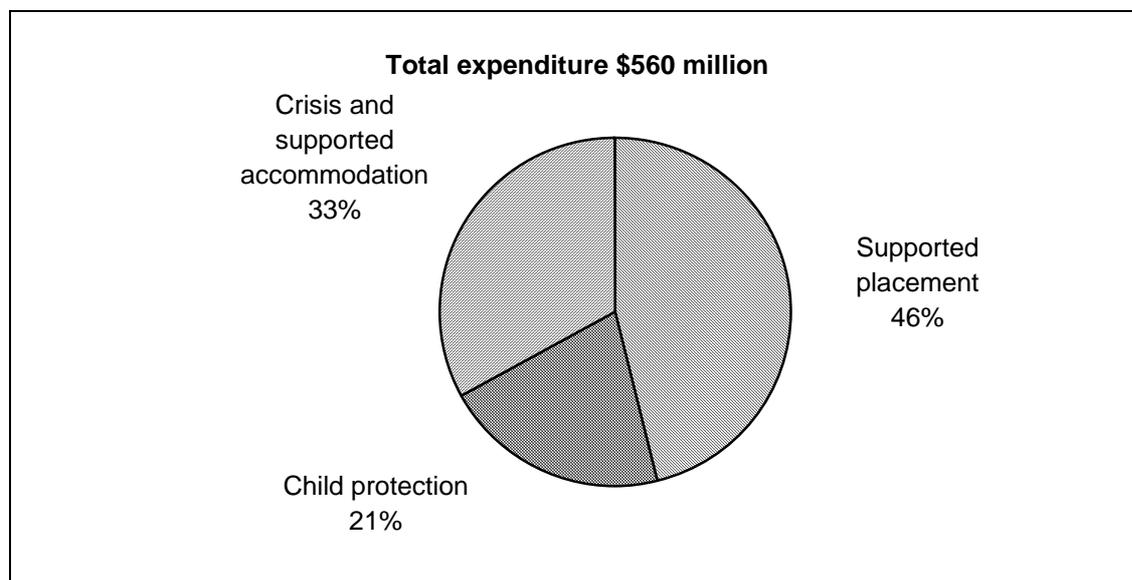
Within the chapter, each of the three services is considered separately at the detailed level because they have different specific objectives, services, modes of delivery and client bases, and because the roles of each level of government differ in relation to funding, service delivery and regulation.

Expenditure data

Detailed comparable data on the size of the services dealt with in this chapter are not available. Efforts to address this shortcoming are discussed later in the chapter (Section 10.2.5).

It is estimated that total recurrent government expenditure for protection and support services was about \$560 million across Australia in 1994–95. The largest component was supported placement, following by crisis and supported accommodation and child protection (Figure 10.1).

Figure 10.1: Components of recurrent expenditure on protection and support services, 1994–95 (per cent)



Source: SCRCSSP 1995

Profile of clients

A Victorian Government study examined the socio-demographic characteristics of 10 000 families investigated by child protection services as a result of a notification of child abuse and neglect in 1993–94 (DHS unpublished). There were significant limitations to the data, but the study indicated the family characteristics of Victorian clients of these services were significantly different from those of the general community (Box 10.1).¹

A WA study (Cant and Downie 1994) of families investigated as a result of a notification of child abuse and neglect indicated:

- intact families² were under represented, blended families were over-represented and single parent families were over represented relative to the general population; and
- indigenous children were over represented relative to their population share.

¹ Data limitations included: the absence of guidelines to assist field staff to assess the applicability of the family characteristics in each case; some relevant information not being available to field workers in some cases; and the counting of ‘episodes’ rather than individual children. Therefore, families who were investigated more than once and families with sibling groups were over-represented in the study.

² Children living with both biological parents.

Box 10.1: Socio-demographic characteristics of Victorian families investigated by child protection services, 1993–94

The main findings of the study of families investigated as a result of a notification of child abuse and neglect were that:

- 60 per cent of families were renting compared with 23 per cent in the wider community;
- 58 per cent of families were on a pension or benefit compared with 26 per cent in the wider community;
- 46 per cent were single parents compared with 17 per cent in the wider community;
- 90 per cent of families had moved in the past 5 years compared with 42 per cent in the wider community;
- 28 per cent of parents were associated with domestic violence;
- 21 per cent of parents were associated with alcohol and/or substance abuse; and
- 9 per cent of parents were associated with a psychiatric disability.

Source: DHS unpublished

Links

The links between child protection and supported placement services are particularly strong, with these services supporting each other in assisting children and families. If child protection services are able to reduce the occurrence and re-occurrence of child abuse and neglect, then they will affect the need for supported placement services. There is also a relationship in the other direction: if supported placements for children improve the safety of children over the longer term (for example, if they assist in the safe return of children to their families) then they will reduce the role for protection services.

Crisis and supported accommodation also contributes to the protection of children, because many clients are adults with accompanying children who are escaping domestic violence or family crisis. Many youth refuge services provide *de facto* short term assistance to children under 16 years in the absence of other available crisis accommodation, although these services have not been structured to support such children.

To the extent that crisis and supported accommodation services reduce the risk of harm to children, they also affect the demand for child protection services. Thus, the outcomes of some of the services determine the task of other services.

10.2 Child protection

10.2.1 Introduction

Child protection services aim to assist families in their role of providing safe and nurturing environments for children to develop and grow, and to ensure the safety of children at those times when families are unable to fulfil this role.

The protection of children from suspected child abuse and neglect encompasses a range of services, including:

- educating the community;
- responding to notifications of suspected child abuse and neglect, and undertaking investigations subject to legislative provisions;
- supporting families and strengthening their capacity to safely care for their children;
- placing children elsewhere when their safety cannot be assured within the family;
- supervising children subject to a statutory order; and
- organising counselling and therapy for children subject to abuse or neglect, and their families.

This chapter presents performance information that focuses primarily on the second and fourth of these functions.

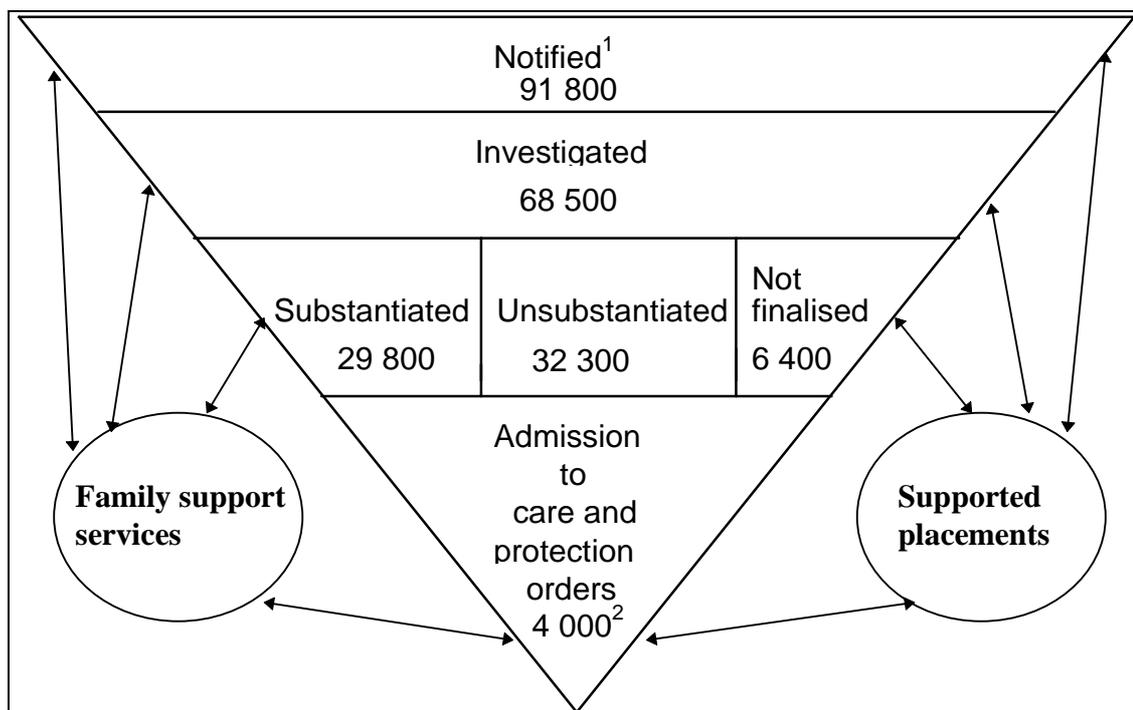
10.2.2 Profile of the sector

All jurisdictions generally follow the same steps once a notification of child abuse and neglect has been received:

- initial receipt and recording of callers' concerns;
- assessment of the appropriate response such as no response required, family support needed, or further child protection investigation and assessment needed;
- investigation and assessment; and
- determination of the child and family's protection and support needs.

These stages, the links with family support and supported placement services and the progress of cases in 1995–96 are shown in Figure 10.2.

Figure 10.2: Child protection and welfare services, 1995–96 (numbers)



1 A child could be the subject of more than one notification in a year.

2 Not all admissions in 1995–96 were as a result of a notification of abuse and neglect in 1995–96. As a result, the number of children admitted to care and protection orders did not correspond exactly with the number of children subject to notifications. Excludes SA data.

Source: Various tables Attachment 10A

Despite common elements, jurisdictions vary in their legislation, definitions, policy and procedures. These differences affect the comparability of data across jurisdictions, including the proportion of notifications that are investigated, the definition of what is deemed to be a ‘notification’ and ‘investigation’, the alternatives to court orders, the legislative requirements of court orders for the protection of children, and the different types of orders available in each jurisdiction.

Notifications of child abuse and neglect

In 1995–96, about 91 800 referrals were classified by jurisdictions as notifications of suspected child abuse and neglect. Of these, 68 500 were investigated, 62 100 were finalised and child abuse and neglect was determined to have taken place in around 48 per cent of cases finalised.

For those jurisdictions for which data were available, the number of children subject to notification per 1000 children varied from 7 in WA to 22 in Victoria (Table 10.1). The number of children subject to finalised investigations per

1000 children was highest in NSW and SA and lowest in WA. Substantiations per 1000 children varied from 2 in WA and Tasmania to 8 in NSW.

Table 10.1: Children subject to notification, investigation, substantiation, and care and protection orders, 1995–96 (number per 1000 children)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
<i>Notifications</i> ¹								
Indigenous children ²	55	90	42	28	62	27	104	10
All children	16	22	14	7	18	19	15	9
<i>Finalised investigations</i> ³								
Indigenous children ²	48	61	34	22	51	12	85	10
All children	14	12	10	5	14	9	11	8
<i>Substantiations</i>								
Indigenous children ²	30	32	15	9	25	3	48	6
All children	8	6	4	2	6	2	5	4
<i>On care and protection orders at 30 June 1996</i> ⁴								
Indigenous children ²	17	16	19	8	na	8	26	2
All children	3	3	3	2	na	3	3	2

na not available.

1 For children aged 0 to 16 years.

2 Relative to the population of indigenous children in each jurisdiction. The rate of notifications of Aboriginal and Torres Strait Islander children in the ACT was over-estimated slightly due to the method used to estimate the indigenous population.

3 Victorian data relate to direct investigations.

4 For children aged 0 to 17 years.

Source: Various tables Attachment 10A

Changes in the policy directions of many jurisdictions are leading to the separation of notifications of child abuse and neglect from other concerns for the wellbeing of children (Section 10.2.3).³ These changes are limiting the extent to which referrals may be classified as notifications.

Care and protection orders

There is some variation in the data provided for children under orders because each jurisdiction has its own legislation governing the protection of children, including the type and range of orders available to its Children's Court. Care and protection orders mostly follow investigations of child abuse and neglect, although a small proportion of orders are issued for other reasons.

³ For example, the New Directions policy in WA has resulted in an apparent decrease in notifications but an additional 2 500 referrals now called Child Concern Reports.

The total number of children on care and protection orders at 30 June 1996 was 12 300: 71 per cent were guardianship orders, 12 per cent involved custody to a third party, and the remainder were orders that gave the department some responsibility for the child's welfare. The range among jurisdictions in the number of children on care and protection orders at 30 June 1996 was between 2 and 3 per 1000 children. During 1995–96, 4000 children were placed on new care and protection orders.

Expenditure

Comparable data on child protection expenditure were not available. A study of child protection costs in Victoria, NSW and Queensland estimated that indicative expenditure in these three States was \$28.70 per head of the population aged between 0 and 16 years in 1993–94. Based on this, national expenditure was likely to have been around \$120 million.

Administrative arrangements

State and Territory Government community services departments have statutory responsibility for responding to notifications of suspected child abuse or neglect and acting to ensure children's protection (including using Children's Courts). The role of police departments varies across jurisdictions, but they are involved in all jurisdictions in investigations of child abuse and neglect of a criminal nature.

The non-government sector provides a range of individual and family support services, counselling services and intervention services. Some children who have been abused or neglected (or are at risk of abuse or neglect) and their families are able to access these services. Funding is provided by state and territory community services departments, as well as other sources.

The Commonwealth Government has no direct role in the delivery of child protection services. Its role is focused on research, coordinating the National Child Abuse Prevention Strategy and, more recently, funding targeted special family services such as parenting initiatives.

10.2.3 Recent developments

The focus on the initial intake of notifications and assessment of needs has increased following concerns about:

- the proportion of investigations which result in substantiation of abuse or neglect; and

-
- the impact of unnecessary investigations on families who may nevertheless benefit from family support.

Increased awareness of the critical links between child protection and the broader context of child and family welfare is leading to significant policy developments. Policy aims include more clearly identifying the nature of suspected child abuse and neglect and effectively targeting children at significant risk of harm and their families, while ensuring an effective response to those children and their families where concerns exist for their general wellbeing. This continuing shift in emphasis is increasing pressure to more clearly define the role of family support services funded by community services departments.

Other policy developments include:

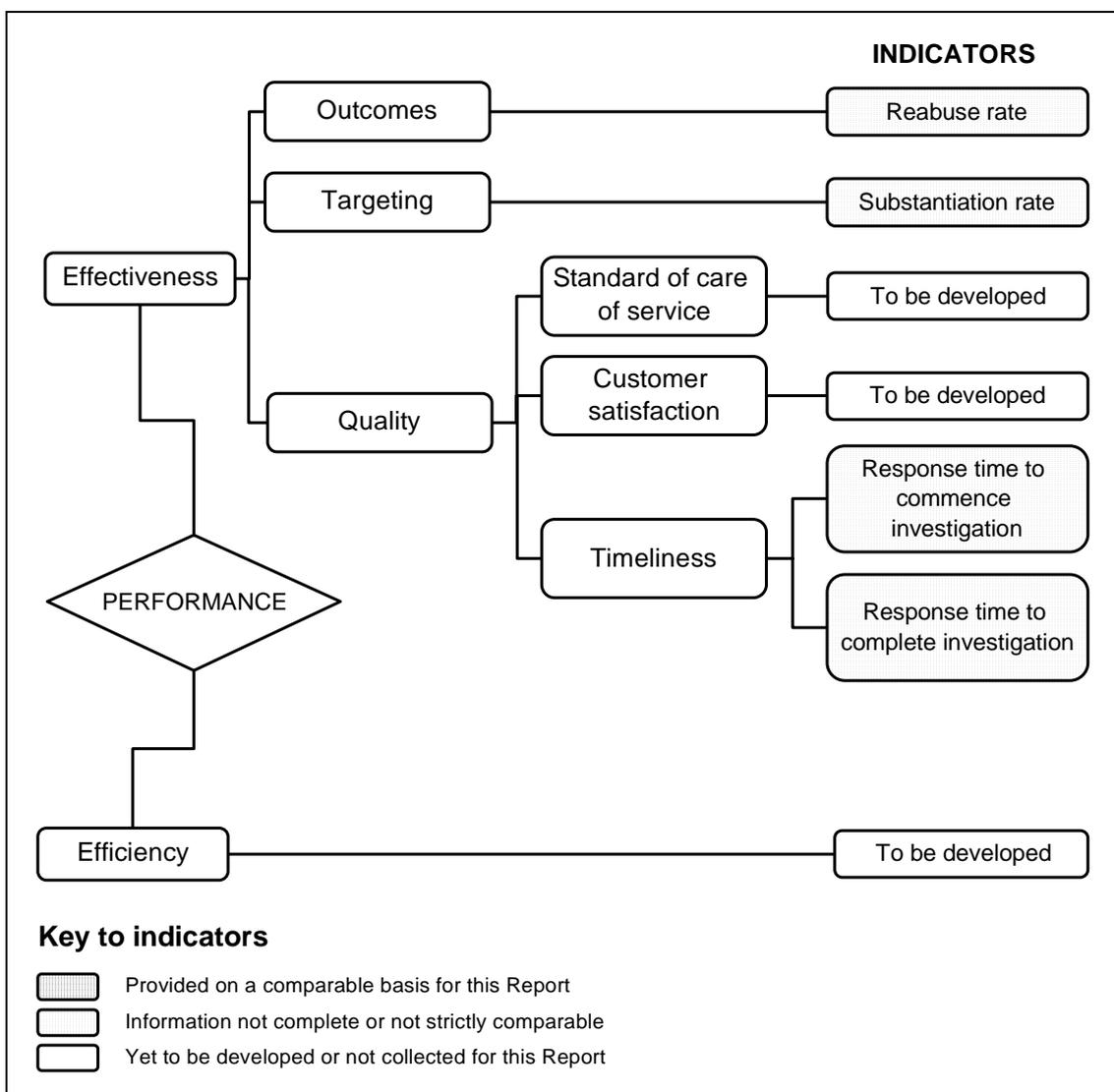
- enhancing the involvement of children, young people and families in decision making at all stages of the child protection process; and
- developing effective responses to the needs of families for intensive support which decrease the need for removing children from family care.

10.2.4 Framework of performance indicators

The recent developments in child protection are reflected in the substantially improved performance indicator framework for the 1997 Report (Figure 10.3). Key result areas and indicators to assess performance have been identified, and measures of effectiveness (in terms of service quality and client outcomes) have been improved. A description of all indicators is provided in Attachment 10A.

Effective links with the Protection and Care of Children Sub-Committee of the Standing Committee of Community Services and Income Security Administrators (SCCSISA) and the Australian Institute of Health and Welfare (AIHW) have also enabled significant progress in improving the indicator framework and the quality of data. In addition, progress has been made in clarifying differences among jurisdictions in the terminology they use to describe service activities and definitions of descriptors.

Figure 10.3: Draft framework of performance indicators for child protection services



Effectiveness

The *effectiveness* key result areas identified are the extent to which:

- child protection investigations are targeted to those children at risk of significant harm;
- children who are notified in relation to suspected child abuse or neglect are helped to receive appropriate services;
- children who are abused or neglected are protected from further harm; and
- children who are at risk of further harm are assisted by strengthening their families.

Service quality is measured by process indicators such as the time taken to respond to and complete investigations, the standard of service and customer satisfaction. The measure developed for service targeting is the proportion of investigations finalised leading to substantiations. Targeting involves balancing caution and excessive investigation (Section 10.2.6).

Client outcomes are measured by indicators of client benefit such as the number of children for whom intervention prevented further abuse or neglect.

Efficiency

Efficiency is reported in terms of cost-based measures. Data were derived from a benchmarking study undertaken by Victoria in conjunction with NSW and Queensland. A description of all indicators is provided in Attachment 10A.

10.2.5 Future directions

Scope of services

Given the strong links of services covered with other family support services it is considered desirable to have a more comprehensive coverage of child and family protection and support services in future Reports.

Further work will need to be undertaken to scope the nature and quantity of support services, as well as their inter-relationship with protective services and supported placements.

Framework of indicators

The main improvement to the framework will be to fill the gap in the reporting on efficiency. A preliminary set of efficiency indicators has been agreed. The next step is to plan a strategy for developing the method and counting rules for data collection.

Improving data quality

The revised 1997 Report framework was developed to improve reporting, comparability and, therefore, performance review over time. Areas highlighted for further data quality improvement include:

- the number of jurisdictions able to provide data in relation to specific indicators;
- comparability of data across jurisdictions. Improved consistency in meaning of common terminology is seen as fundamental to improved performance assessment over time. The Protection and Care Performance Indicator Working Group of SCCSISA plans to continue to review terminology and definitions used across jurisdictions within the limits of government policy and legislation. The AIHW will improve counting rules and comparability of data through its ongoing role in this area; and
- collection and reporting on efficiency indicators.

The ability to report nationally on outcomes for children and families using child protection and supported placement services is a goal for future Reports.

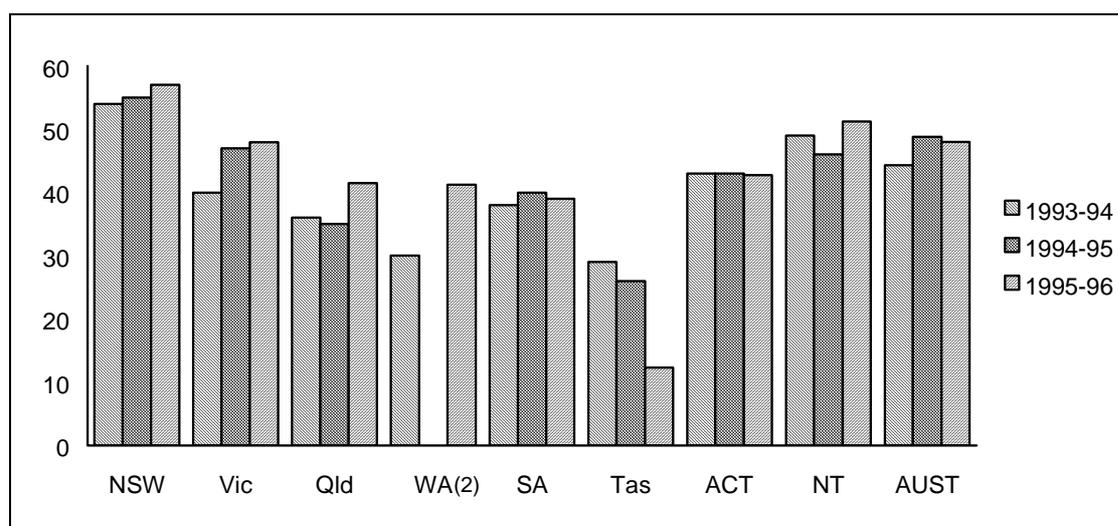
10.2.6 Key performance results

Effectiveness — substantiation rate

Around 75 per cent of the 91 800 notifications across Australia in 1995–96 were investigated. The increase in notifications over the period 1993–94 to 1995–96 was accompanied by a 9 per cent increase in the proportion of finalised investigations which substantiated claims of abuse and neglect. The substantiation rate — one measure of the degree to which services are well targeted — varied from 12 per cent in Tasmania to 57 per cent in NSW in 1995–96 (Figure 10.4). This variation may be partly explained by different interpretations of what constitutes an ‘investigation’ or ‘substantiation’ across jurisdictions. Comparisons were also affected by policy changes in WA (New Directions policy) and Tasmania (definitional change to ‘substantiation’).

In this area, the substantiation rate attempts to measure the effectiveness of targeting of investigation, recognising the human as well as financial cost of investigation where no abuse or neglect can be substantiated. Like all such targeting measures, however, it needs to be considered in conjunction with measures of total expenditure and expectations about the incidence of abuse or neglect.

Figure 10.4: Finalised investigations that substantiated claims of child abuse and neglect, 1993–94 to 1995–96 (per cent)¹



1 Variations in substantiation rates may in part be explained by different interpretations of what constitutes an 'investigation', or 'substantiation' across jurisdictions. Time series comparisons were also affected by policy changes.

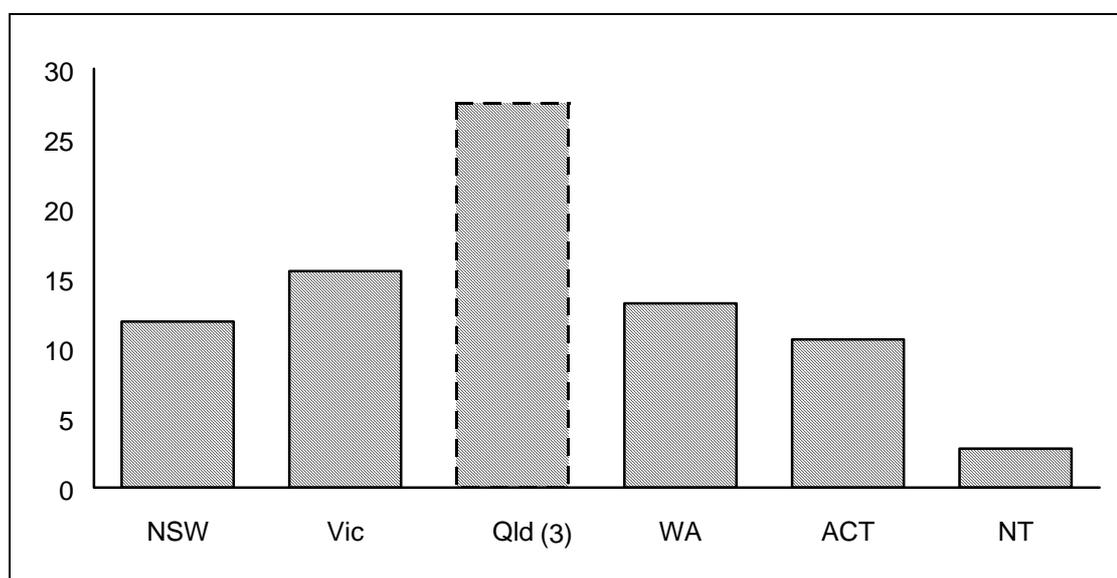
2 Data not available for 1994–95.

Source: Various tables Attachment 10A.

Effectiveness — repeat abuse and neglect

An overall outcome measure for children is minimisation of the proportion of completed and substantiated investigations followed by a further substantiated case of abuse and neglect within 12 months of case closure. This varied from 3 per cent in the NT to 16 per cent in Victoria in 1995–96 for estimates calculated in the same way (Figure 10.5). The percentage for Queensland, while higher, was estimated using a different method and was not fully comparable. Data were not available for SA and Tasmania. The data available should be interpreted with care because there was a lack of comparability, including the comparability of case closure data.

Figure 10.5: Repeat abuse and neglect within 12 months of case closure, 1995–96 (per cent)^{1, 2}



1 The definition of case closure may differ among jurisdictions.

2 SA and Tasmania were unable to provide data.

3 Queensland estimate using a 'backwards' method; other jurisdictions estimated using a 'forward' method.

Source: Various tables Attachment 10A

Effectiveness — timeliness

Data were collected on the degree to which jurisdictions met their own standards for commencing and completing investigations. Jurisdictions varied in their definitions of an 'investigation', urgency categories they assigned to investigations, and their timeliness standards.⁴ Therefore, these data were not comparable across jurisdictions. The main results were:

- NSW — 54 per cent of commencements and 46 per cent of completions within the state standard;
- Victoria — 78 per cent of commencements⁵ and 65 per cent of completions within the state standard;
- Queensland — 58 per cent of commencements and 91 per cent of completions within the state standard;
- WA — 78 per cent of commencements within the standard but no standard time was available for completions;
- ACT — 64 per cent of commencements within the territory standard;

⁴ The timeliness standards in each jurisdiction are set out in Attachment 10A.

⁵ For direct investigations.

- NT — 66 per cent of commencements and 96 per cent of completions within the territory standard; and
- SA and Tasmania — data not available.

Efficiency — unit costs

A Victorian Government study (DHCS 1995) benchmarked the State's child protection service against those of NSW and Queensland. The study provided indicative information on overall resourcing of child protection, the relative cost of service provision in each state, and resources and costs across five identified 'core' stages of child protection work.

These five stages were:

- action to receive reports of child abuse (notification);
- the investigation of these reports (investigation);
- actions to secure the safety of the child;
- applications to courts for protection orders or variations of orders (applications); and
- ongoing case management of a situation where abuse has occurred (intervention) and administration.

Although the objectives of the three benchmarking partners' child protection services were essentially identical, services' procedures, and the legislation upon which these procedures were based, were not. The report urged caution in interpreting the results because each state had:

- mildly different social conditions;
- substantially different legislative environments; and
- substantially different bureaucratic histories.

The cost per child in the wider population (0 to 17 year olds) of providing the child protection service varied from \$33 in Victoria to \$28 in NSW and \$25 in Queensland (Table 10.2). Victorian data included increases in budget allocations related to the introduction of mandatory reporting.

Table 10.2: Costs of child protection services, 1993–94

	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>
Total expenditure	\$	42 540 392	37 303 699	20 762 624
Population 0 to 17 years	No.	1 536 895	1 128 544	843 231
Cost per child	\$	33	28	25

Source: DHCS 1995

An analysis of the cost of providing a response at the key stages of protective services revealed that the most significant costs were for the application (to court) stage when the cost per service varied from \$3596 in Victoria to \$2667 in NSW and \$3056 in Queensland (Table 10.3). In comparison, the cost per child of responding to a notification were relatively low, from \$95 in Victoria to \$168 in Queensland.

Table 10.3: Cost of child protection activities, 1993–94 (\$ per activity)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>
Notification	140	95	168
Investigation	394	319	269
Application	2 667	3 596	3 056
Intervention	2 909	1 987	2 135

Source: DHCS 1995

The administration share (including program management and corporate services expenditure) of child protection expenditure was similar amongst the three States in 1993–94: 37 per cent in NSW, 40 per cent in Queensland, and 41 per cent in Victoria. A detailed breakdown of administration costs was available for two States:

- for Victoria 15 per cent of expenditure was on administration; 18 per cent on program management; and 9 per cent on corporate services; and
- for Queensland 9 per cent of expenditure was on administration; 17 per cent on program management; and 14 per cent on corporate services.

In summary, the study concluded that:

...the activities where Victoria's costs are significantly higher than the benchmarking partners are application and intervention. Both these areas are inextricably linked to court processes. The higher costs here are possibly driven by the requirements of legislation or the court system. (DHCS 1995, p. 44)

10.3 Supported placements

10.3.1 Introduction

Supported placements are arrangements for children to live with people other than their parents for reasons of safety or family crisis. They include both placements where carers are not related to the children (for example, foster carers, group home carers, residential care workers) and where carers are members of the children's extended families or kinship system. They do not include arrangements whereby people other than the parents care for children

without the need for departmental intervention to ensure the wellbeing of children.

Children are placed for a variety of reasons such as abuse or neglect, illness of parents, or the temporary inability of parents to provide adequate care. Placements may be voluntary or the result of care and protection orders.

Funding of supported placements is the responsibility of State and Territory Governments. However, non-government organisations are also significant service providers.

Differences in placement arrangements across jurisdictions affect the comparability of data about who uses supported care services, and associated costs. Differences occur in:

- the allocation of responsibility among departments (for example, whether children with disabilities, children in the juvenile justice system, and children placed to access education and other services are included);
- the use of non-government providers; and
- the degree to which services provided by non-government organisations in particular jurisdictions are government funded and the funding mechanisms used.

10.3.2 Profile of the sector

Children enter supported placement services for many reasons. The breakdown of reasons identified in a WA study included:

- to provide respite for a care giver (20 per cent);
- as a result of a child abuse and neglect investigation (18 per cent);
- because the care giver could not care adequately (13 per cent);
- because the care giver had a physical or psychiatric illness (15 per cent);
- because the care giver had a conflict with the child (7 per cent); and
- because the care giver was in custody, homeless or unable to be located (13 per cent) (FCS 1995).

Comparable information across jurisdictions on reasons for children entering supported placement services was not available.

Number of children in placement

Based on information from jurisdictions which provided data, about 14 000 children were in supported placements at 30 June 1996 (Table 10.4). About 10 500 of these children (75 per cent) were on a legal order and the rest were placed voluntarily.⁶ Over 20 000 children were in at least one supported care placement during 1995–96. The number of children in supported placement (whether or not on a legal order) at 30 June 1996 was 3 per 1000 child population in most jurisdictions (Table 10.4).

Table 10.4: Children in supported placement, 30 June 1996

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> ¹	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i> ¹	<i>Aust</i>
Children aged 0 to 17 years in supported placement (number)									
Aboriginal and Torres Strait Islander	1 233	318	503	379	162	44	25	47	2 712
Other	4 204	3 067	1 607	827	902	464	156	41	11 267
All children	5 437	3 385	2 110	1 206	1 064	508	181	88	13 979
Proportion of children aged 0 to 17 years in supported placement									
Aboriginal and Torres Strait Islander	33	36	13	16	19	9	27	2	20
Other	3	3	2	2	3	4	2	1	2
All children	3	3	2	3	3	4	2	1	3

1 Queensland and NT figures only included children who were on a legal order and were not comparable with other jurisdictions.

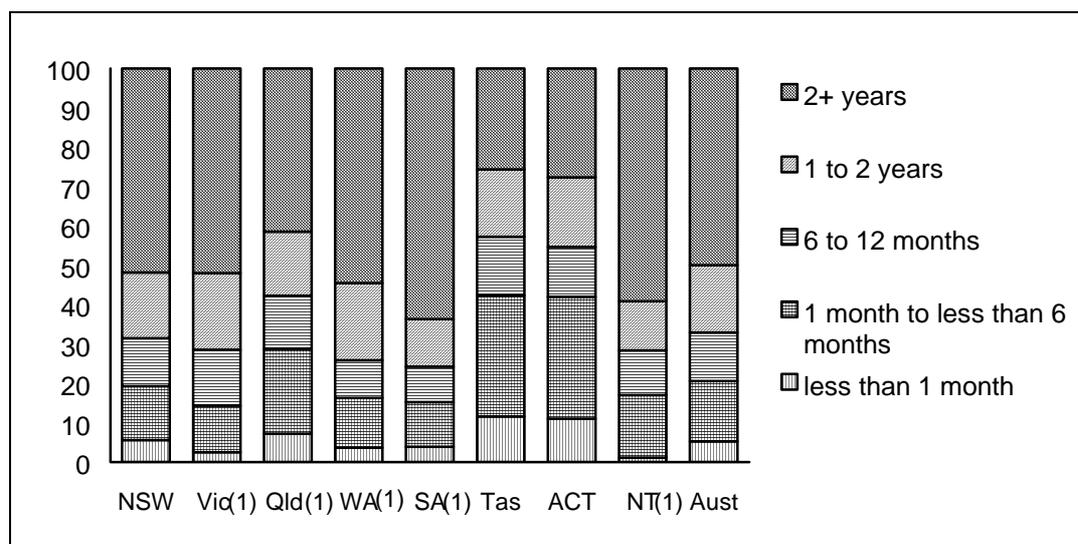
Source: Various tables Attachment 10A.

Indigenous children made up 19 per cent of the children (0 to 17 years of age) in placements at 30 June 1996, compared with a population share of 3 per cent. Australia wide, facility based placements accounted for 13 per cent of all children in supported placement, and 87 per cent of children were in home based placements. Extended family placements made up 28 per cent of the children in home based placements, although this is likely to be understated because many jurisdictions have not yet developed systems for identifying the relationship of the carer to the child. Of home based placements, 6500 children (or 54 per cent) were in foster care and 294 (or 2 per cent) were in group care services.

⁶ The numbers of children on orders or those placed voluntarily excluded Queensland and the NT (whose child populations comprised around 25 per cent of the Australian child population). These jurisdictions could only provide data on children in supported placements who were on a legal order.

The length of time for which children had been in supported placement on a continuous basis at 30 June 1996 varied across jurisdictions.⁷ Relative to the national distribution, a higher proportion of children in placement in Tasmania and the ACT had been so for less than 6 months; SA and the NT had a higher proportion of children who had been in placement for more than two years. The share in placement for 6 to 12 months was generally uniform across jurisdictions (Figure 10.6).

Figure 10.6: Distribution of children by length of time in continuous supported placement, 30 June 1996 (per cent)



1 Queensland data related to time on current placement, not continuous placement. Victoria, Queensland and NT data included only a subset of children in supported placement services — that is, only children on a legal order, not those placed voluntarily. Victoria, WA and SA had a number of children for whom the time in continuous placement was not known. The shares in the unknown category were: Victoria (6 per cent), SA (4 per cent), and WA (5 per cent).

Source: Various tables Attachment 10A

10.3.3 Recent developments in the sector

Supported placement services for children have been influenced by changes in philosophy and policy over time. Placements moved away from large children's homes during the 1970s and 1980s. This was influenced by strong evidence that children in large institutions looked after by a variety of staff were unable to bond with care givers. Understanding of the impact of separation from families on the wellbeing of children has improved in the 1990s. This increasing focus

⁷ Time in continuous placement was defined as the length of time of child has been in supported placement services on a continuous basis at 30 June. A return home of less than seven days did not break the continuity of placement.

on the importance of extended family networks has been accompanied by the development of intensive family intervention programs to avert the risk of separation in cases of child maltreatment and other family crises.

Most jurisdictions are undertaking or planning to undertake major reviews of their supported care services. In addition, recent significant studies are informing policy and service provision. Research undertaken in NSW into wards leaving care highlighted the need for planned support of these young people. Queensland's evaluation of the needs of children in placements and their families, and of the extent to which these needs were being addressed, is being used to inform service reforms in that state.

10.3.4 Framework of performance indicators

The overall goal of placing children is to enable families to retain or resume the care of their children, and where this is not possible, to provide the children with quality long term care that includes a consistent care provider.

Thus the key result areas for supported placement services are the extent to which:

- supported placements is only used when family based support services are not sufficient to ensure adequate care;
- children are placed with extended family or kinship networks wherever possible;
- a stable and safe environment is provided in placements; and
- family identity and links for children is provided in any placement.

The indicator framework developed for supported placements in this Report is more directly related to these key result areas than in the 1995 Report (Figure 10.7). A description of all indicators is provided in Attachment 10A.

Effectiveness

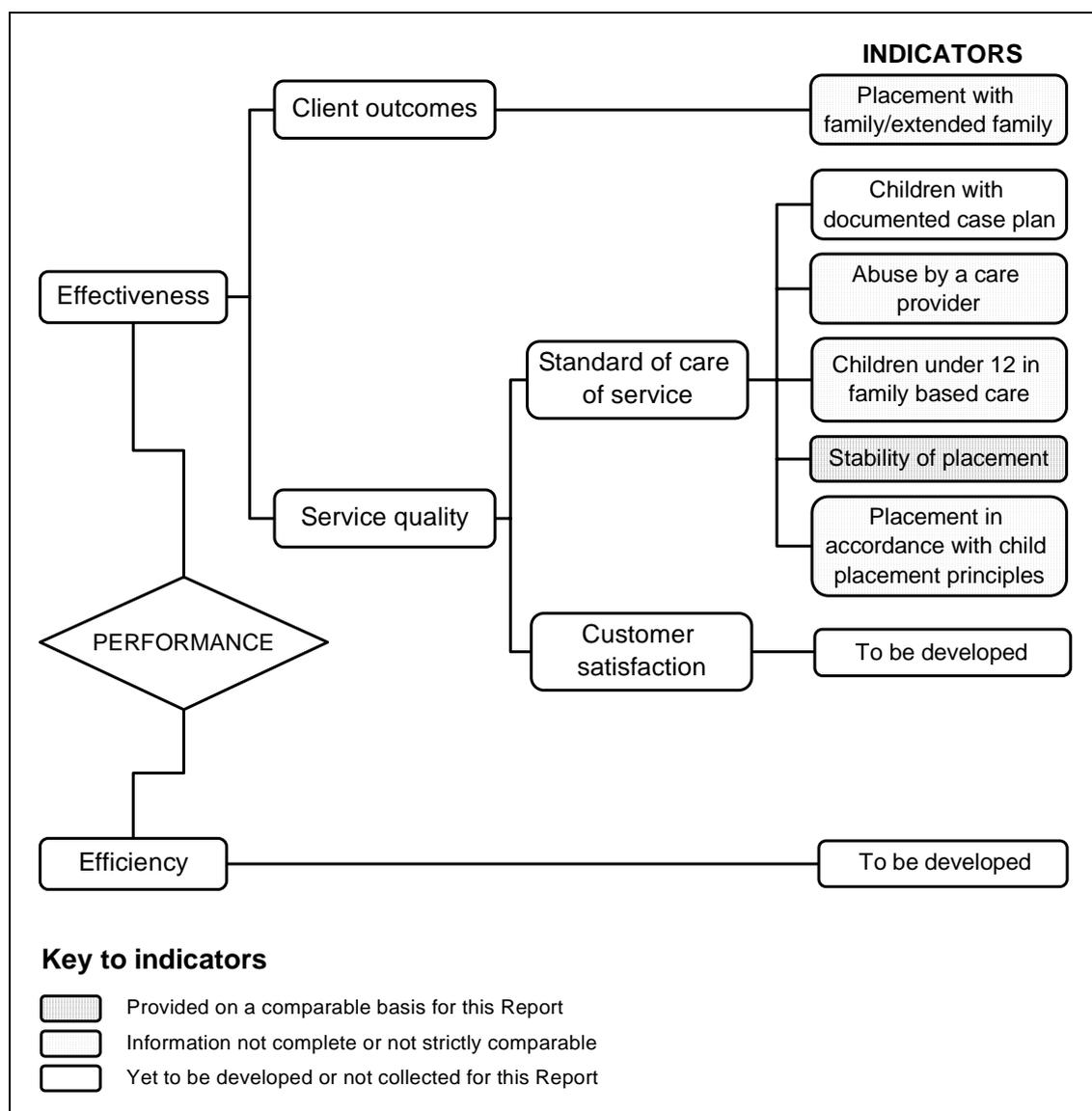
The *effectiveness* indicators were generally based on interim rather than final outcomes which can often be known only many years after children have left care. They aimed to indicate whether the key results identified were likely to be being achieved.

There have been developments in some specific indicators:

- the extent to which children are placed with extended family members is reported for the first time in this Report;

- measurement of the extent of abuse and neglect in placements has been refined to ensure that it is measuring the degree of abuse and neglect by care givers in supported placement;
- the proportion of children under twelve years who are in family based supported placement is a new indicator that is reported for the first time; and
- the proportion of indigenous children who are placed with Aboriginal and Torres Strait Islander care givers is a new indicator.

Figure 10.7: Framework of performance indicators for supported placement



The proportion of children with a documented case plan is not reported, but jurisdictions are working towards identifying the percentage of children in care where documented case planning is evident. The measure of the number of placement changes for children in supported placement is not robust and it is intended that this measure be further refined for the next Report.

Efficiency

No *efficiency* indicators were available. Some preliminary indicators are being investigated for inclusion in the framework for the next Report.

A description of all indicators is provided in Attachment 10A.

10.3.5 Future directions

Action is under way to overcome many of the data gaps and weaknesses identified.

Scope of services

Child protection and supported placement services have strong links with family support services. Further work will need to scope the nature and quantity of support services, as well as their inter-relationship with protective services and supported placements. This work would signify a step towards more comprehensive coverage of child and family protection and support services.

Framework of indicators

Improvements to the descriptors and indicators planned for the next Report include:

- developing counting rules on the reasons for entry to care — this is to be undertaken with the AIHW as part of the ongoing improvements to the counting rules for the collection of supported placement data; and
- refining the measure of stability of placements (that is, the number of placements) to incorporate the length of time that children remain in care.

Improving data quality

Data for some indicators in the new framework are not currently being collected by all jurisdictions, although each has committed to developing this capacity.

Formal case planning has been identified in local and international research as a key process in the development of appropriate care and family support services.

Jurisdictions are working towards collecting data on the percentage of children in care where documented case planning is evident.

Other ongoing steps include:

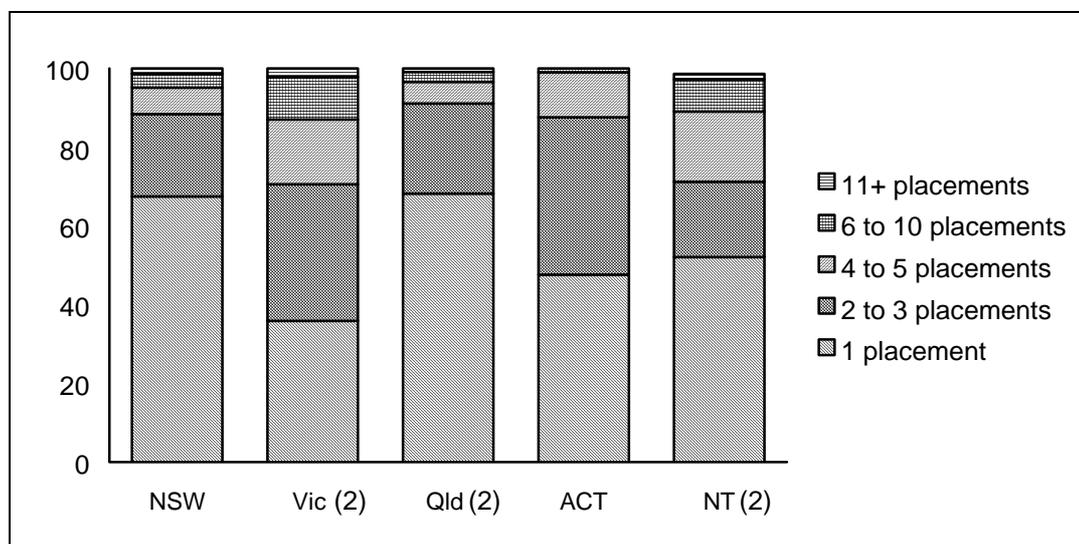
- improving comparability of data across jurisdictions by reviewing terminology and definitions used (Section 10.2.5);
- collecting and reporting on efficiency indicators; and
- developing alternatives to provider generated data for measuring client outcomes — it is desirable to develop a strategy for conducting a sample survey of clients across a number of jurisdictions and collecting information on client outcomes after clients leave supported placement.

10.3.6 Key performance results

Number of placements and length of time in care

Stability in placements is an indicator of service quality particularly for those children who require long term placements. Data were collected on the number of placements over the past two years for children who had been in continuous placement longer than six months (Figure 10.8). Care needs to be exercised in interpreting these data, as they cover all children from those who had been in care from six months and one day through to those who had been in care for many years. Most children had less than four placements in the past two years — more than 85 per cent were in this category in NSW, Queensland and the ACT.

Figure 10.8: Distribution of number of placements in past 2 years for children in continuous supported care, 1995–96 (per cent)¹



1 WA, SA and Tasmania were unable to provide data.

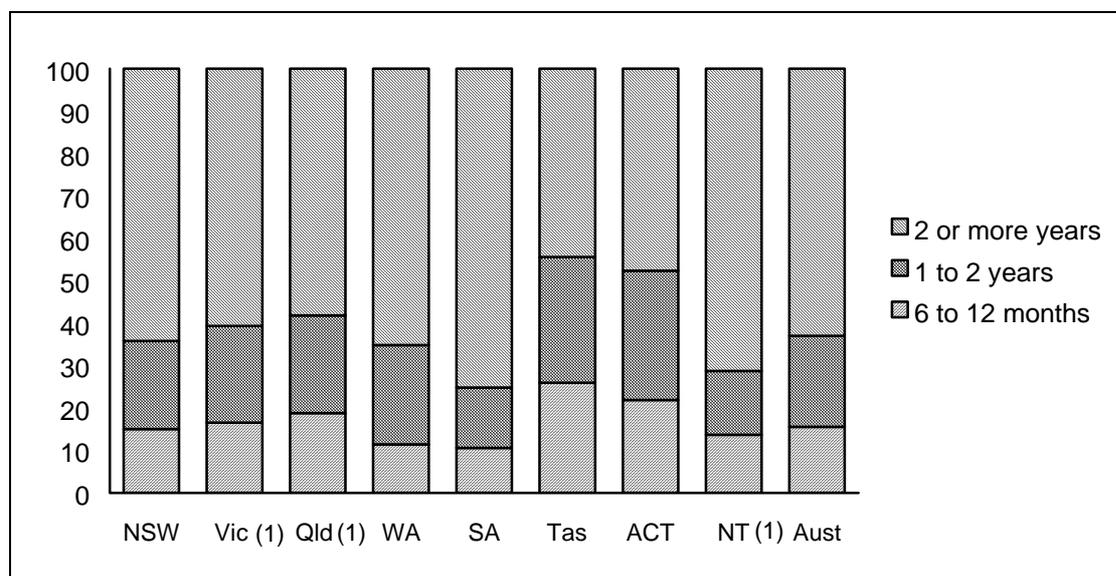
2 Victoria, Queensland and NT data only included children who were on a legal order and were not comparable with other jurisdictions.

Sources: Various tables Attachment 10A.

With regard to length of time in care, most children who had been in continuous placement for more than six months had been in continuous placement for over two years⁸ (Figure 10.9). This does not however provide an indication of the average expected length of stay in care for children in placement.

⁸ Continuous supported placement defined as a length of time a child has been in supported placement services on a continuous basis at 30 June. A return home of less than seven days does not break the continuity of placement. Data are for children in continuous supported placement for longer than six months. There was a small proportion of children for whom the length of stay is not known.

Figure 10.9: Distribution of length of stay of children in continuous supported placement, 30 June 1996 (per cent)



1 Victoria, Queensland and NT data only included children who were on a legal order and were not comparable with other jurisdictions. In addition, Queensland data related to the length of time that a child had been in their current supported placement at 30 June.

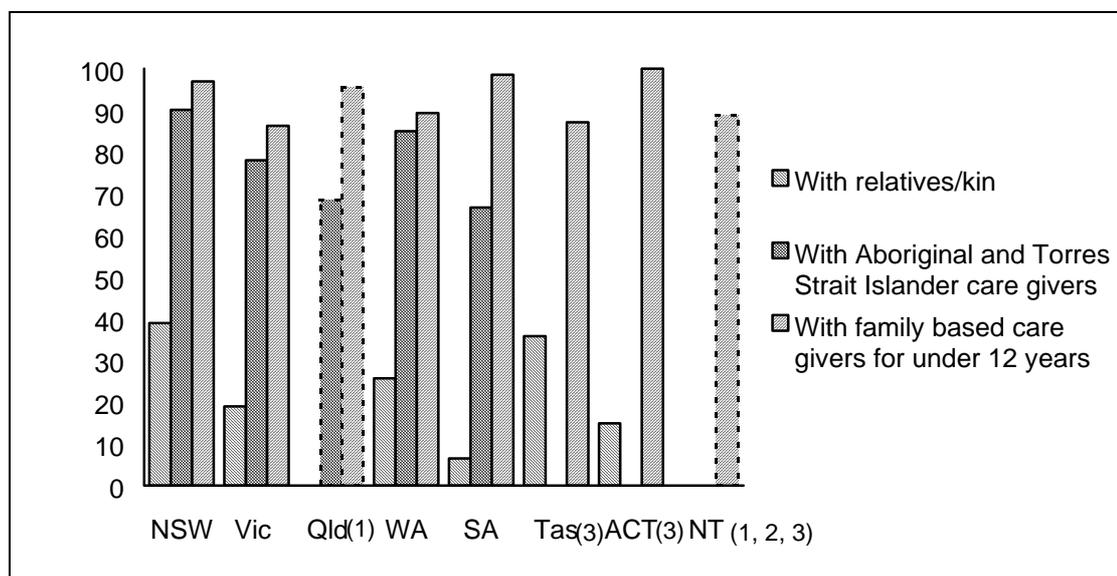
Source: Various tables Attachment 10A.

Nature of placements

A further indicator of the quality of child placement is the suitability of the type of placement. However, it is only possible to make limited comparisons of the nature of placement performance of jurisdictions because data are either not collected or collected on different bases in a number of states and territories.

Some comparisons were, however, possible (Figure 10.10). For instance, the proportion of children under 12 years placed in family/foster model care ranged from 87 per cent in Victoria to 100 per cent in the ACT; children placed with relatives/kin ranged from 8 per cent of children in SA to 39 per cent in NSW; and the proportion of indigenous children placed with indigenous care givers ranged from 67 per cent in SA to 90 per cent in NSW.

Figure 10.10: Proportions of children in preferred placements, 30 June 1996 (per cent)



1 Queensland and NT data were not comparable with other jurisdictions because only children on a legal order were included.

2 The share of children placed with relatives/kin in the NT was not available.

3 Tasmania, ACT and NT could not provide data on children with Aboriginal and Torres Strait Islander care givers.

Source: Various tables Attachment 10A.

Safety in supported placement

Three jurisdictions (WA, Tasmania and the ACT) were able to provide data on safety in placement for 1995–96. The indicator measured the proportion of supported placements in which there was substantiated abuse or neglect of the child during that year and where the person believed responsible was a care giver in that placement. The rate was less than 1 per cent of children in placement for each of these jurisdictions.

Outcomes of supported placement

There is little information available on the longer term outcomes for children in supported placement. A recent NSW study, however, provided some observations for that State (Box 10.2).

Box 10.2: Outcomes of young people leaving wardship in NSW

In NSW about 100 wards leave care each year. The main findings of a study of the experiences of young people leaving wardship in NSW in 1992–93 were that:

Entry to care

- the age of children who entered care was, on average, 7 years; and
- the most common reason for entry to wardship was neglect due to inability of carers to cope (28 per cent) because of combinations of poverty, mental illness, intellectual disability, and drug and alcohol dependency. Neglect was a major reason for entry to care for over half of the young people in interview and non-interview groups.

Experience in care

One of the major and most common difficulties children face in out of home care is that they are often moved through a series of different placements. The study found that there was an average of 8.4 placements per child. It indicates little stability in placement. Foster care, in its various forms, was the most common placement, both before admission to wardship and during wardship.

The abuse of children in care: 8 young people (of 78) in the interview group and 11 in the non-interview group (of 66) suffered some form of abuse or neglect while wards.

There were a number of patterns of family contact, but there were few cases where children had continuing, regular contact with even one parent. Stable and continuous contact was more common with siblings where they were placed together, though being placed together was no guarantee of continuing, conflict-free contact.

Leaving care

The majority of young people in the interview group were at school, or in further education, or employed full time just before they left care. Thirty-six per cent were unemployed — with wards clearly being over-represented among the unemployed.

Life after care

Respondents were interviewed three months and twelve months after discharge from wardship. At three months nearly all the young people (93.6 per cent) were either positive or indifferent to being discharged — most felt the same way before they were discharged. At 12 months, consistent with their views just after discharge, most young people said they had been ready for discharge, but eight young people (17.8 per cent) said they had not been and two others would have preferred to wait until they were 21.

Source: DOCS 1996

10.4 Supported Accommodation Assistance Program

10.4.1 Introduction

The focus in this Report was on crisis and supported accommodation and assistance services provided by the Supported Accommodation Assistance Program (SAAP). Crisis and supported accommodation services funded by State and Territory Governments outside of SAAP were excluded, as were housing capital funds which are allocated via the Crisis Accommodation Program (CAP).⁹

SAAP commenced operations in 1985 and is covered by agreements between the Commonwealth and the States and Territories. The program is governed by the *Supported Accommodation Act 1994* and is overseen by the National SAAP Co-ordination and Development (CAD) Committee. The Committee is given responsibility under the Act for coordinating and establishing the national direction of the program.

The aim of SAAP is to provide transitional supported accommodation and related support services to help people who are homeless to achieve the maximum degree of self-reliance and independence (*Supported Accommodation Act 1994*).

SAAP services are largely delivered by non-government agencies, with some local government participation. They are oriented to resolving crises, re-establishing family links where appropriate, and re-establishing clients' capacity to live independently of SAAP. A major focus of the program is to facilitate the integration of people who are homeless into the community and increase their access to housing, employment, income support, education and training and other opportunities and services.

The first *1995–98 National Strategic Plan* (CAD 1995), developed by the CAD, contains program directions which have been identified as priorities for the SAAP (Box 10.2). These have been incorporated into the revised performance indicator framework developed for the 1997 Report. However, reporting and analysing comparative performance under this performance indicator framework was not possible for the 1997 Report because data from the national

⁹ The CAP is a tied program under the Commonwealth State Housing Agreement (CSHA) which is funded by the Commonwealth Department of Social Security and administered by State and Territory housing departments as part of the CSHA. It has been viewed in the past as the capital arm of SAAP, in that it has funded most of the accommodation in which SAAP services are based.

data collection (which began on 1 July 1996) are not available until March 1997. Full reporting will be possible from the next Report.

10.4.2 Profile of the sector

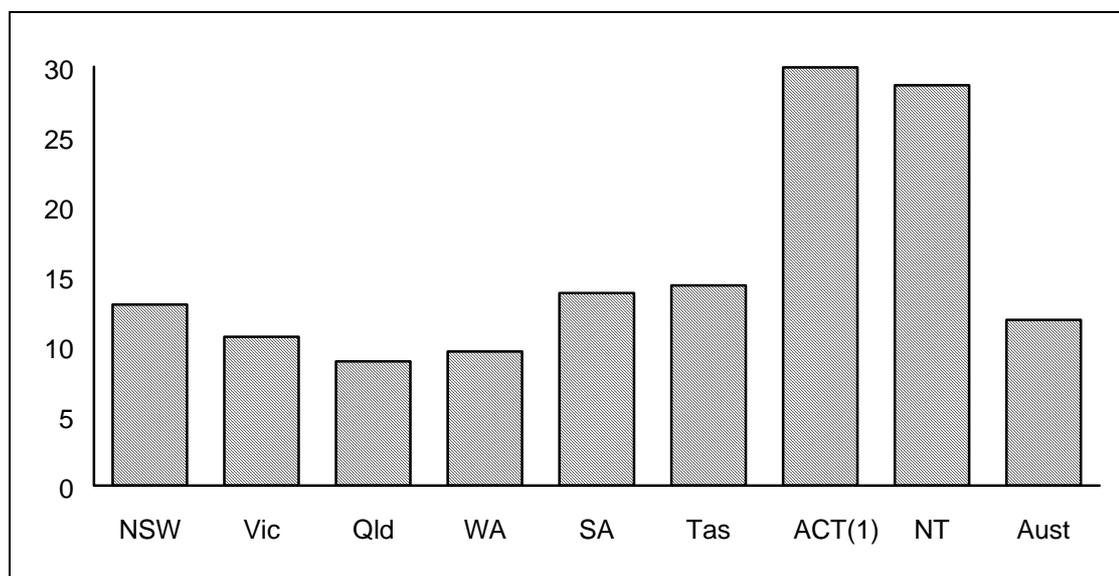
SAAP has evolved over the past eleven years from a program that traditionally addressed only the immediate ‘shelter’ needs of people who were homeless or in crisis, to a program that uses a variety of approaches which emphasise the return of individuals and families to independent life in the community.

SAAP clients are diverse and may have a range of immediate or long term complex difficulties relating to their homelessness. These may include poor literacy and general education, poor employment record, low self esteem, a lower standard of general health, psychiatric difficulties or drug and alcohol problems — factors which may seriously affect their ability to manage their own affairs, for example, accessing labor market programs, public housing and rental accommodation. Other clients may have suffered abuse or neglect and economic hardship. At the same time, broader socioeconomic factors impinge on homelessness, affecting both the numbers of homeless people and the outcomes which can be achieved.

SAAP agencies aim to meet immediate support and accommodation needs. Assistance may include short to medium term accommodation, outreach, counselling, transport, the provision of meals, advocacy on the client’s behalf, and providing links and/or referral to other services such as legal advice, living skills, and drug and alcohol rehabilitation. Part of the approach is to encourage clients to take personal responsibility and link them to specialist support services, and to access entitlements from various government and non-government services.

SAAP is jointly funded and managed by Commonwealth and State and Territory Governments. Funding grew from \$121 million in 1989–90 to \$212 million in 1996–97 (\$119 million of Commonwealth Government funding and \$93 million from State and Territory Government funding). SAAP recurrent funding per head of the Australian population averaged about \$12 in 1995–96 and ranged from about \$9 in Queensland to \$30 in the ACT (Figure 10.11).

Figure 10.11: Recurrent SAAP funding, 1995–96 (\$ per head of population)

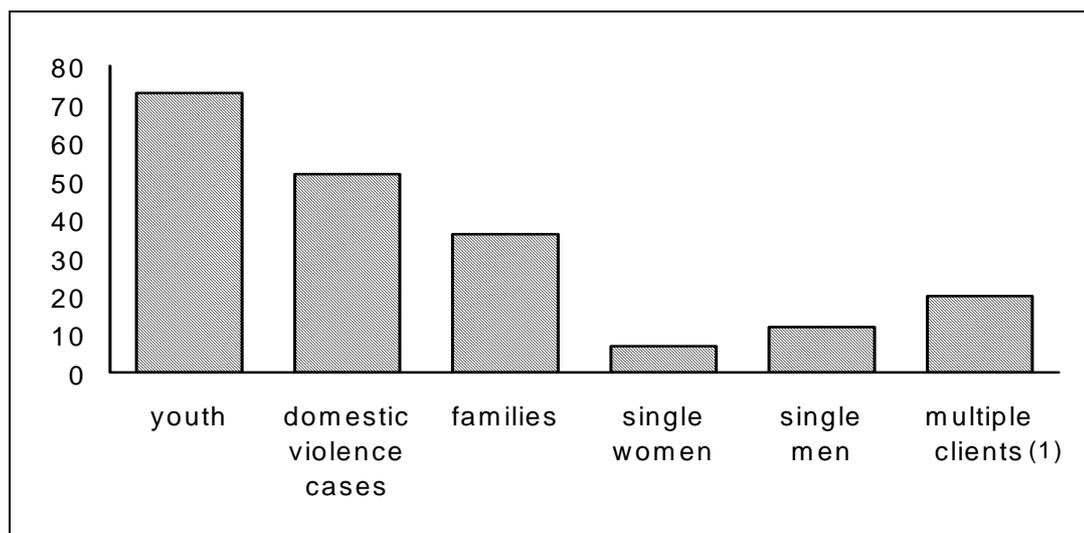


1 The ACT estimate includes \$2 million one off redevelopment funds, \$0.3 million SAAP Reform Funds and \$0.2 million rollover from 1994–95 in addition to the recurrent base grant (\$6.7 million). The inclusion of the other figures with the recurrent base grant severely distorts the information. Per capita funding based on the recurrent base grant would be lower (\$22).

Source: Various tables Attachment 10A.

SAAP assists a range of people, including those youth, domestic violence victims; families; and single men and women (Figure 10.12).

Figure 10.12: SAAP funding by client group, Australia, 1995–96 (\$m)



1 Services targeted to more than one client group, usually families or chronically homeless people.

Source: Various tables Attachment 10A.

Based on a two week national census conducted in September 1995, an average of 10 000 people used SAAP accommodation services each night (DHFS 1996).¹⁰ This census had severe flaws which limit the reliability of this estimate.

10.4.3 Recent developments

The National Data Collection, which commenced on 1 July 1996, has been a major achievement for SAAP. It is managed by the AIHW which performs the role of the National Data Collection Agency. The data collection aims to meet the needs of the Commonwealth, State and Territory Governments and SAAP providers, and will assist strategic planning, efficient and effective service provision, and planning and reporting to state funding agencies. The data will be obtained from: ongoing national service user collections; national administrative data; an annual two week collection to measure people who were not accepted into services; and two special annual collections which focus on priority issues which are not possible to chart through the ongoing collection. The data will be reported at six monthly intervals, and will provide comprehensive information, analysis and comment on all components of the collection.

A national SAAP research program is being developed and will be implemented in 1997, directed at improving management; measuring outcomes; developing new insights; and contributing to improved program outcomes.

A major strategic direction for SAAP is the progressive implementation of a case management system within SAAP agencies. This is aimed at enhancing practices and systems to assess and develop strategies to meet clients needs effectively. A National Case Management Framework was developed in May 1996, and a set of national principles were drafted for consultation with agencies. Over the past eighteen months, a series of case management advisers have been appointed to work with agencies to help implement and/or further develop case management practices.

The new SAAP agreements between the Commonwealth and State and Territory Governments have clarified arrangements for advising Commonwealth and State and Territory Ministers. This has involved the provision within the Supported Accommodation Assistance Act 1994 for a Commonwealth Advisory Committee on Homelessness to advise the Commonwealth Minister on SAAP

¹⁰ Survey response rates varied across jurisdictions and among service types, so these data represent only a proportion of the accommodation services provided by SAAP funded outlets (that is, unweighted aggregates). Non-accommodation services were not within the scope of these surveys.

and broader homelessness matters. State Ministers have a variety of advisory arrangements in this area.

10.4.4 Framework of performance indicators

Broad program directions have been identified and included within the 1995–98 *SAAP National Strategic Plan* (CAD 1995) endorsed by the National SAAP CAD Committee (Box 10.3).

Box 10.3: Program directions for SAAP

The 1995 to 1998 national strategic plan for SAAP identified twelve broad program directions:

- a much greater focus on client assessment;
- a case management approach to all clients;
- early intervention to prevent homelessness;
- a more flexible approach to accommodation provision;
- improved access to, and links with, other related services and programs;
- training and skills transfer;
- the development and implementation of national standards with service funding based on outcomes;
- improved management of services;
- improved strategic planning in the light of national, state and regional priorities;
- the encouragement of innovation and best practice;
- a national communication strategy; and
- data collection, analysis and research linked directly to strategic planning, management and performance.

Source: CAD 1995

These program directions have been incorporated into the performance indicator framework developed for this Report (Figure 10.13). However, this framework is best seen as only the starting point for more comprehensive indicators. The indicators in Figure 10.13 are suggestions only and will need to be validated during 1997. Because data were not available for this Report, the focus of this

section is on the nature of the effectiveness measures that have been developed for future reporting.

Effectiveness indicators

Effectiveness measures have been developed for quality, access, appropriateness and client outcomes.

The quality indicators are based on the degree to which agreed case plans exist for clients, and client satisfaction with services. (A client satisfaction measure is still to be developed.)

Access is measured by the proportion of people who receive a service relative to those who seek services.

The capacity to meet, either directly or via referral, the expressed needs of clients is used as a measure of the appropriateness of services.

Access and appropriateness data for target groups — for example, Aboriginal and Torres Strait Islander and clients from a non-English speaking background — will be used to assess the extent to which their specific needs are met. For each population sub-group, access is calculated as the proportion of people *receiving* a service in relation to the total number of people *seeking* a service for a given period.

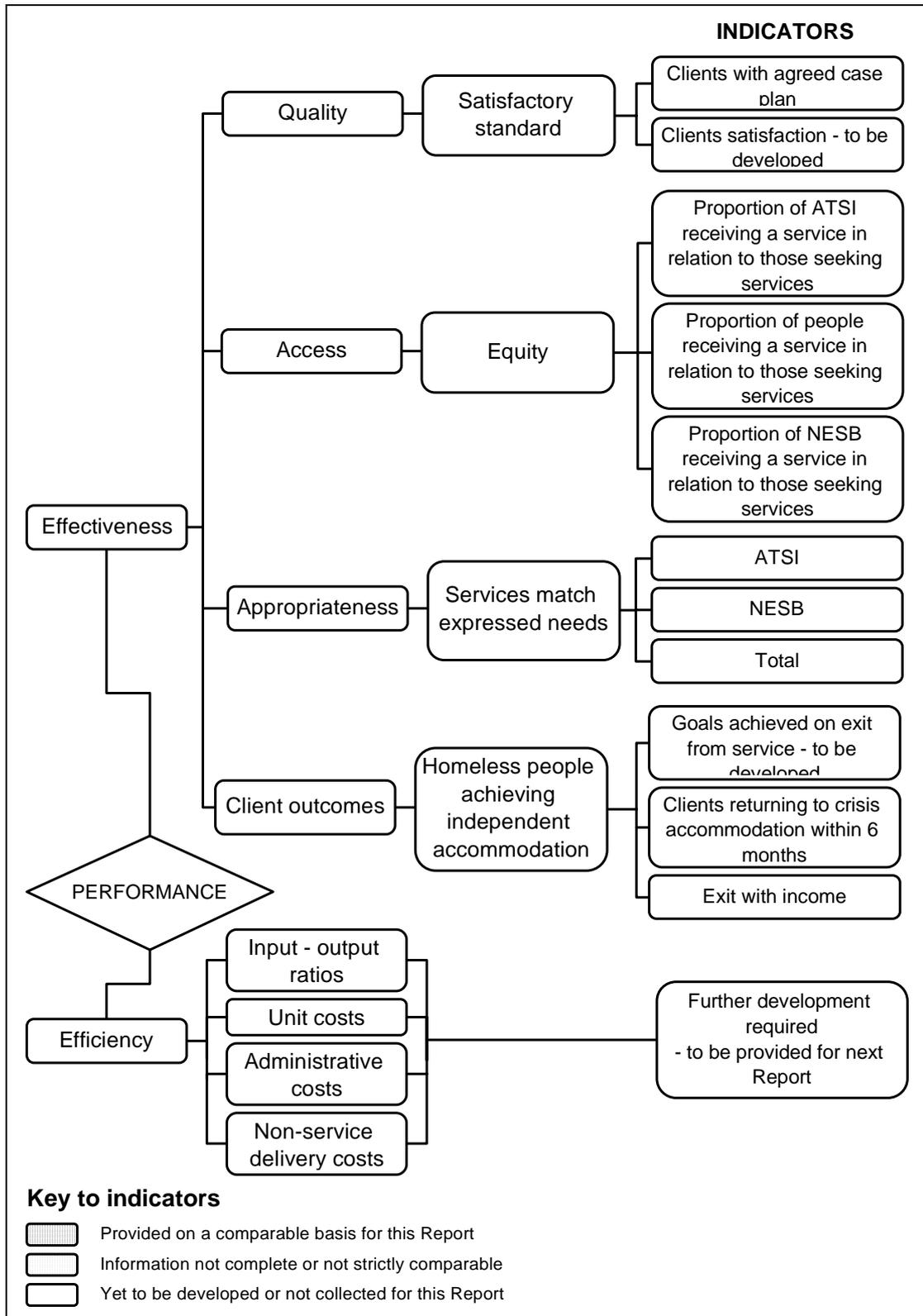
Client outcomes are focused on the degree to which homeless people have achieved identified goals on leaving a service.

A description of all indicators is provided in Attachment 10A.

Efficiency indicators

Efficiency indicators are still being developed (Section 10.4.5).

Figure 10.13: Draft framework of indicators for SAAP



10.4.5 Future directions

Improvements to the Report will focus on the indicator framework and the quality of data upon which reporting will be based in the next Report.

Framework of indicators

Improvements to the framework are intended in the areas of client satisfaction, client outcomes and efficiency.

A nationally consistent instrument to measure client satisfaction with services is to be developed, together with nationally agreed practice and management standards for SAAP services. These will underpin the future measurement of quality within the sector.

Further work is to be undertaken to identify more relevant client outcome indicators which better reflect the impact which services are expected to make on the circumstances and wellbeing of homeless people.

A number of efficiency indicators are also being developed. These will incorporate a mixture of productive efficiency measures such as unit costs and administrative costs. The collection of meaningful efficiency indicators for the SAAP area will require the development of special measures.

Improving data quality

Progressive refinements and enhancements will need to be made as the data are collected through the National Data Collection. Further developments to the collection in 1997 will include two special collections which target specific issues and extensive work in developing software to enable SAAP agencies to move to electronic data capture.

To complement quantitative information provided through the National Data Collection, additional information (including qualitative information) will be provided through a national research program. This will not only increase understanding of SAAP, but help refine the indicator framework and the appropriate set of indicators.

10.4.6 Key performance indicator results

In the 1995 Report, information from the one night and two week surveys of SAAP were used to report on performance. These surveys, which ceased in the latter half of 1995, had severe shortcomings and have been replaced by a new collection to provide comprehensive good quality data which commenced in July 1996. That new collection will provide:

-
- comprehensive, national, systematic, quality information;
 - protection of client privacy and confidentiality;
 - protocols governing collection, dissemination and use of data; and
 - comprehensive reporting for the Commonwealth, States and Territories, and SAAP agencies.

The data from this collection are being processed and will not be available until March 1997. As a result, performance indicator data for SAAP are not available for assessing the effectiveness and efficiency of the program in this Report.

The data will be available for measuring performance in each jurisdiction against indicators of quality, access and client outcomes in the next Report.

10A PROTECTION AND SUPPORT SERVICES

Definitions for the descriptors and indicators in this attachment are in Section 10A.4.

Un sourced information has been obtained from Commonwealth, State or Territory Governments.

10A.1 Jurisdiction comments

New South Wales Government comments

“

The data covering NSW services for 1995–96 provide only initial indications of the positive impact of the extensive policy and procedural reforms in the area of protection and support which have been undertaken by the NSW Government in recent times. These include:

Child Protection Program

- release in early 1997 of Interagency Guidelines on Child Protection Intervention. Unique to NSW, these will provide an integrated framework for service provision;
- review of the Children (Care and Protection) Act 1987 and the Community Welfare Act 1987 and amendment of the former to enable protective and support services for 16 and 18 year olds, and to protect from civil suit and liability for defamation those involved in exchanging information in relation to child protection;
- development and initial implementation of a case coordination framework for improving practice in child protection interventions and a practice improvement program; and
- extension of co-located investigation teams for physical and sexual abuse across the metropolitan area, involving NSW Police and the NSW Department of Community Services.

Substitute Care Services

- completion of a 10 year study on the outcomes for children in care called Wards Leaving Care conducted by the NSW Social Policy Research Centre;
- provision of new funding to develop a standard and monitoring process for out-of-home care services; support foster carers, particularly Aboriginal foster carers; and to expand the advocacy network for young people in care; and
- continuation of the case management and review program aimed at stabilising placement for young children in long term out-of-home care.

SAAP

Consistent with the national SAAP reform agenda, NSW has commenced demonstration projects in domestic violence, boarding house accommodation and tenancy management; analysed major training needs and developed competency based training modules; initiated a comprehensive review of funding methodology for individual services; commenced the development of service standard for NSW service providers; and supported and assisted six pilot projects designed to test a case management approach for users of SAAP services in NSW.

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Victoria Government comments

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All Victorian services covered by the data are entering a new phase of service redevelopment. Consistent with the Government's reform agenda, this will involve the application of contestability processes to services purchased and delivered by the Department. Regional and central structures now reflect the implementation of a funder-purchaser-provider model. Significant work will be undertaken to identify and specify desired outputs and quality standards from the service system. Data and performance indicators detailed in this chapter will play an important role in facilitating this process. Achievements by the various programs covered by the data in 1995–96 include:

Child Protection Program

A new protocol agreed with Victoria Police on improved and better coordinated procedures for the joint investigation of physical and sexual abuse, including the extension of current training programs;

- expansion of family strengthening and placement prevention services to assist vulnerable families;
- commencement of a project to improve the outcomes for clients and families by improving the child protection response to notifications of child abuse and neglect.

Placement and Support Services

Continued expansion of home based care options and significant improvements in rates of reimbursement paid to voluntary care givers;

- undertaken an extensive service mapping exercise and completed a strategic statement detailing the future direction of Victorian out of home care services;
- preliminary work to develop detailed guidelines for working with vulnerable, high risk clients.

SAAP Victoria

SAAP Victoria has undertaken extensive planning and redevelopment and further work will be undertaken regarding domestic violence services, NESB and Koori access;

- the Victorian service mix is well balanced, with the larger part of available resources invested in transition support rather than short term crisis accommodation;
- a comprehensive training strategy has been established, providing a leading edge approach based on competencies, articulation to accredited courses, and recognition of prior learning.

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Queensland Government comments

“ Queensland has continued its strategy for reform of child protection service delivery commenced in 1995–96. This has included: review of all Aboriginal and Torres Strait Islander children under orders, increased funding of services for children in care with disabilities, and emphasis on relative care for children. The introduction of new information technology in March 1997 will significantly enhance Queensland’s ability to collect performance data and report on key outcome areas. Queensland’s child protection legislation is under review with plans to introduce new legislation during 1997.

Child Protection: Queensland does not record as child protection notifications allegations where a child was abused outside the home and the parents are providing appropriate protection. This may result in lower numbers per 1000 notified than states where this distinction is not always made. The new child protection information system will enable the compilation of more useful data from July 1997 about the actions causing harm to children as well as types of harm. Queensland’s substantiation rates currently do not include outcomes where a child protection service was provided because of “suspected abuse/neglect”.

Supported care: Queensland is currently unable to report on numbers of children in voluntary placement (that is, where the State makes a payment but the child is not under a guardianship order). With the increased emphasis on supporting families to prevent the need for protection orders, this type of placement is expected to increase in number. Queensland is currently undertaking a review of mechanisms for the reimbursement of care providers which will enable this data to be compiled. Data collection will be greatly improved by the new information technology, for example accuracy of data about the category of care provided. The Queensland figures for Aboriginal and Torres Strait Islander children placed with Indigenous care providers is distorted in comparison with other States by the non-inclusion of children in voluntary care who are predominantly placed in culturally appropriate placements.

Crisis and supported accommodation: A Client Input and Feedback project has commenced in Queensland. This project will survey all funded services to gather data about the needs and experiences of people using SAAP services. Information will be available from this project after the anticipated completion date of October 1997.

”

Western Australia Government comments

“

Services to Protect Children: reports of alleged child maltreatment decreased by approximately 40 per cent from 6237 (1994–95) to 3748 (1995–96). This coincided with the introduction of the new approach in child protection and family support, which distinguished between child maltreatment and other family concerns. The corresponding increase of 2539 child concern reports enabled more appropriate responses to families in need of support services. A better targeted child protection response shows in the substantiation rate increasing from 33 per cent of investigations in 1994–95 to 41 per cent in 1995–96.

Family and Children’s Services, together with other government and non government organisations have an important role in the protection of children. Co-ordination of services will be improved through the implementation, from July 1996 of an integrated *Child Protection Services Register*. Legislation will be introduced once the register has been trialed and evaluated in 1996–97. Western Australia is also currently working to update all child welfare legislation.

Supported Care Services: an information system has been developed which integrates placements made by funded non Government Agencies with departmentally arranged placements. Most children in placement during the year were in care for less than six months and in 1995–96, 81 per cent (540 children) of those with a goal of family reunification, returned home.

Crisis Accommodation Services: Assistance to people in crisis because of domestic violence or youth/adult homelessness is provided by Family and Children’s Services directly and by funded non government organisations. In 1995–96, \$16.84 million was provided to 108 services throughout the state. Of this, \$9.9 million was allocated to 69 organisations for supported accommodation and assistance services specifically for youths and adults.

Surveys of Community Attitudes and Customer Perception: results in 1996 included: 75 per cent of the 1266 customers randomly surveyed in 1996 were satisfied with their last contact with the department; 81 per cent of respondents perceived the service received as ‘very helpful’, ‘helpful’, or ‘a little helpful’ and 83 per cent were satisfied with the way they were treated by staff.

”

South Australia Government comments

“ *Child protection:* The Children’s Protection Act 1993 provides a legislative framework which ascribes a high value to partnership, family support, and maintaining children in their immediate family, and within the networks of kin, culture and community wherever possible. Research over the past year has highlighted the need to develop processes and systems that will enable greater differentiation of responses to the circumstances and needs of individuals and families. It is anticipated that changes in the child protection system will be introduced in 1997. Of particular concern are the ongoing over-representation of Aboriginal children throughout the system, including significantly higher rates of notification, substantiation, and entry into care. A high priority is placed on developing more appropriate support and intervention strategies for these children and families. Notifications of abuse have risen substantially from figures reported in 1995: this is predominantly due to a change in counting rules.

Alternative care: All but a small number of emergency placements in SA are accessed through and supervised by Family and Community Services. The system is fully funded by government, although both government and community agencies provide and support placements. The current restructure of alternative care will see increased purchasing of placement services, as well as improved specification of outputs and outcomes and higher quality data. The number of children in care is significantly less than the figure reported in 1995: this is due to increasing data accuracy, rather than changes to placement patterns. SA has very few placement alternatives aside from foster care — a major community survey conducted in 1996 indicates, however, that the potential pool of carers in the community, particularly for adolescents, is inadequate given the need for placements, and alternatives must be developed.

Crisis and supported accommodation: Under SAAP, 64 services, with approximately 300 outlets, are funded to provide services to homeless people. A research project is currently underway to develop performance indicators for purchased community services in SA. Indicators have been developed for client outcomes or impacts, outputs, and two quality measures — client access and satisfaction. These indicators are being trialed in SAAP metropolitan youth services. The information generated will complement the National SAAP Data Collection.”

Tasmania Government comments

“ During the reporting period services were delivered under three Acts of Parliament: the *Residential Domestic Assistance Act 1947*, the *Child Welfare Act 1960* and the *Child Protection Act 1974*. The *Children, Young Persons and Their Families Act*, which was tabled in Parliament in November 1996 replaces this legislation.

Historically practice, governed by the legislation, separated investigations of allegations of abuse and responses to notifications of possible neglect. A new intake and assessment process has been developed in accordance with national trends to respond to all first contacts regarding concerns for the protection or general welfare of children. Workers employed by the Department to carry out intake and assessment functions can be either (or both) Child Welfare Officers gazetted under the *Child Welfare Act*, or Child Protection Officers authorised by the Child Protection Board of Tasmania. Case management services are also provided to children and their families following the finalisation of assessment or investigation if further intervention is required.

Alternative out of home care is provided for children who are not able to live with their natural families on a short or a long term basis. These services are provided in Departmental family group homes or through a variety of foster care options. Carers are recruited, assessed, trained, supported and reviewed by Department staff. Payment to carers is provided fortnightly on the basis of the age of the child with discretionary additional support being made available if the child has special needs or challenging behaviours. Some alternative care is provided by non-government agencies with funding provided through a grants program and board payments for each child.

The previously separated data collection systems — the Child Welfare System and the Child Protection System — have been integrated to enable the collection of a more comprehensive range of data. This integration has revealed some inconsistencies in work practice which has affected the integrity of the data. These issues are being addressed through the completion of an intake and assessment manual and other related training strategies.”

Australian Capital Territory Government comments

“ Family Services, within the Children’s, Youth and Family Services Bureau, receives and investigates notifications of alleged child abuse and neglect as authorised by the Children’s Services Act 1986. It is intended to review this Act to bring it up-to-date in relation to key concepts in child protection practice and recent developments in non-court options and permanency planning in child protection.

Mandatory reporting will be introduced in the ACT from 1 June 1997. The groups to be mandated are doctors, dentists, nurses, police officers, teachers, school counsellors, public servants working in the child welfare area and licensed child care providers. These groups are now being trained through a staged regional approach, so as to enable monitoring of the potential increase in notifications and also hopefully to avoid the sudden peak of notifications experienced by other jurisdictions on the introduction of mandatory reporting.

There is an increased emphasis being placed on kinship care; on developing Aboriginal foster placements; and on reviewing the intake process.

A project officer is employed to assist the ACT Child Abuse Prevention Strategy.

”

Northern Territory Government comments

“ The Family Youth and Children’s Services Program (FYCS) of Territory Health Services is responsible for child protection and out of home care services and administration of the Supported Accommodation Assistance Program.

The NT population is comparatively youthful with approximately 34 per cent of the population being under twenty years of age. One in three children are Aboriginal or Torres Strait Islander, of whom up to 70 per cent live on Aboriginal communities in rural areas.

Child Protection:

Universal mandatory reporting applies in the NT and all allegations accepted as notifications must be investigated by way of a home visit. All investigations whether substantiated or not are independently reviewed by Child Protection Teams which may recommend further action in relation to the management of the case. In the last year there have been no legislative, policy or program changes which would account for a reduction in the number of notifications received for investigation.

Supported Placements:

Foster care is the primary placement option for children of all ages and is provided by FYCS and two Aboriginal Child Care Agencies. Comparatively few children are in group home care which is provided by FYCS and one non government organisation. All case management services to children in care and their families are presently provided by FYCS although protocols with the Aboriginal Child Care Agencies enable a role for these agencies in case planning.

Following a review of out of home care services in 1995, the Substitute Care and Guardianship Program is presently undergoing major change. Reforms include the development of new program and case management models, new care provider payment and client information systems, and new service delivery arrangements including the partial devolution of case management services for Aboriginal children to one of the Aboriginal Child Care Agencies.

Supported Accommodation Assistance Program:

The twenty-nine service outlets which are funded under SAAP in the NT are located in the five main population centres, and provide services to a range of clients, including a significant proportion of Aboriginal clients, many of whom are from rural areas.

Major activity in the NT has revolved around implementing the SAAP reform agenda, and has included the completion of research into the support needs of children accompanying adults in SAAP, assisting agencies to implement and manage the National Data Collection, and the development of a case management approach to service delivery.

”

10A.2 All jurisdictions data

10A.2.1 Supported Accommodation Assistance Program

Table 10A.1: National SAAP descriptors — funding, 1995–96

<i>Client group</i>	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Aust</i>
Youth	\$'000	28 764	14 681	9 950	5 474	8 300	2 354	1 320	2 112	72 955
Domestic violence	\$'000	18 870	10 079	7 808	6 130	5 700	1 495	1 673	na ⁵	51 756
Families	\$'000	27 683 ¹	2 583	2 614	1 132	1 500	574	na	na ⁶	36 086
Single women	\$'000	na ¹	1 784	384	906	300	426	172	2 870 ⁷	6 842
Single men	\$'000	na ¹	4 039	2 371	1 596	2 400	735	652	na ⁸	11 793
Multiple	\$'000	na ¹	9 789 ³	4 569	1 603	700	946	851	1 443 ⁹	19 901
Total	\$'000	80 359²	48 400	29 898	16 964	20 400⁴	6 820	5 096	9 196¹⁰	217 133

na not available separately, but included in the total figure.

1 Relate to agency funding only. Categories cannot be accurately matched with the department's existing data base.

2 Includes: funding for single women, single men, and multiple clients; agency training costs; all additional agency resource commitments; and program administration and operation costs.

3 Includes agencies funded for service support. For example, peak bodies.

4 Includes allocations for asset replacements, administration, training and industrial award transition not dis-aggregated into separate client groups.

5 Domestic violence funding included in funding for single women; no specific breakdown available.

6 Family funding included in multiple; no specific breakdown available.

7 Includes funding for single women, women with children and women escaping domestic violence; no specific breakdown available.

8 Single men funding included in multiple; no specific breakdown available.

9 Includes funding for single men and families; no specific breakdown available.

10 Total funding (\$9 195 923) comprises \$6 729 000 recurrent base grant, \$1 954 000 one off redevelopment funds, \$318 500 SAAP Reform Funds and \$194 423 rollover from 1994–95. The inclusion of the other figures with the recurrent base grant severely distorts the information.

Table 10A.2: National SAAP descriptors — providers, 1995–96

<i>Client group</i>	<i>Units</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>ACT</i>	<i>Australia</i>
Youth	No.	188 ¹	135 ²	71	33	19	14	7	12	471
Domestic violence	No.	na ¹	49 ³	46	31	20	8	6	na ⁹	238
Families	No.	na ¹	25 ⁴	22	7	8	4	na	na ¹⁰	66
Single women	No.	na ¹	14 ⁵	2	4	1	2	1	13 ¹¹	37
Single men	No.	na ¹	13 ⁶	10	8	10	6	4	na ¹²	51
Multiple	No.	na ¹	84 ⁷	36	24	6	7	11	9 ¹³	168
Total	No.	409¹	320	187	107	64⁸	41	29	34	1 191

na not available separately but included in the total.

1 Based on existing data base which does not yet accord with national breakdowns. For families, single men, and multiple there were 105 providers. For single women and domestic violence there were 166 providers.

2 Providers refers to 'service outlets' — number of youth auspices 94.

3 Providers refers to 'service outlets' — number of domestic violence auspices 43.

4 Providers refers to 'service outlets' — number of families auspices 16.

5 Providers refers to 'service outlets' — number of single men auspices 6.

6 Providers refers to 'service outlets' — number of multiple auspices 60.

7 Providers refers to 'service outlets' — number of auspices 230.

8 Classification of providers in SA incorporates agencies operating across a variety of service types and target groups.

9 Domestic violence providers included in single women — no specific breakdown available.

10 Family providers included in multiple — no specific breakdown available.

11 Includes providers for single women, women with children and women escaping domestic violence, no specific breakdown available

12 Single men providers included in multiple — no specific breakdown available.

13 Includes funding for single men and families — no specific breakdown available.

10A.3 Single jurisdiction data

10A.3.1 New South Wales

Table 10A.3: NSW child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ²	No.	28 930
Notifications per 1000 children aged 0 to 16 years ³ :		
- Aboriginal and Torres Strait Islander	No.	55
- Other	No.	15
- All children	No.	16
Notifications investigated — total ⁴	No.	27 316
Notifications investigated where investigation was finalised by 31 August 1996 — total ^{5,8}	No.	24 663
Notifications investigated where the investigation was not finalised by 31 August 1996 — total	No.	2 653
Notifications dealt with by means other than investigation — total ⁶	No.	0
Notifications not investigated or dealt with by other means — total ⁷	No.	1 614
Finalised investigations per 1000 children aged 0 to 16 years: ^{3,8}		
- Aboriginal and Torres Strait Islander	No.	48
- Other	No.	13
- All children	No.	14
Substantiations — total ^{8,9}	No.	14 063
Substantiations per 1000 children aged 0 to 16 ^{3,9}		
- Aboriginal and Torres Strait Islander	No.	30
- Other	No.	8
- All children	No.	8

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this State. Where age is not stated almost all of these would be aged under 17 years of age. Notifications of child concerns could not be separated from notifications of child abuse and neglect. As a result the number of notifications is overstated.

2 Counts number of children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996. Includes children whose age was not stated or unknown.

3 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NSW population data excludes Jervis Bay and Other Territories.

4 In NSW all notifications are investigated, except where the child cannot be located. A wide range of actions constitute an investigation, from a phone call to follow up information, to face to face interviews with the child.

5 Comprises children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996 and where the investigation was finalised by 31 August 1996. Each child is counted only once even if the subject of more than one investigation. A notification is finalised investigation when an assessment decision is recorded.

6 Dealt with by other means includes the provision of advice or referral.

7 Includes notifications where there was 'no action possible/no investigation possible'.

8 A notification is counted as having a finalised investigation when an assessment decision is recorded.

9 In NSW a notification is 'substantiated' when the information about the notification is confirmed, irrespective of whether or not it was a notification of maltreatment or a notification of a concern about the child's welfare. Most concerns would only be counted as a substantiation if they were of a serious nature.

Source: ABS unpublished

Table 10A.4: NSW child protection descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹		
- Guardianship and custody to the welfare department	No.	2 614
- Custody to a third party (including an agency)	No.	1 211
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	844
- All orders	No.	4 669
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ²		
- Aboriginal and Torres Strait Islander	No.	17
- Other	No.	3
- All children	No.	3
Children placed on a care and protection order during 1995–96 ¹	No.	1 218

1 Includes for the first time children on supervision orders recorded on the NSW Children's Court database. Care and protection orders are legal orders issued by a court in respect of a child deemed to be in need of care and/or protection. They exclude interim orders and offence orders.

2 There were 884 children on supervision orders where Aboriginality was not known. These are included with the 'Other' category. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NSW population data excludes Jervis Bay and other territories.

Source: ABS unpublished

Table 10A.5: NSW child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total ¹	No.	13 609
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations ²	%	53.6
Investigations completed which comply with jurisdiction standards for completion of investigation — total ³	No.	12 617
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ³	%	46.2
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure	No.	10 810
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year ⁴	%	88.1

1 Excluded were investigations where compliance was not stated (1947 investigations). The percentage of investigations commenced which complied with state standards was calculated using as the denominator the total number of investigations commenced (25 369 excluding 1947 unknowns). The standards applied for the commencement of an investigation have been based on the assessed urgency of a notification (which in NSW are: 1—'respond within 24 hours'; 2—'respond within 3 working days'; 3—'respond within 5 working days'). The commencement date of the investigation is the date of initial contact with the department.

2 Investigations commenced excluded 228 investigations where compliance was not stated. The total number of investigations commenced was 27 316.

3 Completion is defined in NSW as the recording of an assessment decision. The standard for completion of an investigation is within 28 days.

NSW provided the following possible explanation for the level of non-compliance with the standards of commencement and completion of investigations:

- In NSW, the investigation (and possible confirmation) of a report does not necessarily imply that actual harm or injury is believed to have occurred. Services offered to children and families in substantiated cases include early intervention and a range of family support services.

- It is not possible to determine an incidence of child abuse from an incidence of concern for the child. Therefore it is not possible to separate those instances of reported abuse where Departmental standards might be expected to be applied.

- In addition, industrial action from 23 December 1995 to the end of the reporting period banned any work being done in relation to category 3 ratings. From 1 July 1996, NSW have introduced a new system of responding to reports of child abuse and neglect and as a result the standards have changed.

4 The denominator used was the total number of children subject to a substantiated notification in 1994–95 where the case was closed that year (12 268).

Table 10A.6: NSW supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	1 233
- Other	No.	4 204
- All children	No.	5 437
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ²		
- Aboriginal and Torres Strait Islander	No.	33
- Other	No.	3
- All children	No.	3
Children in supported placement at 30 June, by placement type: ³		
a) Facility based:		
- where staff are rostered	No.	424
- where there is a live in carer	No.	51
- where staff are off-site (lead tenant, supported residence)	No.	0
- total facility based	No.	475
b) Home based		
- foster care/community care	No.	2 661
- relative/kinship care	No.	2 143
- other — including private board	No.	158
- total home based	No.	4 962
c) unknown		
- total	No.	5 437

1 Includes children whose age was not stated or unknown.

2 Total population figures from ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are unpublished experimental projections. NSW population data excludes Jervis Bay and other territories. Includes children in supported placement whose age was not stated or unknown.

3 Facility based care includes family group homes.

Source: ABS unpublished

Table 10A.7: NSW supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	4 138
- not on a legal order	No.	1 287
- not known	No.	12
-total	No.	5 437
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	306
- 1 month to less than 6 months	No.	742
- 6 months to less than 1 year	No.	661
- 1 year to less than 2 years	No.	911
- 2 years or more	No.	2 817
- unknown	No.	0
- total	No.	5 437
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	1 877
- Other	No.	8 067
- All children	No.	9 944
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children: ⁴		
- Aboriginal and Torres Strait Islander	No.	51
- Other	No.	5
- All children	No.	6

1 Children on interim orders are included under 'on a legal order'.

2 This indicates the length of time a child has been in supported placement on a continuous basis at 30 June 1996. A return home of less than 7 days is not counted as a break in the continuity of placement.

3 A child is only counted once, regardless of the number of placements during the year. Includes children in supported placement whose age was not stated or unknown.

4 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NSW population data excludes Jervis Bay and other territories.

Source: ABS unpublished

Table 10A.8: NSW supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship	No.	2 143
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	39.4
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers	No.	1 026
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement ²	%	90.2
Children aged under 12 years in supported care placement placed in home based placement	No.	3 303
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement	%	97

1 The total number of children in supported placements at 30 June 1996 was 5 437. ‘Relatives/kinship’ refers to family members other than parents, or a person well known to the child and/or family (based on a pre-existing relationship).

2 Based on the total number of Aboriginal and Torres Strait Islander children in supported placement at 30 June 1996, 1 138, which excludes 95 Aboriginal and Torres Strait Islander children in supported placements where the care giver’s Aboriginality was unknown at 30 June 1996.

Table 10A.9: NSW supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement ¹	No.	na
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement ¹	%	na
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months: ²		
- 1 placement	No.	2 935
- 2 to 3 placements	No.	911
- 4 to 5 placements	No.	292
- 6 to 10 placements	No.	152
- 11 or more placements	No.	60
- unknown	No.	37
- total	No.	4 387

na not available

1 Only the date of the reported notification is recorded on the Department's database and not the date on which the incidence of abuse is alleged to have occurred. As a result it can not be determined with any accuracy whether a notification that was made during a placement actually refers to an incident during the placement.

2 Where a child returns home for less than 7 days and then returns to the former placement or to another placement, this is considered to be a 'continuous' placement. Holidays do not break the continuity of placement. Respite or temporary placements lasting less than 7 days are not counted as separate placements. For children in multiple placements, a placement is counted as a separate placement where there was:

- a change from a home based to a facility based placement or vice-versa;
- a change from a home based placement to another home based placement where there is a change of care giver or a change of venue (if in private board); or
- a change from a facility based placement to another facility based placement, where there is a change of venue. A return home does not count as a change of placement.

10A.3.2 Victoria

Table 10A.10: Victoria child protection descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ¹	No.	29 914
Notifications per 1000 children aged 0 to 16 years: ²		
- Aboriginal and Torres Strait Islander	No.	90
- Other	No.	21
- All children	No.	22
Notifications investigated — total ³	No.	14 279
Notifications investigated where investigation was finalised by 31 August 1996 — total ³	No.	13 911
Notifications investigated where the investigation was not finalised by 31 August 1996 — total ³	No.	368
Notifications dealt with by means other than investigation — total ⁴	No.	0
Notifications not investigated or dealt with by other means — total ⁵	No.	5 317
Finalised investigations per 1000 children aged 0 to 16 years: ^{2,6}		
- Aboriginal and Torres Strait Islander	No.	61
- Other	No.	na
- All children	No.	12
Substantiations — total	No.	6 663
Substantiations per 1000 children aged 0 to 16: ²		
- Aboriginal and Torres Strait Islander	No.	32
- Other	No.	6
- All children	No.	6

na not available

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this State. In Victoria notifications of abuse and neglect are called defined; that is, where the person reporting to the department believes that child abuse and neglect has occurred this is classed as a notification. Under the counting rules all notifications are counted for each individual child who is the subject of a notification during 1995–96. In Victoria, while a case is open, multiple notifications concerning a child are counted as one notification only, even if they relate to a different type of abuse or neglect or a different person is believed responsible for the abuse or neglect.

2 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections.

3 Includes direct investigations only. Direct investigations involve a face to face home visit/interview with the child or family. In addition there were 10 318 ‘other’ investigations (where there were initial investigations of risk to the child through phone calls, file checks and case consultations). For many of the investigations in the latter category, referrals to appropriate services are seen as the appropriate outcome. A notification is counted as having a finalised investigation when an assessment decision is recorded. If a child is the subject of more than one investigation in the year ended 30 June 1996, then each investigation is counted.

4 The number of notifications which were responded to by means other than investigation, for example, by provision of advice or referral.

5 Includes notifications where there was insufficient information for appropriate action and/or where there did not appear to be relevant immediate issues of risk to the child.

6 Comprises children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996 and where the investigation was finalised by 31 August 1996.

Source: ABS unpublished

Table 10A.11: Victoria child protection descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹		
- Guardianship and custody to the welfare department	No.	2 272
- Custody to a third party (including an agency)	No.	48
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	860
- All orders	No.	3 180
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ²		
- Aboriginal and Torres Strait Islander	No.	16
- Other	No.	3
- All children	No.	3
Children placed on a care and protection order during 1995–96 ¹	No.	1 833

1 Victorian data on guardianship orders for 1995–96 includes children on orders granting custody or guardianship to DHS. The count of children on custody orders only includes those in custody to a party other than DHS. Excludes children on Permanent Care Orders (which transfer guardianship of a child to a party other than the welfare department).

2 Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections.

Source: ABS unpublished

Table 10A.12: Victoria child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total ¹	No.	11 174
	%	78.3
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations ¹		
Investigations completed which comply with jurisdiction standards for completion of investigation — total ²	No.	9 222
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ²	%	64.6
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, the number who were NOT the subject of another substantiated notification in 12 months following case closure ³	No.	4 521
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, the number who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year	%	84.5

1 For Victoria, only direct investigations which involve a face to face home visit/interview with the child or family are counted. The total number of direct investigations commenced was 14 279. The Victorian standard in relation to commencement of investigations is that which applies to direct investigations involving face to face contact — that is, 5 working days. This indicator was affected by industrial disputation by child protection workers in the latter half of 1995–96.

2 The Victorian standard in relation to completion of investigations is that which applies to direct investigations involving face to face contact — that is, 28 days. This indicator was affected by industrial disputation by child protection workers in the latter half of 1995–96.

3 The percentage of children who were the subject of substantiated notifications for whom there was no further notification substantiated 12 months after their case had been closed was calculated using as the denominator the total number of children subject to a substantiated notification in 1994–95 where the case was closed that year (5 348).

Table 10A.13: Victoria supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	318
- Other	No.	3 067
- All children	No.	3 385
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ²		
- Aboriginal and Torres Strait Islander	No.	36
- Other	No.	3
- All children	No.	3
Children in supported placement at 30 June, by placement type: ³		
a) Facility based:		
- where staff are rostered	No.	268
- where there is a live in carer	No.	433
- where staff are off-site (lead tenant, supported residence)	No.	93
- total facility based	No.	794
b) Home based		
- foster care/community care	No.	1 849
- relative/kinship care	No.	638
- other — including private board	No.	104
- total home based	No.	2 591
c) unknown		
- total	No.	0
- total	No.	3 385

1 Estimate of Aboriginal and Torres Strait Islander children in supported placement in Victoria is based on a census conducted in July 1995.

2 Total population figures from ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Estimate of Aboriginal and Torres Strait Islander children in supported placement in Victoria is based on a census conducted in July 1995.

3 Facility based care includes family group homes. Foster care/community category for Victoria includes children on permanent care orders where carers are receiving foster care payment and also children in individually tailored home based arrangements.

Source: ABS unpublished

Table 10A.14: Victoria supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	2 424
- not on a legal order	No.	961
- not known	No.	0
-total	No.	3 385
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	58
- 1 month to less than 6 months	No.	269
- 6 months to less than 1 year	No.	324
- 1 year to less than 2 years	No.	445
- 2 years or more	No.	1 186
- unknown	No.	142
- total	No.	2 424
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96:		
- Aboriginal and Torres Strait Islander	No.	na
- Other	No.	na
- All children	No.	na
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children:		
- Aboriginal and Torres Strait Islander	No.	na
- Other	No.	na
- All children	No.	na

na not available

1 Children on interim orders and permanent care orders are included under 'on a legal order'.

2 This indicates the length of time a child has been in supported placement on a continuous basis at 30 June 1996. A return home of less than 7 days is not counted as a break in the continuity of placement. Victorian data only relates to children on a legal order. Data for children not on a legal order (961) are not available for this performance indicator.

Table 10A.15: Victoria supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	638
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	18.9
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers ²	No.	248
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement ²	%	78.0
Children aged under 12 years in supported care placement placed in home based placement ³	No.	1 610
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ³	%	86.3

1 Based on the total number of children in supported placements at 30 June 1996 (3 385). ‘Relatives/kinship’ refers to family members other than parents, or a person well known to the child and/or family (based on a pre-existing relationship).

2 Based on the total number of Aboriginal and Torres Strait Islander children in supported placement at 30 June 1996 (318). Estimate of Aboriginal and Torres Strait Islander children in supported placement in Victoria is based on a census conducted in July 1995.

3 Based on the total number of children under 12 years old in supported placement at 30 June 1996 (1866).

Table 10A.16: Victoria supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement	No.	na
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement	%	na
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months: ¹		
- 1 placement	No.	701
- 2 to 3 placements	No.	678
- 4 to 5 placements	No.	323
- 6 to 10 placements	No.	210
- 11 or more placements	No.	43
- number of placements unknown	No.	0
-total	No.	1 955

na not available

1 Data for children not on a legal order (961) are not available for this performance indicator. Where a child returns home for less than 7 days and then returns to the former placement or to another placement, this is considered to be a ‘continuous’ placement. Holidays do not break the continuity of placement. Respite or temporary placements lasting less than 7 days are not counted as separate placements. For children in multiple placements, a placement is counted as a separate placement where there was:

- a change from a home based to a facility based placement or vice-versa;
- a change from a home based placement to another home based placement where there is a change of care giver or a change of venue (if in private board); or
- a change from a facility based placement to another facility based placement, where there is a change of venue. A return home does not count as a change of placement.

10A.3.3 Queensland

Table 10A.17: Queensland child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ²	No.	15 362
Notifications per 1 000 children aged 0 to 16 years: ³		
- Aboriginal and Torres Strait Islander	No.	42
- Other	No.	13
- All children	No.	14
Notifications investigated — total	No.	12 816
Notifications investigated where investigation was finalised by 31 August 1996 — total ⁴	No.	11 230
Notifications investigated where the investigation was not finalised by 31 August 1996 — total	No.	1 586
Notifications dealt with by means other than investigation — total ⁵	No.	1 619
Notifications not investigated or dealt with by other means — total ⁶	No.	927
Finalised investigations per 1000 children aged 0 to 16 years: ^{3,4}		
- Aboriginal and Torres Strait Islander	No.	34
- Other	No.	9
- All children	No.	10
Substantiations — total ⁷	No.	4 662
Substantiations per 1000 children aged 0 to 16 ³		
- Aboriginal and Torres Strait Islander	No.	15
- Other	No.	4
- All children	No.	4

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this State.

2 Counts number of children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996.

3 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Queensland population data excludes Other Territories. Includes children where age is not stated.

4 A notification is counted as having a finalised investigation when an assessment decision is recorded. If a child is the subject of more than one investigation in the year ended 30 June 1996, then each investigation is counted.

5 Notifications dealt with by other means includes those classified as 'protective advice'.

6 Notifications which were not investigated or dealt with by other means includes notifications for which there was 'no action possible' / 'no investigation possible'.

7 A notification is 'substantiated' when there is reasonable cause to believe that the child has been or is being abused or neglected. If more than one substantiation relates to an individual child in the year ended 30 June 1996 then each substantiation is counted.

Source: ABS unpublished

Table 10A.18: Queensland child protection descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹		
- Guardianship and custody to the welfare department	No.	2 624
- Custody to a third party (including an agency)	No.	0
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	235
- All orders	No.	2 859
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ²		
- Aboriginal and Torres Strait Islander	No.	19
- Other	No.	3
- All children	No.	3
Children placed on a care and protection order during 1995–96 ¹	No.	519

1 All protective orders made in Queensland are made because the child has been or is at risk of child abuse or neglect. Queensland does not have custody orders.

2 Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Queensland population data excludes other territories.

Source: ABS unpublished

Table 10A.19: Queensland child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total ¹	No.	5 212
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations ¹	%	58.5
Investigations completed which comply with jurisdiction standards for completion of investigation — total ²	No.	11 669
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ²	%	91.1
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure ³	No.	na
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year ³	%	na

na not available

1 Counts, for the year ended 30 June 1996, the number of investigations where the time which elapsed between the day when the department received the notification, and the day when the department commenced investigating the notification, complied with State or Territory standards. The information provided for this indicator has been derived using the definition of a notification used for Queensland recording practices, rather than the definition specified by the counting rules for the performance indicators. Therefore for this indicator a notification and an investigation may refer to more than one child. As a result data for Queensland for this indicator are not comparable with other indicators for Queensland or with those of other States and Territories. The total number of investigations commenced (8914) excluded investigations for which compliance was unknown (865). The Queensland standard for commencement of an investigation is within 24 hours of notification.

2 The total number of investigations commenced was 12 816. Time taken to complete an investigation is calculated as the number of days between commencement and completion of an investigation. The standard for completion in Queensland is 30 days.

3 This information is unavailable until the redevelopment of the current data collection system used in Queensland in 1997–98.

Table 10A.20: Queensland supported placements descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	503
- Other	No.	1 607
- All children	No.	2 110
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ²		
- Aboriginal and Torres Strait Islander	No.	13
- Other	No.	2
- All children	No.	2
Children in supported placement at 30 June, by placement type: ³		
a) Facility based:		
- where staff are rostered	No.	96
- where there is a live in carer	No.	72
- where staff are off-site (lead tenant, supported residence)	No.	0
- total facility based	No.	168
b) Home based		
-foster care/community care	No.	na
- relative/kinship care	No.	na
- other — including private board	No.	na
- total home based	No.	1 942
c) unknown		
- total	No.	2 110

na not available

1 These data were not comparable with data from other States and Territories. Queensland was only able to provide data for children on supported placement who were also on a care and protection order. The data also excluded children placed with relatives or kinship and children who were on offence orders at 30 June 1996 (32) and children in supported placements on a voluntary basis. Queensland have included, for the first time this year, children remanded in temporary custody awaiting the outcome of an application for care and protection who were in supported placement. As a result the performance indicators for Queensland for children in supported placement are not comparable with those of other jurisdictions. Furthermore, they are not comparable with previous results from Queensland due to the inclusion of children remanded in temporary custody awaiting the outcome of an application for care and protection.

2 Total population figures from ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Queensland population data excludes other Territories. Excludes children in supported placement who were not on a care and protection order or in temporary custody.

3 Facility based placements refers only to placements in residentials licensed to provide care for children under orders. Other residential placements such as in departmental intellectual disability establishments are excluded. Some relatives are paid a foster allowance and others are not. As the collection of data is tied to payment of allowances, separate figures for categories under 'home based' care are not available.

Source: ABS unpublished

Table 10A.21: Queensland supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	2 110
- not on a legal order	No.	0
- not known	No.	0
-total	No.	2 110
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	152
- 1 month to less than 6 months	No.	456
- 6 months to less than 1 year	No.	283
- 1 year to less than 2 years	No.	345
- 2 years or more	No.	874
- unknown	No.	0
- total	No.	2 110
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	842
- Other	No.	2 607
- All children	No.	3 449
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children: ⁴		
- Aboriginal and Torres Strait Islander	No.	23
- Other	No.	3
- All children	No.	4

1 As data were only collected for placements with corresponding legal authority all children included in the collection were on legal orders.

2 Queensland were not able to provide length of time in continuous supported placement. Instead the Queensland data provided for this indicator referred to the length of time a child has been in their current supported placement at 30 June 1996. Excluded children in supported placement who were not on a care and protection order or in temporary custody.

3 A child is only counted once, regardless of the number of placements during the year.

4 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Queensland population data excludes other Territories.

Source: ABS unpublished

Table 10A.22: Queensland supported placements effectiveness indicators, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	na
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement	%	na
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers ²	No.	334
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement ³	%	68.4
Children aged under 12 years in supported care placement placed in home based placement ⁴	No.	1 200
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ⁴	%	96.5

na not available

1 Excluded children in supported placement who were not on a care and protection order or in temporary custody.

2 Excluded children where Aboriginality of child was not known.

3 The percentage of Aboriginal and Torres Strait Islander children in supported placement placed with Aboriginal and Torres Strait Islander care givers was calculated using as the denominator the total number of Aboriginal and Torres Strait Islander children in supported placement at 30 June where the cultural identity of the care giver was known (488 children). This excluded 15 Aboriginal and Torres Strait Islander children who were in facility based care and, therefore, where the aboriginality of the care giver was unknown.

4 The percentage of children under 12 years in home based placements was calculated using as the denominator the total number of children under 12 years old in supported placement at 30 June 1996 (1243).

Table 10A.23: Queensland supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement	No.	na
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement	%	na
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months:		
- 1 placement	No.	1 377
- 2 to 3 placements	No.	463
- 4 to 5 placements	No.	111
- 6 to 10 placements	No.	51
- 11 or more placements	No.	18
- unknown	No.	0
- total	No.	2 020

na not available

10A.3.4 Western Australia

Table 10A.24: WA child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ¹	No.	3 748
Notifications per 1000 children aged 0 to 16 years: ^{2,3}		
- Aboriginal and Torres Strait Islander	No.	28
- Other	No.	6
- All children	No.	7
Notifications investigated — total	No.	2 780
Notifications investigated where investigation was finalised by 31 August 1996 — total ⁴	No.	2 656
Notifications investigated where the investigation was not finalised by 31 August 1996 — total ⁴	No.	124
Notifications dealt with by means other than investigation — total ⁵	No.	0
Notifications not investigated or dealt with by other means — total ⁶	No.	968
Finalised investigations per 1000 children aged 0 to 16 years: ^{2,3}		
- Aboriginal and Torres Strait Islander	No.	22
- Other	No.	4
- All children	No.	5
Substantiations — total ⁷	No.	1 095
Substantiations per 1000 children aged 0 to 16: ^{3,7}		
- Aboriginal and Torres Strait Islander	No.	9
- Other	No.	2
- All children	No.	2

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this State. Notification: WA introduced a new approach to dealing with and counting notifications in 1995–96, called ‘New Directions’. Under this approach, reports to the welfare department are classified as either Child Maltreatment Allegations (CMAs) or Child Concern Reports (CCRs). Previously, all were counted as notifications of abuse and neglect, whereas under New Directions only CMAs are counted as notifications. A contact is classified as a CMA where there is sufficient information to indicate that a child may have been physically or emotionally harmed or injured, or is at risk of significant harm or injury, has been exposed or subjected to sexual behaviour or activities which have been inappropriate to his or her developmental level or where a child may be the subject of persistent actions or inactions which are likely to result in the child’s development being significantly impaired. New Directions was trialed in 5 regions in WA in 1995–96 and introduced across the state on 1 June 1996. As 1995–96 was a phasing in year, the number of notifications of abuse and neglect are lower than in previous years (due to the new classification), but higher than would be expected if the system had been fully operational for the year (as the data on notifications for 1995–96 contains a proportion of reports that under the new system would be classified as CCRs).

2 Includes children whose age was not stated or unknown.

3 Population is at 31 December 1995. Total population figures are ABS unpublished projection data (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. WA population data excludes other Territories.

4 A notification is counted as having a finalised investigation when an assessment decision is recorded.

5 Dealt with by means other than investigation includes the provision of advice or referral.

6 Includes notifications where there was ‘no action possible/no investigation possible’.

7 Counts the number of children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996, where the investigation was finalised by 31 August 1996, and which was substantiated.

Source: ABS unpublished

Table 10A.25: WA child protection descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹		
- Guardianship and custody to the welfare department ¹	No.	781
- Custody to a third party (including an agency)	No.	0
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	0
- All orders	No.	781
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ²		
- Aboriginal and Torres Strait Islander	No.	8
- Other	No.	1
- All children	No.	2
Children placed on a care and protection order during 1995–96 ¹	No.	151

1 WA only has guardianship orders. Includes children on guardianship orders whose age was not stated or unknown.

2 Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. WA population data excludes other Territories.

Source: ABS unpublished

Table 10A.26: WA child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total ¹	No.	2 073
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations ¹	%	78.1
Investigations completed which comply with jurisdiction standards for completion of investigation — total ²	No.	na
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ²	%	na
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure ³	No.	854
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, the number who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year ³	%	87

1 Counts, for the year ended 30 June 1996, the number of investigations where the time which elapsed between the day when the department received the notification, and the day when the department commenced investigating the notification, complied with State or Territory standards. This is calculated as a percentage of 2,656 investigations which were commenced in 1995–96 (not including 124 investigations that were commenced but not finalised by 31 August 1996). Commencement date of an investigation is the date of initial contact. The standards applied for the commencement of an investigation have been based on the assessed urgency of a notification (priority 1 — ‘respond within one working day’; priority 2 — ‘respond within 2 to 5 working days’).

2 Western Australia has no standards for completion of an investigation.

3 The denominator for the calculation is the number of children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year (984 children).

Table 10A.27: WA supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	379
- Other	No.	827
- All children	No.	1 206
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ²		
- Aboriginal and Torres Strait Islander	No.	16
- Other	No.	2
- All children	No.	3
Children in supported placement at 30 June, by placement type: ³		
a) Facility based: ³		
- where staff are rostered	No.	na
- where there is a live in carer	No.	na
- where staff are off-site (lead tenant, supported residence)	No.	na
- total facility based	No.	209
b) Home based		
- foster care/community care	No.	651
- relative/kinship care	No.	309
- other — including private board	No.	32
- total home based	No.	992
c) unknown		
- total	No.	5
- total	No.	1 206

na not available

1 Includes children whose age was not stated or unknown.

2 Total population figures from ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. WA population data excludes other Territories. Includes children in supported placement whose age was not stated or unknown.

3 WA is unable to provide a breakdown of the number of children in facility based care. Facility based care includes family group homes.

Source: ABS unpublished

Table 10A.28: WA supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	781
- not on a legal order	No.	423
- not known	No.	2
-total ¹	No.	1 206
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	42
- 1 month to less than 6 months	No.	148
- 6 months to less than 1 year	No.	111
- 1 year to less than 2 years	No.	228
- 2 years or more	No.	634
- unknown	No.	43
- total ²	No.	1 206
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	648
- Other	No.	1 596
- All children ³	No.	2 244
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children: ⁴		
- Aboriginal and Torres Strait Islander	No.	28
- Other	No.	4
- All children	No.	5

1 Children on interim orders are included under 'on a legal order'.

2 This indicates the length of time a child has been in supported placement on a continuous basis at 30 June 1996. A return home of less than 7 days is not counted as a break in the continuity of placement.

3 A child is only counted once, regardless of the number of placements during the year. Includes children on supported placement whose age was not stated or unknown.

4 Population is at 31 December 1995. Total population figures are estimates based on ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. WA population data excludes other territories.

Source: ABS unpublished

Table 10A.29: WA supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	309
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	26
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers	No.	331
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement ²	%	85
Children aged under 12 years in supported care placement placed in home based placement	No.	674
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ³	%	90

1 'Relatives/kinship' is defined as family members other than parents, or a person well known to the child and/or family (based on a pre-existing relationship). Percentage is calculated as a proportion of children in supported placement at 30 June 1996 where placement type was known (1201 children). Excludes from both the denominator and the numerator 5 children whose placement type is unknown.

2 Percentage is calculated as a proportion of Aboriginal or Torres Strait Islander children where the care giver's 'Aboriginality' was known (389 children). At 30 June 1996, there was 1 Aboriginal or Torres Strait Islander child in supported placement, where the care giver's Aboriginality was unknown.

3 Percentage is calculated as a proportion of children under 12 years of age in supported placement at 30 June 1996 (754 children).

Table 10A.30: WA supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement	No.	20
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement ¹	%	0.90
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months:		
- 1 placement	No.	na
- 2 to 3 placements	No.	na
- 4 to 5 placements	No.	na
- 6 to 10 placements	No.	na
- 11 or more placements	No.	na
- unknown	No.	na
- total	No.	na

na not available

1 Percentage is calculated as a proportion of children in supported placement during 1995–96 (2244 children). Included substantiated abuse and neglect of children placed in the private sector.

10A.3.5 South Australia

Table 10A.31: SA child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ¹	No.	8 935
Notifications per 1000 children aged 0 to 16 years: ²		
- Aboriginal and Torres Strait Islander	No.	62
- Other	No.	17
- All children	No.	18
Notifications investigated — total ^{3,4}	No.	7 166
Notifications investigated where investigation was finalised by 31 August 1996 — total ⁵	No.	6 190
Notifications investigated where the investigation was not finalised by 31 August 1996 — total	No.	976
Notifications dealt with by means other than investigation — total	No.	0
Notifications not investigated or dealt with by other means — total ⁴	No.	1 729
Finalised investigations per 1000 children aged 0 to 16 years: ^{2,5}		
- Aboriginal and Torres Strait Islander	No.	51
- Other	No.	13
- All children	No.	14
Substantiations — total	No.	2 415
Substantiations per 1000 children aged 0 to 16 ²		
- Aboriginal and Torres Strait Islander	No.	25
- Other	No.	6
- All children	No.	6

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this State. The number of notifications was derived by combining the number of child protection assessments made on individual children which met the criteria for investigation (7206) and the number of assessments which did not meet the criteria for investigation (1729). This latter category was mainly comprised of notifications where the incident was not considered serious enough to warrant investigation. As this category was not included in previous data collections, 1995–96 notifications data are not be comparable with previous years. In 1995–96 SA had 40 notifications which resulted in substantiated abuse labelled ‘Threat of Abuse’. These are included in the count of notifications but are excluded from counts of investigations and substantiations. In addition, SA has a category of reports assessed as ‘other than child protection’ which are not included as notifications.

2 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. SA population data excludes other territories.

3 In SA, an investigation includes any contact with the child, family, friends or other professionals with the purpose of gaining further information about a notification which has been assessed as relating to child protection. A notification is counted as having a finalised investigation when an assessment decision is recorded.

4 Notifications which were not investigated or dealt with by other means. Includes notifications where there was ‘no action possible/no investigation possible’. In SA possible outcomes of an investigation include ‘inconclusive’ or ‘no action possible’. These are **not** included in this count of notifications not investigated or dealt with by other means, but are instead included as notifications investigated and outcome unsubstantiated.

5 Counts the number of children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996 and where the investigation was finalised by 31 August 1996.

Source: ABS unpublished

Table 10A.32: SA child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹	No.	na
- Guardianship and custody to the welfare department	No.	na
- Custody to a third party (including an agency)	No.	na
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	na
- All orders	No.	
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years:		na
- Aboriginal and Torres Strait Islander	No.	na
- Other	No.	na
- All children	No.	na
Children placed on a care and protection order during 1995–96	No.	na

na not available

1 Includes the number of orders only. As a result no data was provided for these measures.

Table 10A.33: SA child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total	No.	na
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations	%	na
Investigations completed which comply with jurisdiction standards for completion of investigation — total	No.	na
Investigations completion which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced	%	na
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure	No.	na
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, the number who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year	%	na

na not available

Table 10A.34: SA supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	162
- Other	No.	902
- All children	No.	1 064
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ¹		
- Aboriginal and Torres Strait Islander	No.	19
- Other	No.	3
- All children	No.	3
Children in supported placement at 30 June, by placement type: ²		
a) Facility based:		
- where staff are rostered	No.	47
- where there is a live in carer	No.	6
- where staff are off-site (lead tenant, supported residence)	No.	0
- total facility based	No.	53
b) Home based		
- foster care/community care	No.	928
- relative/kinship care	No.	83
- other — including private board	No.	0
- total home based	No.	1 011
c) unknown		
- total	No.	1 064

1 Total population figures from ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. SA population data excludes other territories.

2 Facility based care includes family group homes.

Source: ABS unpublished

Table 10A.35: SA supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	518
- not on a legal order	No.	493
- not known	No.	53
-total	No.	1 064
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	39
- 1 month to less than 6 months	No.	115
- 6 months to less than 1 year	No.	91
- 1 year to less than 2 years	No.	122
- 2 years or more	No.	644
- unknown	No.	53
- total	No.	1 064
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	398
- Other	No.	2 121
- All children	No.	2 519
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children: ⁴		
- Aboriginal and Torres Strait Islander	No.	47
- Other	No.	6
- All children	No.	7

1 Children on interim orders are included under 'on a legal order'.

2 This indicates the length of time a child has been in out of home placement on a continuous basis at 30 June 1996. A return home of less than 7 days is not counted as a break in the continuity of placement.

3 A child is only counted once, regardless of the number of placements during the year. Includes children in out of home placement whose age was not stated or unknown.

4 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. SA population data excludes other territories. Includes children in out of home placement whose age was not stated or unknown.

Table 10A.36: SA supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	83
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	7.8
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers ²	No.	108
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement ²	%	66.7
Children aged under 12 years in supported care placement placed in home based placement ³	No.	405
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ³	%	98.5

1 The children recorded as being placed with relatives/kinship only represents those placements where the Department of Family and Community Services makes a financial contribution to the carer. There are many other placements which the Department has arranged and provides support for which are not included in this number because no financial contribution from the Department has been required.

2 The percentage of Aboriginal and Torres Strait Islander children in out of home placement placed with Aboriginal and Torres Strait Islander care givers was calculated using as the denominator the total number of Aboriginal and Torres Strait Islander children in out of home placement at 30 June 1996 (162).

3 The percentage of children under 12 years in home based placements was calculated using as the denominator the total number of children under 12 years old in out of home placement at 30 June 1996 (411).

Table 10A.37: SA supported placements effectiveness indicators, 1995–96

<i>Indicators</i>	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement	No.	na
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement	%	na
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months:		
- 1 placement	No.	na
- 2 to 3 placements	No.	na
- 4 to 5 placements	No.	na
- 6 to 10 placements	No.	na
- 11 or more placements	No.	na
- unknown	No.	na
- total	No.	na
na	not available	

10A.3.6 Tasmania

Table 10A.38: Tasmania child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ^{1, 2}	No.	2 933
Notifications per 1000 children aged 0 to 16 years: ^{3, 4}		
- Aboriginal and Torres Strait Islander	No.	27
- Other	No.	18
- All children	No.	19
Notifications investigated — total	No.	2 499
Notifications investigated where investigation was finalised by 31 August 1996 — total ^{5, 8}	No.	1 908
Notifications investigated where the investigation was not finalised by 31 August 1996 — total ⁵	No.	591
Notifications dealt with by means other than investigation — total ⁶	No.	0
Notifications not investigated or dealt with by other means — total ⁷	No.	434
Finalised investigations per 1000 children aged 0 to 16 years: ^{4, 8}		
- Aboriginal and Torres Strait Islander	No.	12
- Other	No.	9
- All children	No.	9
Substantiations — total ⁹	No.	235
Substantiations per 1000 children aged 0 to 16: ⁴		
- Aboriginal and Torres Strait Islander	No.	3
- Other	No.	2
- All children	No.	2

1 Includes where age of child is not stated, as almost all of these would be under 18 years of age. Notifications of maltreatment consist of contacts made to an authorised department by persons or other bodies making allegations of child abuse and neglect. Child protection and child neglect are administered under different Acts. Prior to 1995–96 child abuse and neglect reported under the Child Protection Act was recorded on the Child Protection database and represented all reported abuse but only a minority of reported neglect. Reports of neglect under the Child Welfare Act were not included. Establishing a single entry has increased the number of initial notifications of abuse and neglect.

2 Include allegations of maltreatment or risk of maltreatment to a child.

3 Counts number of children aged 0 to 16 years who were the subject of a notification in 1995–96.

4 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections.

5 An investigation into a notification is an inquiry that is ongoing after the initial assessment. Some investigations may be terminated after initial inquiries have been made. These have been counted as notifications which were dealt with by means other than investigation.

6 Notifications are assessed to determine whether they warrant, or are able to be, investigated further. In 1995–96, following assessment, 712 notifications were categorised as not warranting, or not able to be investigated (327 notifications were assessed as ‘no action possible’ and 385 notifications were assessed as ‘allegation not investigation’).

7 Includes notifications where there was no action possible or no further investigation after the initial assessment. Include notifications where an initial decision not to investigate was made immediately or after initial inquiry.

8 Includes a small number of children aged 17 years.

9 If more than one substantiation relates to an individual child in the year ended 30 June 1996 then each substantiation is counted.

Source: ABS unpublished

Table 10A.39: Tasmania child protection descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹	No.	
- Guardianship and custody to the welfare department	No.	336
- Custody to a third party (including an agency)	No.	3
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	85
- All orders	No.	424
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ²		
- Aboriginal and Torres Strait Islander	No.	8
- Other	No.	3
- All children	No.	3
Children placed on a care and protection order during 1995–96 ¹	No.	79

1 Includes children whose age was not stated or unknown.

2 Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Tasmanian population data excludes other territories.

Source: ABS unpublished

Table 10A.40: Tasmania child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total	No.	na
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations	%	na
Investigations completed which comply with jurisdiction standards for completion of investigation — total ¹	No.	na
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ¹	%	na
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure	No.	na
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year	%	na

na not available

1 Tasmania had no standard for completion of an investigation.

Table 10A.41: Tasmania supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	44
- Other	No.	464
- All children	No.	508
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ²		
- Aboriginal and Torres Strait Islander	No.	9
- Other	No.	4
- All children	No.	4
Children in supported placement at 30 June, by placement type: ³		
a) Facility based:		
- where staff are rostered	No.	0
- where there is a live in carer	No.	86
- where staff are off-site (lead tenant, supported residence)	No.	0
- total facility based	No.	86
b) Home based		
-foster care/community care	No.	240
- relative/kinship care	No.	182
- other — including private board	No.	0
- total home based	No.	422
c) unknown	No.	0
- total	No.	508

1 Includes children whose age was not stated or unknown.

2 Total population figures from ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. Tasmanian population data excludes other territories. Includes children in supported placement whose age was not stated or unknown.

3 Facility based care includes family group homes.

Source: ABS unpublished

Table 10A.42: Tasmania supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	300
- not on a legal order	No.	208
- not known	No.	0
-total	No.	508
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	59
- 1 month to less than 6 months	No.	156
- 6 months to less than 1 year	No.	76
- 1 year to less than 2 years	No.	87
- 2 years or more	No.	130
- unknown	No.	0
- total	No.	508
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	88
- Other	No.	967
- All children	No.	1 055
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children: ⁴		
- Aboriginal and Torres Strait Islander	No.	18
- Other	No.	8
- All children	No.	8

1 Children on interim orders are included under 'on a legal order'.

2 This indicates the length of time a child has been in supported placement on a continuous basis at 30 June 1996. A return home of less than 7 days is not counted as a break the continuity of placement.

3 A child is only counted once, regardless of the number of placements during the year. Includes children on supported placement whose age was not stated or unknown.

4 Total population figures are estimates based on ABS unpublished projection data (Series A). Aboriginal and Torres Strait Islander population data are estimates based on ABS unpublished experimental projections. Tasmanian population data excludes Other Territories. Includes children on supported placement whose age was not stated or unknown.

Source: ABS unpublished

Table 10A.43: Tasmania supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	182
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	36
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers	No.	na
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement	%	na
Children aged under 12 years in supported care placement placed in home based placement ²	No.	258
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ²	%	87.2

na not available

1 'Relatives/kinship' is defined as family members other than parents, or a person well known to the child and/or family (based on a pre-existing relationship). Calculated as a percentage of the number of children in supported placement at 30 June 1996 (508).

2 Calculated as a percentage of the number of children aged under 12 years of age in supported placement at 30 June 1996 (296).

Table 10A.44: Tasmania supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement ¹	No.	2
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement ¹	%	0.20
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months: ²		
- 1 placement	No.	na
- 2 to 3 placements	No.	na
- 4 to 5 placements	No.	na
- 6 to 10 placements	No.	na
- 11 or more placements	No.	na
- unknown	No.	na
- total	No.	na

na not available

1 Calculated as a percentage of all children in supported placement during 1995–96 (1055).

2 Data on children placed ‘continuously for more than six months’ is not available from the current database in Tasmania.

10A.3.7 Australian Capital Territory

Table 10A.45: ACT child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total ¹	No.	1 437
Notifications per 1000 children aged 0 to 16 years: ^{2, 3}		
- Aboriginal and Torres Strait Islander	No.	104
- Other	No.	14
- All children	No.	15
Notifications investigated — total	No.	1 178
Notifications investigated where investigation was finalised by 31 August 1996 — total ⁴	No.	1 043
Notifications investigated where the investigation was not finalised by 31 August 1996 — total	No.	135
Notifications dealt with by means other than investigation — total ⁵	No.	0
Notifications not investigated or dealt with by other means — total ⁶	No.	259
Finalised investigations per 1000 children aged 0 to 16 years: ^{3, 7}		
- Aboriginal and Torres Strait Islander	No.	85
- Other	No.	10
- All children	No.	11
Substantiations — total ⁸	No.	445
Substantiations per 1000 children aged 0 to 16 ^{3, 8}		
- Aboriginal and Torres Strait Islander	No.	48
- Other	No.	4
- All children	No.	5

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this Territory. ACT Children's, Youth and Family Services Bureau is responsible for child protection in the territory of Jervis Bay. As a result, the data on child protection and supported placements for the ACT includes children from Jervis Bay. Rates per 1 000 population: it is important to note that the ACT data from Care and Protection Services (numerator in rates calculations) includes children from Jervis Bay (for 'Aboriginal and Torres Strait Islander', 'Other' and 'Total' children). While ACT population data for 'Other' and 'Total' children (the denominator) includes an estimate for Jervis Bay population, it was not possible to include an estimate of Aboriginal and Torres Strait Islander population for Jervis Bay. As a result the rates presented may be a slight over-estimate. Rates for ACT should also be interpreted carefully due to the relatively small population of the Territory. This is particularly the case for Aboriginal and Torres Strait Islander children.

2 Includes children whose age was not stated or unknown.

3 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A) Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections.

4 A notification is counted as having a finalised investigation when an assessment decision is recorded.

5 The number of notifications which were responded to by means other than investigation, for example, by provision of advice or referral.

6 Includes notifications where there was 'no action possible/no investigation possible'.

7 Comprises children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996 and where the investigation was finalised by 31 August 1996. Includes 2 children whose age was not stated or unknown.

8 If more than one substantiated notification relates to an individual child in the year ended 30 June 1996 then each substantiated notification is counted.

Source: ABS unpublished

Table 10A.46: ACT child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹	No.	
- Guardianship and custody to the welfare department	No.	44
- Custody to a third party (including an agency)	No.	161
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	42
- All orders	No.	247
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ¹		
- Aboriginal and Torres Strait Islander	No.	26
- Other	No.	3
- All children	No.	3
Children placed on a care and protection order during 1995–96 ¹	No.	165

¹ Total population figures are ABS unpublished projections (Series A) . Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. ACT population data for 'Other' and 'Total' includes an estimate for Jervis Bay population. However population data for Aboriginal and Torres Strait Islander children does not include an estimate for Jervis Bay. Therefore the rate of children on orders per 1 000 population for Aboriginal and Torres Strait Islander children will be a slight over estimate.

Source: ABS unpublished

Table 10A.47: ACT child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total ¹	No.	664
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations ¹	%	63.7
Investigations completed which comply with jurisdiction standards for completion of investigation — total ²	No.	na
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ²	%	na
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure ³	No.	177
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, the number who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year ³	%	89

na not available

1 Counts, for the year ended 30 June 1996, the number of investigations where the time which elapsed between the day when the department received the notification, and the day when the department commenced investigating the notification, complied with State or Territory standards. The percentage of investigations commenced which complied with state standards was calculated using as the denominator the total number of investigations commenced (1 043). The standards applied for the commencement of an investigation have been based on the assessed urgency of a notification (which in the ACT are: 1 — ‘respond on the same day’; 2 — ‘respond within 24 hours’; 3 — ‘respond within 5 days’; 4 — ‘respond within 14 days’).

2 ACT was unable to supply information on this indicator.

3 The percentage of children who were the subject of substantiated notifications for whom there was no further notification substantiated 12 months after their case had been closed was calculated using as the denominator the total number of children subject to a substantiated notification in 1994–95 where the case was closed that year (198).

Table 10A.48: ACT supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ¹		
- Aboriginal and Torres Strait Islander	No.	25
- Other	No.	156
- All children	No.	181
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ²		
- Aboriginal and Torres Strait Islander	No.	27
- Other	No.	2
- All children	No.	2
Children in supported placement at 30 June, by placement type: ³		
a) Facility based:		
- where staff are rostered	No.	13
- where there is a live in carer	No.	0
- where staff are off-site (lead tenant, supported residence)	No.	1
- total facility based	No.	14
b) Home based		
- foster care/community care	No.	140
- relative/kinship care	No.	27
- other — including private board	No.	0
- total home based	No.	167
c) unknown		
- total	No.	181

1 Total population figures are estimates based on ABS unpublished projections (Series A) . Aboriginal and Torres Strait Islander population data are estimates based on ABS unpublished experimental projections. ACT population data for 'Other' and 'Total' includes an estimate for Jervis Bay population. However population data for Aboriginal and Torres Strait Islander children does not include an estimate for Jervis Bay. Therefore the rate of children on orders per 1 000 population for Aboriginal and Torres Strait Islander children will be a slight over-estimate.

2 Facility based care includes family group homes.

3 Children on interim orders are included under 'on a legal order'.

Source: ABS unpublished

Table 10A.49: ACT supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	164
- not on a legal order	No.	17
- not known	No.	0
-total	No.	181
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	20
- 1 month to less than 6 months	No.	56
- 6 months to less than 1 year	No.	23
- 1 year to less than 2 years	No.	32
- 2 years or more	No.	50
- unknown	No.	0
- total	No.	181
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	57
- Other	No.	459
- All children	No.	516
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children		
- Aboriginal and Torres Strait Islander	No.	64
- Other	No.	6
- All children	No.	6

1 This indicates the length of time a child has been in supported placement on a continuous basis at 30 June 1996. A return home of less than 7 days is not counted as a break in the continuity of placement.

2 A child is only counted once, regardless of the number of placements during the year.

3 Total population figures are estimates based on ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. ACT population data for 'Other' and 'Total' includes an estimate for Jervis Bay population. However population data for Aboriginal and Torres Strait Islander children does not include an estimate for Jervis Bay. Therefore the rate of children on orders per 1 000 population for Aboriginal and Torres Strait Islander children will be a slight over-estimate.

Source: ABS unpublished

Table 10A.50: ACT supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	27
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	14.9
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers ²	No.	na
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres strait Islander children in supported care placement ²	%	na
Children aged under 12 years in supported care placement placed in home based placement ³	No.	107
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ³	%	100

na not available

1 The percentage of children in supported placements who were placed with relatives/kinship was calculated using as the denominator the total number of children in supported placements at 30 June 1996 (181 children). 'Relatives/kinship' refers to family members other than parents, or a person well known to the child and/or family (based on a pre-existing relationship).

2 ACT could not provide data for this indicator.

3 The percentage of children under 12 years in home based placements was calculated using as the denominator the total number of children under 12 years old in supported placement at 30 June 1996 (107 children).

Table 10A.51: ACT supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement ¹	No.	3
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement ¹	%	0.6
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months: ²		
- 1 placement	No.	50
- 2 to 3 placements	No.	42
- 4 to 5 placements	No.	12
- 6 to 10 placements	No.	1
- 11 or more placements	No.	0
- unknown	No.	0
- total	No.	105

1 Percentage is calculated as a proportion of children in supported placement during 1995–96 (516 children).

2 This indicates, at 30 June 1996, for all children who have been in continuous supported placement for more than 6 months, the number of placements in the last 2 years. Where a child returns home for less than 7 days and then returns to the former placement or to another placement, this is considered to be a 'continuous' placement. A return home of 7 days or more is considered to break the continuity of the placement. Holidays do not break the continuity of placement. Respite or temporary placements lasting less than 7 days are not counted as separate placements. For children in multiple placements, a placement is counted as a separate placement where there was:

- a change from a home based to a facility based placement or vice-versa;
- a change from a home based placement to another home based placement where there is a change of care giver or a change of venue (if in private board); or
- a change from a facility based placement to another facility based placement, where there is a change of venue. A return home does not count as a change of placement.

10A.3.8 Northern Territory

Table 10A.52: NT child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Notifications of child maltreatment — total	No.	515
Notifications per 1000 children aged 0 to 16 years: ^{2,3}		
- Aboriginal and Torres Strait Islander	No.	10
- Other	No.	8
- All children	No.	9
Notifications investigated — total	No.	494
Notifications investigated where investigation was finalised by 31 August 1996 — total ⁴	No.	494
Notifications investigated where the investigation was not finalised by 31 August 1996 ⁴	No.	0
Notifications dealt with by means other than investigation — total ⁵	No.	0
Notifications not investigated or dealt with by other means — total ⁵	No.	21
Finalised investigations per 1000 children aged 0 to 16 years: ^{3,4}		
- Aboriginal and Torres Strait Islander	No.	10
- Other	No.	8
- All children	No.	8
Substantiations — total ^{6,7}	No.	255
Substantiations per 1000 children aged 0 to 16 ^{3,7}		
- Aboriginal and Torres Strait Islander	No.	6
- Other	No.	4
- All children	No.	4

1 Definitions of most items are provided in the definitions tables in this attachment. The following definitions differ, however, and are specific to this State.

2 Counts number of children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996. Excludes one child whose age was not stated or unknown.

3 Total population figures are ABS unpublished projection data (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NT population data excludes other Territories.

4 A notification is counted as having a finalised investigation when an assessment decision is recorded. For the 1995–96 period all investigations were finalised.

5 In NT a notification cannot be dealt with by any means other than investigation.

6 A notification is ‘substantiated’ when there is reasonable cause to believe that the child has been abused or neglected or there is substantial risk of abuse or neglect.

7 Counts the number of children aged 0 to 16 years who were the subject of a notification in the year ended 30 June 1996, where the investigation was finalised by 31 August 1996, and which was substantiated.

Source: ABS unpublished

Table 10A.53: NT child protection descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Children on care and protection orders at 30 June: ¹	No.	
- Guardianship and custody to the welfare department	No.	75
- Custody to a third party (including an agency)	No.	0
- Supervision orders and other orders which give the department some responsibility for a child's welfare	No.	10
- All orders	No.	85
Children on care and protection orders at 30 June per 1000 children aged 0 to 17 years: ²		
- Aboriginal and Torres Strait Islander	No.	2
- Other	No.	1
- All children	No.	2
Children placed on a care and protection order during 1995–96 ³	No.	68

1 Children on Immigration Act orders and Consent to Adopt orders were excluded from the data collection. Court orders which were adjourned have been excluded, as have interim orders and temporary custody orders. The following orders were regarded as guardianship orders:

- *Section 57* Transfer of guardianship from an interstate authority; and
- *Court orders* (which have not been adjourned) where the Minister has guardianship of the child.

The following orders were regarded as supervision/other orders:

- Court orders where the parent has guardianship of the child or where the child is jointly in the guardianship of the parent and the Minister.

2 Total population figures are ABS unpublished projection data (Series A) . Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NT population data excludes other territories.

3 Excludes 171 children placed on voluntary, temporary custody orders during 1995–96.

Source: ABS unpublished

Table 10A.54: NT child protection effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Investigations commenced which comply with jurisdiction standards for commencement — total ¹	No.	328
Investigations commenced which comply with jurisdiction standards for commencement as a percentage of total investigations ¹	%	66
Investigations completed which comply with jurisdiction standards for completion of investigation — total ²	No.	472
Investigations completed which comply with jurisdiction standards for completion of investigation as a percentage of all investigations commenced ²	%	96
<i>Client outcomes</i>		
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, who were NOT the subject of another substantiated notification in 12 months following case closure ³	No.	310
Children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year, the number who were NOT the subject of another substantiated notification in 12 months following case closure, as a percentage of all children who were the subject of a substantiated notification in 1994–95 and where the case was closed during the year ³	%	97

1 The total number of investigations commenced was 494. The commencement of investigation is defined as ‘the first action taken to investigate the circumstances of the child following acceptance of the notification’. If a notification was made on a weekend or public holiday, departmental staff on the after-hours roster would be required to make an initial investigation. The standard for commencement of investigation in the NT is within 24 hours

2 The completion of an investigation is counted when the outcome of the investigation has been determined as being substantiated or not substantiated. The time taken to complete an investigation is calculated as the number of days between the first contact and the outcome decision. The standard for completion in the NT is within 28 days.

3 The percentage of children who were the subject of substantiated notifications for whom there was no further notification substantiated 12 months after the case had been closed was calculated using as the denominator the total number of children subject to a substantiated notification in 1994–95 where the case was closed that year (319).

Table 10A.55: NT supported placements descriptors, 1995–96¹

	<i>Units</i>	<i>1995–96</i>
Children aged 0 to 17 years in supported placement at 30 June: ²		
- Aboriginal and Torres Strait Islander	No.	47
- Other	No.	41
- All children	No.	88
Children aged 0 to 17 years in supported placement at 30 June per 1000 children: ³		
- Aboriginal and Torres Strait Islander	No.	2
- Other	No.	1
- All children	No.	2
Children in supported placement at 30 June, by placement type: ⁴		
a) Facility based:		
- where staff are rostered ⁵	No.	19
- where there is a live in carer	No.	0
- where staff are off-site (lead tenant, supported residence)	No.	0
- total facility based	No.	19
b) Home based		
-foster care/community care	No.	69
- relative/kinship care	No.	0
- other — including private board	No.	0
- total home based	No.	69
c) unknown	No.	0
- total	No.	88

1 The number of children reported in supported placements in the NT was an under-representation of the actual number for the following reasons. Voluntary placements which were financially supported by Territory Health Services were not reported as data were not available. Placements with relatives/kinship where the Territory Health Services made a financial payment were therefore excluded from the Northern Territory figures. As a result the figures for children in supported placements in the Northern Territory should be interpreted carefully. They are not comparable with those of other States and Territories.

2 Due to the lack of data of children in voluntary placements, the total for 'supported placements' does not represent all the children in supported placements in the Northern Territory at 30 June 1996, but only those on a legal order. These data excluded children placed in relative/kinship care as the NT cannot distinguish these children in their data set from children placed in their parent's care (which the counting rules excluded from the data collection).

3 Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NT population data excludes other territories.

4 These data excluded children placed in relative/kinship care and children in supported placement who were not on a legal order. Facility based care includes family group homes.

5 This may include some facility based placements where there is a live in carer.

Source: ABS unpublished

Table 10A.56: NT supported placements descriptors, 1995–96

	<i>Units</i>	<i>1995–96</i>
Children in supported placement at 30 June, by legal status: ¹		
- on a legal order	No.	88
- not on a legal order	No.	na
- not known	No.	0
-total	No.	88
Number of children in supported placement by length of time in continuous supported placement at 30 June: ²		
- less than 1 month	No.	1
- 1 month to less than 6 months	No.	14
- 6 months to less than 1 year	No.	10
- 1 year to less than 2 years	No.	11
- 2 years or more	No.	52
- unknown	No.	0
- total	No.	88
Children aged 0 to 17 years in at least one supported placement at any time during 1995–96: ³		
- Aboriginal and Torres Strait Islander	No.	163
- Other	No.	165
- All children	No.	328
Children aged 0 to 17 years in at least one supported placement at any time during the financial year, per 1000 children: ⁴		
- Aboriginal and Torres Strait Islander	No.	8
- Other	No.	5
- All children	No.	6

na not available

1 As data were only collected for placements with corresponding legal authority all children included in the data set fall into the ‘children on a legal order’ category; as such, no information can be provided for ‘children not on a legal order’.

2 These data excluded children placed in relative/kinship care and children in supported placement who were not on a legal order.

3 A child is only counted once, regardless of the number of placements during the year.

4 Population is at 31 December 1995. Total population figures are ABS unpublished projections (Series A). Aboriginal and Torres Strait Islander populations are ABS unpublished experimental projections. NT population data excludes other territories.

Source: ABS unpublished

Table 10A.57: NT supported placements effectiveness indicators,
1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Service quality</i>		
Children in supported care placement at 30 June placed with relatives/kinship ¹	No.	na
Children in supported care placement at 30 June placed with relatives/kinship, as a percentage of all children in out of care placement ¹	%	na
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers ²	No.	na
Aboriginal and Torres Strait Islander children in supported placement at 30 June placed with Aboriginal and Torres Strait Islander care givers as a percentage of all Aboriginal and Torres Strait Islander children in supported care placement ²	%	na
Children aged under 12 years in supported care placement placed in home based placement ³	No.	57
Children aged under 12 years in supported care placement placed in home based placement as a percentage of all children under 12 years in supported care placement ³	%	89

na not available

1 The NT could not distinguish between whether a child was placed with a parent or a relative. Placements with relatives/kinship where the Territory Health Services make a financial payment are therefore excluded from the Northern Territory figures. As a result this indicator cannot be measured.

2 Data on Aboriginality of care givers is currently not available in the NT.

3 The percentage of children under 12 years in home based placements was calculated using as the denominator the total number of children under 12 years old in supported placement at 30 June 1996 (63).

Table 10A.58: NT supported placements effectiveness indicators, 1995–96

	<i>Units</i>	<i>1995–96</i>
<i>Client outcomes</i>		
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement ¹	No.	na
Children in supported care placement for whom there was substantiated abuse or neglect while the child was living in a placement and where the person believed responsible was the care giver in that placement as a percentage of all children in supported care placement ¹	%	na
Number of placements in 1994–95 and 1995–96 for those children placed continuously for more than 6 months: ²		
- 1 placement	No.	39
- 2 to 3 placements	No.	14
- 4 to 5 placements	No.	13
- 6 to 10 placements	No.	6
- 11 or more placements	No.	1
- unknown	No.	0
- total	No.	73

na not available

1 NT could not provide this data as they could not determine from their data set whether the person believed responsible for the abuse or neglect was also the care giver.

2 For children in multiple placements, a placement is counted as a separate placement where there was:
 - a change from a home based to a facility based placement or vice-versa;
 - a change from a home based placement to another home based placement where there is a change of care giver or a change of venue (if in private board); or
 - a change from a facility based placement to another facility based placement, where there is a change of venue. A return home does not count as a change of placement. These data excluded children placed in relative/kinship care and children in supported placement who were not on a legal order.

10A.4 Performance indicator definitions

10A.4.1 Child protection

Table 10A.59: Child protection and Care and Protection orders descriptor definitions

<i>Descriptor</i>	<i>Definition</i>
Notifications of child maltreatment	Contacts made to an authorised department by persons or other bodies. 'Maltreatment' is defined as 'child abuse and neglect'. Notifications are counted separately for each child who is the subject of a notification (that is, a notification made about a family of three children is counted as three notifications) and for each maltreatment event but notifications about the same 'event' from different sources are only counted once.
Notifications investigated	Where the department made substantial contacts, by any means, with the child and/or family, and/or persons known to the child and/or family, to assess whether or not abuse or neglect has occurred.
Notifications dealt with by means other than investigation	Responses by means other than investigation, such as advice and referral.
Notifications not investigated or not dealt with by other means	Includes where 'no action possible/no investigation possible'.
Substantiations	Finalised investigations of maltreatment where the department determined that there was reasonable cause to believe that the child had been or was being abused or neglected. Substantiations are counted separately for multiple events relating to an child which are substantiated.
Care and protection orders	Children who were on a court order for care and protection. These orders are categorised as: Guardianship and custody to the welfare department Custody to a third party (including an agency) Supervision orders and other orders which give the department some responsibility for a child's welfare (including joint shared guardianship). Excludes interim orders. Children are counted only once even if they are on more than one care and protection order. In instance where a child is on more than one care and protection order, the child is classified according to the order which incorporates the highest level of intervention.

(cont.)

Table 10A.60: Child protection and Care and Protection order effectiveness performance indicator definitions

<i>Performance indicator</i>	<i>Definition</i>
<i>Targeting</i>	
Substantiation rate	The share of substantiations in all finalised investigations.
<i>Service quality</i>	
Investigations complying with jurisdiction standards for commencement	The proportion of investigations which commenced within the jurisdiction time standard to commencement of an investigation. The time to commencement is defined as the time between receipt of the notification and the department commencing investigation.
Investigations completed complying with completion standard	The proportion of investigations commenced during the year which are completed within the jurisdiction time standard to completion.
<i>Outcomes</i>	
Children where there was no further substantiation of maltreatment	The proportion of all children who were the subject of a substantiated notification of maltreatment in a year and the case was closed during that year, who were not the subject of another substantiated notification in the following 12 months.

Table 10A.61: Child protection and protection and care order definitions

<i>Term</i>	<i>Explanation</i>
Age of child	Age is calculated from date of birth at the time a report is made, and is shown in completed years, or in completed months where age is less than one year old.
Authorised department	An authorised department is an organisation to which reports of child abuse and neglect are made. This includes all State and Territory departments and all other authorities recognised as being responsible for the collection of data on child abuse and neglect.
Child	A person under the age of 18 years.
Child at risk	Where no abuse or neglect can be substantiated but there are reasonable grounds to suspect the possibility of prior or future abuse or neglect and it is considered that continued departmental involvement is warranted. This category is used in Queensland, WA, Tasmania, and the ACT only.
No abuse or neglect found	Where an investigation has concluded that there is no reasonable cause to suspect prior, current or future abuse or neglect of the child.
No action possible	Where for any reason it was not possible to take action on a report of child abuse or neglect.
Abuse and neglect	When a person (generally having the care of a child) inflicts, or allows to be inflicted on the child (other than by accidental means) a physical injury or deprivation which may create a substantial risk of death, disfigurement, or the impairment of either physical health and development or emotional health and development.
Having the care of	Permanent or temporary custody, control or responsibility at the time of abuse or neglect, regardless of whether this is on a regular, part-time or ad hoc basis.
Substantiated notification	Where an investigation has concluded that there is reasonable cause to believe that the child has been or is being abused or neglected. It does not necessarily require sufficient evidence for a successful prosecution and does not imply that treatment or case management was, or is to be, provided.
No abuse or neglect	Where an investigation has concluded that there is no reasonable cause to suspect prior, current or future abuse or neglect of the child.
Maltreatment	Child abuse and neglect.
Notification	Where contact is made to an authorised department by persons or other bodies making allegations of child abuse or neglect.
Investigation	Where the authorised department makes substantial contacts, by any means, with the child and/or family, and/or persons known to the child and/or family, to assess whether or not abuse or neglect has occurred.

(cont.)

Table 10A.61: Child protection and protection and care order definitions
(cont.)

<i>Term</i>	<i>Explanation</i>
Investigation finalised	Where an investigation was completed and an outcome recorded.
Investigation not finalised	Where an investigation was commenced but an outcome was not recorded
Notifications dealt with by other means	Where a notification was responded to by means other than investigation, such as advice or referral to services.
Notifications not investigated or dealt with by other means	Where a notification was not dealt with by any means. It includes notifications where investigation was warranted, but where no investigation or other action was possible.
Order — Guardianship	A legal or administrative order which gives the welfare department total responsibility for a child’s welfare.
Order — Legal	Any lawful direction which gives the department direct responsibility for a person over and above what is generally considered normal for most persons. Responsibility for an order may be undertaken directly by the authorised department, or indirectly through supervising another authority or person providing care. Only orders granted for care and/or protection reasons, excluding interim orders, are included. The involvement might take the form of total responsibility for the welfare of the child (for example, guardianship); responsibility to oversee the actions of the person or authority caring for the child; responsibility to provide or arrange accommodation or to report or give consideration to the person’s welfare. Depending on the State or Territory, the order can be from a Court, Children’s Panel, Minister of the Crown, authorised department officer (for example, Director) or similar tribunal or officer.
Order – Custody	Placement in custody of a third party, including an agency.
Order — Supervision and other	Where the department is given some responsibility for the child’s welfare, including joint shared guardianship.
Order issued for care and protection	Orders issued by a legal or administrative body in respect of an individual child deemed to be in need of care and/or protection (see ‘Legal order’ above).
Persons subject to orders	Any person for whom the authorised department has a responsibility because of some formal legal order in the form of guardianship or some other form of supervisory responsibility.

(cont.)

Table 10A.61: Child protection and protection and care order definitions
(cont.)

<i>Term</i>	<i>Explanation</i>
Types of abuse or neglect	Substantiated abuse is classified into four categories: physical abuse, emotional abuse, sexual abuse and neglect. Where more than one type of abuse or neglect has occurred the substantiated notification is classified to that type most likely to be the most severe in the short term or most likely to place the child at risk in the short term, or if such an assessment is not possible, to the most obvious form of abuse or neglect.
Physical abuse	Any non-accidental physical injury inflicted upon a child by a person having the care of a child.
Emotional abuse	Any act by a person having the care of a child which results in the child suffering any kind of significant emotional deprivation or trauma.
Sexual abuse	Any act by a person having the care of the child which exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted community standards.
Neglect	Any serious omissions or commissions by a person having the care of a child which, within the bounds of cultural tradition, constitute a failure to provide conditions which are essential for the healthy, physical and emotional development of a child.
Guardianship of State or Territory welfare department	A person whose legal guardian is the Minister, Director or other official of an authorised department, where the guardianship is conferred under legislation other than legislation controlling the adoption of children or the Immigration (Guardianship of Children) Act 1956. In some States, persons come under the legal guardianship of the State because they are on offence orders. These are excluded from this collection.

Sources: AIHW 1996a; AIHW 1996b.

10A.4.2 Supported placements

Table 10A.62: Supported placements descriptor definitions

<i>Descriptor</i>	<i>Definition</i>
Children in supported placement	Proportion of children (persons aged 0 to 17 years) in out of home overnight care including placements with relatives, other than parents, where the State makes a financial payment. Includes children in legal and in voluntary placements (that is, children on a legal order and children not on a legal order) but excludes placements made in disability services, psychiatric services, juvenile justice facilities, or in overnight child care services.
Children in supported placement by placement type	<p>Placement type has two categories each with three sub-categories:</p> <p>(a) Facility based (residential) building for the purpose of providing placements and involving paid staff :</p> <ul style="list-style-type: none"> (i) where staff are rostered (ii) where there is a live-in care giver (iii) where staff are off-site (lead tenant, supported residence) <p>(b) Home based where placement is in the home of a carer:</p> <ul style="list-style-type: none"> (i) foster care/community care—general authorised care giver supported by an approved agency. (ii) relative/kinship care—specific authorised care giver/‘particular person’. (iii) other—including private board. <p>Family group homes are included in facility based care, category (ii).</p>
Children in supported placement by legal status	‘Legal status’ is categorised according to whether or not a child was on a legal order. Children on interim orders are categorised as on a legal order’.
Length of time in continuous supported placement	The length of time a child has been in supported placement on a continuous basis. A return home of less than 7 days does not break the continuity of placement.
Children in supported placement during the year	The total number of children who were in at least one supported placement at any time during the year. A child who was in more than one placement is only counted once.

Table 10A.63: Supported placements effectiveness performance indicator definitions

<i>Performance indicator</i>	<i>Definition</i>
<i>Service quality</i>	
Children placed with relatives/kin	The proportion of children in supported placement who are placed with 'relatives/kin' — family members other than parents or a person well known to the child and/or family (based on a pre-existing relationship).
Aboriginal and Torres Strait Islander children placed with Aboriginal and Torres Strait Islander care givers	The proportion of Aboriginal and Torres Strait Islander children in supported placement who are placed with Aboriginal and Torres Strait Islander care givers.
Children aged under 12 years placed in home based placements	The proportion of children under 12 years in supported placement who are placed in a 'home based placement'.
Abuse by a care provider	The proportion of children in supported placement during the year where the abuse or neglect occurred while the child was living in the placement and the person believed responsible for the abuse or neglect was a care giver in that placement.
Stability of placement	<p>Numbers of placements in the last 2 years of children who have been in 'continuous' supported placement for more than 6 months. A return home of less than 7 days or holidays do not break the continuity of the placement. Placements do not include respite or temporary placements lasting less than 7 days.</p> <p>Placements are counted separately where there is:</p> <ul style="list-style-type: none"> a change from a home based to a facility based placement or vice-versa; a change from a home based placement to another home based placement, where there is a change of care giver or where in private board a change of venue; or a change from a facility based placement to another facility based placement, where there is a change of venue.

Table 10A.64: Supported placements definitions

<i>Term</i>	<i>Definition/explanation</i>
Aboriginal or Torres Strait Islander	A person who is of Aboriginal or Torres Strait Islander descent, who identifies as an Aboriginal or Torres Strait Islander and is accepted as such by the community with which he or she is associated. A child is recorded as Aboriginal or Torres Strait Islander when the child identifies as such, or when the child's principal care giver identifies the child as such.
Age	Age is calculated from date of birth at the time a report is made, and is shown in completed years, or in completed months where age is less than one year old.
Child	Is based on the age at the time abuse or neglect is reported. For NSW, Victoria and Tasmania is a person aged under 17 years; for Queensland, WA, SA, the ACT and the NT is a person aged under 18 years. A small number of cases involving persons over these ages were investigated. In 1993–94, persons aged 18 years or more were involved in 51 finalised cases. There is some double-counting of children in States which have a statutory authority as well as a department investigating abuse or neglect unless there is a procedure to identify the same child in both organisations.
Children in care or protection	Children placed in the care and supervision of a relevant authority, individual or parent, for whom the authorised department has ultimate responsibility in ensuring that the child is receiving suitable or satisfactory care.
Children under guardianship	Children under guardianship of a State or Territory welfare department whose legal guardian is the Minister, Director or other official of an authorised department, where the guardianship is conferred under legislation other than legislation controlling the adoption of children or the Commonwealth Immigration (Guardianship of Children) Act 1956.
Having the care of	Permanent or temporary custody, control or responsibility at the time of abuse or neglect, regardless of whether this is on a regular, part-time or ad hoc basis.
Living arrangements — care	The type of care in which the child is placed. It includes foster care, residential child care facilities, family group homes, unauthorised absence, other adult living arrangements, living independently and other/unknown.
Living with parent or other relative	Living with one or both natural or adoptive parents, or with any adult relative who does not receive a regular allowance for care of the child.
Foster care	Care of a child who is living apart from his natural or adoptive parents in a private household, by one or more adults who act as 'foster parents' and are paid a regular allowance for the child's support by a government authority or non-government organisation. The authorised department or non-government organisation provides continuing supervision or support while the child remains in the care of 'foster parents'.

(cont.)

Table 10A.64: Supported placements definitions (cont.)

<i>Term</i>	<i>Definition/explanation</i>
Residential child care facilities	Residential establishments, other than 'family group homes', with a main activity of providing substitute care (accommodation, meals and some personal care, protection or control) to children. Included in this category are: <ul style="list-style-type: none"> establishments for children with disabilities and establishments for children with serious behavioural problems; juvenile hostels — residential child care establishments mainly for children aged 15 years and over who may have left school, which provide full board and some personal care, protection, control, corrective treatment or detention; for example, youth refuges and child care hostels used as half-way houses' for children released from a corrective institution; campus homes — residential child care establishments consisting of two or more dwellings that do not share cooking or eating facilities, with some form of on-site centralised administration or control; and other homes for children — any other residential child care establishments that are mainly for children aged under 15, and consist of either single dwellings that are not 'family group homes', or two or more dwellings that share cooking or eating facilities.
Family group homes	Residential child care single dwelling establishments which have as their main purpose the provision of substitute care to children. They are typically run like family homes, have a limited number of children who eat together as a family group and are cared for around-the clock by resident substitute parents.
Unauthorised absence	Absence from official living arrangements at the time of counting without the permission of the appropriate authorities (except where no specific permission is required).
Other adult living arrangements	Living with an adult (other than a parent, relative or foster parent) who has accepted responsibility for the child. (Includes persons placed in the custody of employer or landlord, with prospective adoptive parents who do not receive a regular allowance for care of the child, or with authorities of an Aboriginal reserve or mission).
Living independently	Living apart from parents, other adult relative, or other adult who has accepted responsibility for care or supervision of the child; for instance, when living as a private boarder, in rental accommodation, boarding house or refuge, private hotel or hostel for adults.
Other/unknown	Includes any living arrangements not elsewhere included, or not known.
Natural parent	Any male or female who is the biological or adoptive parent of the child.
Step-parent	Any person who is not the biological or adoptive parent of a child but is or was involved in a legal marriage relationship with one of the child's biological parents.
De facto parent	Any male or female who is not the biological or adoptive parent of the child and who is the de facto marital partner of the child's parent.

(cont.)

Table 10A.64: Supported placements definitions (cont.)

<i>Term</i>	<i>Definition/explanation</i>
Guardian	Any person who has the legal and ongoing care and responsibility for the protection of a child.
Foster parent	A foster parent is defined as any person being paid a foster allowance (or such a person's spouse) by a government or non-government organisation for the care of a child (excluding children in family group homes).
Sibling	A natural (that is, biological), adopted, foster, step or half-brother or sister.
Other relative	Grandparent, aunt, uncle or cousin, whether the relationship is of the whole blood or half-blood or by marriage. This category includes members of Aboriginal communities who are accepted as being related to the child by that community.
Maltreater	The person believed responsible for the abuse or neglect. Generally a person who has care of the child, although in some cases (particularly sexual abuse) abuse is by other persons.
Principal maltreater	Where there is more than one maltreater, the person who is known to have, alleged to have or confessed to have inflicted or be inflicting the most severe maltreatment, or is the most likely to have harmed or put the child at risk. Where it is not possible to assess this, the principal maltreater is the person who has inflicted or is inflicting the most obvious form of maltreatment.
Regular allowance	A payment of a set amount of money on a regular basis to substitute parents for the care of a child. This allowance is paid to a person or persons providing foster care by a government department or non-government organisation.
Residential care	Provision of accommodation in a residential establishment.
Residential child care establishments	Residential care establishments for children where the main activity is to provide substitute care (accommodation, meals, and some personal care, protection or control) for children. It includes: <ul style="list-style-type: none"> establishments for children with disabilities and establishments for children with serious behavioural problems; juvenile hostels—residential child care establishments mainly for children aged 15 years and over who may have left school, which provide full board and some personal care, protection, control, corrective treatment or detention; for example, youth refuges and child care hostels used as 'half-way houses' for children released from a corrective institution; family group homes—residential child care single dwelling establishments which have as their main purpose the provision of substitute care for children. They are typically run like family homes, have a limited number of children who eat together as a family group and are cared for round the clock by resident substitute parents; campus homes—residential child care establishments consisting of two or more dwellings that do not share cooking or eating facilities, with some form of on-site centralised administration or control; other homes for children—any other residential child care establishments that are mainly for children aged under 15 years, and consist of either single dwellings that are not family group homes or two or more dwellings that share cooking or eating facilities.

(cont.)

Table 10A.64: Supported placements definitions (cont.)

<i>Term</i>	<i>Definition/explanation</i>
Substitute care	Provision of care for a child by persons other than the child's natural or adoptive parents who act as substitute parents. This includes foster care and residential care.
Type of living arrangements	Persons are shown in the type of living arrangements in which they spent the night of 30 June 1996 (except those on authorised absence or outing who are shown against their usual type of living arrangements).
Type of placement	Children are shown in the type of placement in which they spent the night of 30 June 1994 (except those on authorised absence or outing who are shown against their usual type of placement). The broad types of placement are residential child care, residential care, corrective establishments and other placements.
Other placements	<p>This category includes:</p> <ul style="list-style-type: none"> • foster care placement in a private household or in a general foster home approved by a State or Territory welfare department; • living with a parent or other relative — a child is living with one or both natural or adoptive parents, or with any adult relative who does not receive a regular allowance for care of the child; • in other adult care — a child is living with an adult (other than a parent or relative) who has accepted responsibility for the child, (includes persons placed in the custody of an employer or landlord, with prospective adoptive parents who do not receive a regular allowance for care of the child, or authorities of an Aboriginal reserve or mission); • unauthorised absence — absence from an official placement at the time of counting without the permission of the appropriate authorities (except where no specific permission is required); • living independently—a child is living apart from parents, other adult relatives, or any other adult who has accepted responsibility for care or supervision of the child; or when living as a private boarder, in rental accommodation, boarding house or refuge, private hotel or hostel for adults; • other placement or unknown—any placement not elsewhere included, or not known.

10A.4.3 Supported Accommodation Assistance Program

Table 10A.65: Crisis and supported accommodation framework for performance indicators to be reported on in 1998

<i>Item</i>	<i>Information</i>
Descriptors	<p>The number and proportion of all clients receiving a supported accommodation service per 1000 of the total population.</p> <p>The number and proportion of children accompanying adults who receive a supported accommodation service.</p> <p>The number and proportion of all clients receiving support per 1000 of the total population.</p> <p>The number of clients of ATSI origin receiving support and the proportion per 1000 of the ATSI population and in relation to all clients receiving support.</p> <p>The number and proportion of clients receiving support by the main presenting reason for seeking assistance.</p> <p>The number of nights of supported accommodation.</p> <p>The percentage of crisis/short term supported accommodation which is less than 1 month, between 1 to 3 months, and greater than 3 months.</p> <p>The percentage of medium/long term supported accommodation which is less than 3 months, between 3 to 12 months, and greater than 12 months.</p> <p>The percentage of support periods which are less than 1 month, between 1 and 3 months, 3 to 12 months, and greater than 12 months.</p> <p>The total recurrent and capital funds provided by government for services.</p> <p>The total recurrent and capital funds provided for services by client group and the proportion dedicated to each client group.</p> <p>The number of agencies in receipt of recurrent government funding to provide a SAAP service by service type.</p>
Client outcome indicators	<p>The number and proportion of clients who have achieved identified goals on exit from service (to be determined).</p> <p>The number and proportion of clients returning to a crisis accommodation service within 6 months of exit from supported accommodation.</p> <p>The number and proportion of clients entering a SAAP service with no income who exit with some form of income.</p>
Appropriateness indicators	<p>The extent to which identified needs of clients align with services provided/referrals made.</p> <p>The extent to which identified needs of ATSI clients align with services provided/referrals made.</p> <p>The extent to which the identified needs of clients of a non English speaking background align with services provided/referrals made.</p>
Access indicators	<p>The number and proportion of people provided with supported accommodation in relation to all eligible requests for supported accommodation in a given period.</p> <p>The number and proportion of people of ATSI origin provided with supported accommodation in relation to all eligible requests for supported accommodation by ATSI people in a given period.</p>
Quality indicators	<p>The number and proportion of clients with an agreed case management plan.</p> <p>The number and proportion of clients reporting satisfaction with services provided by a SAAP agency (to be developed).</p>

Table 10A.66: SAAP definitions

<i>Term</i>	<i>Definition/explanation</i>
Aboriginal and/or Torres Strait Islander people	Persons who are of Aboriginal or Torres Strait Island descent, who identify as an Aboriginal or Torres Strait Islander, and who are accepted as such by the community with which he or she is associated.
Additional SAAP Accommodation Places	A SAAP accommodation place which is temporary. These are the beds which the agency may use from time to time as needed, for example, temporary beds to accommodate an additional family member.
Agency	The body or establishment with which an agreement to provide a SAAP Service is made by the State/Territory Government or its representative. The legal entity must be incorporated.
Auspice	The body or establishment which governs a SAAP Agency. The auspice may or may not directly receive the funds from the department to administer a SAAP Service. The auspice does not directly provide services; services are provided by a SAAP Agency of the auspice.
Cross-target/multiple/general	SAAP Services targeted at more than one Primary Client Group category for example, SAAP Services for single persons regardless of their sex.
Crisis/short term supported accommodation	Supported accommodation for periods of generally not more than 3 months (short term) and for persons needing immediate short term accommodation (crisis).
Day support	Support only on a walk in basis for example, an agency which provides a drop in centre, showering facilities and a meals service at the location of the SAAP Agency.
Families	Persons who present to the service as a family (a group of two or more persons who usually live in the same household and who are related to each other by blood, marriage — including de facto and de jure marriages — or adoption).
High Volume Agencies	Agencies for which there is a high volume of client throughput. This may entail the provision of support to large numbers of persons. Agencies expected to be high volume are those which provide services using a day support type of service delivery model, such as the provision of meals, or a telephone support delivery model, such as a telephone counselling service.

(cont.)

Table 10A.66: SAAP definitions (cont.)

<i>Term</i>	<i>Definition/explanation</i>
Legal Entity	The body or establishment with which an agreement to provide a SAAP Service is made with the State/Territory Government Department or its representative. The legal entity must be an incorporated body.
Medium/long term supported accommodation	Agencies classified as providing support through a medium/long term accommodation service delivery model are those which provide supported accommodation for periods of around 3-6 months (medium term) and for longer than 6 months (long term).
Multiple	SAAP Agencies which use more than one service delivery model for the provision of SAAP Services, for example, crisis/short term accommodation and support, as well day support, that is, the provision of meals.
Non-SAAP accommodation places	Accommodation places in the form of permanent beds, which are owned or managed by the agency, using funds other than SAAP Funds.
Other (service delivery model)	Service delivery models other than those specified above.
Other special characteristics	SAAP services that are targeted at persons whose primary or secondary characteristics are not included in the Primary Client or Group or in other categories of the Secondary Client Group. For example, a service specifically targeted at homeless persons with a disability.
Outlet	A premise owned/managed/leased by an agency at which SAAP Services are delivered. It excludes accommodation purchased using SAAP funds, for example, at a motel.
Outreach support services	Services which exist to provide support and other related assistance specifically to homeless people. These people may be isolated and can receive services and support from a range of options that enhance flexibility for the client, for example, advocacy, life skills, counselling. In addition, generalist support and accommodation services may provide outreach support in the form of follow-up to clients where they are housed. In this context, support is provided 'off site'.
Non English speaking background services	Services which are targeted at persons whose first language is not English.
Providers	Agencies supplying support and accommodation services.

(cont.)

Table 10A.66: SAAP definitions

<i>Term</i>	<i>Definition/explanation</i>
SAAP Agency	A body or establishment which receives a specified amount of money (SAAP Funds) to provide a SAAP Service. Funds may be allocated directly (that is, from the government department) or indirectly (that is, from the auspice of the agency). The agency may or may not manage its own funds. The SAAP Service may be provided at the same physical location as the agency or through an Outlet at a different physical location.
SAAP Service	Supported Accommodation, Support or One-Off Assistance, which is provided by a SAAP Agency, and intended to be used by Homeless Persons.
SAAP Service Provider	Workers or volunteers employed and/or engaged by a SAAP Agency, who either directly provide a SAAP Service or in some way contribute to the provision of a SAAP Service. A SAAP Service Provider includes persons such as administrative staff of an agency, whether paid or not paid. SAAP Service Providers may be employed or engaged full or part-time.
SAAP Client	A person who receives supported accommodation or support.
SAAP Casual Client	A person who is in contact with a SAAP Agency and receives One-off Assistance for a period of generally not more than one hour and who does not establish an ongoing relationship with an agency.
SAAP Unmet Demand	A Homeless Person who sought Supported Accommodation or Support, but was not provided with that Supported Accommodation or Support. A SAAP Unmet Demand may or may not receive One-Off Assistance.
SAAP Funds	Funds provided by a State/Territory government department to a legal entity for the purposes of administering a SAAP service.
SAAP Recurrent Funds	Funds provided by the Commonwealth and State and Territory Governments to cover operating costs, salaries and rent.
SAAP Non-Recurrent Funds	SAAP Non-Recurrent Funds are SAAP Funds received for non-recurrent purposes, such as funds for research, a special one-off project, or for replacement of capital items (for example, furniture, white goods, motor vehicles, etc).
Supported Accommodation	Accommodation provided by a SAAP Agency in conjunction with Support. The accommodation component, of supported accommodation, is provided in the form of beds in particular locations or accommodation purchased using SAAP Funds, for example, at a motel. Agencies which provide accommodation without providing support, are considered as providing supported accommodation.
Support	SAAP Services, other than Supported Accommodation, which are provided to assist homeless people or persons at imminent risk of becoming a homeless person, to achieve the maximum possible degree of self reliance and independence. Support is ongoing and is provided as part of a client relationship between the SAAP Agency and the Homeless Person.

(cont.)

Table 10A.66: SAAP definitions

<i>Term</i>	<i>Definition/explanation</i>
Support Period	<p>The support period commences when a SAAP Client establishes or re-establishes after the cessation of a previous support period, an ongoing relationship with a SAAP Agency. The support period ends when:</p> <ul style="list-style-type: none"> • support ceases due to the SAAP Client terminating the relationship with the SAAP Agency; or • support ceases due to the SAAP Agency terminating the relationship with the SAAP Client; or • no support is provided to the SAAP Client for a period of three months . <p>A support period is only relevant to the provision of Supported Accommodation or Support. It is not applicable to the provision of One-Off Assistance.</p>
Service delivery model	<p>Refers to the mode or manner in which a service is provided through an agency. The modes of service delivery can be described as crisis/short term accommodation and support, medium/long term accommodation and support, day support, outreach support, information/referral or agency support. An agency may deliver its services through one or more of these means of service delivery.</p>
Single men services	<p>Services provided for males who present to the SAAP Agency without a partner or children.</p>
Single women services	<p>Services provided for females who present to the SAAP Agency without a partner or children.</p>
Telephone information/referral	<p>Support delivered via telephone without face to face contact. The type of support provided may include information and /or referral.</p>
Total funding	<p>Funding for allocation to agencies (not available at the individual client group level) training, equipment and other administration costs.</p>
Women escaping domestic violence services	<p>Services specifically designed to assist women and women accompanied by their children, who are homeless or at imminent risk of becoming homeless, due to violence and/or abuse.</p>
Youth/young people services	<p>Services provided for persons who are independent, above the school leaving age for the state or territory concerned, and present to the SAAP Agency, unaccompanied by a parent/guardian.</p>

Source: DRAC 1995.

JUSTICE SYSTEM PREFACE

The justice system is concerned with maintaining the rule of law (including handling civil disputes), enhancement of social order, security and the maintenance of a safe society, and the amelioration of the impact of breaches of the law. Achievement of a safer society depends on, amongst other things, reducing both crime levels and the fear of crime; and enhancement of social order by providing mechanisms for resolution of civil disputes.

The justice system comprises services and agencies that deal with crime and civil disputes. It includes crime prevention and detection, law enforcement, judicial processes and dispute resolution, offender containment and rehabilitative services, and the general enhancement of public safety.

The focus in this Report is on the core justice services of the police, courts administration and corrective services. A number of other services within the broad ambit of the justice system are not explicitly examined. These include: criminal justice commissions; some criminal justice bodies and prosecution authorities; justice departments; specialist enforcement agencies; and non-court dispute resolution systems.

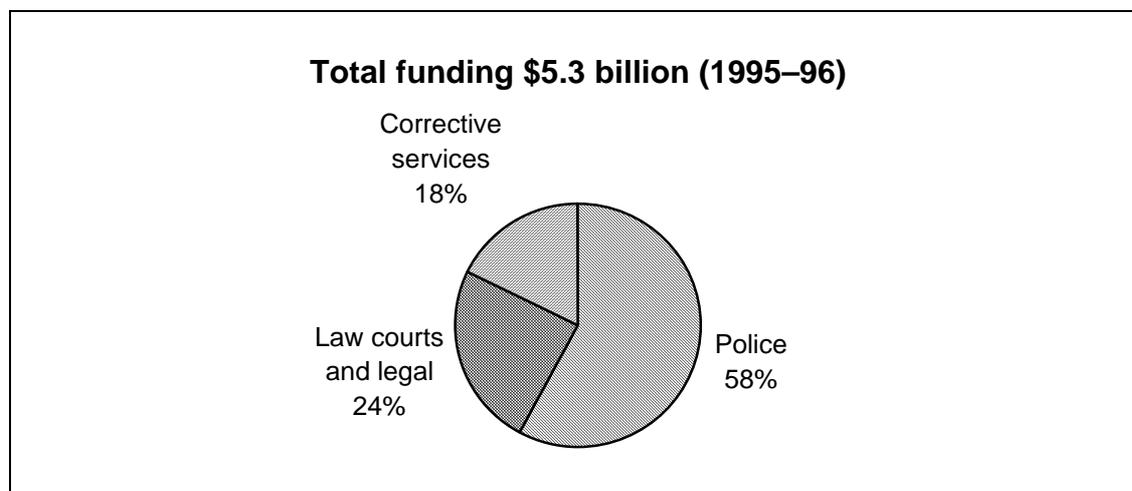
Other policing, crime and detention agencies (such as immigration detention centres and military police and prisons) are also not included.

Features of the sector

Total government expenditure on the justice system was approximately \$5.3 billion dollars in 1994–95 (ABS Cat No. 5512.0).¹ The expenditure largest component of the justice system is police services, which accounted for approximately 58 per cent of total expenditure in 1992–93 — the last year for which the breakdown of justice services was available.

¹ Based on ABS classifications, which vary slightly from the definitions used in this Report. The greatest variation occurs in the area of 'law court and legal'.

Composition of government expenditure on justice services, 1992–93
(per cent)¹



1 ABS classifications for justice services do not exactly match those in this Report. 1992–93 was the last year for which the breakdown of justice services expenditure was available.

Source: ABS Cat. No. 5512.0, unpublished statistics.

Responsibility for the justice system rests largely with the State and Territory Governments. Each funds and (generally) operates a police service, Magistrate's, District and Supreme courts and correctional facilities.

Aims, objectives and interactions of the justice system

The justice system involves many independent agencies, but all contribute to the broad objective of improving community safety and good order. This is achieved through a series of specific objectives such as dispute resolution, the enforcement of laws, and the detention and rehabilitation of criminals.

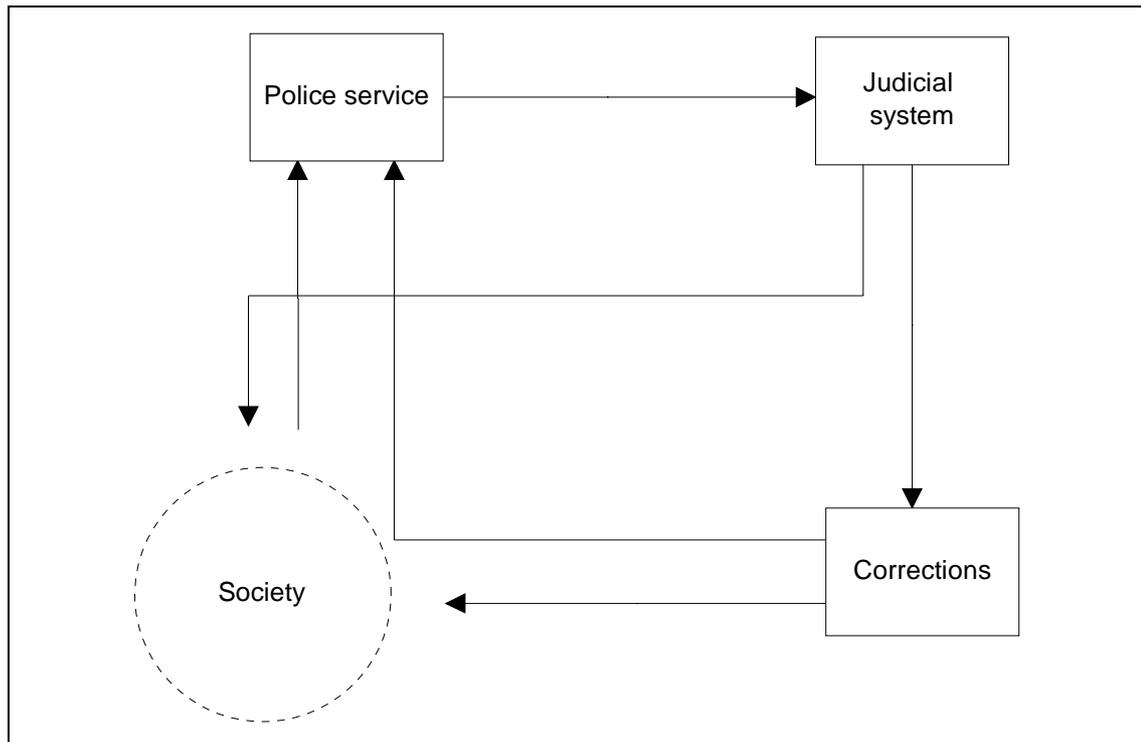
The different agencies within the justice system interact in many ways. The effectiveness and efficiency of one agency affects the operations of others.

The police service affects the judicial system. This occurs in at least two ways: the success of the police service in apprehending offenders accounts for much of the demand for judicial services; and police, and the information they provide, are integral to the success or otherwise of the prosecution of criminals.

The judicial system affects the correctional system. The operation of the judicial system and sentencing policy controls the flow of prisoners into the correctional system, and significantly influences the length of time they serve in correctional facilities. For example, there are substantial differences among states and territories in the treatment of fine defaulters, with a high level of imprisonment of fine defaulters in SA and a low level in Victoria.

The correctional system affects the police service. The ability of the correctional system to reduce the likelihood of repeat offences by prisoners after their release has a significant effect on the activities of police. The police also have responsibility for pursuing escaped prisoners.

Interactions in the justice system



Indicators

Due to the integrated nature of the justice system some aspects of performance cannot be specifically attributed to any type of one agency.

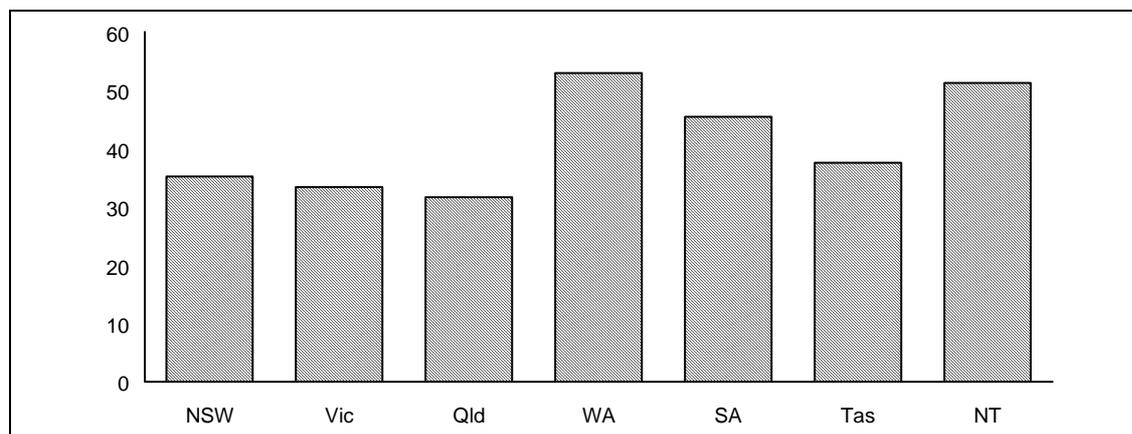
A partial measure of the success of the justice system in improving public safety by reducing the incidence of crime is recidivism — that is, the extent to which persons passing through the justice system reoffend. The best currently available measure of recidivism is the proportion of sentenced prisoners who are not subject to further supervision upon release and who return to corrective services within two years of completing a prison sentence.

The recidivism data for 1995–96 shows some variation in recidivism among jurisdictions — from slightly above 30 per cent in Queensland to approximately 55 per cent in WA.

There are, however, some weaknesses in the above measure of recidivism. For example, it considers only those criminals who receive prison sentences, it is based only on detected crimes and makes no allowance for their severity. Recidivism itself may also be affected by factors outside the justice system such as availability of community services and levels of economic activity.

Further consideration is being given to indicators which cover the whole justice system. Possible indicators include crime incidence and community attitudes to various aspects of the justice system.

Persons returning to corrections within two years, 1995–96 (per cent)¹



1 The ACT did not report on recidivism as it contracts NSW to provide prison facilities for ACT prisoners.

Recent developments

Coordination among justice system agencies is likely to help them achieve shared objectives. However, they have not significantly coordinated their efforts in the past either within or between jurisdictions. Coordination requires: shared knowledge of activities, planning and processes between agencies; cooperation and coordination in the development of strategic and corporate plans; and consistent objectives across the criminal justice system.

Recent moves to improve coordination in the criminal justice system include:

- improvements in information systems which allow agencies to access a common pool of data. For example, the NT has introduced an Integrated Justice Information System which allows individuals to be tracked within and between agencies;
- establishment of the Commonwealth Law Enforcement Board which coordinates the national law enforcement effort; and
- conduct of the National Campaign Against Crime.

11 POLICE SERVICES

11.1 Introduction

Police services are predominantly a State and Territory Government function, with each operating a police service to enforce laws within its jurisdiction, except the ACT Government which contracts the Australian Federal Police to provide a community policing function. The national policing function of the Australian Federal Police and other national non-police service law enforcement bodies such as the National Crime Authority are not included in the Report.

The framework of performance indicators for police used in this Report has been revised since the 1995 Report and new efficiency indicators have been developed. These new indicators relate to costs and are based on significant areas of police operation.

The major improvement in the data has been the collection of extensive, nationally comparable community satisfaction information. The data set relates to community attitudes towards police and safety and compliance with laws.

11.2 Profile of the sector

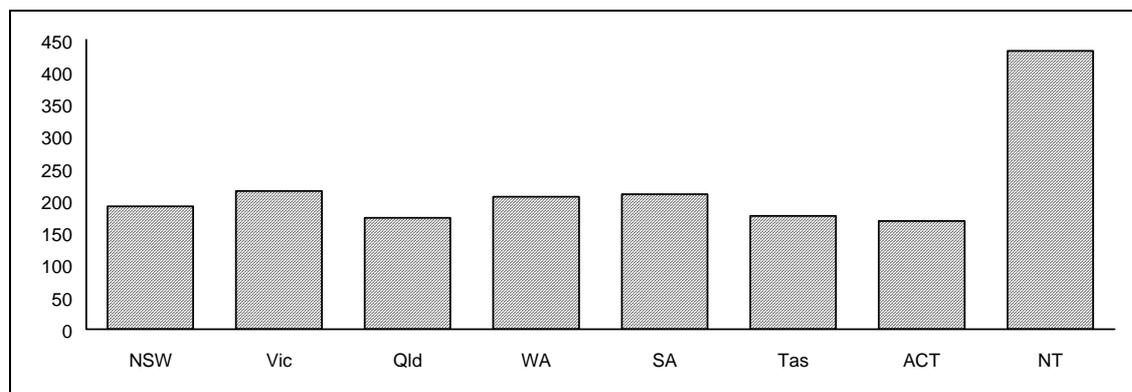
Police services pursue three main objectives:

- *to protect, help and reassure the community* — activities include formal and informal contact with the community (for example, responding to calls for assistance, community consultation and support);
- *to prevent crime* — activities include maintaining a visible police presence, providing community safety and education programs, cautioning and undertaking diversion schemes; and
- *to enforce the law* — activities include investigating crime, identifying and apprehending offenders and assisting the prosecution of offenders, managing traffic and, in some jurisdictions, managing detainees.

These objectives are closely linked. Many police activities may achieve two, or even all three, objectives simultaneously. For example, street patrols reassure the community and prevent crime through their presence, but also enforce the law by being ‘on the scene’ when criminal acts are committed.

Total police services expenditure across Australia was \$3.6 billion in total and \$220 per head in 1995–96. Among jurisdictions it ranged from \$160 per head in Tasmania to \$433 in the NT (Figure 11.1).

Figure 11.1: Police services expenditure, 1995–96 (\$ per head of population)¹

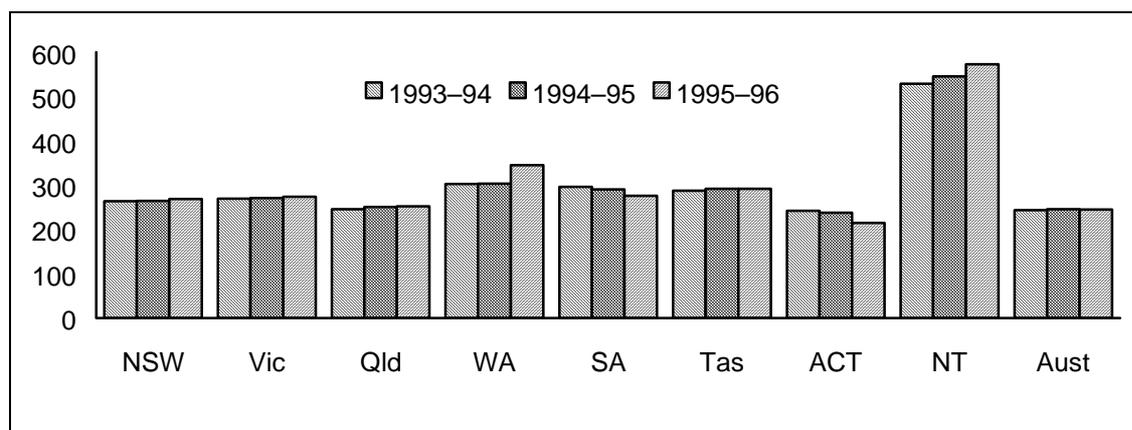


¹ Data is not completely comparable due to differences between jurisdictions in methods of accounting for salaries and other expenditure.

Sources: Tables 11A.1, 11A.2, 11A.3, 11A.4, 11A.5, 11A.6, 11A.7, 11A.8. ABS Cat. No. 3222.0.

Total police services staffing across Australia was 50 700 in 1995–96, with approximately 80 per cent being sworn police officers. Nationally, police service staff per 100 000 population was steady between 1993–94 and 1995–96, but it increased in the NT and WA, and fell in the ACT and SA (Figure 11.2).

Figure 11.2: Police services staff, 1993–94 to 1995–96 (number per 100 000 population)¹



¹ Included sworn and un-sworn staff.

Sources: Tables 11A.1, 11A.2, 11A.3, 11A.4, 11A.5, 11A.6, 11A.7, 11A.8. ABS Cat. No. 3222.0.

State and territory police are generally constrained to operating within their jurisdictional borders, but considerable cooperation occurs. Statutory processes, for example, enable those arrested in one jurisdiction to be extradited for crimes committed in another. Formal cooperative mechanisms also exist through the Australasian Police Ministers' Council, Commissioner's Conference forums, and National Common Police Services.

There is also cooperation between police services and other elements of the justice system such as public prosecutors, the courts, and corrective services, as the activities of each component have a significant impact on the others. For example, success in bringing offenders to justice generally requires efforts by the prosecutors and the courts system, as well as the police.

These links are important in understanding the objectives of police services and interpreting performance indicators that address each of these objectives.

11.3 Recent developments

Like many public sector organisations, police services have undergone significant reforms during the 1990s, including the introduction of output based budgeting and commercialisation.

11.3.1 Output based budgeting

There has been a general move throughout police services in Australia to introduce output based budgeting — establishing separate budgets for different program areas and reporting expenditure and outputs against these (Box 11.1).¹

It is important to note that output based budgeting is different to output based *funding* (such as casemix funding in hospitals) where the agency receives a pre-determined amount for each unit of output produced.

Each police service is in the process of developing some form of output based budgeting, but none has yet fully implemented it.

Box 11.1: An example of output based budgeting

The WA Treasury recently released output based budgeting guidelines for the WA public service. These guidelines describe output based budgeting as trying to achieve:

¹ The terminology differs between jurisdictions, output based budgeting may be also called output based funding or outcome based funding.

- the detailed identification, specification, measurement (that is, full costing and quantifying) and reporting of the outputs produced by agencies;
- demonstrated links between those agency external outputs and the achievement of the outcomes desired by government for the community; and
- external reporting of key output based indicators of program performance.

Source: Treasury Department of WA 1996.

11.3.2 Matching tasks to appropriate skills

Police services have been examining their activities to ensure that tasks are undertaken by those with the most appropriate skills.

‘Civilianisation’ of police services has been occurring for a number of years. The main thrust of this program is to replace sworn police officers in positions that could be undertaken more appropriately by civilians. This may release sworn officers to perform ‘front line’ policing duties, and so reduce costs.

Initially, civilianisation programs focused on administrative positions, but it is now recognised that civilians may perform many operational support functions including senior management functions.

In some circumstances police services have been contracted to outside providers — for example, fleet management and maintenance of police vehicles. Victoria has outsourced the procurement and operational maintenance of its helicopters.

In addition to reviewing how police services can be best undertaken, police services are reviewing the many other activities they have been given responsibility for over time and refocussing their services on ‘core business’. These reviews aim to determine which non-core activities could be contracted out or transferred to more appropriate government agencies. For example, in WA, resources belonging to the Licensing and Services Division were transferred from the police service to the Department of Transport on 1 August 1995.

11.3.3 Commercialisation

Commercialisation of police services encompasses sponsorship, strategic alliances (for example, with tertiary education institutions), cost-recovery, and the development of police products and services for sale on the international market.

The cost–recovery principle has been applied to police services where the costs can be identified and the beneficiary is determined to be other than the general community, for example, services provided to other departments and private interests (such as security at entertainment events).

11.4 Framework of performance indicators

The framework of performance indicators has been significantly revised for this Report. New data are available for some indicators, and some new indicators have been developed.

11.4.1 Changes to the framework

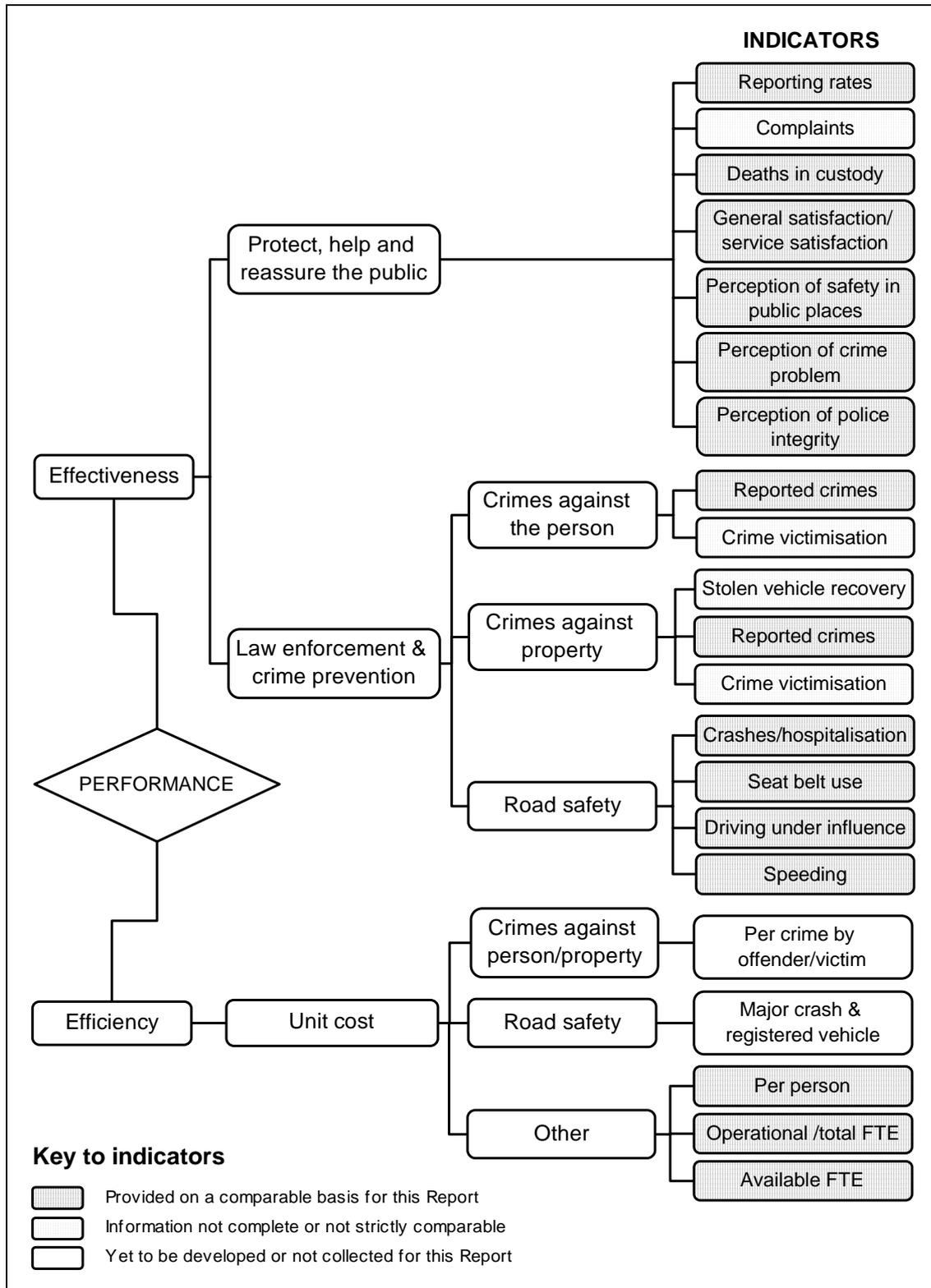
Since the 1995 Report, while retaining the objectives of police services as a basis for the framework, output classes have been added in order to more specifically allocate indicators to output classes (Figure 11.3).

Indicators that apply broadly to the police service, rather than to specific functions, have been linked to the objective of ‘protect, help and reassure the public’. These include reporting rates, complaints, general satisfaction with police and perceptions of safety in public places.

The ‘law enforcement and crime prevention’ objective has been divided into three sub-categories based on major police service output classes: ‘crimes against the person’, ‘crimes against property’, and ‘road safety’. Appropriate indicators have been placed against each output class. For example, reported crimes against the person are related to ‘crimes against the person’ and crashes and hospitalisations are related to ‘road safety’.

Definitions of all indicators are provided in Attachment 11A.

Figure 11.3: Framework of indicators for police services



11.4.2 Changes to the performance indicators

A number of changes have been made to indicators for this Report, with both data being available for previously unreported indicators and the addition of new indicators.

Community perceptions survey

The first comprehensive, nationally comparable, survey of community perceptions of police provided information for a number of indicators:

- general satisfaction with police;
- perceptions of safety in public places;
- perceptions of police integrity;
- satisfaction with police service;
- incidence of seat belt use; and
- incidence of speeding and of driving under the influence.

Only three quarters of data were available for this Report due to the timing of the survey. However full financial year data will be presented in the next Report.

Efficiency indicators

The efficiency indicators reported in the 1995 Report were interim because adequate methods of measuring efficiency had not been determined. Further work has occurred on developing new indicators and while only some of these could be measured for this Report, processes have been established to produce data for subsequent reports.

Removal of indicators

A number of indicators from the 1995 Report have been removed: designated person security, the number of sustained complaints from detainees, and the estimated value of assets confiscated. These were considered to be difficult to measure and of marginal benefit as performance indicators.

11.5 Future directions

A number of improvements to the indicators and the data are being developed which will improve either the appropriateness of the indicators or the quality of data.

11.5.1 Appropriate indicators

A number of tasks have been identified to ensure that the indicators presented are both valid and comprehensive; that is, that they correctly measure police performance, and that they cover all major aspects of police activity.

Activity surveys

An important aspect of developing efficiency indicators is the identification and measurement of inputs relating to output classes. The measurement of inputs poses difficulties in police services because police officers typically produce a range of outputs during a normal working day.

A national activity survey of operational police officers is planned to enable inputs to be measured for output classes. The survey would be completed by operational police officers and involve them identifying which outputs they spent their time producing.

The survey is being developed and a pilot survey is planned for the first half of 1997. It is expected that data will be produced for the next Report and will provide a major improvement in efficiency reporting.

Crime victimisation surveys

Reported crime data from the National Crime Statistics are included in this Report. However, because a proportion of crimes go unreported, information on the full extent of crime is only available through surveying the population directly.

The ABS conducts population surveys in relation to crime (ABS Cat. No. 4510.0) victimisation every five years. These produce detailed crime victimisation data as well as other crime research information. Given the importance of crime victimisation data in establishing an understanding of the true level of crime, it is considered desirable to increase the frequency of collection of at least the major elements of this survey. A crime victimisation survey that can supplement the present five year survey is currently being considered.

Satisfaction with police prosecutions

Given the importance of the police service contribution to the prosecution process, a survey of public prosecutors and/or magistrates is being developed to measure their satisfaction with police prosecutions.²

A pilot survey is planned for early 1997, with the survey conducted during the second half of 1997 to allow for the data to be presented in the next Report.

11.5.2 Quality of data

Outcome of investigations

Information on bringing offenders to justice provides important performance information, but current data collections do not allow this information to be reported. It was possible to collect information on outcomes of investigations, providing partial information on bringing offenders to justice.

The ABS National Centre for Crime and Justice Statistics is developing uniform definitions to enable the collection of nationally comparable statistics on the outcome of investigations. Data are scheduled for release next year.

Recovery of stolen vehicles

The 'recovery of stolen vehicles' information reported in the 1995 Report was inconsistent and lacked comparability. The data source has been changed to insurance companies, which is considered to be more comparable between jurisdictions. Only a partial information collection was achieved for this Report, but complete, national, comparable data will be available for the next Report.

11.6 Key performance indicator results

Key results are provided in this section for each objective of police services, and for the law enforcement and crime prevention objectives for each output class (crimes against the person, crimes against property and road safety).

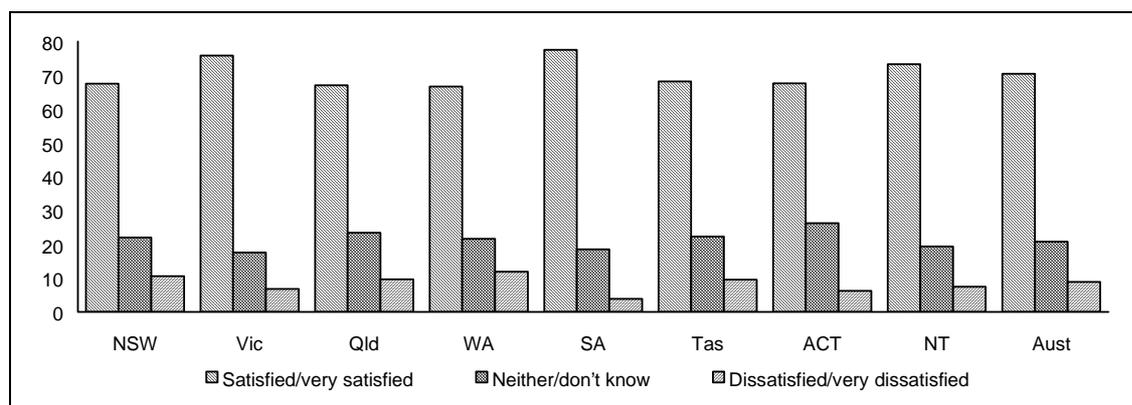
Further information, including additional performance indicators, additional time series data, and greater detail, is provided in Attachment 11A.

² The appropriate survey recipient will depend on the jurisdiction and type of case.

11.6.1 Protect, help and reassure the public

An estimated 70 per cent of the Australian population was satisfied or very satisfied with police services (Figure 11.4). Satisfaction was highest in SA (78 per cent) and lowest in Queensland (67 per cent). Dissatisfaction was, however, highest in WA (11.9 per cent).

Figure 11.4: General satisfaction with police services, 9 months to September 1996 (per cent)¹

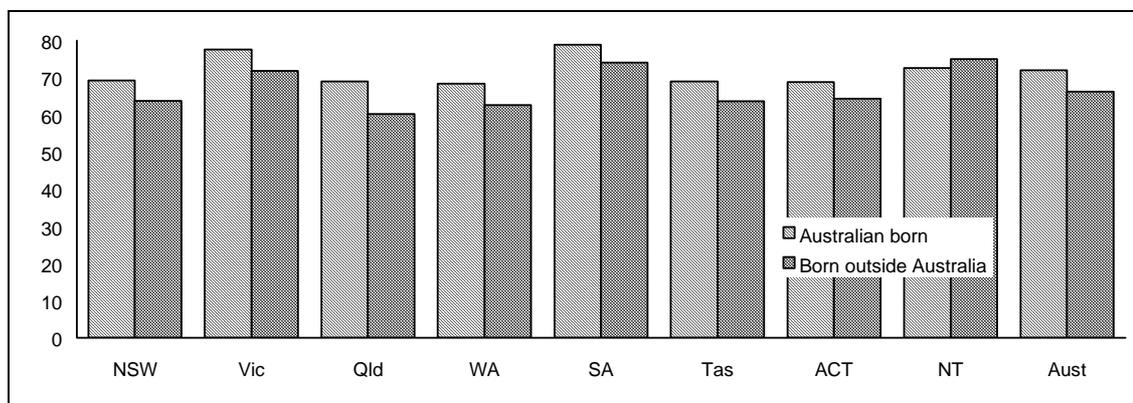


¹ The satisfaction survey was conducted three times during the nine months to September 1996; each time the respondent was asked about their attitudes and behaviour during the last 12 months.

Source: Table 11A.12.

Across jurisdictions, a greater proportion of those born in Australia generally reported satisfaction with police services than those born overseas (Figure 11.5). The difference Australia-wide was approximately 6 percentage points. Only in the NT did people born overseas report a higher level of satisfaction than those born in Australia.

Figure 11.5: Proportion of population satisfied with police services, by birthplace, 9 months to September 1996 (per cent)^{1,2}



1 The satisfaction survey was conducted three times during the nine months to September 1996; each time the respondent was asked about their attitudes and behaviour during the last 12 months.

2 Included those who were 'satisfied' and those who were 'very satisfied'.

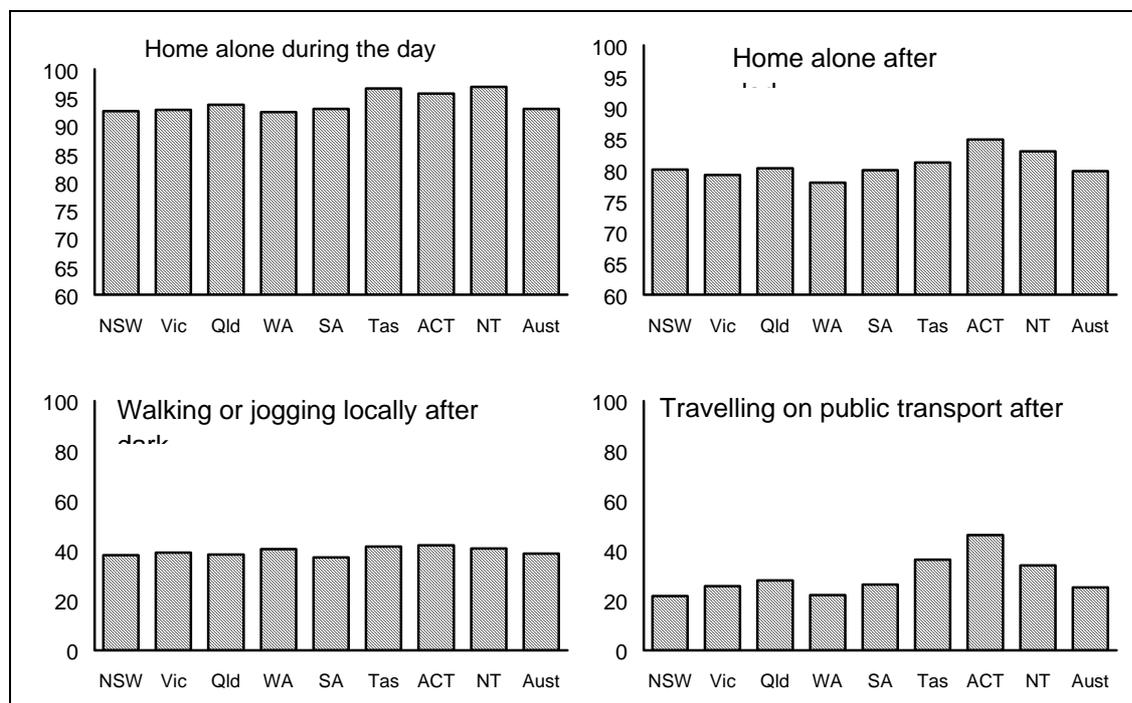
Source: Table 11A.16.

Among jurisdictions there was a generally consistent pattern to perceptions of safety in different public and private places although differences were more pronounced for some places. The perceptions of safety were consistently highest in Tasmania, the ACT and the NT (Figure 11.6).

People reported feeling relatively safe when 'home alone during the day', and less so when 'walking or jogging locally after dark', but there was little variation among jurisdictions in either place.

There was more variation among jurisdictions in the proportion of people reported as feeling relatively safe for 'home alone after dark'. The highest rate was for the ACT — 85 per cent reported feeling safe — and the lowest rate was in WA — 78 per cent. Perceptions of safety for 'travelling on public transport after dark' also varied significantly among jurisdictions. The highest rate was in the ACT — 46 per cent, followed by Tasmania — 36 per cent, and the NT — 34 per cent. The lowest rate was in NSW (22 per cent felt safe).

Figure 11.6: Proportion of population who felt safe in private and public places, 9 months to September 1996 (per cent)^{1,2}



1 The satisfaction survey was conducted three times during the nine months to September 1996; each time the respondent was asked about their attitudes and behaviour during the last 12 months.

2 Included those who felt 'safe and those who were 'very safe'.

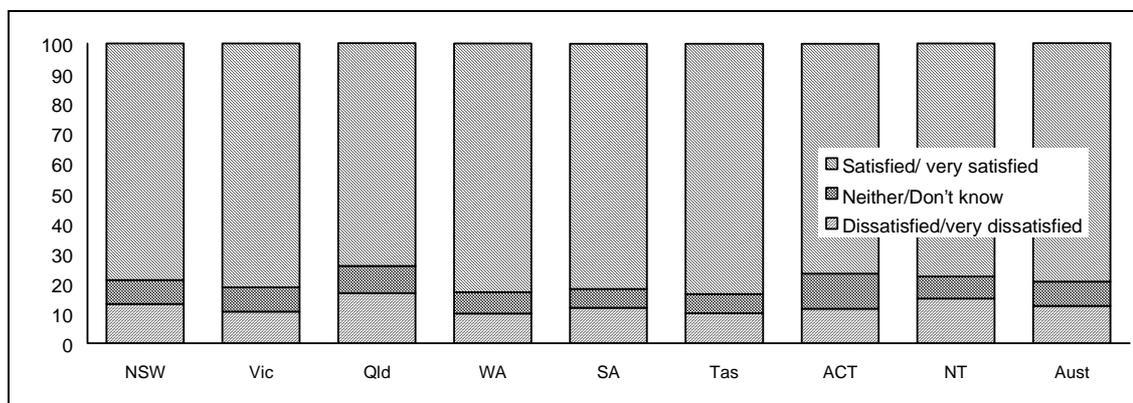
Source: Table 11A.15.

The community perceptions survey also collected information from people regarding their most recent contact with police. A large majority — 80 per cent — were satisfied with the service they received, but 13 per cent reported being dissatisfied or very dissatisfied. The highest level of dissatisfaction was in Queensland — 17 per cent — and the lowest was in WA — 10 per cent (Figure 11.7).

Across Australia, that police 'took no action' was the most common reason for dissatisfaction — 34 per cent. Among jurisdictions, dissatisfaction for this reason was highest in NSW (42 per cent) and lowest in SA (24 per cent). Dissatisfaction was also relatively high for factors relating to the attitude of police such as 'impolite', 'unhelpful' and 'kept waiting'. These reasons were reported by between 20 and 30 per cent of those dissatisfied with police services.

There were also a number of other reported reasons for dissatisfaction. Ten per cent across Australia reported 'made false accusation', and 5 per cent reported 'used unnecessary force' as the reason for dissatisfaction (Table 11.1).

Figure 11.7: Satisfaction for most recent contact with police, 9 months to September 1996 (per cent)¹



1 The satisfaction survey was conducted three times during the nine months to September 1996; each time the respondent was asked about their attitudes and behaviour during the last 12 months.

Source: Table 11A.24.

Table 11.1: Reason for dissatisfaction with police for last contact with police, 9 months to November 1996 (per cent)¹

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Took no action	42	26	37	24	25	30	31	38	34
No interest shown	23	31	32	30	27	33	20	24	28
Kept waiting	17	23	20	18	27	25	14	18	20
Unfriendly/impolite	28	38	21	25	40	30	36	20	29
Unhelpful	28	29	28	21	33	21	32	16	28
Unprofessional/unfair	26	35	27	22	25	17	29	25	28
Not kept informed	22	26	23	23	9	28	15	19	22
Made false accusation	9	10	11	6	14	11	17	16	10
Used unnecessary force	4	5	6	2	5	8	2	8	5
Used complex language	1	4	3	2	4	6	5	5	3

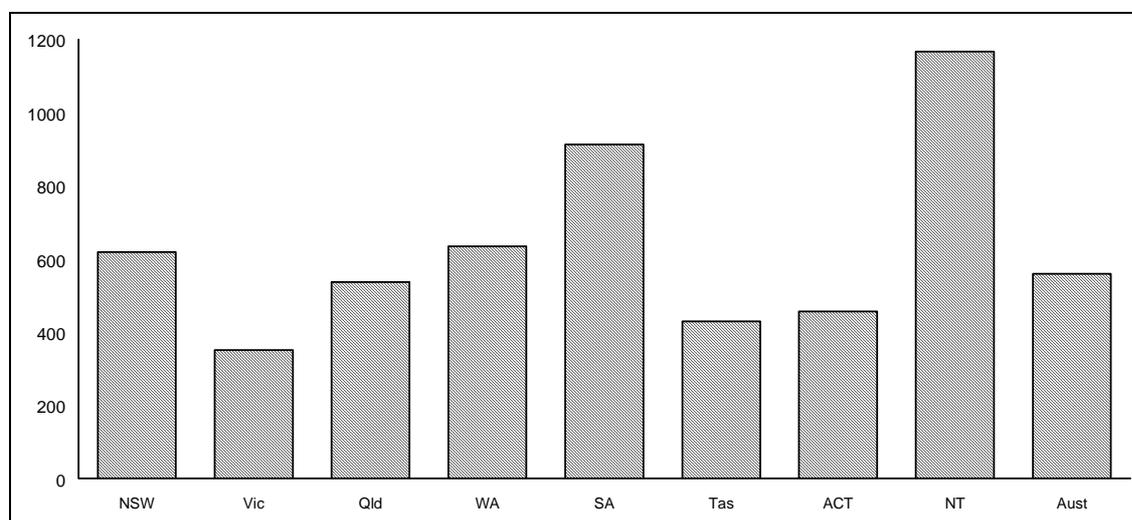
1 The sum of the percentages is larger than 100 per cent as more than one reason could be chosen.

Source: Table 11A.26.

11.6.2 Law enforcement and crime prevention — crimes against the person

Information on reported victims of assault (direct injury or violence including attempts or threats in a confronting manner) has become available for the first time. The highest number of reported assault victims per 100 000 population occurred in the NT (1167) and SA (913). The lowest reported assault rates were in the ACT (457), Tasmania (430) and Victoria (351) (Figure 11.8).

Figure 11.8: Reported victims of assault, 1995 (number per 100 000 population)¹



1 Figures were based on crimes reported to police.

Source: Table 11A.27.

The rates of reported victims of sexual assault also varied significantly across jurisdictions in 1995 (Figure 11.9). The lowest levels in 1995 were in Tasmania and the ACT with 34 and 25 reported victims per 100 000 population respectively. Reported rates in the other states and territories varied between 62 and 103. However, significant changes occurred over the three years to 1995, with increases of 37 per cent and 26 per cent in the rate per 100 000 population in WA and Tasmania respectively, and falls of 14 per cent and 37 per cent in SA and the NT respectively.

Figure 11.9: Reported victims of sexual assault, 1993 to 1995 (number per 100 000 population)¹

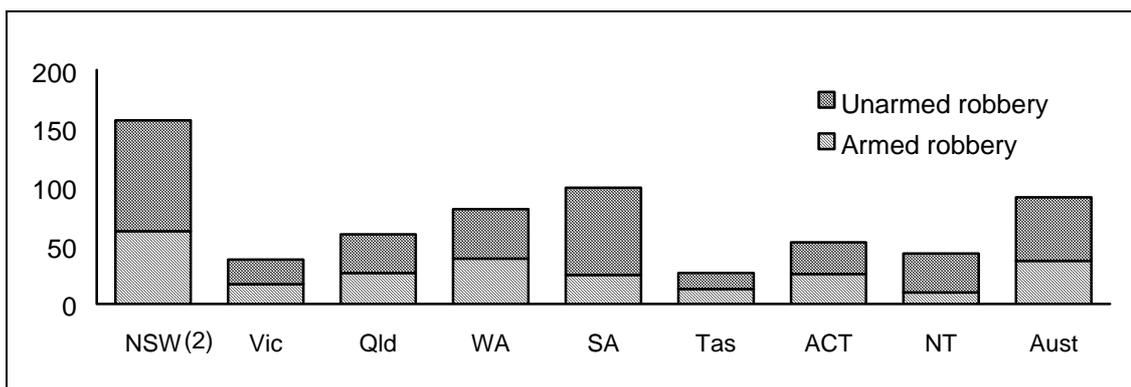


¹ Figures were based on crimes reported to police.

Source: Table 11A.27.

Robbery data for NSW was not comparable with the data of other jurisdictions because it included trauma victims as well as victims suffering financial loss (Figure 11.10). The highest rate of the remaining jurisdictions was in SA (99), the lowest was Tasmania (27). There were more cases of unarmed robbery than armed robbery in all jurisdictions. However the ratio of reported armed to unarmed robberies varied between jurisdictions. For example, there were approximately three reported victims of unarmed robbery for every reported victim of armed robbery in SA whereas Tasmania had only slightly more victims of unarmed robbery than armed robbery.

Figure 11.10: Reported victims of armed and unarmed robbery, 1995 (number per 100 000 population)¹



¹ Figures were based on crimes reported to police.

² NSW introduced a new incident based reporting system in 1994. Since then victims of robbery have included trauma victims as well as victims suffering financial loss. It is not possible to compare NSW and national robbery statistics.

Source: Table 11A.27.

Crime victimisation data based on a direct survey of the population provides more complete information on the incidence of crime than reported crime statistics. Nationally comparable surveys in 1983 and 1993 showed that there has been limited variation in the national apparent victimisation rate. On a jurisdictional basis, while some victimisation rates rose (for example robberies in NSW rose from 800 per 100 000 population in 1983 to 1300 per 100 000 population in 1993) they also fell in many cases (for example the assault rate in SA fell from 4000 per 100 000 population in 1983 to 2500 per 100 000 population in 1993) (Table 11.2).

Table 11.2: Estimated victims of crime, reported and unreported, 1983 and 1993 (number per 100 000 population)¹

<i>Data item</i>	<i>Year</i> ²	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Robbery	1983	800	400	400	700	*400	**	*700	**	600
	1993	1300	1000	1200	1300	1300	800	1700	1700	1200
Assault	1983	3000	3800	2900	4300	4000	*1400	*4800	*6500	3400
	1993	2600	2200	2900	2200	2500	2800	3500	3600	2500
Sexual Assault	1983	600	*400	*400	*700	*300	**	*900	**	500
	1993	800	500	500	*300	800	*500	*900	*200	600

1 Figures derived from surveys of the Australian population. Figures were for the 12 months to April of the specified year.

2 Due to the small sample size in States and Territories, some results are subject to large standard error.

* Estimate is subject to a relative standard error of between 25 per cent and 50 per cent.

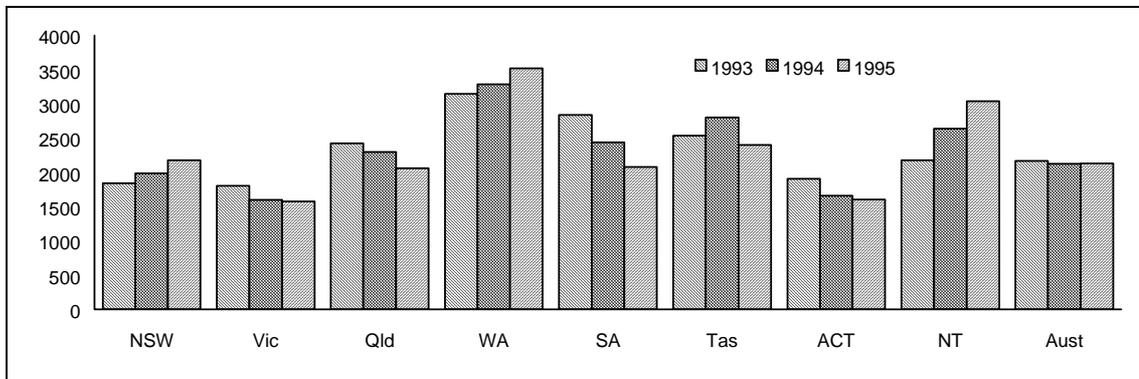
** Estimate is subject to a relative standard error of over 50 per cent.

Source: Table 11A.30.

11.6.3 Law enforcement and crime prevention — crimes against property

The rate of reported unlawful entry with intent (to commit an offence such as burglary) varied significantly across jurisdictions (Figure 11.11). There was a general increase in the reported rate in NSW, WA and the NT, while it fell in Victoria, Queensland, SA and the ACT, and remained reasonably stable in Tasmania.

Figure 11.11: Reported victims of unlawful entry with intent, 1993 to 1995 (number per 100 000 population)¹



¹ Figures were based on crimes reported to police.
 Source: Table 11A.29.

11.6.4 Law enforcement and crime prevention — road safety

A number of factors besides police effectiveness influence the levels of road fatalities and hospitalisations, but the data probably gives some indication of the success of police service road safety programs. The highest levels of road deaths and hospitalisations in 1995–96 occurred in the NT where there were 425 road deaths and hospitalisations per 100 000 registered vehicles (Figure 11.12).

Figure 11.12: Road fatalities and hospitalisations, 1993–94 to 1995–96 (number per 100 000 registered vehicles)

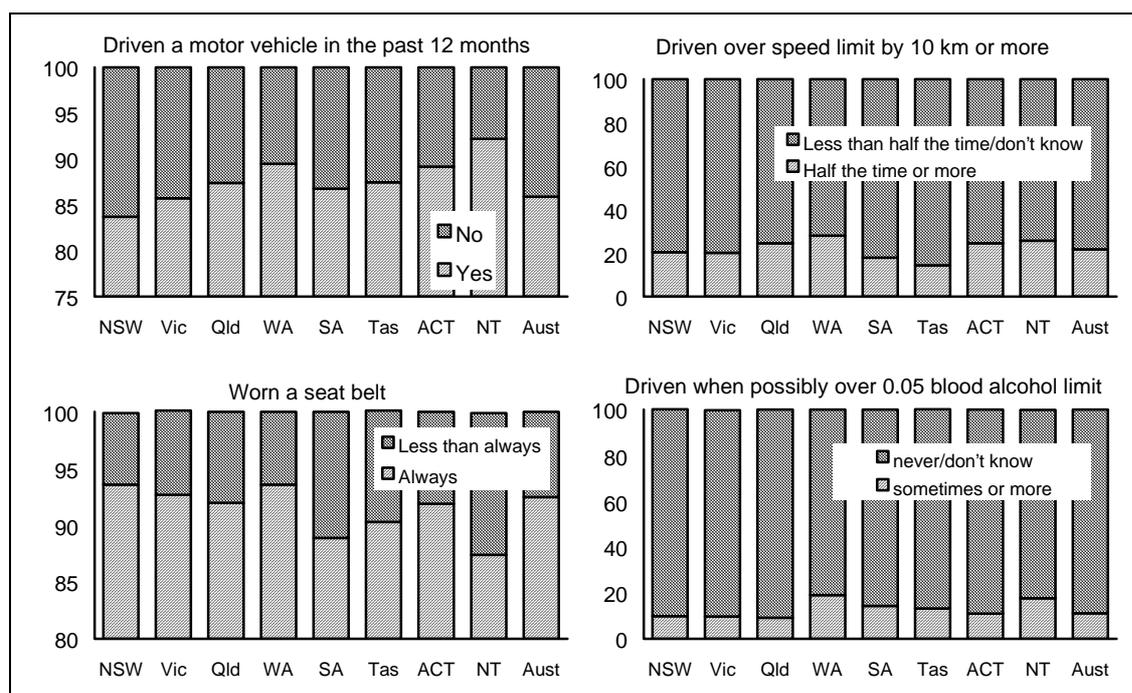


¹ Figures included all collisions with serious injury (involving overnight hospitalisation). The ACT data included collisions with serious injury and non-serious injury.
 Source: Table 11A.33.

Information on the incidence of certain road safety behaviour was collected with the police community perceptions survey. Across Australia, approximately 22 per cent of drivers have driven 10 kilometres or more over the speed limit half the time or more. Occurrence of this was highest in WA — 28 per cent — and lowest in Tasmania — 14 per cent (Figure 11.13). Seat belt usage was high — 93 per cent of drivers across Australia reported that they always wore a seat belt. Most states and territories had similar rates except for SA and NT which had slightly lower (89 and 87 per cent respectively).

Approximately 11 per cent of drivers Australia-wide drove when possibly over the 0.05 blood alcohol limit at least sometimes. Only 0.7 per cent drove over the limit at least half the time. The highest incidence recorded was in WA where 19 per cent reported driving at least some time when possibly over the 0.05 blood alcohol limit, and the lowest incidence was in Queensland — 9 per cent.

Figure 11.13: Incidence of certain road safety behaviour, 9 months to November 1996 (per cent) ^{1,2}



1 The first graph shows the proportion of the population who had driven a motor vehicle in the last 12 months. The other three charts show the incidence of certain road safety behaviour, as a proportion of the population who had driven a motor vehicle in the last 12 months.

2 The satisfaction survey was conducted three times during the nine months to September 1996; each time the respondent was asked about their behaviour during the last 12 months.

Sources: Tables 11A.34, 11A.35, 11A.36, 11A.37.

Only limited information on efficiency is currently available, however this should improve with the introduction of an activity survey (see Section 11.5.1). The Steering Committee is currently undertaking a study using Data Envelopment Analysis (DEA) as a method of measuring efficiency (see Box 11.2).

Box 11.2: DEA Case Study — NSW police patrols

The Steering Committee is undertaking a case study using Data Envelopment Analysis to assess the technical efficiency of a sample of police patrols in NSW. The technique is discussed in Section 2.3.2.

The efficiency of the police patrols in the sample is being assessed in terms of their potential to increase their outputs while maintaining the same level of inputs. The inputs and outputs used in the model are:

Inputs	Outputs
Full time equivalent police officers	Number of arrests,
Full time equivalent civilian employees	Number of incidents responded to
Number of police cars	Number of summons served
	Number of car accidents attended
	Kilometres travelled by police cars

A full discussion of the DEA methodology, this model and results will be contained in a paper being prepared by the Steering Committee.

11A POLICE SERVICES

Definitions are found in Section 11A.3. Unsourced information has been obtained from Commonwealth, State and Territory Governments.

11A.1 Jurisdictions comments

New South Wales Government comments

“ The Mission of the NSW Police Service is “Police and community working together to establish a safer environment by reducing violence, crime and fear.” The Vision is that “By the end of the decade, NSW will have the safest streets in Australia.” Priority areas for the Service are the Key Result Areas (KRAs) of Personal Safety, Property Theft, Street Safety, Road Safety, Safety in Custody, Alcohol and Drug Related Crime and Victim Support.

The Police Service recognises that it cannot achieve its Mission and Vision alone. For its part, the Service seeks to improve its own performance by better practices and by adopting a more proactive style of operation focussed on outcomes and effectiveness — a better quality of life for the whole community.

The provision of policing services, aimed primarily at meeting customer needs, in multi-cultural communities is complex. Customer needs are identified through community surveys and focus group discussions (for example, the expectations of victims of property crime). Often the expectations of different segments of the population are conflicting and Patrol Commanders, who are responsible for the provision of services within a local area, must implement policy on a ‘case-by-case’ basis with due consideration of local priorities and the specific needs of their direct customers.

The emphasis on prevention rather than reactive policing confounds traditional output measures, as there is an inherent difficulty in quantifying things that do not occur. To meet needs, police are assigned to functional duties such as criminal investigation, highway patrol, beat and other general duties. The activities performed, however, cross over such functional lines, the KRAs and style of operation (that is, reactive or proactive), often contemporaneously. This is not to imply that efficiency is disregarded, but that input/output (activity) measures are not necessarily appropriate for the determination of “value for money” in policing.

The NSW Police Service has commenced a comprehensive reform agenda. Much of this process has been initiated by the Interim Royal Commission Report and the appointment of a new Police Commissioner. The reform issues are centred around ethics, workforce agenda, strategic direction and management, scope of duties, criminal investigation, support systems and professional responsibility. Other major structural reforms are to take place over the ensuing months, with Patrol being made the real centre of service delivery to the community. Part of this process will involve the development of local business planning and ‘bottom up’ resourcing.

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Victoria Government comments

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Victoria Police's strategy of reform has continued to maximise outcomes for all Victorians. In line with government policy, a range of initiatives have been developed and implemented to ensure efficient and effective service delivery.

Among the recent service outcomes achieved have been: being the safest mainland state, high crime clear up rates, lowest road toll (per capita) in Australia, and the servicing of major events within Victoria without incident. In addition, the Force has overseen the achievement of considerable cultural change achieved through implementation of Project Beacon in response to community concerns regarding police shootings.

Structural efficiencies have continued including a reduction in the number of police occupied administrative positions of 62 per cent between 1992 and 1996 from 699 down to 267. Correspondingly there has been an increase in the number of operational personnel from 8056 to 9049 during the same time which is in line with a government undertaking to increase operational police numbers.

The future directions of the Victoria Police are being cast in a two dimensional basis of service excellence and safer community. Through the development of this philosophy Victoria Police will affirm its integral role in ensuring quality of life for all Victorians. There will be an internal focus on business process re engineering to ensure the concepts of customer service delivery are ingrained, to maximise the utility of resources and generate economies of scale wherever possible. Externally, the use of partnerships involving the public, business and other government agencies will be incorporated in addressing police related issues for the betterment of the entire community.

Victoria Police is committed to personnel development with a focus on ensuring employees have the opportunity to develop to their full potential, by providing sequential training along with executive programs and placements. Traditional training approaches are also being re-examined considering strategic alliances with the tertiary sector, reconfiguring training to national competencies and utilising non police training professionals.

The Victoria Police Strategic Facilities Development Plan will focus on the placement of police facilities over the next four years with the aim of improving the public perception of the service network, impacting on police visibility and presence, improving staff morale and professionalism and scheduling the reconfiguration of police stations to match policing and demographic needs. Linked to this is a micro economic reform proposal designed to electronically link all facilities by July 1997 and redesign operational applications to give effect to customer service and re-engineering reforms by December 1999.

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Queensland Government comments

“ The Queensland Police Service is committed to continuous performance improvement through effective planning and performance review. A review of the Queensland Police Service, conducted in 1996, has provided further impetus to effective management and performance review. The review commended the progress made in establishing processes for planning and performance review within the Service in recent years and encouraged further consolidation and integration of these processes into operational management. The continuous improvement in performance data will assist this process. A number of initiatives have enhanced the range and quality of effectiveness and efficiency information. Of particular note has been the conduct of a Victims of Crime Survey. The Survey involves interview and mail contact with a large sample of recent victims of personal and property offences in an effort to determine the level of satisfaction with police response and most importantly, the ways in which services to victims could be improved.

The aim to improve efficiency in the allocation of resources and to develop a greater focus on outputs for budgeting purposes, has brought about a further major initiative in recent years. State-wide activity surveys are conducted annually to determine the allocation of resources across a range of core policing activities. For multi-output and highly responsive services such as policing, it is difficult to determine costs, and subsequently value for money, in the absence of such information.

Major improvements in information systems are also aimed at improved policing efficiency. All stations within Queensland were recently brought on line with access to POLARIS, the Service's integrated systems project. Stage One contains a warrants module which will assist police in managing warrants more efficiently. A further system recently implemented, project Phoenix, will provide police with on line access to legislation, operational instructions and educational information. The CRISP system (Crime Reporting Information System for Police) which was developed to assist police in preventing and solving crime received a gold medal at the National Technology Awards. As crime reports are entered daily, crime statistics can be readily collated to provide timely information for operational and management purposes.

The Performance Review Report, produced by the Service on a bi-annual basis, provides an overview of Corporate performance in accordance with key performance indicators. Those indicators are aligned with national performance indicators. The Review will be continuously refined to draw together performance information generated from within the Service, and data which is now been produced at a National level, for benchmarking purposes.

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Western Australia Government comments

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The WA Police Service (WAPS) was the recipient of the Inaugural Public Sector Award for Change Management in 1996 as a result of the profound changes brought about by the Delta Program in transforming the agency's style, standards, structure and systems.

The most significant change during 1996 has been the move from a centrally dominated management structure to a locally driven model. This change in structure will provide a more flexible, available and responsive community service aimed at achieving the WAPS mission:

In partnership with the community, create a safer and more secure Western Australia by providing quality police services.

Under the new regionalised structure WA is divided into four Regions comprising 15 Districts, six of which are in the Perth metropolitan area and nine in the country area. In addition to the Regions, two specialist portfolios, Crime Operations and Traffic and Operations Support are an integral part of the structure. These portfolios have broad responsibilities but a primary focus of their role is to provide support to the Regions.

The Delta Project reforms of the Police Service also included specific measures to increase the number of police officers in operational roles. Recruitment of 500 additional officers under the '500 Plan' (which commenced in January 1995), the civilianisation of 300 positions and the shedding of non core functions are in progress to add more than 800 operational police by early 1997. At 30 June 1996, the number of police officers employed was 4543 compared with 4348 at 30 June 1995.

Geography and Population Distribution

WA's geography and population distribution have a significant impact on the delivery of policing services. WA is a vast state, covering an area of 2.525 million square kilometres with an annual population growth rate for the year ended 30 June 1996 being the second highest among the states and territories. Of the population of 1 762 700 at 30 June 1996, 73 per cent lived within the Perth metropolitan area with a further 20 per cent living in the South West of WA. The remote mining and pastoral areas in the Northern and Central Regions are generally sparsely populated and together include only 7 per cent of WA's population although they comprise approximately 87 per cent of the WA's area. However, they require significant police resources because of the vast road distances involved, the frequency of cyclones and other emergency management issues and the logistics of service delivery in remote areas.

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South Australia Government comments

Mission and role

“ The Mission of the SA Police is “To ensure a safe and peaceful environment for SA through a community based policing service”. It is achieved by pursuing the goals of Crime Detection and Reduction, Preservation of the Peace, Emergency/Disaster Management, Road Safety and Traffic Management, Service to the Community, Professionalism and Resource Management. The direct delivery of services to the community of SA is provided by two Operational Commands deployed as 21 Police Divisions and 142 Police Stations. An Operations Support Command provides specialised assistance in areas such as traffic and communications. The investigation of serious crime is undertaken by a Crime Command.

Environment

Different environmental and political factors in each state and territory play a large part in determining the distinct and diverse policies and strategies adopted in policing. Therefore, it is important to provide an environmental context against which to assess the performance indicators in this report.

SA is the most urbanised state in Australia with 73.3 per cent of its population residing in the metropolitan area (Nationally 63.1 per cent) with the small remainder dispersed over a large geographical area. This creates unique challenges in providing police services and infrastructure to small and scattered rural communities with 62 per cent of service delivery points, being 1 or 2 person stations. SA has the highest percentage (13.7 per cent) of population over 65 years (Nationally 11.9 per cent). This has a number of effects on policing SA, including reporting rates, levels of fear and types of offences committed. Similarly, SA has the highest levels of unemployment in the age range 15 – 19 looking for full time work (38.9 per cent).

Reform

SA Police has undertaken a series of reviews under the general banner of the Review of Policing (1991 to 1994). The final stage was completed in late 1995 and the findings are currently being used to guide the operational and cultural transformation of SA Police. The focus is to move from a traditional police force characterised by high levels of command and control, to a police service which is client focussed, flexible and accountable. A central component of the reform agenda is the use of output based management. This requires sophistication in output and outcome specification, and improved data and supporting management information systems.”

Tasmania Government comments

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Tasmania Police continued with its improvement program which focuses on structural reform, service delivery and customer service.

The Business Process Re-engineering program (Project Baton) has moved through the initial two phases (Business Direction and Scoping and Targeting) to reach the Process Design and Implementation Stages.

Prior to proceeding to these last 2 stages, a number of strategic plans are presently being developed in relation to human resource, information and asset management.

Major efficiencies as well as organisational effectiveness will result from the implementation of these critical strategic management plans.

A further refinement of the Business Plan based on output methodology occurred with commands increasingly being funded on output groups. Devolution of responsibility continued with commands now managing their total budget including human resources.

Other significant administrative reforms achieved included:

- a review of all state service positions as part of an overall restructuring of the State Service Award;
- implementation of the computerised human resource information management system;
- implementation of the financial asset management information system which forms the basis of the new accrual accounting methodology;
- a restructure of the fleet management;
- the implementation of a customer service charter; and
- agreement by the Tasmania Government to change Tasmania Police Force to Tasmania Police Service, to accurately reflect its community service philosophy.

The changes that have been outlined above continue the trend to make policing more transparent, accountable, and responsive to the community to provide a “safer Tasmania.”

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Australian Capital Territory Government comments

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Community policing services in the ACT are provided under contract by the Australian Federal Police (AFP), the following comments are provided by the AFP.

The effectiveness of the AFP to respond to the community was enhanced during the year through the implementation of an extensive restructure of the AFP. In December 1995, Assistant Commissioner W J Stoll took over the day-to-day management of the ACT Region, a position that had been occupied in an interim capacity by Deputy Commissioner J D Allen.

The aim of the organisational reforms is to ensure that the AFP is at the forefront of police practice and that the ACT is served by the most efficient, effective and trusted community policing service in the country. Part of the overall restructuring included changes to give greater operational flexibility. The AFP has moved away from a traditional, hierarchical structure to a team-based environment in which members are empowered to make decisions. As part of the move towards the team concept, a new structure for the ACT Region came into effect on 15 January 1996. This new approach enables highly experienced and competent community policing officers, investigators and traffic enforcement officers to pass on their skills to other members and staff as part of team-based operations, whilst at the same time allowing the best mix of police resources and skills to be quickly and effectively focussed on priority problems.

The success of the new approach has been demonstrated by the achievements of Regional teams (for example, Burglary Team, Robbery, Community Response, Anti-Theft). The use of such teams allows a concentrated attack on a particular area of crime as it develops. The teams are established to meet specific objectives and disbanded when those objectives have been met.

The AFP is now well advanced in the change process, and the environment which has been created is one of continuous review and improvement. The present changes are characterised by a commitment to fostering a professional ethos and so it is of particular concern that there has been a rise in complaints made against AFP members. The Region is currently examining why this has occurred and what steps should be taken to improve performance in this area.

As experience in working in the new operational model has improved, performance gains are becoming apparent. The AFP is confident that this trend in both the quality and focus of performance will continue.

”

Northern Territory Government comments

“

The NT Police, Fire and Emergency Services is a tri-service organisation headed by the Commissioner of Police with the corporate mission “To Serve and Protect the Community”.

Of the total Departmental strength as at 30 June 1996 of 1207 persons, 84 per cent were involved in delivering or supporting policing services. The policing services component comprises sworn police (including Police Auxiliaries and Aboriginal Community Police Officers) together with police civil employees. However, a significant number of these members also provide or manage services for the whole of the tri-service organisation. It is therefore difficult to be precise in quantifying the actual commitment of Departmental resources to purely policing related activity.

The relatively high cost of policing services in the NT, as compared to other Australian jurisdictions, can be attributed to the substantially higher costs per police officer and the need to maintain a higher police to population ratio. The main factors for increased costs include diseconomies of scale, population/demographic characteristics (including the special needs of the large Aboriginal population), population dispersion, remoteness/isolation and the physical environment.

There has been a significant increase in direct policing resources as the result of additional funding being provided for an accelerated recruitment strategy which has enabled the approved police establishment to be achieved and maintained ahead of the forecast attrition rate.

High rates of reported crime, particularly involving personal violence, continue to cause concern within the NT jurisdiction. This is due to a number of factors such as the low median age of the population and higher ratio of males, high rates of alcohol consumption and the generally transient nature of the population.

Caution should be exercised in interpreting statistical information based on survey sampling in the NT due to the small sample sizes used and the urban orientation of the sampling. This can be misleading in the NT due to the lower urban to rural population ratio compared to other jurisdictions.

”

11A.2 All jurisdictions data

11A2.1 Descriptors

New South Wales

Table 11A.1: NSW descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	1 118 877	980 942	1 080 061	1 141 143
- Salaries and payments in the nature of Salaries ¹	\$'000	929 196	777 015	860 910	909 027
- Other recurrent	\$'000	170 616	180 237	189 856	200 485
- Depreciation	\$'000	19 065	23 690	29 295	31 631
Revenue from own sources	\$'000	15 729	23 292	19 621	31 451
Total recurrent expenditure less revenue from own sources	\$'000	1 103 148	957 650	1 060 440	1 109 692
Capital expenditure	\$'000	56 550	51 688	40 553	39 302
Total expenditure	\$'000	1 175 427	1 032 630	1 120 614	1 180 445
<i>Staffing</i>					
Average police staff costs	\$	63 451	50 714	54 911	57 296
Average non-police staff costs	\$	35 155	37 605	45 980	44 568
Total number of staff, by category:	FTE	16 012	15 963	16 185	16 650
Sworn police officers, uniformed ²	FTE	10 532	10 323	10 645	13 118
Sworn police officers, non-uniformed	FTE	2 413	2 395	2 425	0
Civilian	FTE	2 585	2 748	2 449	2 763
Other	FTE	482	497	666	769
<i>Assets</i>					
Total value of assets, comprising: ³	\$'000	527 046	540 348	539 951	544 013
Buildings, land, fittings	\$'000	477 345	465 445	453 756	457 666
Other	\$'000	49 701	74 903	86 195	86 347

1 Accrual accounting was introduced in 1992–93 and salary expenses for that year included the full actuarial cost of police superannuation. From 1993–94 the State Government assumed much of the liability for superannuation centrally and hence is not recorded in the salary figures for those years.

2 During 1995–96 a 'uniformed service' policy was adopted and therefore all sworn officers were classified as uniformed.

3 Historical cost accounting was used for assets acquired. Essential buildings (for example, police stations) were valued at replacement cost, non-essential buildings (for example, police residences) were valued at market value.

Victoria

Table 11A.2: Victoria descriptors, 1992–93 to 1995–96

	Units	1992–93	1993–94	1994–95	1995–96
<i>Expenditure</i> ¹					
Total recurrent expenditure, comprising:	\$'000	683 845	702 420	844 305	930 345
- Salaries and payments in the nature of Salaries	\$'000	532 194	537 752	672 250	719 744
- Other recurrent	\$'000	124 429	135 793	152 735	193 735
- Depreciation ²	\$'000	27 222	28 875	19 320	16 866
Revenue from own sources	\$'000	9 299	5 761	5 995	5 493
Total recurrent expenditure less revenue from own sources	\$'000	674 546	696 659	838 310	924 852
Capital expenditure	\$'000	15 299	12 214	33 286	43 735
Total expenditure	\$'000	699 144	714 635	877 591	974 080
<i>Staffing</i>					
Average police staff costs	\$	48 405	48 168	59 511	64 066
Average non-police staff costs	\$	28 331	29 213	35 361	31 542
Total number of staff, by category:	FTE	11 882	12 053	12 181	12 439
Sworn police officers, uniformed ³	FTE	8 897	8 890	7 354	7 647
Sworn police officers, non-uniformed ³	FTE	845	904	2 648	2 419
Civilian	FTE	1 716	1 720	1 752	1 825
Other	FTE	424	539	427	548
<i>Assets</i> ⁴					
Total value of assets, comprising:	\$'000	310 566	318 901	290 874	276 902
Buildings, land, fittings	\$'000	221 454	217 114	222 449	206 370
Other	\$'000	89 112	101 787	68 425	70 532

1 Expenditure figures were accrual based.

2 Depreciation method was straight line, based on the estimated useful lives of the assets.

3 The figures for 1992–93 and 1993–94 were inconsistent with the figures for 1994–95 and 1995–96.

4 Land and buildings were recorded at market value as at June 1996. All other assets were at cost.

Queensland

Table 11A.3: Queensland descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	419 785	429 374	460 724	502 949
- Salaries and payments in the nature of Salaries	\$'000	356 534	363 580	378 509	414 430
- Other recurrent	\$'000	63 251	65 794	82 215	88 519
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	11 140	13 259	16 382	42 868
Total recurrent expenditure less revenue from own sources	\$'000	408 645	416 115	444 342	460 081
Capital expenditure ¹	\$'000	24 949	35 002	36 553	77 901
Total expenditure	\$'000	444 734	464 376	497 277	580 850
<i>Staffing</i>					
Average police staff costs	\$	50 010	51 851	52 481	56 351
Average non-police staff costs	\$	23 586	25 771	25 079	26 775
Total number of staff, by category:	FTE	7 972	7 858	8 220	8 464
Sworn police officers, uniformed	FTE	5 417	5 246	5 340	5 398
Sworn police officers, non-uniformed	FTE	960	930	950	952
Civilian	FTE	1 468	1 520	1 742	1 937
Other	FTE	127	162	188	177
<i>Assets</i>					
Total value of assets, comprising:	\$'000	89 025	119 683	106 096	105 129
Buildings, land, fittings	\$'000	na	na	na	na
Other	\$'000	89 025	119 683	106 096	105 129

na not available.

1 Data for 1995–95 is net of revenue from sales of motor vehicles.

Western Australia

Table 11A.4: WA descriptors, 1992–93 to 1995–96

	Units	1992–93	1993–94	1994–95	1995–96
Expenditure					
Total recurrent expenditure, comprising:	\$'000	246 096	305 744	305 459	342 327
- Salaries and payments in the nature of Salaries ¹	\$'000	203 830	242 631	237 306	255 390
- Other recurrent ²	\$'000	42 266	57 404	63 428	76 318
- Depreciation ³	\$'000	na	5 709	4 725	10 619
Revenue from own sources	\$'000	12 022	9 311	7 372	7 259
Total recurrent expenditure less revenue from own sources	\$'000	234 074	296 433	298 087	335 068
Capital expenditure	\$'000	7 872	5 548	10 212	21 002
Total expenditure	\$'000	253 968	311 292	315 671	363 329
Staffing					
Average police staff costs	\$	43 165	46 151	44 085	46 149
Average non-police staff costs	\$	27 426	28 257	28 369	27 644
Total number of staff, by category:	FTE	4 985	5 147	5 255	6 099
Sworn police officers, uniformed	FTE	3 582	3 621	3 662	4 171
Sworn police officers, non-uniformed	FTE	540	560	565	519
Civilian	FTE	730	787	849	1 268
Other	FTE	133	179	179	141
Assets					
Total value of assets, comprising:	\$'000	192 435	178 535	175 584	179 942
Buildings, land, fittings ⁴	\$'000	149 253	150 001	150 149	154 837
Other	\$'000	43 182	28 534	25 435	25 105

na not available

1 Payroll Tax was not payable by the WA Police Service.

2 Includes road safety promotion from the road safety trust.

3 Depreciation was calculated on either the reducing balance or straight line basis, depending on the expected pattern of use of the asset.

4 Land and buildings were revalued on 1 July 1995.

South Australia

Table 11A.5: SA descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	257 816	259 059	276 935	289 301
- Salaries and payments in the nature of Salaries	\$'000	199 023	199 116	213 999	219 706
- Other recurrent	\$'000	58 793	59 943	62 936	69 595
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	19 084	19 968	22 933	14 999
Total recurrent expenditure less revenue from own sources	\$'000	238 732	239 091	254 002	274 302
Capital expenditure	\$'000	30 593	25 844	20 942	21 246
Total expenditure	\$'000	288 409	284 903	297 877	310 547
<i>Staffing</i> ¹					
Average police staff costs	\$	48 554	48 642	53 279	56 816
Average non-police staff costs	\$	31 154	31 395	32 335	37 448
Total number of staff, by category:	FTE	4 356	4 354	4 276	4 080
Sworn police officers, uniformed ²	FTE	3 639	3 620	3 616	2 850
Sworn police officers, non-uniformed ²	FTE	na	na	na	605
Civilian	FTE	621	615	564	570
Other ³	FTE	96	118	96	55
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	na	na	na
Buildings, land, fittings	\$'000	na	na	na	na
Other	\$'000	na	na	na	na

na not available.

1 All staffing figures were for active employees at 20 June 1996 unless otherwise specified. Staff excluded the Police Band, State Emergency Services, and Police Security Services Division.

2 Before 1995–96 separate data on uniformed and non-uniformed police was unavailable and the data item 'sworn police officers, uniformed' contained both uniformed and non-uniformed police officers.

3 'Other staff' comprises Police Aides and Police Cadets. It did not include Special Constables, the majority of whom are interstate and federal police officers, and none of whom are part of SA Police.

Tasmania

Table 11A.6: Tasmania descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	70 657	65 584	74 446	81 661
- Salaries and payments in the nature of Salaries	\$'000	48 708	50 587	59 160	64 321
- Other recurrent	\$'000	21 949	14 997	15 286	17 340
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	715	196	657	491
Total recurrent expenditure less revenue from own sources	\$'000	69 942	65 388	73 789	81 170
Capital expenditure	\$'000	3 983	6 471	2 076	1 803
Total expenditure	\$'000	74 640	72 055	76 522	83 464
<i>Staffing</i>					
Average police staff costs	\$	39 468	39 941	46 058	51 446
Average non-police staff costs	\$	24 073	24 048	26 045	24 386
Total number of staff, by category:	FTE	1 315	1 357	1 381	1 384
Sworn police officers, uniformed	FTE	750	748	768	781
Sworn police officers, non-uniformed	FTE	277	315	304	225
Civilian	FTE	288	294	309	340
Other	FTE	0	0	0	38
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	71 488	81 667	85 192
Buildings, land, fittings	\$'000	na	63 815	74 141	84 581
Other	\$'000	na	7 673	7 526	611

na not available.

Australian Capital Territory

Table 11A.7: ACT descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising: ¹	\$'000	48 228	50 544	49 281	51 026
- Salaries and payments in the nature of Salaries	\$'000	39 026	40 578	40 715	39 584
- Other recurrent	\$'000	9 202	9 966	8 566	11 442
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	1 705	2 177	1 022	231
Total recurrent expenditure less revenue from own sources	\$'000	46 523	48 367	48 259	50 795
Capital expenditure	\$'000	3 000	7 650	8 020	616
Total expenditure	\$'000	51 228	58 194	57 301	51 642
<i>Staffing</i> ²					
Average police staff costs	\$	54 639	57 305	58 466	61 858
Average non-police staff costs	\$	36 339	36 303	33 375	35 622
Total number of staff, by category:	FTE	733	729	723	659
Sworn police officers, uniformed	FTE	552	548	533	490
Sworn police officers, non-uniformed	FTE	125	124	128	124
Civilian	FTE	56	57	62	45
Other	FTE	0	0	0	0
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	na	13 497	29 838
Buildings, land, fittings	\$'000	na	na	11 420	25 912
Other	\$'000	na	na	2 077	3 926

na not available.

1 Total expenditure included only that provided by the ACT Government and comprised only 86 per cent of expenditure in the provision of the ACT Police Service. An additional 14 per cent of funding (8.2 m approximately for 1995–96) was provided by the Commonwealth Government, by agreement.

2 Staffing figures exclude 14 per cent (95 persons) funded by the Commonwealth, by agreement.

Northern Territory

Table 11A.8: NT descriptors, 1992–93 to 1995–96¹

	Units	1992–93	1993–94	1994–95	1995–96
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	58 989	58 073	64 108	71 945
- Salaries and payments in the nature of Salaries ²	\$'000	48 199	45 822	50 961	56 966
- Other recurrent	\$'000	10 790	12 251	13 147	14 979
- Depreciation ³	\$'000	na	na	na	na
Revenue from own sources	\$'000	2 939	3 543	3 580	4 183
Total recurrent expenditure less revenue from own sources	\$'000	56 050	54 530	60 528	67 762
Capital expenditure	\$'000	4 724	5 205	4 215	5 004
Total expenditure	\$'000	63 713	63 278	68 323	76 949
<i>Staffing</i>					
Average police staff costs	\$	na	53 955	53 476	58 906
Average non-police staff costs	\$	na	29 061	36 714	43 829
Total number of staff, by category: ⁴	FTE	897	904	948	1 018
Sworn police officers, uniformed	FTE	603	612	664	728
Sworn police officers, non-uniformed	FTE	79	80	92	91
Civilian	FTE	215	212	192	197
Other	FTE	0	0	0	2
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	na	122 000	104 812
Buildings, land, fittings	\$'000	na	na	108 000	93 272
Other	\$'000	na	na	14 000	11 540

na not available.

1 The NT Police was part of a tri-service department which also serviced the NT Fire and Rescue Service and the NT Emergency Service. Where possible, all expenditure that relates directly to the Fire and Emergency Services has been excluded.

2 Employer contributions to superannuation were not incurred by NT Police.

3 The Police Service was on a cash accounting system which did not allow for depreciation of assets.

4 "Police staff" includes Auxiliaries and Aboriginal Community Police Officers who were sworn personnel in the NT.

11A2.2 Effectiveness — Protect, help, and reassure the community

Table 11A.9: Reporting rates for major offences, 1993 to 1996 (per cent)¹

	<i>Year</i> ²	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Break and Enter	1993	73	83	75	85	81	81	72	na	79
	1994	76	84	na	na	na	na	na	na	na
	1995	74	77	78	80	82	na	88	na	na
	1996	77	na	na	na	na	na	na	na	na
Attempted Break and Enter	1993	29	40	29	33	32	38	27	na	32
	1994	35	37	na	na	na	na	na	na	na
	1995	31	37	29	31	33	na	38	na	na
	1996	24	na	na	na	na	na	na	na	na
Motor Vehicle theft	1993	96	94	97	87	90	94	88	na	94
	1994	95	94	na	na	na	na	na	na	na
	1995	91	97	94	94	97	na	*100	na	na
	1996	97	na	na	na	na	na	na	na	na
Robbery	1993	46	52	54	57	67	59	40	na	52
	1994	53	68	na	na	na	na	na	na	na
	1995	52	57	55	61	54	na	63	na	na
	1996	59	na	na	na	na	na	na	na	na
Assault	1993	32	35	29	35	32	32	31	na	32
	1994	39	35	na	na	na	na	na	na	na
	1995	30	33	37	41	39	na	32	na	na
	1996	31	na	na	na	na	na	na	na	na

na not available.

1 Surveys were not necessarily conducted in all jurisdictions in all years.

2 Figures were for the 12 months to April of the specified year, except for figure for WA in 1995, which were for the 12 months to October of that year.

* Estimate was subject to a relative standard error of between 25 per cent and 50 per cent

Sources: ABS Cat. No. 4509.0, 4509.1, 4509.2, 4509.3, 4509.4, 4509.5.

Table 11A.10: Deaths in police custody and custody related incidents, 1992–93 to 1995–96 (number)

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1992–93	15	14	3	0	4	0	0	0	36
1993–94	7	10	5	0	2	2	1	1	28
1994–95	8	5	3	3	0	1	0	0	20
1995–96	6	7	5	4	0	3	1	1	27

Source: AIC 1996.

Table 11A.11: Complaints against police, 1992–93 to 1995–96 (index, base year 1993–94)¹

<i>Year</i>	<i>NSW</i> ¹	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1992–93	na	0.89	0.89	1.15	0.68	1.14	1.07	0.90	0.52
1993–94	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
1994–95	0.99	1.15	0.93	1.06	1.15	1.29	1.23	0.97	1.04
1995–96	1.16	1.08	0.81	0.95	1.18	1.21	1.42	0.99	1.09

na not available

1 Information for 1992–93 not available as Complaints Information System was introduced during 1993.

Table 11A.12: General satisfaction with services provided by the police, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied	15.1	22.0	14.5	15.4	21.0	15.9	15.2	13.2	17.3
Satisfied	52.4	53.8	52.5	51.2	56.5	52.3	52.4	60.1	53.1
Neither satisfied nor dissatisfied	19.3	15.7	20.7	20.1	16.4	18.8	23.0	17.7	18.5
Dissatisfied	8.6	5.1	6.7	9.2	2.9	7.7	5.4	5.7	6.8
Very dissatisfied	1.9	1.7	2.9	2.7	1.0	1.8	0.8	1.7	2.0
Don't know	2.7	1.8	2.7	1.5	2.1	3.4	3.2	1.6	2.3

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their attitudes and behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.13: General satisfaction with services provided by the police, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
By sex:									
<i>Males</i>									
Very satisfied	13.3	19.7	11.6	11.0	16.9	15.0	13.5	11.0	14.7
Satisfied	50.7	54.3	54.6	50.2	59.3	49.2	49.4	58.8	53.0
Neither satisfied nor dissatisfied	21.3	15.8	20.7	21.8	18.9	21.7	27.5	19.1	19.7
Dissatisfied	10.4	6.5	7.3	11.6	3.1	9.1	6.7	7.7	8.3
Very dissatisfied	2.4	2.5	3.5	3.4	0.9	2.6	1.3	2.0	2.6
Don't know	1.9	1.2	2.2	2.0	0.9	2.3	1.7	1.5	1.7
<i>Females</i>									
Very satisfied	16.9	24.1	17.4	19.7	25.0	16.8	17.0	15.4	19.7
Satisfied	54.1	53.4	50.5	52.2	53.8	55.3	55.3	61.4	53.2
Neither satisfied nor dissatisfied	17.5	15.5	20.8	18.4	14.1	16.0	18.5	16.3	17.3
Dissatisfied	6.8	3.8	6.0	6.7	2.8	6.4	4.2	3.8	5.5
Very dissatisfied	1.3	0.9	2.2	2.0	1.0	1.0	0.3	1.4	1.4
Don't know	3.4	2.3	3.1	0.9	3.3	4.5	4.6	1.8	2.9
By age:									
<i>18 to 29 years</i>									
Very satisfied	10.5	13.5	10.0	5.2	14.7	9.4	9.1	10.2	10.9
Satisfied	50.7	55.4	52.8	51.6	57.7	49.2	51.9	56.6	52.9
Neither satisfied nor dissatisfied	23.6	20.5	24.9	27.7	23.0	29.3	30.1	23.5	23.7
Dissatisfied	10.3	7.1	6.8	10.6	3.0	5.1	5.6	7.0	8.1
Very dissatisfied	2.9	2.4	2.0	3.4	1.1	1.8	1.2	1.3	2.4
Don't know	2.0	1.1	3.5	1.5	0.5	5.3	2.1	1.5	2.0
<i>30 to 64 years</i>									
Very satisfied	14.7	21.3	14.4	17.1	21.1	16.0	16.1	14.4	17.1
Satisfied	52.2	54.9	50.5	50.6	57.0	54.5	53.6	60.2	53.0
Neither satisfied nor dissatisfied	20.3	15.5	22.0	18.9	16.6	16.2	21.2	16.4	18.8
Dissatisfied	8.7	5.2	7.2	9.3	3.0	9.1	5.8	5.3	7.1
Very dissatisfied	1.4	1.4	3.5	2.5	0.9	2.1	0.6	1.9	1.9
Don't know	2.6	1.7	2.3	1.5	1.5	2.1	2.6	1.7	2.1
<i>65 years and over</i>									
Very satisfied	24.0	38.6	23.3	26.9	29.2	24.5	28.1	12.5	28.4
Satisfied	56.1	46.9	60.8	53.3	53.4	48.6	46.2	76.1	53.8
Neither satisfied nor dissatisfied	8.7	8.4	7.8	10.9	7.1	13.9	12.6	4.5	8.7
Dissatisfied	5.1	1.5	3.8	5.8	2.5	6.6	2.5	5.5	3.8
Very dissatisfied	1.9	1.5	1.5	1.9	1.2	1.0	0.8	0.0	1.6
Don't know	4.2	3.1	2.9	1.1	6.6	5.6	9.7	1.4	3.8

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.14: General satisfaction with police services, by birthplace, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Australian born</i>									
Very satisfied	16.5	26.4	14.2	15.2	22.8	16.3	15.8	14.8	18.9
Satisfied	52.7	51.1	54.8	53.2	56.0	52.7	53.0	57.8	53.1
Neither satisfied nor dissatisfied	18.7	15.8	19.8	19.6	15.9	18.4	23.5	18.8	18.2
Dissatisfied	8.2	4.3	6.0	8.5	2.6	7.8	5.2	5.9	6.3
Very dissatisfied	1.7	1.5	2.8	2.6	1.0	1.8	0.4	1.7	1.9
Don't know	2.1	0.9	2.4	0.9	1.7	2.9	2.1	1.0	1.7
<i>Born outside Australia</i>									
Very satisfied	11.8	11.8	15.7	15.8	15.8	13.8	13.7	8.8	13.1
Satisfied	51.9	60.0	44.5	46.8	58.2	49.8	50.6	66.2	53.1
Neither satisfied nor dissatisfied	20.7	15.2	24.0	21.2	18.0	21.3	21.4	14.8	19.5
Dissatisfied	9.3	6.9	9.0	10.7	4.0	7.1	6.2	5.3	8.2
Very dissatisfied	2.1	2.2	3.0	2.9	0.8	1.6	2.0	1.6	2.2
Don't know	4.1	3.8	3.9	2.6	3.3	6.3	6.1	3.3	3.8

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.15: Satisfaction with police in specific police tasks, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Dealing with public order problems</i>									
Very satisfied	5.6	10.2	6.5	7.3	10.3	5.5	6.6	4.8	7.5
Satisfied	44.6	52.6	41.2	41.8	47.0	41.1	44.8	44.4	45.8
Neither satisfied nor dissatisfied	21.7	18.2	20.9	20.9	21.9	21.1	25.5	23.6	20.7
Dissatisfied	18.6	12.8	21.5	22.3	14.1	23.9	16.4	20.0	17.7
Very dissatisfied	4.6	2.2	5.6	5.2	2.4	4.3	2.1	4.2	4.0
Don't know	4.9	4.1	4.2	2.5	4.4	4.2	4.6	3.0	4.3
<i>Support for community programs</i>									
Very satisfied	16.2	25.6	24.6	23.0	26.5	20.7	17.0	28.1	21.8
Satisfied	51.2	50.5	49.1	50.7	52.3	57.5	50.7	52.7	50.8
Neither satisfied nor dissatisfied	17.0	13.1	13.7	13.4	10.3	9.4	19.2	10.3	14.3
Dissatisfied	5.7	3.2	3.4	3.6	3.0	3.0	4.5	2.4	4.1
Very dissatisfied	1.1	0.3	0.7	0.8	0.4	0.9	0.3	0.5	0.7
Don't know	8.7	7.3	8.5	8.5	7.5	8.6	8.5	5.9	8.2

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.16: Persons feeling safe in the following situations, 9 months to September 1996 (per cent)¹

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Home alone during day</i>									
Very safe	46.5	52.6	51.3	50.0	51.2	55.8	60.1	59.1	50.1
Safe	46.1	40.2	42.4	42.4	41.8	40.8	35.6	37.8	42.9
Neither safe nor unsafe	3.5	3.6	4.1	4.5	3.5	1.6	2.5	1.7	3.7
Unsafe	3.4	2.7	1.7	2.3	2.8	1.6	1.5	1.2	2.7
Very unsafe	0.1	0.7	0.3	0.7	0.3	0.1	0.3	0.2	0.4
Not applicable	0.4	0.2	0.2	0.2	0.4	0.1	0.0	0.1	0.3
<i>Home alone after dark</i>									
Very safe	30.5	34.7	32.0	32.4	33.0	35.7	38.0	39.1	32.5
Safe	49.6	44.5	48.3	45.6	47.0	45.5	46.9	43.9	47.3
Neither safe nor unsafe	8.7	8.5	9.7	10.2	9.2	8.9	7.6	8.8	9.0
Unsafe	8.1	8.3	7.7	9.3	8.0	8.0	5.9	7.4	8.1
Very unsafe	2.6	3.4	2.0	2.3	2.1	1.8	1.4	0.8	2.6
Not applicable	0.6	0.7	0.3	0.3	0.8	0.1	0.1	0.0	0.5
<i>Walking or jogging locally during day</i>									
Very safe	32.2	37.7	34.1	35.7	38.5	38.0	42.7	41.8	35.2
Safe	57.1	51.3	53.9	53.2	50.8	53.3	48.0	49.4	53.9
Neither safe nor unsafe	4.7	4.1	4.7	5.3	5.1	3.3	4.3	4.1	4.6
Unsafe	3.4	4.7	4.2	3.9	3.8	2.9	3.4	2.5	3.9
Very unsafe	0.6	0.4	0.8	0.8	0.3	0.5	0.4	0.6	0.6
Not applicable	1.8	1.9	2.3	1.1	1.5	2.0	1.2	1.7	1.8
<i>Walking or jogging locally after dark</i>									
Very safe	11.0	11.0	10.7	12.0	11.5	13.2	10.2	11.6	11.1
Safe	27.2	28.2	27.7	28.6	25.8	28.4	31.9	29.2	27.7
Neither safe nor unsafe	13.9	13.9	12.7	13.4	13.8	14.6	16.1	17.0	13.7
Unsafe	32.1	27.8	31.6	29.1	30.2	27.9	27.8	27.5	30.3
Very unsafe	11.1	14.1	11.2	14.2	11.5	9.6	9.7	10.6	12.1
Not applicable	4.7	5.1	6.2	2.6	7.2	6.3	4.3	4.1	5.1
<i>Travelling on public transport during day</i>									
Very safe	21.5	23.7	22.8	25.8	26.2	25.6	40.5	27.5	23.5
Safe	54.2	54.7	50.7	49.2	50.1	47.7	44.3	35.1	52.4
Neither safe nor unsafe	5.4	5.8	4.4	6.5	4.7	5.8	2.4	5.2	5.3
Unsafe	4.8	4.6	1.8	3.9	1.5	1.5	0.6	1.0	3.7
Very unsafe	1.3	0.5	0.5	0.7	0.3	0.3	0.3	0.1	0.8
Not applicable	13.0	10.6	19.7	13.9	17.3	19.1	11.9	31.2	14.3
<i>Travelling on public transport after dark</i>									
Very safe	5.0	5.7	5.6	4.6	6.9	9.7	13.6	10.6	5.7
Safe	16.8	20.1	22.4	17.5	19.5	26.7	32.6	23.4	19.5
Neither safe nor unsafe	13.5	13.4	16.0	13.7	12.9	14.0	13.9	12.9	13.9
Unsafe	31.4	28.5	22.9	28.9	22.8	18.1	17.2	12.6	27.5
Very unsafe	15.8	17.5	8.2	15.3	12.3	4.7	4.7	4.7	14.0
Not applicable	17.5	14.8	24.8	20.0	25.5	26.8	17.9	35.8	19.4

¹ The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.17: Persons perception of problems in neighbourhood, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Housebreaking</i>									
Major problem	17.2	18.4	19.2	24.2	14.5	20.9	14.2	24.3	18.4
Somewhat a problem	43.4	44.2	35.9	43.8	50.5	47.5	54.5	44.1	43.2
Not a problem	34.8	31.9	38.5	26.2	30.9	28.0	26.6	27.1	33.2
Don't know	4.7	5.5	6.4	5.8	4.1	3.6	4.8	4.5	5.2
<i>Motor vehicle theft</i>									
Major problem	14.1	16.2	11.6	17.9	10.7	10.9	7.9	14.9	14.1
Somewhat a problem	35.4	40.1	27.8	33.4	34.8	34.7	36.8	38.1	35.0
Not a problem	42.8	36.8	51.4	39.6	44.1	47.3	44.8	38.8	42.8
Don't know	7.8	7.0	9.2	9.1	10.3	7.0	10.4	8.1	8.2
<i>Speeding cars or dangerous, noisy driving</i>									
Major problem	28.4	30.0	30.6	26.0	28.0	33.1	24.6	31.2	29.0
Somewhat a problem	41.6	37.5	38.5	38.6	41.9	37.3	41.8	33.9	39.6
Not a problem	28.9	31.5	29.5	34.5	29.1	28.7	33.2	33.7	30.3
Don't know	1.1	1.0	1.5	1.0	1.1	1.0	0.4	1.2	1.1
<i>Family violence</i>									
Major problem	3.5	4.0	4.3	2.4	2.8	2.6	2.1	9.0	3.6
Somewhat a problem	15.0	11.2	12.9	11.9	13.0	11.9	15.9	19.9	13.2
Not a problem	66.3	63.9	68.5	66.4	64.2	67.6	59.2	57.6	65.8
Don't know	15.2	20.9	14.3	19.3	20.0	17.9	22.9	13.4	17.4
<i>Sexual assault</i>									
Major problem	3.4	3.8	2.6	2.7	2.1	1.3	2.8	6.4	3.2
Somewhat a problem	11.6	11.8	7.7	10.9	8.8	8.5	11.2	16.0	10.6
Not a problem	65.4	62.2	71.9	63.8	64.6	69.5	58.1	57.6	65.5
Don't know	19.5	22.1	17.7	22.6	24.5	20.7	27.9	20.0	20.7
<i>Other physical assault</i>									
Major problem	5.2	3.7	3.1	3.2	2.7	2.6	2.9	9.3	4.0
Somewhat a problem	20.9	19.1	13.3	17.5	16.5	14.3	17.2	23.6	18.2
Not a problem	60.2	60.6	69.0	60.7	62.7	67.1	58.2	53.9	62.2
Don't know	13.7	16.6	14.6	18.6	18.1	16.0	21.8	13.2	15.6
<i>Graffiti or other vandalism</i>									
Major problem	12.9	9.7	10.3	13.0	13.6	7.5	16.4	9.6	11.6
Somewhat a problem	31.4	35.2	26.5	38.0	41.7	27.7	46.0	34.0	33.1
Not a problem	53.3	51.0	59.8	46.9	42.1	61.5	35.9	53.4	52.3
Don't know	2.4	4.1	3.4	2.2	2.6	3.2	1.7	2.9	3.0
<i>Louts or gangs</i>									
Major problem	9.8	6.5	6.7	8.3	5.0	7.1	5.9	8.0	7.7
Somewhat a problem	25.8	24.9	23.5	28.0	24.1	22.9	29.0	25.8	25.2
Not a problem	60.3	64.3	65.3	58.8	66.3	65.7	60.9	61.5	62.7
Don't know	4.1	4.4	4.5	4.9	4.6	4.3	4.1	4.7	4.4

cont.

Table 11A.17: Persons perception of problems in neighbourhood, 9 months to September 1996 (per cent)¹ (cont)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Drunken or disorderly behaviour</i>									
Major problem	7.6	4.9	6.0	5.4	4.9	6.1	3.6	23.9	6.2
Somewhat a problem	26.8	20.9	19.2	26.3	18.4	20.7	22.8	29.2	23.0
Not a problem	62.6	69.2	70.3	64.1	73.1	68.6	68.9	44.4	66.8
Don't know	2.9	5.0	4.4	4.1	3.7	4.7	4.7	2.5	3.9
<i>Illegal drugs</i>									
Major problem	13.1	12.3	7.9	9.0	6.5	9.5	6.9	9.8	10.8
Somewhat a problem	21.3	18.7	13.6	21.9	17.9	15.5	19.2	15.8	18.8
Not a problem	47.7	50.7	58.9	46.2	56.2	56.2	49.5	50.1	51.3
Don't know	17.9	18.3	19.6	22.9	19.4	18.8	24.5	24.2	19.1

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.18: Opinions about police, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Trust local police</i>									
Strongly agree	10.8	16.5	13.0	15.3	20.0	14.1	11.8	14.2	13.9
Agree	62.5	61.8	60.8	58.9	62.5	62.8	63.0	64.2	61.7
Neither agree nor disagree	15.3	13.5	16.8	15.8	10.8	14.9	16.9	15.3	14.8
Disagree	7.9	5.2	5.2	6.6	4.5	5.3	6.0	3.7	6.2
Strongly disagree	1.4	1.4	1.1	1.4	0.6	1.5	0.8	1.6	1.3
Don't know	2.1	1.5	3.1	2.0	1.7	1.4	1.5	0.9	2.1
<i>Police perform job professionally</i>									
Strongly agree	7.9	12.6	10.0	10.9	15.3	10.6	10.1	10.9	10.5
Agree	62.2	60.2	62.3	59.1	63.8	63.9	63.0	63.0	61.6
Neither agree nor disagree	17.5	17.6	18.4	19.7	13.5	16.1	19.1	16.5	17.5
Disagree	8.9	6.6	5.6	7.6	5.0	6.7	4.7	6.7	7.1
Strongly disagree	1.2	1.0	1.0	1.3	0.3	1.0	0.9	1.4	1.0
Don't know	2.3	2.1	2.7	1.4	2.1	1.8	2.2	1.4	2.2
<i>Police treat people fairly and equally</i>									
Strongly agree	4.6	7.7	5.8	7.2	8.8	6.8	5.3	7.5	6.3
Agree	45.3	44.0	44.0	39.1	50.1	48.0	41.2	41.4	44.5
Neither agree nor disagree	22.0	25.1	23.4	24.0	22.3	21.9	28.4	24.9	23.4
Disagree	19.8	16.4	18.5	22.5	11.8	16.8	17.9	19.5	18.2
Strongly disagree	3.5	3.1	3.7	3.3	2.6	2.6	3.3	3.4	3.3
Don't know	4.7	3.8	4.6	3.8	4.5	3.9	3.9	3.3	4.3

(cont.)

Table 11A.18: Opinions about police, 9 months to September 1996
(per cent)¹ (cont.)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Most police are honest</i>									
Strongly agree	6.6	8.8	7.2	7.7	12.2	8.5	6.9	9.5	7.9
Agree	59.0	59.7	63.1	58.1	63.6	63.7	60.4	63.8	60.4
Neither agree nor disagree	17.9	17.9	15.7	18.3	14.5	14.5	20.5	15.6	17.2
Disagree	10.3	8.5	8.8	10.6	4.9	7.7	7.8	5.6	9.0
Strongly disagree	2.2	1.5	1.4	1.9	0.8	1.7	0.6	1.5	1.7
Don't know	4.1	3.7	3.8	3.4	4.0	3.9	3.9	4.1	3.8
<i>Sometimes police have to break the rules</i>									
Strongly agree	3.6	5.5	5.0	5.9	4.7	3.9	4.0	6.2	4.7
Agree	48.8	47.8	51.1	51.6	48.1	49.4	39.5	44.9	49.0
Neither agree nor disagree	16.4	18.1	15.4	15.7	17.4	19.8	18.6	17.8	16.8
Disagree	20.0	18.0	18.0	16.2	17.6	18.3	25.0	21.2	18.6
Strongly disagree	5.0	4.9	3.7	5.1	4.2	3.9	7.3	4.9	4.7
Don't know	6.2	5.7	6.7	5.5	8.0	4.7	5.8	5.0	6.2
<i>Always will be police corruption</i>									
Strongly agree	18.5	14.8	16.7	18.1	11.9	10.4	14.4	14.5	16.4
Agree	67.3	67.3	71.3	68.8	71.0	74.2	67.2	69.5	68.7
Neither agree nor disagree	6.1	8.7	6.4	6.5	7.7	7.8	9.8	8.4	7.1
Disagree	4.2	4.6	2.5	3.7	5.7	4.1	4.4	4.8	4.1
Strongly disagree	1.1	1.2	0.5	0.8	0.6	1.4	1.7	0.7	1.0
Don't know	2.8	3.4	2.6	2.1	3.1	2.1	2.6	2.1	2.9
<i>Do not have confidence in the police</i>									
Strongly agree	2.3	1.7	1.8	1.3	1.6	1.2	1.2	2.1	1.8
Agree	10.1	8.1	8.8	9.1	4.5	8.8	6.7	6.3	8.7
Neither agree nor disagree	17.6	13.2	17.0	19.5	11.2	13.8	16.6	13.4	15.9
Disagree	58.6	64.3	62.2	56.3	64.6	65.8	64.4	64.2	61.3
Strongly disagree	9.7	10.6	8.4	12.9	16.6	9.6	10.3	12.9	10.6
Don't know	1.7	2.1	1.8	0.9	1.6	0.8	0.8	1.0	1.7

¹ The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.19: Persons having contact with police in the past 12 months, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Yes	46.5	51.3	42.6	53.6	43.8	41.4	53.5	57.3	47.5
No	53.5	48.7	57.4	46.4	56.2	58.6	46.5	42.7	52.5

¹ The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.20: Distribution of contacts with police in the past 12 months, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
One	41.2	41.9	40.5	39.4	41.4	36.4	39.2	42.9	41.0
Two	21.3	21.2	21.9	22.1	25.6	25.1	26.1	24.2	22.0
Three	13.1	15.0	15.9	14.7	12.2	12.6	14.3	12.3	14.1
Four	6.5	7.8	5.7	8.2	6.1	7.7	8.1	4.5	6.9
Five	3.3	4.5	3.1	2.8	5.3	3.5	4.9	3.1	3.7
Six	7.7	3.5	3.9	5.4	2.4	6.0	3.4	5.5	5.2
Seven	0.5	0.7	0.9	1.2	1.0	0.2	0.2	0.2	0.7
Eight	0.4	0.5	0.7	1.3	0.2	0.9	0.6	0.4	0.6
Nine	0.2	0.1	0.0	0.3	0.1	0.3	0.0	0.0	0.2
Ten or more	4.8	4.6	7.3	4.7	5.2	6.8	3.1	6.7	5.2
Don't know	0.9	0.2	0.1	0.1	0.6	0.6	0.0	0.3	0.5

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.21: Initiation of most recent contact, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Respondent	44.9	35.1	51.6	36.9	54.8	47.4	41.9	55.9	43.3
Police	55.1	64.9	48.4	63.1	45.2	52.6	58.1	44.1	56.7

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.22: Reason for respondent contacting police, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Report a crime	36.6	30.5	36.3	35.0	26.2	38.2	36.9	34.5	34.1
Report accident	17.0	8.8	8.7	12.3	15.2	4.8	18.3	9.0	12.6
Report suspicion	7.9	8.2	16.3	12.2	15.9	13.9	8.1	13.3	11.0
Give other information	3.3	8.3	5.9	6.0	2.5	3.5	6.0	3.6	5.1
Get assistance	16.5	28.3	12.5	14.3	17.8	17.5	16.2	15.6	18.3
Neighbourhood watch meeting	3.2	1.4	2.7	1.3	5.3	5.3	3.8	3.4	2.8
Lost/found property	5.0	5.0	5.7	4.9	5.2	2.7	5.7	4.8	5.1
Other	10.5	9.6	11.9	14.1	11.8	14.1	5.1	15.7	11.1

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.23: Reason for police contacting respondent, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Random breath test	63.1	63.7	51.8	66.9	48.5	61.7	65.4	50.0	61.2
Traffic accident	2.4	2.6	1.6	2.0	3.7	3.3	1.6	3.9	2.4
Traffic violation	11.6	12.1	17.8	9.6	13.0	6.9	9.5	12.4	12.3
Noise/disturbance	3.9	3.0	1.7	4.2	4.8	4.1	2.8	5.7	3.4
Arrested you	0.2	0.5	1.5	0.3	1.2	1.2	0.2	2.5	0.6
Asked for information	9.3	8.3	10.8	6.2	12.7	10.2	10.1	11.0	9.1
Informal contact	3.9	3.2	1.9	1.9	4.4	2.7	3.8	4.3	3.2
Other	5.7	6.7	12.9	8.9	11.7	10.0	6.7	10.1	7.9

¹ The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.24: Satisfaction most recent contact with police, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied	43.3	43.9	38.8	44.4	41.9	44.4	39.4	39.8	42.7
Satisfied	35.6	37.4	35.5	38.5	39.9	39.1	37.3	37.9	36.9
Neither satisfied or dissatisfied	7.8	7.5	9.0	7.2	6.0	6.4	11.7	7.4	7.8
Dissatisfied	9.8	6.0	10.3	5.4	7.8	5.2	7.3	10.3	8.1
Very dissatisfied	3.3	4.6	6.5	4.5	4.1	4.8	4.2	4.6	4.4
Don't know	0.2	0.6	0.0	0.0	0.2	0.0	0.0	0.0	0.2

¹ The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.25: Reason for satisfaction with police services, 9 months to September 1996 (per cent)^{1,2}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Prompt service	25.6	28.1	26.5	28.1	30.3	26.8	33.4	30.0	27.3
Approachable/friendly	52.5	42.9	44.1	45.4	43.6	48.7	50.2	50.8	46.9
Helpful	34.4	23.7	32.8	25.5	36.2	28.3	28.0	31.0	30.0
Courteous	51.2	44.5	56.2	49.9	42.3	45.4	53.0	46.5	49.1
Professional/fair	36.5	30.9	34.9	27.9	33.6	29.7	36.6	36.5	33.3
Handled well	32.5	25.0	35.2	22.7	29.0	31.1	33.8	36.4	29.5
Took appropriate action	30.1	24.7	34.1	29.3	31.3	28.9	34.9	36.9	29.3
Efficient	24.1	25.2	31.0	23.8	25.2	26.7	29.3	23.4	25.6
Recovered property	2.0	2.5	3.9	1.8	3.2	3.0	3.8	2.6	2.5
Respondent kept informed	8.9	5.7	10.5	8.0	10.4	10.9	6.9	10.5	8.3
Communicated clearly	18.1	14.3	21.5	16.7	17.9	15.0	23.2	19.0	17.4
Other	0.6	0.2	0.2	1.7	1.0	1.6	0.5	1.2	0.6
Don't know	0.0	0.2	0.1	0.5	0.5	0.1	0.0	0.0	0.2

¹ The sum of the percentages is larger than 100 per cent for each state as more than one reason could be chosen.

2 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.26: Reason for dissatisfaction with police services, 9 months to September 1996 (per cent)^{1,2}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Took no action	41.8	25.9	36.8	23.8	25.0	29.8	31.4	38.1	33.9
No interest shown	22.7	30.9	31.8	30.1	26.8	32.5	20.3	24.0	27.7
Kept waiting	17.1	23.4	19.8	18.2	27.1	25.4	14.4	18.2	20.1
Unfriendly/impolite	27.7	37.7	21.0	24.8	39.6	29.8	35.9	19.6	29.3
Unhelpful	27.9	28.6	27.9	20.7	32.9	20.7	31.9	16.0	27.6
Unprofessional/unfair	26.1	34.5	27.1	22.2	24.9	16.7	28.7	24.6	27.7
Not kept informed	22.3	26.3	23.3	23.1	8.6	27.8	14.9	19.3	22.4
Made false accusation	8.6	9.7	10.8	6.4	13.7	10.9	16.9	15.6	9.7
Used unnecessary force	3.7	4.7	6.3	1.9	4.5	8.3	1.7	7.5	4.5
Used complex language	1.2	4.3	2.7	1.8	4.1	5.6	5.1	5.4	2.7
Other	8.2	6.4	10.1	14.4	11.9	8.3	11.6	10.2	9.0
Don't know	1.5	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.7

1 The sum of the percentages is larger than 100 per cent for each state as more than one reason could be chosen.

2 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

11A2.3 Effectiveness — law enforcement and crime prevention

Objective: Crimes against the person

Table 11A.27: Reported victims of crime, 1993 to 1995 (number per 100 000 population)¹

	<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Murder, Attempted Murder Manslaughter	1993	3.4	2.8	6.4	3.2	6.1	1.9	1.7	13.6	4.0
	1994	3.0	2.7	5.9	4.6	4.2	2.3	1.7	8.2	3.7
	1995	2.8	2.5	5.7	4.1	4.3	3.4	1.7	16.1	3.6
Driving causing death	1993	1.7	0.8	1.2	1.4	1.2	0.4	0.0	3.5	1.3
	1994	1.9	0.4	0.5	1.9	1.0	0.0	0.0	1.8	1.1
	1995	3.0	0.5	1.3	2.5	1.2	0.0	0.0	1.7	1.7
Assault	1995	619	351	537	635	913	430	457	1 167	560
Sexual Assault	1993	63	72	75	75	108	27	27	115	71
	1994	76	63	63	81	101	30	33	105	71
	1995	66	62	75	103	92	34	25	73	71
Kidnapping / Abduction	1993	5.2	1.5	3.9	2.0	5.1	2.8	1.0	1.8	3.6
	1994	3.7	2.2	2.7	2.4	4.7	3.6	0.3	5.3	3.1
	1995	2.9	2.1	2.2	2.0	5.3	0.2	0.3	6.3	2.6
Armed Robbery	1993	39	22	30	28	34	10	18	8	30
	1994	37	17	27	34	32	13	21	8	28
	1995	62	17	27	39	25	13	26	10	37
Unarmed Robbery	1993	62	20	32	30	83	13	20	19	42
	1994	85	19	34	37	71	18	22	23	50
	1995	94	21	33	42	74	14	27	33	54
Blackmail / extortion	1993	0.1	1.3	1.4	0.3	1.9	0.0	1.0	0.0	0.8
	1994	0.2	1.6	1.1	1.2	1.1	0.2	0.3	0.6	0.9
	1995	0.3	1.2	1.6	0.5	1.0	0.4	0.3	1.2	0.8

¹ Figures were based on crimes reported to police.

Source: ABS Cat. No. 4510.0

Table 11A.28: Estimated total victims of crime, reported and unreported, 1983 and 1993 to 1996 (number per 100 000 population)^{1,2}

	Year ³	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Robbery	1983	800	400	400	700	*400	**	*700	**	600
	1993	1 300	1 000	1 200	1 300	1 300	800	1 700	1 700	1 200
	1994	1 200	1 100	na	na	na	na	na	na	na
	1995	1 700	800	1 900	1 900	1 100	na	1 300	na	na
	1996	1 800	na	na	na	na	na	na	na	na
Assault	1983	3 000	3 800	2 900	4 300	4 000	*1 400	*4 800	*6 500	3 400
	1993	2 600	2 200	2 900	2 200	2 500	2 800	3 500	3 600	2 500
	1994	2 400	2 600	na	na	na	na	na	na	na
	1995	2 700	2 400	3 200	2 600	2 900	na	3 800	na	na
	1996	2 800	na	na	na	na	na	na	na	na

na not available.

* Estimate is subject to a relative standard error of between 25 per cent and 50 per cent

** Estimate is subject to a relative standard error of over 50 per cent

1 Figures derived from surveys of the Australian population. Surveys were not necessarily conducted in all jurisdictions in all years.

2 Data was also collected on the incidence of sexual assault, however the high standard error for those figures made them unreliable and accordingly they are not reported here.

3 Figures were for to the 12 months to April of the specified year, except for figure for WA in 1995, which were for the 12 months to October.

Sources: ABS Cat. No. 4509.0, 4509.1, 4509.2, 4509.3, 4509.4, 4509.5.

Objective: Crimes against property

Table 11A.29: Reported victims of crime 1993 to 1995 (number per 100 000 population)¹

	Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Unlawful entry with intent (UEWI)	1993	1 842	1 804	2 426	3 148	2 842	2 534	1 907	2 178	2 165
	1994	1 984	1 600	2 297	3 287	2 438	2 803	1 661	2 637	2 127
	1995	2 178	1 575	2 061	3 524	2 080	2 400	1 602	3 039	2 132
UEWI involving taking of property	1995	1 796	1 248	1 574	2 538	1 703	1 914	1 183	2 094	1 678
UEWI other	1995	383	328	487	987	377	486	420	945	454
Motor vehicle theft	1993	651	616	505	967	704	282	561	444	638
	1994	752	612	517	977	636	361	534	448	670
	1995	762	650	561	1 032	677	476	512	588	703
Other theft	1995	2 280	2 481	2 584	4 337	3 452	2 334	3 394	3 826	2 713

1 Figures were based on crimes reported to police.

Source: ABS Cat. No. 4510.0

Table 11A.30: Estimated total victims of crime, reported and unreported, 1983 and 1993 to 1996 (number per 100 000 population)¹

	<i>Year</i> ²	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Break and enter	1993	3 700	3 300	5 200	7 500	5 000	4 000	5 000	7 400	4 400
	1994	4 500	3 400	na	na	na	na	na	na	na
	1995	5 300	3 200	6 300	8 900	4 600	na	4 500	na	na
	1996	4 600	na	na	na	na	na	na	na	na
Attempted Break and enter	1993	2 600	2 600	3 200	4 900	3 800	2 000	4 900	5 400	3 100
	1994	3 000	2 500	na	na	na	na	na	na	na
	1995	4 100	2 300	5 500	7 100	4 000	na	4 500	na	na
	1996	4 300	na	na	na	na	na	na	na	na
Break and enter or Attempted Break and enter	1983	6 700	5 600	5 800	5 700	6 400	*3 600	*5 300	*8 500	6 100
	1993	5 700	5 400	7 500	11 000	8 100	5 600	8 900	10 600	6 800
	1994	6 700	5 300	na	na	na	na	na	na	na
	1995	8 500	5 000	10 300	13 600	7 700	na	7 900	na	na
	1996	8 100	na	na	na	na	na	na	na	na
	1993	2 000	1 700	1 300	2 200	1 700	1 000	*800	*700	1 700
Motor vehicle theft	1994	2 100	1 900	na	na	na	na	na	na	na
	1995	2 100	1 500	1 400	3 000	1 100	na	*1 000	na	na
	1996	2 000	na	na	na	na	na	na	na	na

na not available.

1 Figures derived from surveys of the Australian population. Surveys were not necessarily conducted in all jurisdictions in all years.

2 Figures were for to the 12 months to April of the specified year, except for figure for WA in 1995, which were for the 12 months to October.

* estimate is subject to a relative standard error of between 25 per cent and 50 per cent

Sources: ABS Cat. No. 4509.0, 4509.1, 4509.2, 4509.3, 4509.4, 4509.5.

Table 11A.31: Proportion of stolen vehicles recovered, 1995 (per cent)

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> ¹	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1995	80	73	87	na	89	na	78	na	na

na not available.

1 The low sample size in Queensland makes this figure unreliable.

Sources: Office of Crime Statistics 1995; NRMA 1995.

Objective: Road Safety

**Table 11A.32: Road fatalities and hospitalisations, 1992–93 to 1995–96
(number per 100 000 population)**

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> ¹	<i>NT</i>	<i>Aust</i>
1992–93	94	75	108	126	92	112	161	185	119
1993–94	96	75	118	129	92	117	182	217	128
1994–95	95	74	124	137	90	115	186	192	127
1995–96	91	75	117	133	99	93	203	216	128

1 Figures include all collisions with serious injury (involving overnight hospitalisation). The ACT data included collisions with serious injury and non-serious injury.

Source: ABS Cat. No. 9309.0

**Table 11A.33: Road fatalities and hospitalisations, 1992–93 to 1995–96
(number per 100 000 registered vehicles)**

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> ¹	<i>NT</i>	<i>Aust</i>
1992–93	179	119	189	193	146	172	284	372	207
1993–94	183	117	203	197	145	178	311	442	222
1994–95	178	116	211	207	139	172	314	383	215
1995–96	170	119	195	201	152	138	339	425	217

1 Figures include all collisions with serious injury (involving overnight hospitalisation). The ACT data included collisions with serious injury and non-serious injury.

Source: ABS Cat. No. 9309.0

**Table 11A.34: Driven a motor vehicle in the past 12 months, 9 months
to September 1996 (per cent)¹**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Yes	83.7	85.7	87.4	89.5	86.8	87.5	89.2	92.2	85.9
No	16.3	14.3	12.6	10.5	13.2	12.5	10.8	7.8	14.1

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.35: Persons driven over speed limit by 10 km or more, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Do not drive	16.3	14.3	12.6	10.5	13.2	12.5	10.8	7.8	14.1
Always	1.6	2.1	2.6	2.6	1.4	1.2	1.9	3.0	2.0
Most of the time	8.3	7.8	10.2	13.9	7.2	5.4	12.1	11.9	9.0
Half the time	7.2	7.3	8.6	8.6	6.9	5.9	7.9	8.7	7.6
Sometimes	42.0	45.8	44.2	42.3	48.6	46.6	48.3	46.6	44.2
Never	24.2	22.3	21.5	21.7	22.2	28.2	18.7	21.8	22.8
Don't know	0.4	0.4	0.3	0.4	0.5	0.1	0.3	0.2	0.4
<i>Of those who drive, those who speed:</i>									
Half the time or more	20.4	20.1	24.5	28.0	17.9	14.3	24.6	25.6	21.6
Less than half the time/don't know	79.6	79.9	75.5	72.0	82.1	85.7	75.4	74.4	78.4

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.36: Driven when possibly over 0.05 blood alcohol limit in the last twelve months, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Do not drive	16.3	14.3	12.6	10.5	13.2	12.5	10.8	7.8	14.1
Always	0.2	0.3	0.3	0.2	0.7	0.2	0.1	0.0	0.3
Most of the time	0.0	0.0	0.3	0.5	0.1	0.1	0.0	0.1	0.1
Half the time	0.2	0.4	0.1	0.4	0.4	0.4	0.0	0.8	0.3
Sometimes	7.9	7.7	7.3	15.9	11.2	10.9	9.7	15.4	8.9
Never	75.2	76.9	79.4	72.3	74.0	75.8	79.1	75.1	76.1
Don't know	0.3	0.2	0.0	0.2	0.4	0.2	0.3	0.7	0.2
<i>Of those who drive, those who have drive when possibly over the 0.05 limit:</i>									
Sometimes or more	9.9	9.8	9.2	19.0	14.3	13.3	11.0	17.7	11.2
Never/don't know	90.2	90.0	90.8	81.0	85.7	86.9	89.0	82.2	88.8

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.37: Seat belt worn in the last twelve months, 9 months to September 1996 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Always	93.6	92.7	92.0	93.6	88.9	90.3	91.9	87.4	92.5
Most of the time	4.5	4.1	5.1	4.6	7.0	6.1	5.4	6.9	4.8
Half the time	0.3	0.8	1.3	0.4	1.4	1.2	1.1	2.4	0.8
Sometimes	0.2	0.7	0.7	1.0	0.9	1.5	0.9	1.8	0.6
Never	0.5	0.4	0.5	0.1	1.5	0.5	0.3	0.4	0.5
Don't travel by car	0.1	0.2	0.2	0.1	0.2	0.4	0.0	0.0	0.2
Don't know	0.7	1.2	0.2	0.2	0.1	0.1	0.4	1.0	0.6

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

11A.2.4 Efficiency indicators

New South Wales

Table 11A.38: NSW efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	196	171	183	190
Total budget/operational FTE	\$	na	na	na	75 051
Operational FTE/ total FTE	Ratio	na	na	na	0.91
Available FTE/ total FTE	Ratio	na	na	na	na
Total budget/crimes against the person ¹	\$	na	na	na	22 687
Total budget/crimes against property ¹	\$	na	6 907	6 772	6 565
Total budget/number of road fatalities and casualties	\$	209 039	178 347	193 543	208 928
Total budget/ registered vehicles	\$	374	326	345	354

na not available.

1 Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

Victoria

Table 11A.39: Victoria efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	157	160	195	214
Total budget/operational FTE	\$	na	na	na	89 780
Operational FTE/ total FTE	Ratio	na	na	na	0.83
Available FTE/ total FTE	Ratio	0.82	0.82	0.82	0.82
Total budget/crimes against the person ¹	\$	na	na	na	47 292
Total budget/crimes against property ¹	\$	na	6 614	8 779	1 319
Total budget/number of road fatalities and casualties	\$	208 513	213 834	263 225	285 319
Total budget/ registered vehicles	\$	249	249	306	339

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

Queensland

Table 11A.40: Queensland efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	143	145	152	173
Total budget/operational FTE	\$	na	na	na	na
Operational FTE/ total FTE	Ratio	na	na	na	na
Available FTE/ total FTE	Ratio	na	na	na	na
Total budget/crimes against the person ¹	\$	na	na	na	25 980
Total budget/crimes against property ¹	\$	na	5 085	5 530	6 758
Total budget/number of road fatalities and casualties	\$	132 717	123 603	122 001	147 724
Total budget/ registered vehicles	\$	251	251	258	289

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

Western Australia

Table 11A.41: WA efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	152	183	182	206
Total budget/operational FTE	\$	na	na	na	63 535
Operational FTE/ total FTE	Ratio	na	na	na	0.88
Available FTE/ total FTE	Ratio	na	na	na	0.88
Total budget/crimes against the person ¹	\$	na	na	na	21 629
Total budget/crimes against property ¹	\$	na	4 513	4 352	4 605
Total budget/number of road fatalities and casualties	\$	120 478	141 819	132 914	154 149
Total budget/ registered vehicles	\$	232	279	276	309

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

South Australia

Table 11A.42: SA efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	197	194	202	210
Total budget/operational FTE	\$	na	na	na	83 085
Operational FTE/ total FTE	Ratio	na	na	na	0.85
Available FTE/ total FTE	Ratio	na	na	na	0.94
Total budget/crimes against the person ¹	\$	na	na	na	22 209
Total budget/crimes against property ¹	\$	na	5 493	6 594	7 641
Total budget/number of road fatalities and casualties	\$	213 163	211 196	225 323	198 703
Total budget/ registered vehicles	\$	311	301	314	323

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

Tasmania

Table 11A.43: Tasmania efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	158	153	162	176
Total budget/operational FTE	\$	na	na	na	70 458
Operational FTE/ total FTE	Ratio	na	na	na	0.85
Available FTE/ total FTE	Ratio	na	na	na	0.81
Total budget/crimes against the person ¹	\$	na	na	na	35 699
Total budget/crimes against property ¹	\$	na	5 430	5 119	6 136
Total budget/number of road fatalities and casualties	\$	141 364	129 829	140 665	189 261
Total budget/ registered vehicles	\$	244	231	242	261

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

Australian Capital Territory

Table 11A.44: ACT efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	171	193	188	168
Total budget/operational FTE	\$	na	na	na	82 701
Operational FTE/ total FTE	Ratio	na	na	na	0.94
Available FTE/ total FTE	Ratio	na	na	na	na
Total budget/crimes against the person ¹	\$	na	na	na	22 740
Total budget/crimes against property ¹	\$	na	7 888	8 704	8 031
Total budget/number of road fatalities and casualties	\$	106 725	106 000	101 418	82 893
Total budget/ registered vehicles	\$	303	330	318	281

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

Northern Territory

Table 11A.45: NT efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	376	370	393	433
Total budget/operational FTE	\$	na	na	na	83 077
Operational FTE/ total FTE	Ratio	na	na	na	0.84
Available FTE/ total FTE	Ratio	na	na	na	0.86
Total budget/crimes against the person ¹	\$	na	na	na	47 064
Total budget/crimes against property ¹	\$	na	14 258	12 942	12 201
Total budget/number of road fatalities and casualties	\$	203 556	170 102	204 560	200 388
Total budget/ registered vehicles	\$	756	752	783	851

na not available.

¹ Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

11A.3 Definitions

Each table of information from the police community satisfaction survey was based on the questions from the survey, no additional information is provided in the definitions below.

Table 11A.46: Definitions of descriptors

<i>Indicator</i>	<i>Explanation/definition</i>
Total recurrent expenditure	Comprises salaries and payments in the nature of salaries; other recurrent expenditure and depreciation. Each of these components are defined below.
Salaries and payments in the nature of salaries	Includes salaries, wages and allowances; payments of long service and recreation leave; redundancy payments; overtime; workers compensation; fringe benefits tax; payroll tax; and superannuation contributions by employers.
Other recurrent expenditure	Includes maintenance and working expenses; expenditure incurred by other departments on behalf of police; contracted police services; other recurrent costs not elsewhere classified.
Depreciation	Depreciation, where possible based on current asset valuation.
Revenue from own sources	Comprises all revenue raised and retained by police services. Includes revenue from the sale of stores, plant and vehicles; donations and industry contributions; user charges; and other revenue (excluding fine revenue).
Total capital expenditure	Includes all expenditure on the purchase of capital assets.
Total Expenditure	Equals total capital expenditure plus total recurrent expenditure less revenue from own sources.
Average police salaries	Equals salaries and payments in the nature of salaries paid to sworn police officers, divided by the number of sworn officers.
Average non-police staff salaries	Equals salaries and payments in the nature of salaries paid to civilian and other employees, divided by the total number of such employees.
Total number of staff	Total full time equivalent staff directly employed on an annual basis (that is, excluding labour contracted out). Actual rather than authorised staff are counted.
Sworn police officers, uniformed	Uniformed personnel who have the full powers of a sworn police officer. A uniformed officer is one who wears an identifiable police service uniform on a regular basis.
Sworn police officers, non-uniformed	Non-uniformed personnel who have the full powers of a sworn police officer. A non-uniformed officer is one who does not wear an identifiable police service uniform on a regular basis.

(cont.)

Table 11A.46: Definitions of descriptors, (cont.)

<i>Indicator</i>	<i>Explanation/definition</i>
Civilian staff	Includes specialist staff; that is, civilian training and teaching, medical, and other specialists, and civilian administrative staff and management staff.
Other staff	Includes auxiliary police personnel who are neither sworn officers or strictly civilians because they are authorised to exercise some statutory powers normally restricted to sworn officers. Includes police cadets, police aides and special constables.
Value of assets: Buildings, land and fittings	Equals the value of land, buildings and fittings under the direct control of police.
Value of Other assets	Equals the value of motor vehicles, computer equipment, and general plant and equipment under the direct control of police.

Table 11A.47: Definition of effectiveness indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Reporting rate	The proportion of victims of crime who told police about the last crime incident of which they were the victim. Measured through a crime victimisation survey.
Reported crime	Crimes reported to, and recorded by, police.
Total crime, reported and unreported.	Crime measured by direct survey of the Australian population. individuals contacted are asked whether they have experienced certain criminal events in the last 12 months.
Deaths in police custody and custody related incidents	Includes at least one of the following death wherever occurring: of a person who is in police custody; of a person whose death is caused or contributed to by traumatic injuries while in custody; of a person who is fatally injured in the process of police officers attempting to detain that person; and/or of a person who dies or is fatally injured in the process of escaping or attempting to escape from police custody.
Complaints	The number of statements of complaint by members of the public regarding police conduct when a person was in police custody or had voluntary or involuntary dealing with the police.
Murder	The wilful killing of a person either intentionally or with reckless indifference to life.
Attempted murder	The attempt to unlawfully kill another person by any means, act, or omission.

(cont.)

Table 11A.47: Definition of effectiveness indicators (cont.)

Indicator	Explanation/definition
Manslaughter	The unlawful killing of a person caused: without intent to kill, usually as a result of careless, reckless or negligent act; or intentional but due to extreme provocation; or when in a state of mind impairs the capacity to understand or control one's actions.
Driving causing death	Driving causing death is the unlawful killing of a person caused through culpable, dangerous or negligent driving.
Kidnapping / abduction	The unlawful seizing or taking away of another person by force, deception, against that persons will, or against the will of any parent, guardian or person with lawful custody.
Unarmed/ Armed robbery	The unlawful taking of property in confrontational circumstances accompanied by force, threat of force, or by placing the victim in fear. Armed robbery involves the use of a weapon, defined as any object used to cause injury or fear of injury.
Blackmail / extortion	To demand or unlawfully obtain money or other item(s) of value not from the immediate possession of the person but through coercive measures.
Break and Enter	An incident were the home was broken into, including the garage or shed, but excluding the garden or car.
Attempted break and enter	An incident where an attempt was made to break into a home.
Motor vehicle theft	An incident where a registered motor vehicle was stolen from any member of a household. It includes business vehicle used exclusively by members of the household.
Robbery	An incident where someone had stolen something from a person by threatening or attacking them.
Assault	An incident other than robbery where a person is threatened or attacked.
Sexual Assault	An incident of a sexual nature involving physical contact, including rape, attempted rape, indecent assault, and assault with intent to commit sexual assault. Sexual harassment (that did not lead to assault) is excluded).
Proportion of vehicles recovered	The proportion of vehicles stolen in that year which were recovered.
Unlawful entry with intent	The unlawful entry of a structure with the intent to commit an offence. It does not include trespass and lawful entry with intent (for example shoplifting).
Motor vehicle theft	The taking of a motor vehicle unlawfully or without permission.
Other theft	The taking of a persons property, but without: force, the threat of force, deceit, or having gained unlawful entry to a structure. Attempted other theft is not included.
Road fatalities and hospitalisations	Serious and fatal road injury accidents as defined by the Federal Office of Road Safety.

Table 11A.48: Definition of efficiency indicators

Indicator	Explanation/definition
Total budget/ population	Total budget divided by the estimated resident population (except for 1995–96 where the population projections were used.
Total budget/ operational FTE	Total budget divided by operational FTE. Operational FTE are defined as any person (sworn or unsworn) delivering a police or police-related service directly to an external customer, for example, patrols, detectives, traffic, community policing and station counter staff.
Operational FTE/ total FTE	Operational FTE (defined above) divided by total FTE. Total FTE included operational FTE and non-operational FTE (that is, staff not involved in direct service delivery to external clients, for example communications or personnel staff).
Total budget/ crimes against the person	Total budget divided by total reported crimes against the person, that is murder, attempted murder, manslaughter, driving causing death, assault, kidnapping, abduction, armed robbery, unarmed robbery, sexual assault, and blackmail/extortion.
Total budget/ crimes against property	Total budget divided by total reported crimes against property, that is unlawful entry with intent and motor vehicle theft.
Total budget/ number of road deaths and fatalities and causalities	Total budget divided by serious and fatal road injury accidents as defined by the Federal Office of Road Safety.
Total budget/ registered vehicles	Total budget divided by total registered motor vehicle, including motorcycles.

12 COURT ADMINISTRATION

12.1 Introduction

Court administration agencies throughout Australia provide a range of services integral to the effective performance of the judicial system. The coverage in this Report has been expanded from that in the 1995 Report — the State and Territory Supreme, District/County and Magistrates' Courts — to include the Federal Court of Australia, the Family Court of Australia and the Family Court of Western Australia. Probate registries, coroners' courts, environmental and resource development courts and the administrative appeals tribunals continue to be excluded.

The focus in this Report is on the administration of the courts, not the outcomes of the legal process. Court administration agencies work with the judiciary to provide a court system which allows for the prompt resolution of disputes and appropriate access to justice for the community. The allocation of responsibility between court administration and other elements of the legal system, including the judiciary, varies across the State, Territory and Commonwealth legal systems. The performance indicators presented in this chapter need to be interpreted in this context.

A significant improvement in data reliability has been achieved in this Report. Full year data were available for most courts for both 1994–95 and 1995–96, whereas a one month sample was used for effectiveness measures in the 1995 Report.

The court administration agencies checked each other's data during Report preparation to improve its accuracy and consistency. This included a reconciliation between the published financial reports of the court administration agencies to take account of different accounting practices. The checking also highlighted the differing treatments of judicial superannuation, court libraries, court reporting and accommodation and allowed interim agreement to be reached pending full resolution prior to the next data collection.

12.2 Profile of the sector

12.2.1 Definition of the sector

The main functions of court administrations are:

- to manage court facilities and staff, including buildings, court security and ancillary services such as registry, libraries and transcription services;
- to provide case management services, including client advice, scheduling and case flow management; and
- to enforce court orders through the Sheriff's Department or a similar mechanism.

Total current expenditure by State, Territory and Commonwealth Government court authorities was \$675 million in 1995–96 — an increase of 2.0 per cent from the 1994–95 total (Table 12A.3). Around 2 million matters were handled in the State and Territory courts and a further 24 000 and 125 300 matters by the Federal and Family Courts respectively (Table 12A.1).

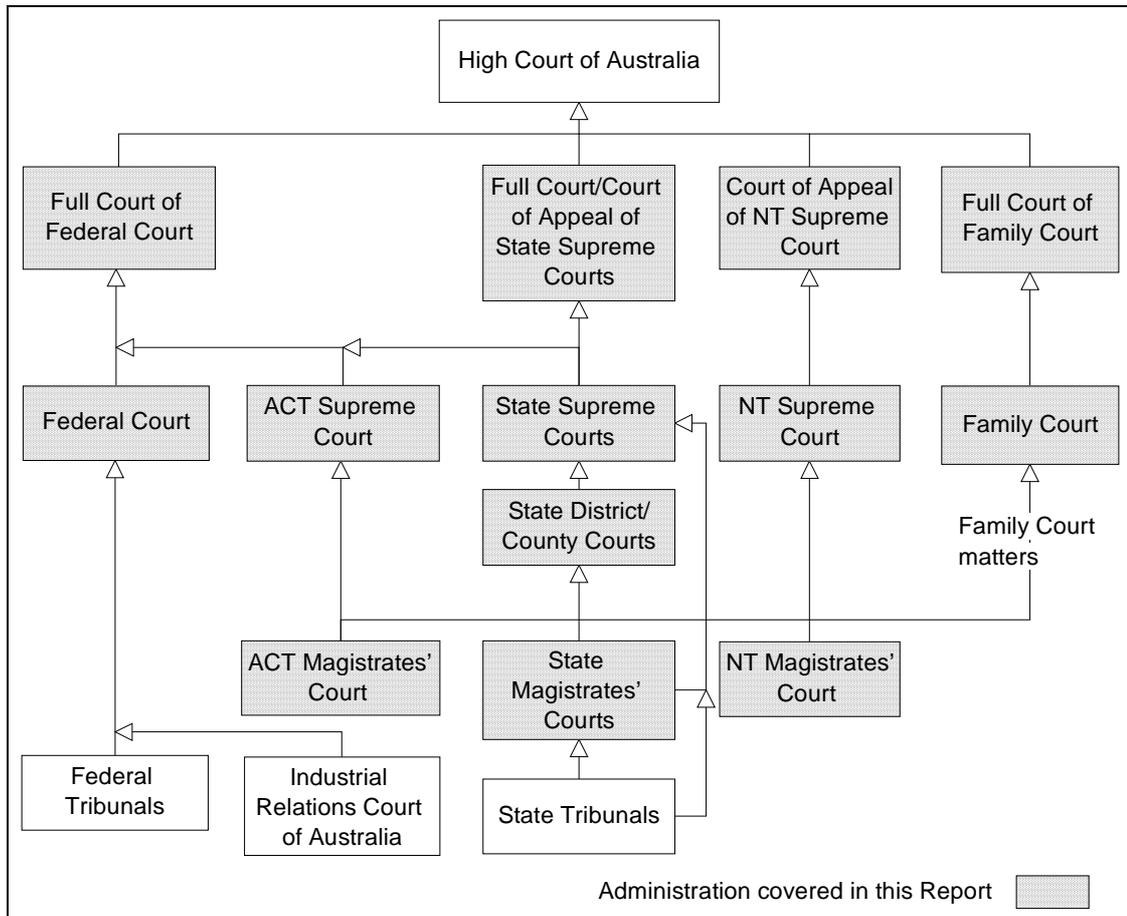
12.2.2 Structure of courts

There is a hierarchy of courts in each state and territory and at the Commonwealth level (Figure 12.1). Prosecutions and litigations do not necessarily enter the court system at its lowest tier. Instead, each State, Territory and Commonwealth court has an originating jurisdiction in which disputes of particular seriousness are heard. Higher courts also operate as courts of judicial review (or appeal). The States, Territories and the Commonwealth have also established specialist courts and tribunals to determine rights under specific legislation.

Administrative structures

Most courts operate in both the criminal and civil jurisdictions. Generally, the same court infrastructure facilitates both civil and criminal cases. However, court administration agencies generally have separate information systems and case flow management practices for the two types of cases. The Steering Committee has sought to distinguish, where possible, between the criminal and civil justice systems to reflect the different management practices. The Commonwealth Federal and Family Courts have been compared with the State Supreme Courts operating in the civil jurisdiction, although the types of cases handled vary considerably.

Figure 12.1: Major relationships between courts in Australia



Court administration agencies generally operate as:

- divisions of Departments of the Attorney General or Justice;
- independent statutory authorities (in SA for example);
- separate government departments (in the NT for example); or
- self administering courts (for example the Federal Court).

Where courts operate as part of a Department of the Attorney General or Justice, there is some difference in the division of responsibility between the courts and the umbrella agency. Generally the Registrar's Office of the court is responsible for case scheduling, facilities management and day-to-day purchasing, while the umbrella department undertakes broader corporate service functions such as payroll and training.

The application of different models of court administration is not static. During the reporting period, for example, NSW returned to the established model after a short period of having a specialist agency undertake the provision of all court related services.

Cases

The variation in court case loads is indicated by the total number of cases handled. The Victorian Magistrates' Court handled more criminal matters than any other Australian court (488 000 cases in 1995–96) but nearly 80 per cent of these cases were minor traffic matters which were handled by the Victorian PERIN (Penalty Enforcement by Registration of Infringement Notice) Court. The smaller courts in Tasmania, the ACT and the NT handled between 12 000 and 19 000 cases in 1995–96 (Table 12.1).

Table 12.1: Court cases, 1995–96 ('000)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Fed.</i>	<i>Fam.</i>	<i>Total</i>
<i>Criminal cases</i>											
Supreme Court	0.9	0.4	1.4	0.5	0.6	0.4	0.2	0.4	—	—	4.6
District/County Court	10.6	3.8	7.1	2.2	1.8	—	—	—	—	—	25.6
Magistrates' Court	393	488	248	147	119	19	13	19	—	—	1 445
Minor traffic	226	387	78	55	54	0	0	7	—	—	807
Primary	167	101	170	92	65	19	13	12	—	—	637
<i>Civil cases</i>											
Supreme Court	10.0	5.0	4.2	2.1	2.9	3.5	1.1	0.3	23.8	125.3	178.1
District/County Court	14.2	11.8	6.6	4.4	1.6	—	—	—	—	—	38.6
Magistrates' Court	243	187	92	55	49	12	12	8	—	—	659

— These courts do not exist or do not operate in this court jurisdiction.

Sources: Tables 12A.1 and 12A.2

Expenditure

The largest area of court administration expenditure in the criminal jurisdiction occurred in the Magistrates' Courts. NSW and Queensland courts had the largest such expenditures. In the civil jurisdiction Supreme Courts generally accounted for relatively similar proportions of expenditure to Magistrates' Courts in most states and territories (Table 12.2).

Table 12.2: Court administration expenditure, 1995–96 (\$ million)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Fed.</i>	<i>Fam.</i>	<i>Total</i>
<i>Criminal expenditure</i>											
Supreme Court	7.4	7.1	5.9	4.9	5.8	2.6	1.8	6.3	—	—	41.7
District/County Court	39.0	18.9	15.9	8.2	9.0	—	—	—	—	—	91.0
Magistrates' Court	89.3	35.8	40.4	18.7	14.2	3.7	2.5	4.6	—	—	209.1
<i>Civil expenditure</i>											
Supreme Court	31.5	12.5	9.3	10.7	7.3	1.6	3.0	3.8	42.6	100.2	222.5
District/County Court	9.6	9.4	7.7	5.6	6.3	—	—	—	—	—	38.6
Magistrates' Court	22.1	12.4	9.9	11.9	8.0	1.6	2.4	4.2	—	—	72.3

— These courts do not exist or do not operate in this court jurisdiction.

Sources: Tables 12A.3 and 12A.4

Cases by type

The types of cases handled varied across courts and states and territories.

The largest category of case type in the criminal Supreme Courts were appeals from the lower courts. This was not replicated in the civil jurisdiction where appeals were less frequent and considerable numbers of commercial cases begin in the Supreme Court. In Queensland, serious drug matters are heard in the criminal jurisdiction of the Supreme Court. They are heard in the District/County Court in other states and territories.

Divorce was the most common single case type in the Family Court, whereas the most common case types coming before the Federal Court were bankruptcy, corporations law and trade practices matters.

Criminal District/County Court activity in NSW and Victoria is dominated by appeals from the Magistrates' Court. However, cases in the other states are primarily offences against property and people. In the civil jurisdiction, personal injuries are the single largest case type in all states and territories.

The majority of cases at the Magistrates' Court in most states and territories are minor traffic matters which are normally processed in electronic courts. The share of this type of case is particularly high in Victoria where the PERIN Court administers fines and penalty notices. In the ACT, where there is no District/County Court, the Magistrates' Court handles a significantly larger proportion of offences against property and people (Table 12.3).

Table 12.3: Proportion of court cases by type, 1995–96 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Fed.</i>	<i>Fam.</i>	<i>Av.</i>
<i>Supreme Court (criminal)</i>											
Appeals	86.7	74.1	42.2	16.0	35.9	35.2	17.8	16.9	—	—	46.6
Offences against person	2.5	14.7	0.0	na	24.6	39.4	32.5	26.7	—	—	11.4
Offences against property	0.1	0.3	0.0	na	4.1	20.6	34.4	30.9	—	—	5.9
Drug matters	0.6	na	50.4	na	5.3	4.0	5.7	11.2	—	—	17.0
Murder	9.9	9.6	7.4	na	4.0	0.3	na	10.7	—	—	6.2
Other	0.2	1.3	0.0	84.0	26.1	0.5	9.6	3.7	—	—	13.0
<i>Supreme Court (civil)</i>											
Appeals	7.9	5.2	7.0	21.2	18.6	2.4	6.7	14.4	2.3	1.5	2.8
Personal injury	9.6	5.3	44.7	0.8	1.5	20.9	51.0	11.1	na	na	2.5
Divorce	na	na	na	na	na	na	na	na	na	41.9	29.5
Other	82.5	89.5	48.4	78.0	79.9	76.7	42.3	74.4	97.7	56.6	65.2
<i>District/County Court (criminal)</i>											
Appeals	57.6	66.1	3.0	na	na	—	—	—	—	—	34.6
Offences against person	18.8	19.2	34.2	na	36.9	—	—	—	—	—	22.8
Offences against property	10.5	8.4	44.0	na	8.5	—	—	—	—	—	18.5
Drug matters	7.1	3.3	0.2	na	21.2	—	—	—	—	—	5.0
Other	6.0	3.1	18.6	100.0	33.4	—	—	—	—	—	19.0
<i>District/County Court (civil)</i>											
Appeals	na	na	2.3	4.1	8.2	—	—	—	—	—	1.2
Personal injury	na	36.8	70.3	64.3	46.7	—	—	—	—	—	32.5
Other	100.0	63.2	27.4	31.7	45.1	—	—	—	—	—	66.3
<i>Magistrates' Court (criminal)</i>											
Offences against person	8.2	1.6	5.4	na	5.5	na	13.4	na	—	—	4.3
Offences against property	12.6	6.5	7.6	na	3.2	na	43.5	na	—	—	7.6
Drug matters	4.6	2.0	9.2	na	6.7	na	15.9	na	—	—	4.2
Minor traffic matters & PERIN	57.6	79.3	31.3	37.6	45.6	na	na	38.0	—	—	55.9
Committals	1.0	0.3	2.8	na	1.0	0.4	1.0	1.1	—	—	1.0
Other	15.9	10.3	43.7	62.4	37.9	99.6	26.3	60.9	—	—	27.1
<i>Magistrates' Court (civil)</i>											
Appeals	na	na	na	na	7.0	na	na	na	—	—	0.5
Custody/Access	2.9	2.7	4.4	na	na	0.1	0.2	0.5	—	—	2.4
Alimony/Child Maintenance	0.8	0.5	0.1	na	na	0.1	0.9	0.5	—	—	0.5
Other	96.3	96.8	95.5	100.0	93.0	99.7	98.8	99.0	—	—	96.5

— These courts do not exist or do not operate in this court jurisdiction.

na not available

1 In calculating lodgements (cases) multiple offences by an offender on the one occasion were counted as a single lodgement. Lodgements were divided between case types according to the primary offence at lodgement. The counting of primary lodgements was complicated by different court systems, some of which were only capable of providing the first listed offence, which may not necessarily be the most severe offence.

Source: States and Territories unpublished

12.3 Recent developments

Important developments in court administration include:

- case flow management practices;
- greater use of technology;
- greater use of alternative dispute resolution mechanisms; and
- client service initiatives.

There has been a recent widespread introduction of case flow management arrangements. These allow the progress of any case to be tracked through the system, and performance to be reported against the standards established for different types of cases within each court jurisdiction.

To improve output, timeliness and client services and reduce the cost of court operations, court administration agencies have been investing in electronic and computerised court information systems. Key innovations have included:

- the introduction of electronic courts where computers automatically process fines, penalties and correspondence;
- video and telephone conferencing facilities;
- remote video recording of court proceedings; and
- the implementation of electronic document lodgement.

Alternative dispute resolution (ADR) processes provide the means to resolve disputes other than through traditional forms of litigation offered by the courts. The main forms of ADR include mediation, arbitration, conciliation, and expert determination. They can take place independently or as part of the court process.

The use of ADR processes and the range of ADR service providers have increased significantly over recent years, easing court caseloads and thereby reducing case backlogs and delays.

Court administrations have also been looking to client surveys and charters for courts and registries to enhance the level of client service and focus. Many aspects of court services are being surveyed and different courts are assessing client satisfaction in these areas.

12.4 Framework for performance indicators

The framework of indicators for court administration has not changed significantly from the 1995 Report (Figure 12.2). A description of all indicators is provided in Attachment 12A.

The development of new indicators has progressed in the areas of court delays (adjournments) and enforcements, but counting rules need to be further refined before the next data collection. Data was published in 1995 on the number of Magistrates' Court locations with permanent registry services. This descriptor has been discontinued because the focus on numbers rather than location could be misleading. The geographic spread of courts is considered to be a potential indicator of accessibility and appropriate definitions and counting rules are being developed.

12.5 Future directions

There are a number of opportunities for improving the current data collection. These include refining the counting rules and definitions adopted for the data collection and increasing in the range of courts, tribunals and indicators included within the collection. The counting rules and definitions used will continue to be aligned with those used in data collections conducted by the National Criminal Courts Statistics Unit (NCCSU) and the Commonwealth Grants Commission.

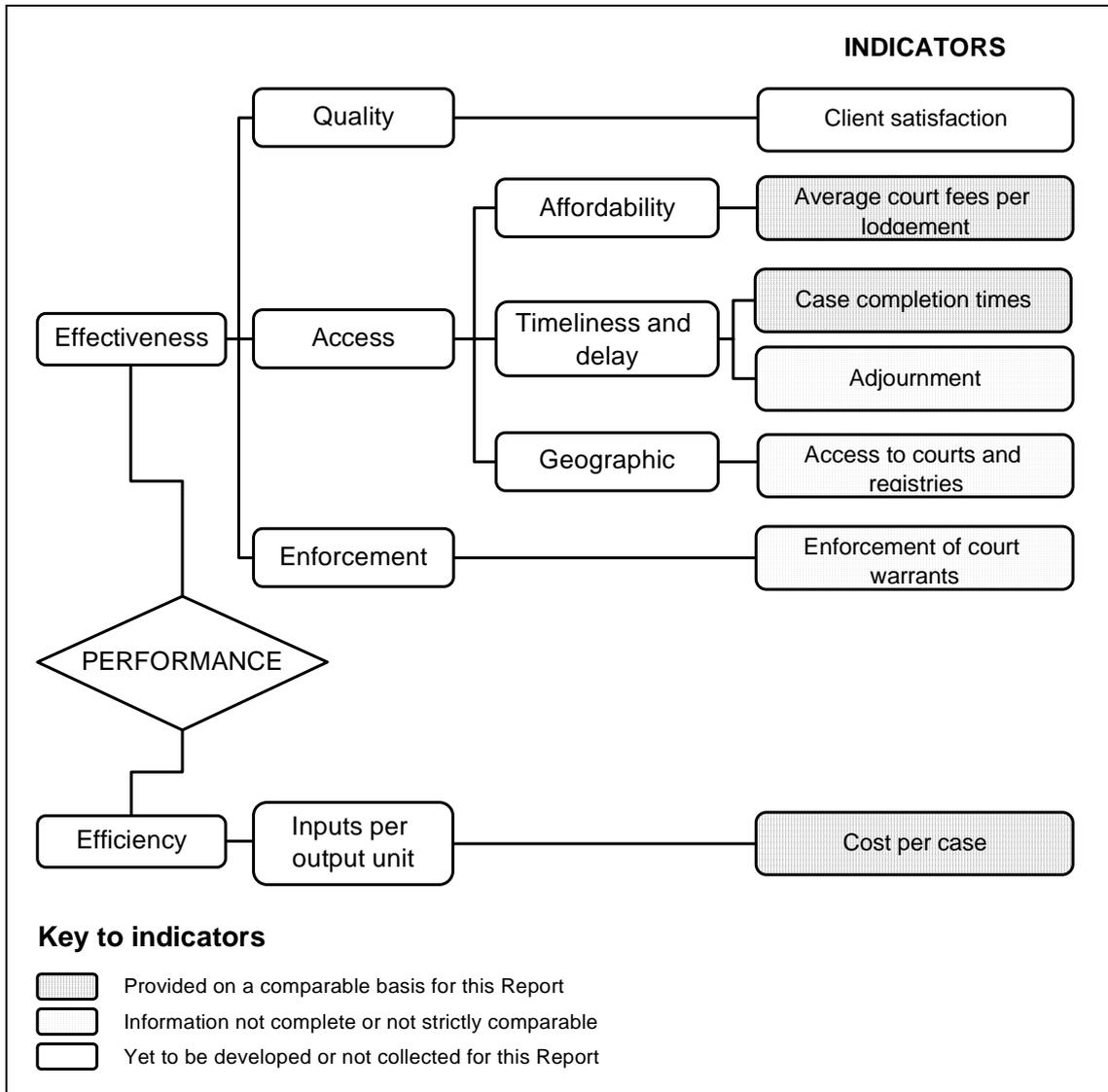
12.5.1 Improved data quality

The definitions adopted need to be continually refined. The data collection conducted for this Report highlighted a number of deficiencies in the definitions and counting rules. Steps being taken to address these prior to the next collection include:

- the introduction of a consistent treatment of labour on-costs such as superannuation, particularly for judicial officers whose superannuation and pensions are largely unfunded;
- the further development of indicators and data sources for assessing court delays and enforcements;
- the adoption of the revised Australian National Classification of Offences for presenting offence categories; and

- the adoption of the Australian Criminal Courts Statistics which are being developed by the NCCSU.

Figure 12.2: Framework of performance indicators for court administration



12.5.2 New and refined indicators

It will be necessary in the long term to develop a better measure of court administration workload. Cases, the current measure, is based on court lodgements which are only a measure of the number of items initiated. They are a useful indicator of demand, but do not adequately indicate actual work flows and cases processed.

The current approach adopted for the assessment of timeliness — the proportion of criminal cases finalised with six months and the proportion of civil cases finalised within twelve months — may also need to be refined. The implementation of case flow management has resulted in the introduction of time standards tailored to particular courts and case types. Comparison of standards and compliance with those standards could provide useful indicators of performance across Australia.

Finally, the Steering Committee is close to finalising its assessment of a more sophisticated measure of efficiency than simple unit cost — Data Envelopment Analysis (DEA). DEA is currently being trialed in relation to the NSW Magistrates' Court.

12.5.3 Collection scope

In the future the scope of the data collected for the Report may be increased to include a broader range of Commonwealth, State and Territory courts and tribunals.

Tribunals already covered in the collection include small claims, credit and residential tenancies tribunals which largely operate as part of Magistrates' Courts. Other tribunals and courts which may be included are the coroner's court, industrial relations courts and tribunals, administrative appeals tribunals, environmental and resource and development courts and probate registries.

12.6 Key results

The different environments in which each court administration agency operates affect the cost structures of their operations. Four important influences are:

- the overall size of the court system (Table 12.2);
- the activities of police (Chapter 11) and legal practitioners in the state or territory;
- the mix of cases handled (Table 12.3); and
- the geographic dispersion of the population.

Certain limitations of the data (which are mentioned where relevant) also mean that the results should be interpreted with care.

12.6.1 Effectiveness indicators

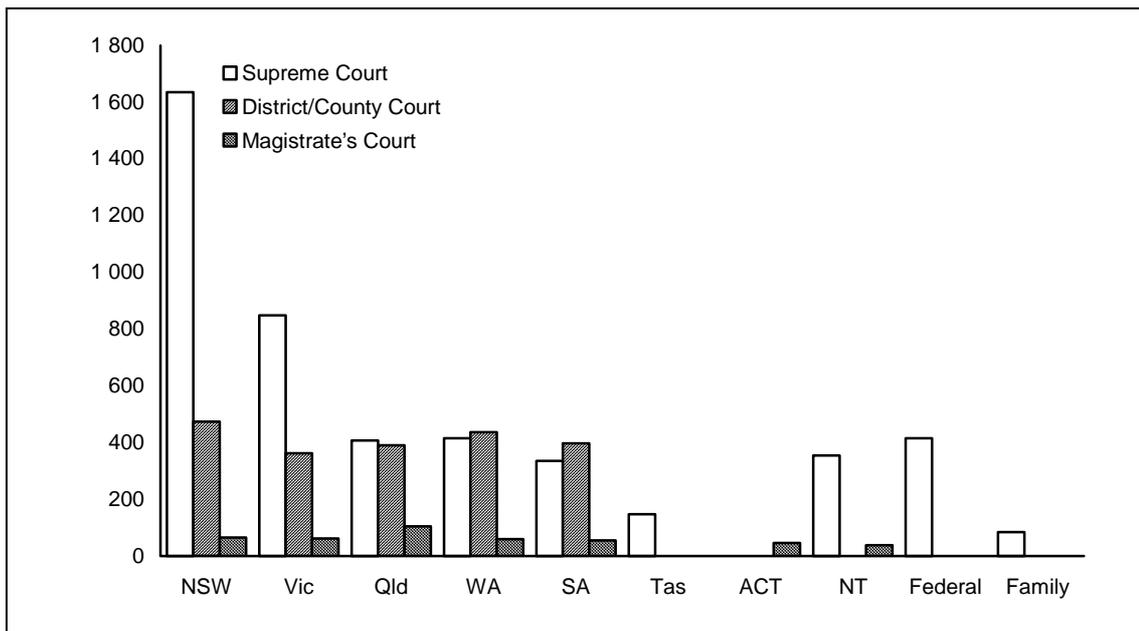
Affordability

Court fees are only part of the overall costs faced by litigants — legal fees being the most significant component. Nonetheless, court fees can in themselves be significant.

Across the State, Territory and Commonwealth Courts, fees for services vary considerably. In the criminal jurisdiction, most courts have a policy of not charging court fees. Fees may be charged for transcripts of criminal proceedings but only to third parties. Criminal court fees have therefore not been reported.

For civil cases, fees are fairly similar across the states and territories, particularly among the District/County Courts and Magistrates' Courts. Fees were highest in the NSW and Victorian Supreme Courts, with averages of \$1636 and \$849 per case respectively (Figure 12.3).

Figure 12.3: Average total civil court fees per case, 1995–96 (\$)



Source: Table 12A.7

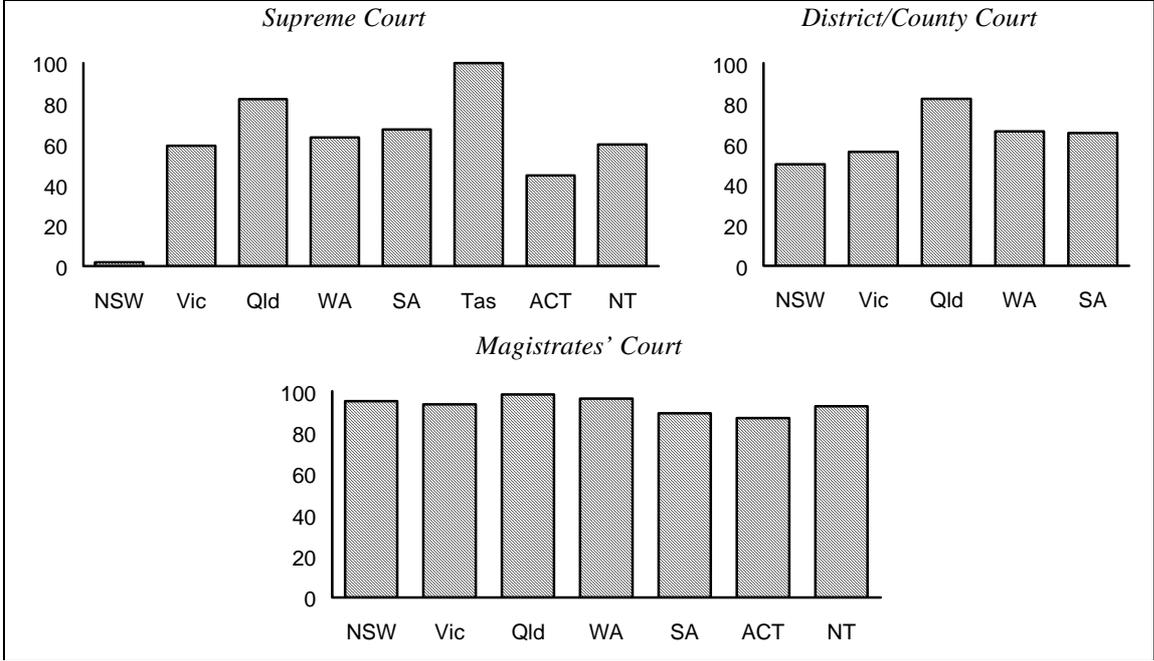
Timeliness

Timeliness was measured by the time taken for courts to finalise the cases which are lodged with them. However, the method of finalisation had an impact upon the quality of the data presented. A large proportion of civil cases lodged were resolved without ever going to trial. Only 10 per cent of civil matters

lodged in the Magistrates' Court in NSW, for example, were settled by hearing, with the remainder settled out of court through ADR or because the plaintiff took no further action. Courts often require civil disputes to be heard in ADR forums, and then mandate a minimum period between the pre-trial conference and the trial. However, the total time between lodgement, readiness and the trial is largely out of the control of court administrators. For these reasons, timeliness data, which showed variation in case completion times across court levels, must be interpreted with caution.

For criminal cases, among different types of courts, the highest proportion of cases completed within six months was recorded for the Magistrates' Court where across Australia more than 90 per cent of cases were finalised within six months. The higher proportion of cases spanning greater than six months in the superior courts reflected the greater complexity of cases handled. Among states and territories the highest overall level of timeliness in both the Magistrates' and District/Country Court levels was in the Queensland. Amongst the Supreme Courts Tasmania had the highest proportion of cases finalised within six months (Figure 12.4).

Figure 12.4: Criminal cases finalised within six months, 1995–96 (per cent)^{1,2}

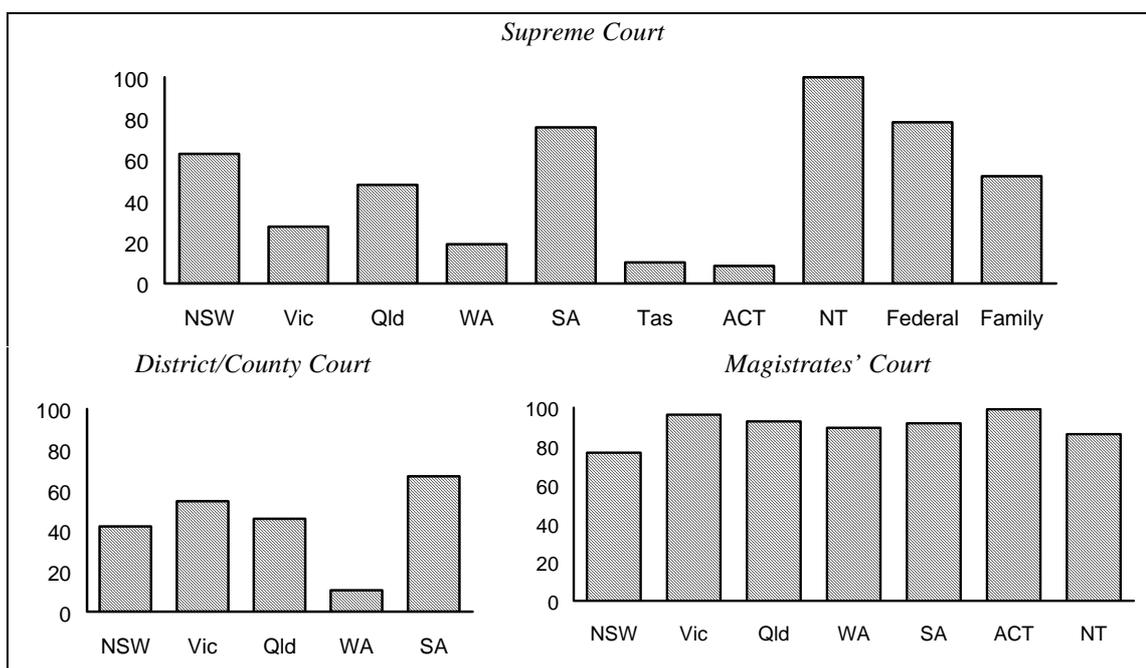


1 Excludes appeal cases.
 2 Data not available for the Tasmanian Magistrates' Court.

Source: Table 12A.5

For civil cases at the Magistrates' Court level the ACT, Victoria, Queensland, WA and SA all had more than 90 per cent of cases finalised within 12 months. At the District/County Court level timeliness also showed significant variation across states with SA finalising 67 per cent of cases within 12 months, compared with only 11 per cent in WA. At the Supreme Court level the NT and the Federal Court had the highest rates of completion (100 per cent and 78 per cent respectively) (Figure 12.5).

Figure 12.5: Civil cases finalised within twelve months, 1995–96 (per cent)^{1,2}



1 Excludes appeal cases.

2 Data not available for the Tasmanian Magistrates' Court.

Source: Table 12A.6

12.6.2 Efficiency

Court administration agencies throughout Australia differ in the scope of their services. Differing administrative structures also mean that some services provided or costs incurred by court administration agencies in one state or territory may be provided by umbrella departments in others. The relevant share of the umbrella department's costs in these cases has been included within the definition of expenditure presented here.

Some courts do not provide certain services — they are instead delivered on a contractual basis by private providers, for example court libraries and court

reporting or transcripts in civil cases. To facilitate a consistent comparison of costs across State, Territory and Commonwealth Courts, only the net costs to government have been included. For contracted services, only the financial assistance provided to these enterprises by the court administration agencies has been included.

Accommodation costs also have a significant effect upon the total current expenditure for court administration agencies, but the unique and historical nature of court buildings meant that calculating accurate usage charges for some of these buildings was difficult. A number of states and territories have recently adopted accrual accounting which has necessitated an accurate assessment of the capital value and, therefore, current usage or depreciation charges for these buildings. These data have been used where available. However imputed rent based upon the useable square area was the best available basis of valuation for a number of court buildings.

Expenditures reported below reflect these counting rules.

Expenditure per case — civil and criminal cases combined

Expenditure per case (including accommodation costs) for each court jurisdiction varies considerably both among states and territories and over time.

The lowest expenditure at the Supreme Court level was recorded in Tasmania. Among the District/County Courts, Queensland was the lowest cost court in 1995–96. At the Magistrates' Court level, the lowest cost were Victoria and Tasmania.

Table 12.4: Expenditure per case, criminal and civil matters combined, 1995–96 (\$) ¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Av.</i>
All courts	446	311	316	384	418	268	363	945	382
Supreme Court	3 571	3 649	2 707	5 996	3 777	1 075	3 894	15 244	3 603
District/County Court	1 959	1 806	1 715	2 102	4 472	—	—	—	2 018
Magistrates' Court ²	272	167	192	208	195	168	192	454	217

— These courts do not exist or do not operate in this court jurisdiction.

1 The indicators, excluding real and imputed expenditure on accommodation, are presented in Table 12A.15.

2 Magistrates' Court cases excludes minor traffic lodgements.

Source: Table 12A.14

Expenditure per criminal case

In the criminal jurisdiction of the Magistrates' Court, the average expenditure per case in 1995–96 was lowest in Victoria. However, the inclusion of minor

traffic matters in this data had a significant impact on unit expenditures. In terms of primary Magistrates' Court cases (that is, excluding minor traffic matters) the lowest cost was the ACT.

There are differences in the mix of case types and their distribution between the District/County and Supreme Courts of NSW, Victoria, Queensland, WA and SA. This contributed to the variations in unit expenditure. For example among the Supreme Courts unit expenditures were lowest in Queensland where 50 per cent of cases were drug related. These were handled in the District/County Courts in other states and territories. However in 1995–96, the Queensland District and Supreme Courts had the lowest unit costs among the states and territories (Table 12.5).

Table 12.5: Expenditure per criminal case, 1995–96 (\$)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Av.</i>
All courts	762	587	348	337	433	330	326	909	512
Supreme Court	8 216	17 997	4 331	10 118	9 972	6 553	11 197	17 702	9 021
District/County Court	3 677	4 932	2 222	3 762	4 911	—	—	—	3 554
Magistrates' Court	227	73	163	127	120	198	193	245	145
primary	536	354	237	204	220	198	193	394	328

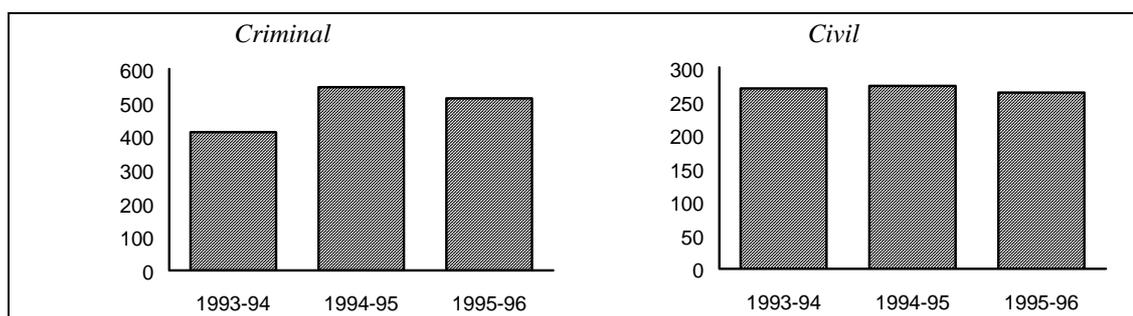
— These courts do not exist or do not operate in this court jurisdiction.

¹ The indicators, excluding real and imputed expenditure on accommodation, are presented in Table 12A.11

Source: Table 12A.10

Government expenditure per criminal case in real terms across all State and Territory Courts increased from \$411 in 1993–94 to \$545 in 1994–95 before falling to \$512 in 1995–96 (Figure 12.6).

Figure 12.6: Unit court administration expenditure in all State and Territory courts combined at 1995–96 dollars, 1993–94 to 1995–96 (\$ per case)



Sources: Table 12A.10 and 12A.12

Expenditure per case—civil

In the civil jurisdiction unit expenditures were generally higher in the superior courts. At the Supreme Court level, the lowest cost courts were the Federal and Family Courts of Australia. NSW had the lowest cost court at the District/County Court level, while Victoria had the lowest at the Magistrates' Court (Table 12.6).

Table 12.6: Expenditure per civil case, 1995–96 (\$)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Fed. Fam.</i>	<i>Av.</i>
All courts	236	169	262	456	401	195	399	998	—	262
Supreme Court	3 154	2 514	2 187	5 049	2 533	447	2 819	12 374	1 787	800
District/County Court	676	796	1 168	1 274	3 967	—	—	—	—	1 000
Magistrates' Court	91	66	108	215	161	124	191	544	—	110

— These courts do not exist or do not operate in this court jurisdiction.

¹ The indicators, excluding real and imputed expenditure on accommodation, are presented in Table 12A.13

Source: Table 12A.12

Government expenditure per civil case in real terms across all State and Territory Courts increased slightly between 1993–94 and 1995–96 (from \$269 to \$273 before falling to \$262 in 1995–96). Expenditure per case in the Federal and Family Courts also declined between 1994–95 and 1995–96. The Federal Court expenditure decreased from \$2048 to \$1787, while for the Family Court decreased from \$880 to \$800 (Figure 12.6).

12A COURT ADMINISTRATION

Definitions for the descriptors and indicators in this attachment are in Section 12A.3. Unsourced information has been obtained from Commonwealth, State and Territory Governments.

12A.1 Jurisdiction comments

Commonwealth Government comments

“ **Family Court** A distinguishing feature of the Family Court of Australia is the high proportion of disputes which are dealt with through counselling, conciliation and mediation. The use of alternative dispute resolution has been developed and refined over the 20 years of the Court's existence. The Court's Caseload Management System is highly refined and the alternative dispute resolution processes are integrated within it. In January 1996 the Court adopted a simplification of its procedures which is based on the assumption that about 95 per cent of applications filed will not require a final judicial determination after a contested hearing. Simplified procedures allow the filing of only minimum documentation initially and litigation tools such as discovery, subpoenas and affidavits are not permitted until it is clear that the matter is actually going to trial. There is a set period of 14 weeks between the pre-hearing conference which sets the trial date, and the trial itself. Matters are not set down until a trial date is available. The system employs an overlisting ratio to allow for settlements and withdrawals which occur in that 14 week period.

Federal Court The Federal Court of Australia was established in February 1977. The court is comprised of 46 judges and sits in all capital cities and elsewhere from time to time. The Court is a superior court of record and a court of law and equity.

Of difficulty for a Federal court exercising mainly civil jurisdiction is the complexity of achieving meaningful comparisons with the State courts. Comparisons with Magistrates' Courts, for example, are distorted by the sheer volume of relatively straight forward matters dealt with in those courts. Criminal jurisdictions pose a different but equivalent constraint for deriving benchmarks. That said, the true value of this data collection is that it enables apparent differences to be identified, the reasons for those differences to be explored and where appropriate, the opportunity to improve upon our practices and to realise best practice.

The Court is active in its efforts to ensure efficiency, effectiveness and equity in practice and procedure. In this regard the judges are introducing a time goal for disposition of cases. The goal is that 98 per cent of cases should be disposed of within 18 months of commencement. Of the cases completed in 1995-96, 83.5 per cent were finalised within 18 months of commencement. 76.3 per cent were finalised of in less than 12 months.

The Court has also recently agreed to adopt the individual docket system. This involves judges being allocated cases when they are commenced and the same judge managing the case allocated to him or her from its beginning to its conclusion. The system envisages and facilitates active judicial case management which can act to reduce the costs of access to justice. It is expected the new system will be in place by 1 July 1997.”

New South Wales Government comments

“

A number of factors are unique to NSW which impact on the delivery of services by the courts, including:

- Sydney's status as the national commercial centre is reflected in the large number of civil disputes dealt with in NSW courts. Long and complex commercial disputes, often involving voluminous evidence and multiple parties, present special challenges in terms of resource management;
- Sydney's role as both the major population centre and as the primary arrival point for international visitors also influences the volume of both civil and criminal cases before the courts; and
- the extensive network of local Court houses which have been maintained as an essential part of delivering accessible justice to regional areas.

During the reporting period, the NSW Government reintegrated courts administration into the Attorney General's Department, opening up greater possibilities for better co-ordination across the non-court dispute resolution services provided in the areas of anti-discrimination, victims' compensation, administrative review and legal policy development. Court administrators have now committed to a comprehensive program of continuous customer service improvements and process redesign.

Legislation currently before the State Parliament will fundamentally change and streamline the existing processes for fine enforcement and jury management, leading to a more efficient systems in both areas.

During this reporting period there were a number of significant events in respect of the management of the courts, namely:

- the Supreme Courts 1994 *Differential Case Management* system was extensively reviewed, changes becoming effective from 1 January, 1996;
 - the District Court published its *1995 Strategic Plan*, the first publicly available statement from an independent judiciary to the community of how the authority entrusted to the Court would be exercised and how it will account for the carrying out of its functions. The Plan included comprehensive time standards for all parts of court's jurisdictions; and
 - the *Criminal Procedures (Indictable Offences) Act 1995* was introduced which effectively has given jurisdiction to the Local Court to deal with all criminal matters which have a maximum penalty of ten years or less.
- ”

Victoria Government comments

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Victoria welcomes the inclusion of the Federal and Family Courts of Australia into the Report and supports widening the scope of the Review to include a broader range of Tribunals in the future. The following specific comments are provided to assist interpretation of the major results applicable for Victoria.

- Victoria has maintained its favourable and high standard cost effectiveness outcome across the combined civil and criminal jurisdictions.
- The overall cost of dealing with civil matters is the lowest of all the states and territories
- The timeliness of the Courts in finalising cases in Victoria is generally of a high standard.

Victoria has commenced a number of significant reform measures during 1995–96 that will increase access to justice and improve the cost effectiveness of the Courts System:

- Caseload management in the Courts has improved through the active management of cases by Judges. The County Court commenced a reform program in July 1995 that has already reduced the time to trial for civil cases from 22 months to 9 months. The Supreme Court appointed a Litigation Support Group in November 1996 to manage civil cases.
 - New Video Conferencing and Remote Video Recording technology has been installed in the County and Magistrates' Courts. A Business Process Re-engineering project was begun at the Children's Court that will see the development of generic computer systems for Courts.
 - The program of improving court facilities and access to justice has been enhanced with the opening of the Ringwood Court complex in May 1996. Construction of new Court/Police facilities at Sunshine and Ballarat will commence during 1996–97. A feasibility study for the construction of a new Children's court has been completed.
 - The Courts are integral part of a major business re-engineering initiative, Project Pathfinder, across the criminal justice system. The Project will enhance the delivery of criminal justice services by streamlining administrative processes, improving the quality and timeliness of information, minimising costs and focusing on customer needs.
 - In recognition of the substantial business and financial interests located in Melbourne the Supreme Court has established a high technology court to improve the management of complex commercial and criminal trials.
 - A client satisfaction survey in the Magistrates' Court demonstrated that the Court had achieved a high degree of client satisfaction in terms of overall service quality, timeliness and helpfulness of Court staff.
- ”

Queensland Government comments

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The study continues to provide useful information. The following comments relate to problem areas and practices peculiar to Queensland, and perceived weaknesses in the performance indicators:

Accommodation

With 126 court locations and 86 permanently staffed registries across three jurisdictions, this remains one of the largest single items of expenditure. Two methods of assessing the costs of government-owned properties were used; lease value equivalent in 1994–95, and with the advent of accrual accounting in 1995–96 a depreciation cost based on deprival value in that year. The latter is considered a more accurate methodology. Until there is consistent measurement nationally, this item will tend to distort the efficiency figures.

Registries

The wide population dispersion and the need to make courts services accessible to rural and remote areas push up staffing costs in registries. The upgrading and extension of the courts' computerised information systems in all jurisdictions should improve service delivery and impact positively on staffing costs.

Split between judicial support and registry staffing

Judges in Queensland do not have tipstaves or the personal use of bailiffs (who are listed under the sheriff's office). This reduces judicial support costs below the national average and subsumes these within registry staffing costs.

Court Reporting

Indicators in this category are still too broad to give an accurate measure of efficiency, and there is inadequate emphasis on the quality and timeliness of the service provided.

Jurisdictional mix in Queensland

Higher courts hear certain offences that in other jurisdictions would be held in Magistrates' Courts. Serious drug offences for instance, are heard in the Supreme Court and less serious drug offences in the Magistrates Courts with few going to the District Court. A large volume of minor property matters are dealt with in the District Court.

”

Western Australia Government comments

“ WA makes up 32.8 per cent (2,525,000 square km) of the total area of Australia and yet has a population of less than 2 million people. The establishment and maintenance of courts in country regions and the provision of court circuits for all jurisdictions therefore comes at a higher cost than would be expected of geographically smaller, more densely populated states. For that reason simply comparing data without considering the many variables (including lodgements) provides for incorrect assumptions to be made on the individual performances of states.

With respect to performance, it is anticipated that even though Western Australia has performed well in the current exercise, new initiatives, practices and reforms will ensure continued improvement in efficiency and effectiveness. Included among the initiatives, practices and reforms referred to, (some of which have arisen as a consequence of a Business Process Re-engineering exercise) are:

- criminal and civil case management systems;
- mediation (currently in place in the Supreme and District Courts and soon to be introduced into the Magistrates' Courts);
- proposed introduction of a Magistrates' Courts Act;
- proposed Enforcement of Judgements Act (which will vastly streamline civil enforcement procedures);
- a five year information technology plan designed to integrate all justice agency systems;
- the introduction of customer service standards and surveys, including a comprehensive range of brochures directed towards court users;
- child minding facilities for court clients i.e. defendants, witnesses, jurors etc;
- a new system to recover unpaid fines and infringement notices; and
- development of "data warehousing" to enhance the analysis of all electronic data gathered through normal court processes, which will be used to produce relevant statistics on sentencing trends, recidivism, customer profiles etc.

Although a number of these initiatives and reforms are still in the process of being implemented, very positive signs are emerging from those already in place. For example, the mediation of civil matters by Registrars in the Supreme Court (part of civil case management) has in the last 18 months saved more than 300 judge days in court. The relatively new fines enforcement legislation has increased the rate of recovery of fines from 40 per cent to 81 per cent whilst dropping the rate of imprisonment for fine defaulters to under 1 per cent and the introduction of status conferences in criminal trials in the District Court (part of criminal case management) has assisted in reducing by 30 per cent the number of trials listed for hearing.”

South Australia Government comments

“

A preliminary analysis of the efficiency data for SA indicated that while overall expenditure has remained constant there have been some significant changes affecting the figures relating to various jurisdictions. There are substantial variations in the number of lodgements in both the criminal and civil jurisdictions. The variations in inputs and outputs have produced significantly different costs in most jurisdictions.

Unit costs have increased in the criminal and civil jurisdictions of the District Court and the criminal jurisdiction of the Magistrates Court over the past 2 years. Over the same period there has been a reduction in unit costs in criminal and civil jurisdictions of the Supreme Court and the civil jurisdiction of the Magistrates Court. Some of the explanations for cost variations would apply equally to all states and territories. However, there are others that adversely affect only SA or a minority of jurisdictions.

For example, the decision to include the net cost of transcripts has had a negative impact on SA's results. The cost previously was excluded because in some states transcript in civil matters is provided by the private sector at no cost to the government. The new approach disadvantages states that continue to provide transcripts, particularly where government agencies appearing before the courts are not required to pay for transcript. In 1995/96 the impact on overall cost was approximately \$1.4 million.

During 1995–96 approximately \$1.5 million was expended on the task of re-engineering the Courts Computer Systems. As the expenditure was not on capital items the full cost has been included. Similar situations must inevitably occur in all jurisdiction over time and the benchmarking methodology may need some modification to facilitate the amortisation of such costs.

Finally, some further work may need to be carried out to ensure that as far as possible, the same range of services are benchmarked in all jurisdictions. Areas that spring to mind are court security and some aspects of fine enforcement but there are probably others. Turning to the effectiveness data it would appear that differences in the way that courts operate, differences in jurisdictional limits and different approaches to data collection make it difficult to draw any conclusions or make any valid comparisons. Problems with the data collection include:

- different bases used for measuring time taken to get to trial in civil cases;
- timeliness based on all defended matters in some jurisdictions and only matters that went to trial in others;
- actual figures in some states and estimated figures in others.

The matters referred to above underline the view expressed by the Working Party that interstate comparisons are not productive at this stage as they could lead to wrong conclusions.

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Tasmanian Government comments

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Tasmania has a small but diverse population with major centres in the South, North and North West of the State. The Supreme Court and Magistrates' Court have courts and registries in each major centre which reflects upon the total cost of the court operation.

The study indicates anomalies in practice and the methodology of data collection. In respect of the timeliness data, the Supreme Court measured delay from lodgement to disposal, but excluded default judgement matters including debt recovery. Other states measured from certificate of readiness or included minor matters disposed of administratively. The performance indicators therefore do not reflect timeliness based upon constraint data.

Both the courts have low level information systems, particularly computer support. Reliable data was difficult to achieve and it is regretted that no timeliness data was available from the Magistrates' Court will overcome the problems encountered this year.

Initiatives

Supreme Court: Case management from certificate of readiness to trial and assisted dispute resolution including mediation has reduced the delay from certificate and readiness to finalisation from 22 months in 1992 to 3 months in 1996. In 1997 the Supreme Court will introduce case management in its civil division from the filing of the defence in all but personal injury cases to ensure timeliness from an early stage.

Magistrates' Court: The introduction of the docket system of individual magistrate calendaring has virtually eliminated delay in the civil/criminal jurisdiction and eliminated forum shopping. Status conferences are being trialed and early indicators show a higher percentage of pleas of guilty identified at an early stage.

Initiatives that will impact on data results 1996/97

Supreme Court: The introduction of the Magistrates' Court Civil Division will increase the jurisdiction of the Court from \$5000 to \$20 000 which will decrease the number of minor matters in the Supreme Court and increase the average cost per case considerably.

Magistrates' Court: The introduction of the infringement registration legislation in 1997 will significantly reduce the number of minor traffic matters coming before the court which in turn will impact on the average cost per case.

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Australian Capital Territory Government comments

Supreme Court of ACT

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There are 2 matters relating to equity which should be specifically mentioned:

1. *Waiver of court fees.* During the 1995–96, \$29 000 in Court fees were waived in respect of civil cases. This amount is significant as it represents approximately 5 per cent of the total fees collected by the Court.
2. *Jury fees.* The ACT has high jury fees relative to most other jurisdictions. This tends to inflate the cost of criminal matters especially in lengthy trials.

The Court's timeliness figures are based on the time from lodgment to finalisation as requested in the Data Collection Manual. An examination of the aggregated statistics would suggest that some jurisdictions have worked on the time from certificate of readiness to finalisation. A consistent approach is required if there is to be any useful comparison. The Court's case management procedures do not generally operate until a certificate of readiness is filed. This may be the case with most other jurisdictions. That may be a better measurement of effectiveness.

During 1995–96 the Court conducted a lengthy criminal trial which involved the appointment of an Acting Judge for the duration of the trial. Given the relatively low number of criminal cases conducted in the Court, that case has a tendency to inflate the Court's figures for criminal matters during 1995–96.

Magistrates' Court of ACT

The ACT Magistrates' Court has an extensive Criminal and Civil jurisdiction and deals with many matters which are normally dealt with in District/County courts in other jurisdictions.

The Court no longer processes minor traffic matters which are dealt with by an on the spot fine system with licence or vehicle registration suspension in default of payment. Defended matters can be referred to the Court upon application. A similar system operates for minor drug offences involving marijuana and low level drink driving offences.

The Court heavily promotes case-management techniques and pre-trial conferences are compulsory in all civil cases. About 75 per cent of matters are settled without the need for a court appearance. Whilst this has a resource implication for registry staff there are significant savings in judicial time.

A new Magistrates' Court and Tribunals building has been located adjacent to the Supreme Court. This co-location will provide opportunities as part of the Government's three year plan, to streamline and integrate the administrative structures of the two Territory courts, thus resulting in savings by avoiding duplication of services and through increased efficiencies.

”

Northern Territory Government comments

“ NT have reservations about the quality of the data that we and other jurisdictions have been able to provide. Accounting methods for “defendants at lodgements” were not precisely defined and civil lodgements do not necessarily reflect the workload of the courts and certainly do not reflect the workload for the years under consideration. There is not consistency between all jurisdictions in the calculation of notional rent of depreciation of real property. These areas, together with a number of others, mean that, unless properly interpreted, the figures do not provide accurate comparisons and in some instances can be quite misleading.

The costs in the NT are affected by diseconomies of small scale and the dispersion of the population over 1.3 million square km. To provide reasonable access to the community, there are five court registries servicing the main population areas and the courts sit in 26 separate locations around the NT. In addition to the significant travel costs, almost 10 per cent of available sitting time is lost in travel.

There are a number of other factors which contribute to higher costs. There were nine murder trials in 1994–95 and eleven in 1995–96. The number of murder trials per annum should have been closer to 2 or 3. Such trials are by their nature lengthier and costlier.

Supreme Court civil and criminal trials are held in Alice Springs and Darwin and both centres have basic law libraries to support the judiciary. The same libraries could be used to support many more judges and magistrates, while smaller libraries would not provide the basic support that is needed. This is reflected in the fact that the percentage contribution of library costs to total court costs is nearly twice the national average.

Over 30 per cent of the cost attributable to the Supreme Court is the notional economic rent of the Darwin Supreme Court building which was completed five years ago and was designed to accommodate the needs of the court well into the twenty first century. Some working areas of the building are currently not in use, but the notional costs included in the figure for court administration are based on a market rent for the whole building.

If the above considerations were factored into the NT’s court costs, they would be seen to be comparable with the average for other jurisdictions.

”

12A.2 All jurisdictions data

12A.2.1 Descriptors

Table 12A.1: Criminal court cases, 1994–95 to 1995–96 (number)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Total</i>
Supreme Court	1995–96	895	394	1 355	488	582	398	157	356	—	—	4 625
	1994–95	885	389	1 363	660	520	390	153	292	—	—	4 652
District/County Court	1995–96	10 618	3 828	7 148	2 179	1 826	—	—	—	—	—	25 599
	1994–95	10 224	3 896	7 247	2 048	1 894	—	—	—	—	—	25 309
Magistrates' Court	1995–96	392 658	487 976	247 815	147 153	118 647	18 754	12 854	18 725	—	—	1 444 582
	1994–95	370 017	479 840	236 161	133 772	125 012	17 251	9 193	19 183	—	—	1 390 429
Minor traffic	1995–96	226 148	386 961	77 607	55 302	54 100	0	0	7 109	—	—	807 227
	1994–95	214 047	390 006	60 484	53 131	57 449	0	0	6 610	—	—	781 727
Primary	1995–96	166 510	101 015	170 208	91 851	64 547	18 754	12 854	11 616	—	—	637 355
	1994–95	155 970	89 834	175 677	80 641	67 563	17 251	9 193	12 573	—	—	608 702

— These courts do not exist or do not operate in this jurisdiction.

Table 12A.2: Civil court cases, 1994–95 to 1995–96 (number)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Total</i>
Supreme Court	1995–96	9 980	4 982	4 235	2 125	2 900	3 470	1 067	305	23 815	125 254	178 133
	1994–95	10 231	5 154	3 395	1 948	2 655	3 458	1 011	318	20 165	113 702	162 037
District/County Court	1995–96	14 218	11 841	6 622	4 365	1 586	—	—	—	—	—	38 632
	1994–95	16 402	10 496	5 732	4 766	1 599	—	—	—	—	—	38 995
Magistrates' Court	1995–96	243 437	186 888	91 759	55 290	49 419	12 483	12 408	7 634	—	—	659 318
	1994–95	228 486	187 633	83 353	55 870	44 821	14 715	12 811	7 042	—	—	634 731

— These courts do not exist or do not operate in this jurisdiction.

Table 12A.3: Court administration expenditure, criminal, 1994–95 to 1995–96 (\$million)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Total</i>
Supreme Court	1995–96	7.4	7.1	5.9	4.9	5.8	2.6	1.8	6.3	—	—	41.7
	1994–95	9.7	6.0	6.3	4.5	5.1	2.5	1.4	6.0	—	—	41.6
District/County Court	1995–96	39.0	18.9	15.9	8.2	9.0	—	—	—	—	—	91.0
	1994–95	39.2	18.3	17.1	8.1	8.3	—	—	—	—	—	90.9
Magistrates' Court	1995–96	89.3	35.8	40.4	18.7	14.2	3.7	2.5	4.6	—	—	209.1
	1994–95	91.8	34.5	37.8	18.3	13.3	3.6	2.5	4.3	—	—	206.2

— These courts do not exist or do not operate in this jurisdiction.

Table 12A.4: Court administration expenditure, civil, 1994–95 to 1995–96 (\$million)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Total</i>
Supreme Court	1995–96	31.5	12.5	9.3	10.7	7.3	1.6	3.0	3.8	42.6	100.2	222.5
	1994–95	32.0	10.5	10.2	9.5	6.9	1.5	2.7	4.1	40.1	97.3	214.9
District/County Court	1995–96	9.6	9.4	7.7	5.6	6.3	—	—	—	—	—	38.6
	1994–95	8.5	9.1	8.9	5.4	6.2	—	—	—	—	—	38.2
Magistrates' Court	1995–96	22.1	12.4	9.9	11.9	8.0	1.6	2.4	4.2	—	—	72.3
	1994–95	22.7	11.8	8.8	12.0	7.3	1.5	2.4	3.9	—	—	70.5

— These courts do not exist or do not operate in this jurisdiction.

12A.2.2 Effectiveness

Table 12A.5: Timeliness—proportion of criminal cases finalised within six months or less, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
<i>Supreme Court</i>											
Appeal cases	34	81	91	36	91	58	73	78	—	—	64
Non-appeal cases	2	59	82	63	67	100	45	60	—	—	68
<i>District/County Court</i>											
Appeal cases	71	95	91	na	na	—	—	—	—	—	80
Non-appeal cases	50	56	82	66	66	—	—	—	—	—	70
<i>Magistrates' Court</i>											
Non-appeal cases	95	94	98	96	89	na	87	93	—	—	95
Committal cases	82	65	91	89	94	na	61	na	—	—	86

— These courts do not exist or do not operate in this jurisdiction.

na Not available

Table 12A.6: Timeliness—proportion of civil cases finalised within twelve months or less, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
<i>Supreme Court</i>											
Appeal cases	34	79	90	69	93	100	100	100	64	98	58
Non-appeal cases	63	28	48	19	76	10	8	100	78	52	59
<i>District/County Court</i>											
Appeal cases	—	—	—	—	—	—	—	—	—	—	—
Non-appeal cases	42	54	46	11	67	—	—	—	—	—	48
<i>Magistrates' Court</i>											
Non-appeal cases	77	96	93	90	92	na	99	86	—	—	89
Committal cases	—	—	—	—	—	—	—	—	—	—	—

— These courts do not exist or do not operate in this jurisdiction.

na Not available

Table 12A.7: Average total civil court fees per case, 1994–95 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Supreme Court	1995–96	1 636	849	408	416	335	147	0	354	415	84	254
	1994–95	1 550	743	389	467	401	167	0	478	481	87	267
District/County Court	1995–96	473	363	391	437	397	—	—	—	—	—	418
	1994–95	189	318	346	440	422	—	—	—	—	—	287
Magistrates' Court	1995–96	65	62	104	59	55	na	46	38	—	—	67
	1994–95	65	53	104	58	55	na	43	38	—	—	63

— These courts do not exist or do not operate in this jurisdiction.

na Not available

12A.2.3 Efficiency

Table 12A.8: Major areas of criminal court administration expenditure per case, 1995–96 (\$)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Supreme Court											
Judicial salaries	3 057	7 223	1 517	2 898	2 337	2 510	3 707	2 764	—	—	2 806
Judicial support salaries	1 066	2 530	142	1 144	1 079	832	592	1 590	—	—	934
Court reporting	668	94	337	931	803	412	745	817	—	—	559
Accommodation	426	1 277	294	902	1 612	128	1 701	7 295	—	—	1 205
IT	249	89	61	276	475	18	153	216	—	—	186
Library	256	490	170	473	317	136	1 115	801	—	—	342
Other	1 842	3 350	1 590	3 005	3 282	2 412	2 904	4 188	—	—	2 466
<i>Total expenditure by court admin</i>	<i>7 564</i>	<i>15 053</i>	<i>4 110</i>	<i>9 630</i>	<i>9 905</i>	<i>6 447</i>	<i>10 917</i>	<i>17 671</i>	—	—	<i>8 498</i>
Umbrella department	651	2 944	221	488	67	106	280	31	—	—	523
<i>Total expenditure</i>	<i>8 216</i>	<i>17 997</i>	<i>4 331</i>	<i>10 118</i>	<i>9 972</i>	<i>6 553</i>	<i>11 197</i>	<i>17 702</i>	—	—	<i>9 021</i>
District/County Court											
Judicial salaries	1 056	1 795	668	1 268	1 242	—	—	—	—	—	1 089
Judicial support salaries	293	571	85	418	284	—	—	—	—	—	287
Court reporting	292	0	269	470	475	—	—	—	—	—	270
Accommodation	134	413	160	187	889	—	—	—	—	—	242
IT	100	58	22	61	204	—	—	—	—	—	76
Library	48	56	30	58	47	—	—	—	—	—	45
Other	1 478	922	870	1 166	1 737	—	—	—	—	—	1 217
<i>Total expenditure by court admin</i>	<i>3 401</i>	<i>3 816</i>	<i>2 104</i>	<i>3 629</i>	<i>4 879</i>	—	—	—	—	—	<i>3 226</i>
Umbrella department	276	1 116	118	133	32	—	—	—	—	—	328
<i>Total expenditure</i>	<i>3 677</i>	<i>4 932</i>	<i>2 222</i>	<i>3 762</i>	<i>4 911</i>	—	—	—	—	—	<i>3 554</i>

(cont.)

Table 12A.8: Major areas of criminal court administration expenditure per case, 1995–96 (\$) (cont.)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Magistrates' Court¹											
Judicial salaries	45	22	26	32	33	57	45	53	—	—	32
Judicial support salaries	2	0	2	14	3	27	14	3	—	—	3
Court reporting	20	0	9	3	10	0	13	16	—	—	9
Accommodation	16	9	20	22	4	12	23	57	—	—	15
IT	7	1	4	2	9	3	7	20	—	—	4
Library	1	1	2	1	1	2	0	3	—	—	1
Other	118	27	87	42	59	86	68	93	—	—	68
<i>Total expenditure by court admin</i>	<i>210</i>	<i>60</i>	<i>150</i>	<i>117</i>	<i>119</i>	<i>187</i>	<i>170</i>	<i>244</i>	—	—	<i>132</i>
Umbrella department	18	14	12	11	0	10	23	0	—	—	13
<i>Total expenditure</i>	<i>227</i>	<i>73</i>	<i>163</i>	<i>127</i>	<i>120</i>	<i>198</i>	<i>193</i>	<i>245</i>	—	—	<i>145</i>

— These courts do not exist or do not operate in this jurisdiction.

1 Excludes minor traffic lodgements.

Table 12A.9: Major areas of civil court administration expenditure per case, 1995–96 (\$)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Supreme Court											
Judicial salaries	1 096	1 144	707	2 205	916	192	750	2 151	263	118	281
Judicial support salaries	382	401	130	613	325	64	174	1 236	144	45	104
Court reporting	229	15	88	171	131	26	218	200	43	14	37
Accommodation	153	202	181	483	54	10	652	5 820	336	198	223
IT	90	14	38	99	284	1	45	252	75	25	40
Library	92	78	46	163	149	10	329	934	93	10	36
Other	878	531	859	1 134	671	135	567	1 754	679	349	454
<i>Total expenditure by court admin</i>	<i>2 921</i>	<i>2 385</i>	<i>2 050</i>	<i>4 868</i>	<i>2 529</i>	<i>439</i>	<i>2 736</i>	<i>12 348</i>	<i>1 633</i>	<i>758</i>	<i>1 175</i>
Umbrella department	234	129	137	182	4	8	83	26	154	43	74
<i>Total expenditure</i>	<i>3 154</i>	<i>2 514</i>	<i>2 187</i>	<i>5 049</i>	<i>2 533</i>	<i>447</i>	<i>2 819</i>	<i>12 374</i>	<i>1 787</i>	<i>800</i>	<i>1 249</i>

(cont.)

Table 12A.9: Major areas of civil court administration expenditure per case, 1995–96 (\$) (cont.)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
District/County Court											
Judicial salaries	197	356	480	560	1 106	—	—	—	—	—	373
Judicial support salaries	55	113	78	139	218	—	—	—	—	—	93
Court reporting	47	0	75	83	368	—	—	—	—	—	55
Accommodation	117	82	113	62	927	—	—	—	—	—	133
IT	19	12	16	58	339	—	—	—	—	—	34
Library	9	11	21	22	82	—	—	—	—	—	16
Other	181	183	300	305	918	—	—	—	—	—	246
<i>Total expenditure by court admin</i>	<i>624</i>	<i>756</i>	<i>1 084</i>	<i>1 230</i>	<i>3 958</i>	—	—	—	—	—	<i>949</i>
Umbrella department	52	40	84	44	9	—	—	—	—	—	51
<i>Total expenditure</i>	<i>676</i>	<i>796</i>	<i>1 168</i>	<i>1 274</i>	<i>3 967</i>	—	—	—	—	—	<i>1 000</i>
Magistrates' Court											
Judicial salaries	18	12	25	28	27	13	31	130	—	—	20
Judicial support salaries	1	0	2	10	2	10	8	7	—	—	2
Court reporting	7	0	5	1	6	0	6	13	—	—	4
Accommodation	7	10	12	55	21	18	34	138	—	—	16
IT	3	1	0	4	19	1	6	21	—	—	4
Library	0	1	1	3	4	1	0	7	—	—	1
Other	48	30	55	102	81	66	85	227	—	—	54
<i>Total expenditure by court admin</i>	<i>83</i>	<i>54</i>	<i>101</i>	<i>203</i>	<i>161</i>	<i>109</i>	<i>170</i>	<i>543</i>	—	—	<i>101</i>
Umbrella department	7	12	7	12	0	16	21	1	—	—	9
<i>Total expenditure</i>	<i>91</i>	<i>66</i>	<i>108</i>	<i>215</i>	<i>161</i>	<i>124</i>	<i>191</i>	<i>544</i>	—	—	<i>110</i>

— These courts do not exist or do not operate in this jurisdiction.

Table 12A.10: Court administration expenditure per criminal case at 1995–96 prices, 1993–94 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
All courts	1995–96	762	587	348	337	433	330	326	909	—	—	512
	1994–95	866	643	342	382	393	358	431	824	—	—	545
	1993–94 ¹	528	424	412	327	215	396	510	583	—	—	411
Supreme court	1995–96	8 216	1 7997	4 331	10 118	9 972	6 553	11 197	17 702	—	—	9 021
	1994–95	11 297	15 875	4 778	7 062	10 140	6 619	9 645	20 990	—	—	9 202
District/Supreme Court	1995–96	3 677	4 932	2 222	3 762	4 911	—	—	—	—	—	3 554
	1994–95	3 942	4 842	2 422	4 055	4 490	—	—	—	—	—	3 695
Magistrates' Court ²	1995–96	227	73	163	127	120	198	193	245	—	—	145
	1994–95	255	74	165	141	110	216	277	233	—	—	153
Magistrates Court primary ³	1995–96	536	354	237	204	220	198	193	394	—	—	328
	1994–95	605	395	221	234	203	216	277	356	—	—	348

— These courts do not exist or do not operate in this jurisdiction.

1 1993–94 data are sourced from SCRCSSP 1995. Care should be exercised when making comparisons with the current collection due to some amended counting rules.

2 Includes minor traffic matters.

3 Excludes minor traffic matters.

Table 12A.11: Court administration expenditure per criminal case (excluding accommodation) at 1995–96 prices, 1994–95 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Supreme court	1995–96	7 790	16 721	4 038	9 216	8 360	6 425	9 497	10 407	—	—	7 816
	1994–95	10 820	14 947	3 892	6 393	8 285	6 474	7 837	12 879	—	—	7 890
District/County Court	1995–96	3 543	4 519	2 062	3 574	4 022	—	—	—	—	—	3 312
	1994–95	3 778	4 494	1 967	3 842	3 567	—	—	—	—	—	3 359
Magistrates' Court primary ¹	1995–96	497	311	208	169	212	186	170	303	—	—	295
	1994–95	558	343	180	191	195	203	247	277	—	—	308

— These courts do not exist or do not operate in this jurisdiction.

1 Excludes minor traffic matters.

Table 12A.12: Court administration expenditure per civil case at 1995–96 prices, 1993–94 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
All courts	1995–96	236	169	262	456	401	195	399	998	—	—	262
	1994–95	255	159	310	444	427	171	378	1 120	—	—	273
	1993–94 ¹	282	220	296	521	488	149	340	567	—	—	269
Supreme Court	1995–96	3 154	2 514	2 187	5 049	2 533	447	2 819	12 374	1 787	800	1 249
	1994–95	3 212	2 103	3 092	5 038	2 675	454	2 744	13 156	2 047	880	1 364
District/Country Court	1995–96	676	796	1 168	1 274	3 967	—	—	—	—	—	1 000
	1994–95	536	893	1 593	1 167	4 005	—	—	—	—	—	1 007
Magistrates' Court	1995–96	91	66	108	215	161	124	191	544	—	—	110
	1994–95	102	65	109	222	167	105	191	577	—	—	114

— These courts do not exist or do not operate in this jurisdiction.

1 1993–94 data are sourced from SCRCSSP 1995. Care should be exercised when making comparisons with the current collection due to some amended counting rules.

Table 12A.13: Court administration expenditure per civil case (excluding accommodation) at 1995–96 prices, 1994–95 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Supreme Court	1995—96	3 002	2 312	2 006	4 566	2 479	437	2 167	6 554	1 452	602	1 026
	1994—95	3 047	1 963	2 404	4 526	2 606	444	2 211	7 034	1 655	655	1 105
District/County Court	1995—96	559	714	1 054	1 212	3 040	—	—	—	—	—	867
	1994—95	510	814	1 211	1 107	3 065	—	—	—	—	—	873
Magistrates' Court	1995—96	84	56	96	161	140	107	157	406	—	—	94
	1994—95	94	54	91	165	142	90	160	438	—	—	97

— These courts do not exist or do not operate in this jurisdiction.

Table 12A.14: Court administration expenditure per case, criminal and civil cases combined, at 1995–96 prices, 1994–95 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
All courts ¹	1995—96	446	311	316	384	418	268	363	945	—	—	382
	1994—95	497	312	331	408	407	263	399	932	—	—	403
Supreme Court	1995—96	3 571	3 649	2 707	5 996	3 777	1 075	3 894	15 244	—	—	3 603
	1994—95	3 856	3 069	3 575	5 550	3 898	1 079	3 651	16 906	—	—	3 731
District/County Court	1995—96	1 959	1 806	1 715	2 102	4 472	—	—	—	—	—	2 018
	1994—95	1 844	1 962	2 056	2 035	4 268	—	—	—	—	—	2 065
Magistrates' Court primary ¹	1995—96	272	167	192	208	195	168	192	454	—	—	217
	1994—95	306	172	185	229	188	165	227	435	—	—	229

— These courts do not exist or do not operate in this jurisdiction.

1 Excludes minor traffic matters.

Table 12A.15: Cost per case, criminal and civil cases combined (excluding accommodation), at 1995–96 prices, 1994–95 to 1995–96 (\$)

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Federal</i>	<i>Family</i>	<i>Average</i>
Supreme Court	1995–96	3 396	3 368	2 498	5 435	3 462	1 053	3 107	8 629	—	—	3 231
	1994–95	3 666	2 874	2 830	4 999	3 536	1 055	2 951	9 832	—	—	3 287
District/County Court	1995–96	1 835	1 643	1 577	1 998	3 565	—	—	—	—	—	1 842
	1994–95	1 765	1 810	1 633	1 929	3 337	—	—	—	—	—	1 851
Magistrates' Court Primary ¹	1995–96	252	146	169	166	181	154	164	344	—	—	193
	1994–95	282	148	151	180	174	151	196	335	—	—	200

— These courts do not exist or do not operate in this jurisdiction.

1 Excludes minor traffic matters.

12A.3 Definitions

Table 12A.16 Definitions of effectiveness indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Timeliness	<p>Criminal matters: The percentage of cases completed throughout 1994–95 and 1995–96 that were completed within 6 months of lodgement. Cases are sorted according to the time taken to reach a verdict after cases are lodged.</p> <p>Civil matters: The percentage of cases completed throughout 1994–95 and 1995–96 that were completed within 12 months of lodgement. Cases are sorted according to the time taken to reach a decision after the parties involved notify the court that they are ready to proceed to trial.</p>
Estimated average total court fees	Total court income from fees charged in the civil jurisdiction divided by the number of civil lodgements handled by the court. Fees includes filing, sitting, hearing and deposition fees. Transcript fees have been excluded.

Table 12A.17 Definitions of efficiency indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Average expenditure per case	
Average expenditure per primary criminal case	The total costs of the administration services, divided by the total number of primary criminal matters handled. Included in total costs are salaries, sheriff expenses, juror costs, net court reporting costs, accommodation costs, net cost of library services, information technology, departmental overheads and court operating expenses.
Average expenditure per civil case	The total costs of the administration services provided to civil matters divided by the total number of civil files handled. Included in total costs are salaries, sheriff expenses, juror costs, accommodation costs, library services, information technology, departmental overheads and court operating expenses.
—excluding accommodation costs	These indicators exclude accommodation costs from the total expenditure of the court administration agency.

Table 12A.18 Definitions of variables

<i>Variable</i>	<i>Definition</i>
<i>Lodgements (cases)</i>	
Criminal matters	Includes matters handled by originating courts (eg committals) youth courts, courts of appeal, and courts that hear minor traffic matters.
Civil matters	Includes small claims and residential tenancies, as well as matters dealt with by the appeal court jurisdiction. Excluded from this definition are matters dealt with by guardianship boards, environmental, resources and development courts, administrative appeals tribunals, probate offices and Coroner's Courts.
Primary matters	Primary matters are defined as total criminal lodgments <i>less</i> minor traffic lodgments.
<i>Expenditure</i>	
Judicial and judicial support salaries	Includes all salary expenditure and payments in the nature of salary paid to employees of court administration. Including base salary, the employer contributed component of superannuation, workers compensation (full cost inclusive of any levies, bills and legal fees), higher duty allowances overtime, actual and accruing terminal and long service leave, Fringe Benefits Tax and untaxed fringe benefits, and payroll tax. Judicial officers includes Judges, Magistrates, Masters, Judicial Registrars and other judicial officers where they primarily fulfil a judicial function. Judicial support staff includes judicial secretaries, tipstaff and associates.
Court reporting	Court reporting includes the salary expenditure on in-house court reporters, non-salary expenditure of in-house court reporting agencies and contract fees paid to court reporting agencies, <i>less</i> any revenue recovered from transcript fees by the in-house court reporting agency.
Accommodation	Depreciation, actual rent or imputed rent on court owned or occupied land and buildings. Imputed rent where used, is calculated using the current market lease value of the floor area of all properties occupied by the court. Imputed rent equals the square metres multiplied by the market price per square metre of similar grade office space in a similar location. As well as expenditure on electricity, gas, water, telecommunications (telephone, fax, telex), cleaning, gardening and maintenance.
Information Technology	Non-salary and salary expenditure on information technology. Excludes capital expenditure on IT infrastructure; includes licensing costs, computer leasing costs, consumables such as data lines, paper, disks, IT training, access fees (for example catalogue search and Internet access), maintenance charges for software and hardware.

(cont.)

Table 12A.18 Definitions of variables (cont.)

<i>Variable</i>	<i>Definition</i>
Library	<p>Non-salary and salary expenditure on court operated libraries. Non-salary expenditure includes book purchases, journal subscriptions, fees for interlibrary loans, copyright charges, news clippings service fees, and photocopying.</p> <p>Expenditure also includes current IT costs and courts administration contributions towards the running costs of non-government operated libraries. Any costs recovered through borrowing and photocopy fees by court operated libraries have been subtracted from expenditure.</p>
Other	<p>Includes expenditure on consultants, expert witnesses, mediators, interpreters, court security and the sheriffs department, motor vehicles, court registries, first line support staff and overheads where incurred by the court administration agency.</p>
Umbrella department	<p>Includes expenditure incurred by the umbrella department. The umbrella department refers to the Ministry or Department of Justice or Attorney General's. Includes expenditure on accounting, human resources functions, training, media liaison, research policy, property management, and administration.</p>

13 CORRECTIVE SERVICES

13.1 Introduction

The focus in this Report is on three categories of corrective services. These are differentiated by the degree to which a person's liberty and activities are restricted:

- *prison* — a legally proclaimed facility (other than a police prison) which holds offenders;
- *community custody* — orders which deprive offenders of their liberty by confining their physical location to a facility, dwelling or property that is not a proclaimed prison; and
- *community supervision* — orders imposed by a lawful authority on persons under the supervision of an adult correctional agency in the community.

Community custody and community supervision may include the supervision of adult prisoners on home detention, community custody, parole or other post-prison release programs, and of adult persons serving a range of community based corrections orders imposed by courts.

Corrective services not included in the Report include:

- juvenile correction services — generally the responsibility of community services agencies;
- Commonwealth Government facilities such as immigration and military detention centres;
- institutions providing psychiatric care (generally the responsibility of health services); and
- detention in police cells.

Following review of the collection of performance indicator information in the 1995 Report, the data set has been revised and hospitalisation rates for prisoners (a measure of prisoner care) has been deleted. Some jurisdictions were able to update previous years' information for some of the revised indicators, but this was not possible in all cases. Care needs to be taken in comparing jurisdictions based on information provided for previous years, or in analysing trends within jurisdictions over time.

13.2 Profile of the Sector

All jurisdictions, with the exception of the ACT, maintained prison facilities for sentenced as well as remand prisoners. In the ACT prisoners were held in remand only; the ACT's sentenced prisoners were held in NSW facilities under contractual arrangements with the NSW Government and were included in the NSW figures. Three jurisdictions (Queensland, NSW and SA) operated private prisons in 1995–96. Only NSW and the ACT provided for periodic detention of prisoners and periodic detainees have not been included in the data comparisons.¹ Community based sanctions varied across jurisdictions, with all jurisdictions operating community supervision options, while NSW, Queensland, SA and the NT also provided options defined as community custody (Section 13A.2).

There are strong links among policing, courts and prison operations. Corrective service agencies operate to give effect to court orders. The corrections environment is influenced by police priorities, police numbers and practices, changes in the volume of persons brought before a court, the ratio of successful to unsuccessful prosecutions, and court sentencing policies and practices.

13.2.1 Prisoner population

The average national prisoner population in 1995–96 comprised about 16 000 prisoners, 50 000 persons on community based sentences or orders and 1500 periodic detainees (Figure 13.1). Prisons are categorised as open or secure.² Excluding periodic detainees, 67 per cent of prisoners 1995–96 were detained in secure prisons.

There were 104 prisons and periodic detention facilities in Australia in 1995–96, with assets valued at about \$1800 million. Government operated corrective services employed about 12 000 staff.

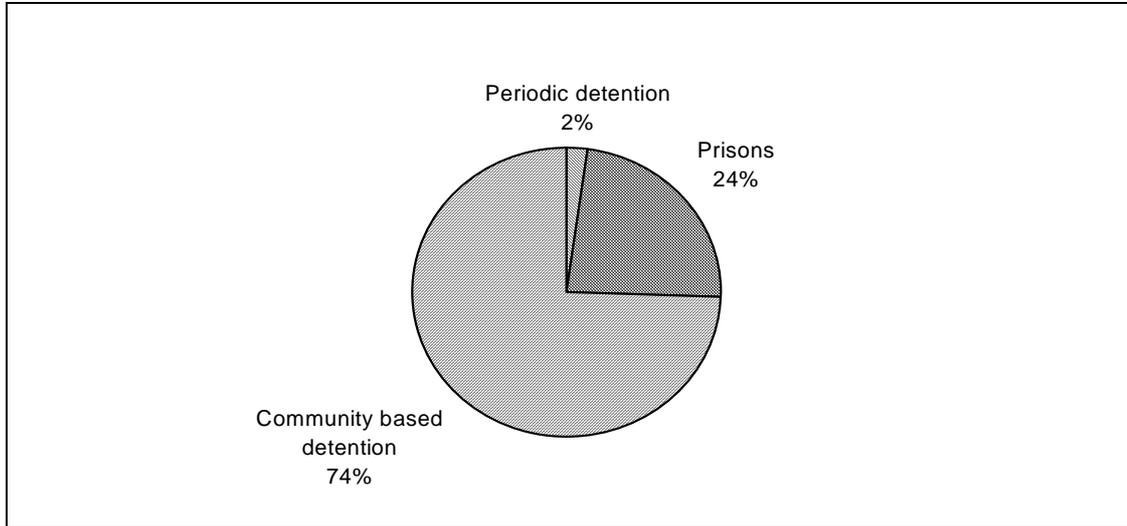
Numbers per 100 000 adults for each of the three types of offender categories differed significantly among jurisdictions in 1995–96. Imprisonment rates ranged from 49 in the ACT to 377 in the NT; community custody rates ranged

¹ Periodic detention in NSW is defined in relation to a person in respect of whom an order for periodic detention is in force. It means detention in prison for such number of detention periods as there are in the person's sentence of imprisonment.

² Open prisons are prisons used to contain prisoners previously classed as low security in the Australian Institute of Criminology's (AIC) National System for the security classification of prisoners (AIC 1993). Secure prisons are prisons used to contain prisoners previously classed as high and medium security in the AIC classification (AIC 1993).

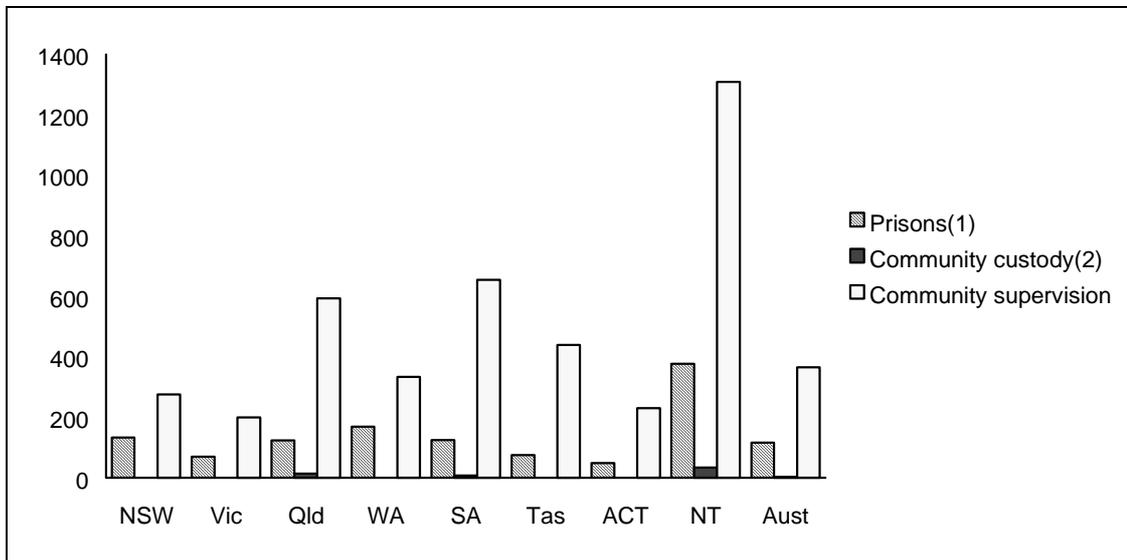
from less than one offender in NSW to 33 in the NT; and community supervision rates ranged from 200 in Victoria to 1310 in the NT (Figure 13.2).

Figure 13.1: Offenders by type of detention, 1995–96 (per cent)



Source: Table 13A.1

Figure 13.2: Offenders per 100 000 adults held in each type of detention, 1995–96 (number)



1 The ACT rate included prisoners held in NSW prisons, but excluded periodic detainees. The NSW rate also excluded periodic detainees.

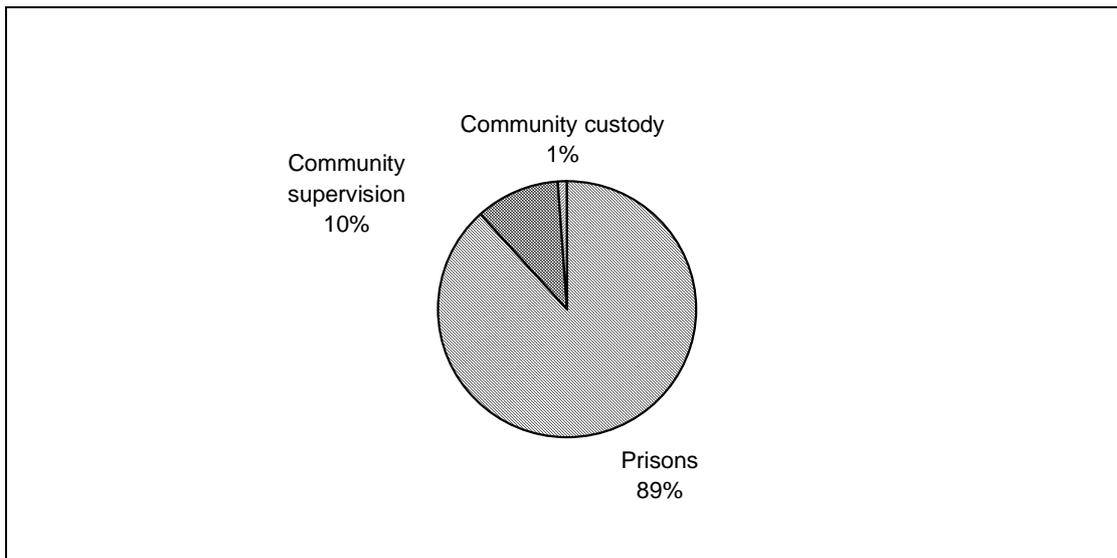
2 Victoria, WA, Tasmania, and the ACT did not use community custody as a sentencing option. NSW did not use community custody but ran a community custody pilot program in 1995–96.

Source: Table 13A.2

13.2.2 Expenditure

National recurrent expenditure on corrective services amounted to about \$980 million in 1995–96, comprising \$865 million (89 per cent) for prisons, \$12 million (1 per cent) for community custody and \$102 million (10 per cent) for community supervision (Figure 13.3).

Figure 13.3: Recurrent expenditure by type of detention or sanction, 1995–96 (per cent)



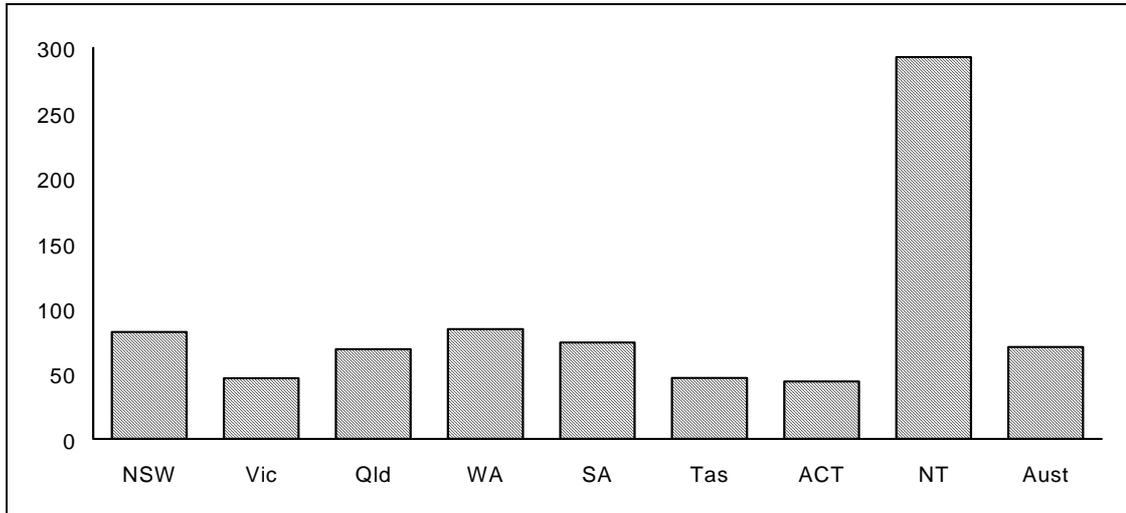
Source: Table 13A.3

Ninety-five per cent of the prison population is male. Male and female prisoners are normally held in separate facilities. This necessitates the maintenance of separate facilities or secure parts of facilities in each jurisdiction to accommodate relatively small numbers of female prisoners, with implications for resource management.

Total recurrent corrective services expenditure per head of adult population ranged from \$44 in the ACT to \$290 in the NT in 1995–96 (Figure 13.4).³

³ Adult was defined as 17 years and over.

Figure 13.4: Recurrent expenditure per head of adult population, 1995–96 (\$)



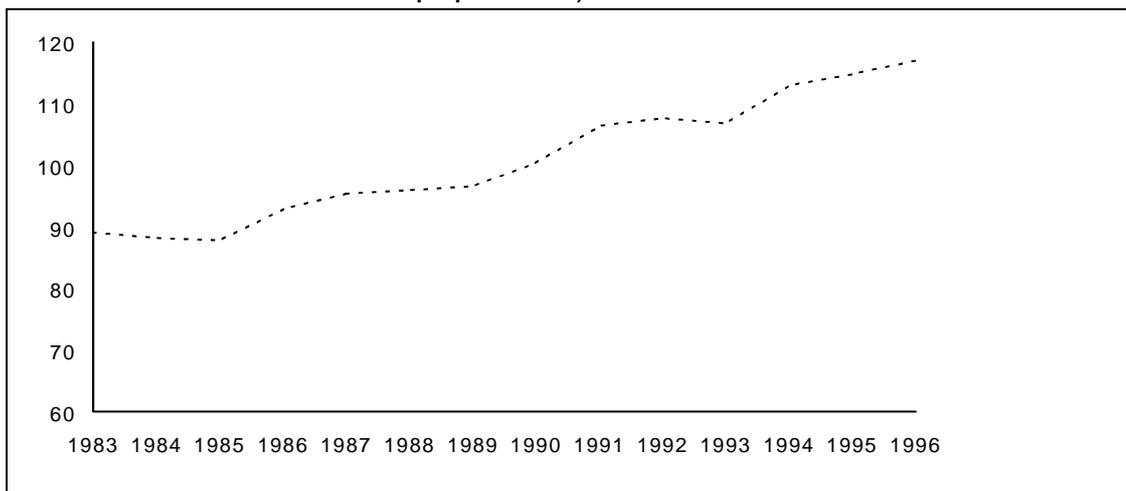
Source: Table 13A.4

13.3 Recent developments

13.3.1 Imprisonment rates

The task facing corrective services is determined by a number of factors, many of which are outside their influence. The interaction of crime trends, policing priorities, courts' sentencing practices, government policy and legislation, and available accommodation has produced a corrections environment of high prisoner numbers relative to prison capacity, and a decade of steady increase in the Australian imprisonment rate (Figure 13.5).

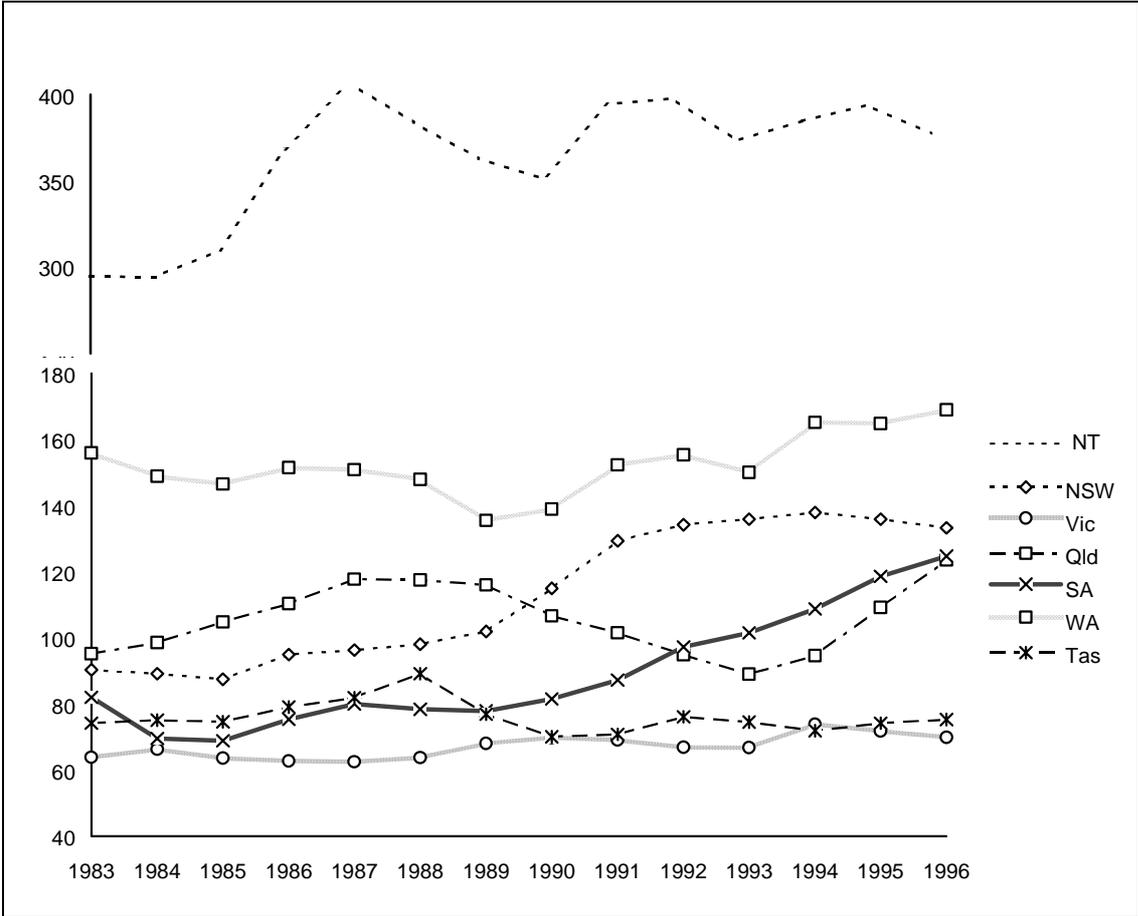
Figure 13.5: Imprisonment rate — Australia, 1983 to 1996 (prisoners per 100 000 adult population)



Source: Table 13A.5

Imprisonment rates generally increased between 1983 and 1996 in NSW, WA, SA and the NT, but trends were less clear in the other jurisdictions (Figure 13.6).⁴ Imprisonment rates in 1995–96 were highest in the NT, WA and NSW, and lowest in the ACT, Victoria and Tasmania (Figure 13.6).

Figure 13.6: Imprisonment rates — States and Territories, 1983 to 1996 (prisoners per 100 000 adults)



Source: Table 13A.5

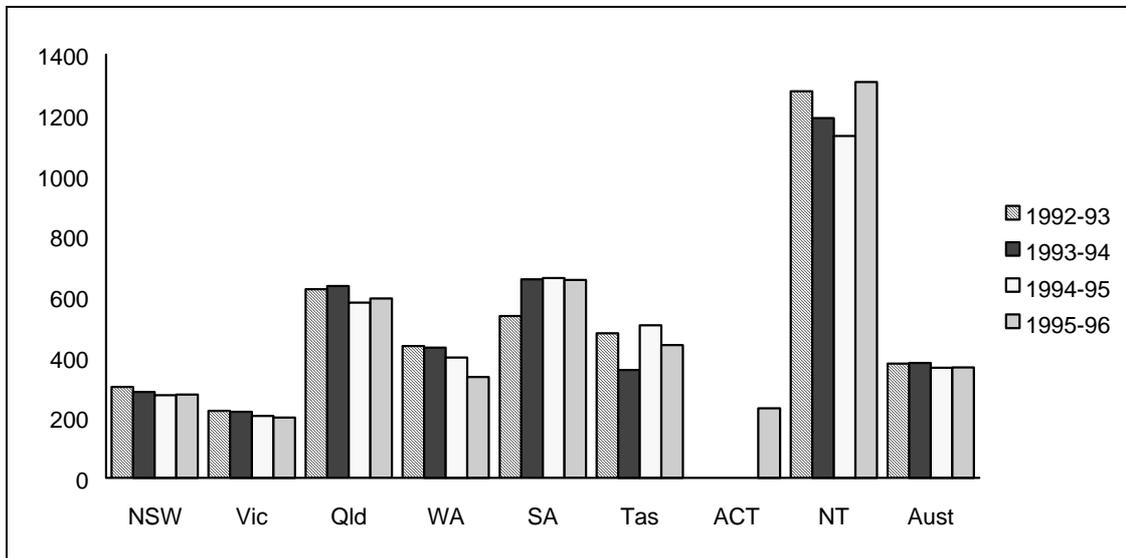
There have been significant prison construction programs in some states and territories, but prison utilisation rates remained high (Section 13.6.2).

Community supervision numbers declined as a proportion of the adult population over the four years to 1995–96. However, caution should be

⁴ ACT sentenced prisoners have been included in NSW prisoner numbers. ACT remandees and prisoners held in NSW showed an imprisonment rate for the ACT of 40 prisoners per 100 000 adults for 1992–93 to 1994–95 and a rate of 49 prisoners per 100 000 adults for 1995–96 (Attachment 13A.3.7).

exercised in drawing conclusions based on only four years of data. Declines occurred in NSW, Victoria, Queensland and WA (Figure 13.7).⁵

Figure 13.7: Community supervision offenders per 100 000 adults, 1992–93 to 1995–96 (number)



Source: Table 13A.7

The trends of increasing imprisonment rates and declining community supervision rates reflected recent changes in sentencing policies and practices across jurisdictions, as well as the effects of enforcement practices on fine default imprisonment and community supervision orders.

13.3.2 Private prison services

The expansion of privately operated or owned prisons continues to be one of the major policy changes in the sector. Only one jurisdiction (Queensland) showed a significant proportion of prisoners (32 per cent) held in privately managed prisons in 1995–96, but other jurisdictions including Victoria and SA will be expanding or developing this aspect. For example, it is expected that over 40 per cent of Victorian prisoners will be held in privately owned and operated prisons by the end of 1997. NSW also utilised a private prison at Junee.

⁵ In WA fine default legislation introduced in 1994–95 reduced the number of offenders managed by community corrections from 13 394 in 1993–94 to 470 in 1995–96.

13.3.3 Prisoner management practices

There is a growing focus on targeting programs and tailoring orders to individual requirements. This has been facilitated by developments in risk assessment to ensure that programs targeted to individual requirements are consistent with community safety. In some jurisdictions this is reflected in a formal case management approach to offender management.

The availability of a greater range of sentencing options — particularly alternatives to imprisonment such as suspended sentences and greater flexibility in applying programs within the parameters of the court — has helped to match treatment to prisoner needs. For example, corrections agencies in some jurisdictions can determine community based post-prison programs that are exclusively the province of court determinations in others.

13.4 Framework for performance indicators

The performance indicator framework has been revised slightly to more accurately reflect the categorisation of key result areas and the relationship of specific indicators to particular objectives. For example, containment and supervision has been combined across the three areas of prison services, community custody and community supervision.

Indicators of effectiveness and efficiency are reported against five key result areas based on the common objectives for corrective services.

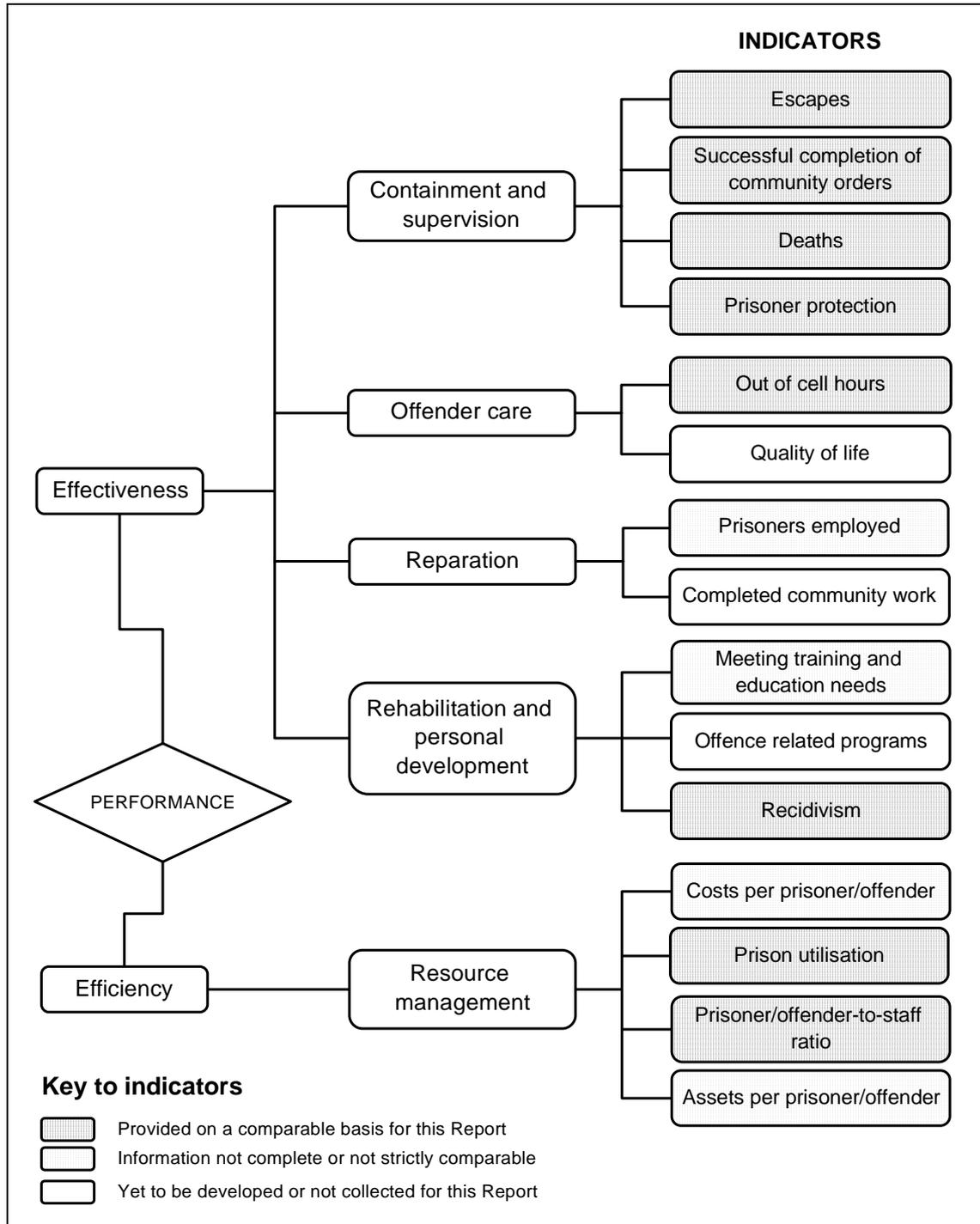
Effectiveness indicators relate to the objectives of:

- containment and supervision — to protect the community by the sound management of offenders commensurate with the risks they pose to the community;
- offender care — to ensure the environment in which prisoners are managed enables them to achieve an acceptable quality of life consistent with community norms and that this is facilitated for community based offenders through referral to social support agencies;
- reparation — to ensure that work undertaken by offenders benefits the community either directly or indirectly (by reducing costs to the taxpayer); and
- rehabilitation and personal development — to provide programs and opportunities that address the causes of offending and maximise the chances of offenders' successful integration into the community.

Efficiency indicators relate to the objective of resource management — to maximise outputs with available inputs (Figure 13.8).

A description of all indicators is provided in Attachment 13A.

Figure 13.8: Framework of performance indicators for corrective services



13.5 Future directions

The focus for the immediate future will continue to be on enhancing inter-jurisdictional comparability by refining data definitions and clarifying categories to be included in specific indicators of performance.

The complex interactions of the corrective services sector with other criminal justice areas and its links to other service providers such as health and education also needs to be accounted for in further development of corrective services indicators. For example, recidivism is now presented as an indicator of the performance of the wider criminal justice system, as well as measuring the performance of corrective services.

A number of short term and longer term strategies are being pursued to address specific issues. The focus in 1997 will be on refining existing indicators by improving and clarifying current data definitions and addressing issues arising from the expansion of privately managed facilities. For example, definitional problems were encountered with some indicators in the 1995–96 data collection (including prisoner education, community supervision work orders and counting of orders). These issues will be resolved for implementing in the next Report.

Appropriate information collections will be developed in 1998 for identified indicators for which data are not currently collected. These include indicators which exist within jurisdictions but for which common definitions and counting rules are not yet agreed — for example, indicators of containment and supervision (such as assaults) and rehabilitation and personal development (such as therapeutic programs). It is expected that these indicators will be reported on in the 1999 Report.

The aim in the longer term is to identify and develop a range of additional indicators and to fill gaps in the current data collection: for example, indicators which measure quality of life, customer satisfaction, offence based programs and reparations. These new indicators will be developed for introduction from 2000 onwards.

State and Territory Governments have established a National Corrections Practitioners Group to agree on data collection standards and further develop appropriate indicators. Thus, Governments have committed to a major benchmarking exercise intended to improve the quality of indicators and provide more extensive performance information to identify best practices.

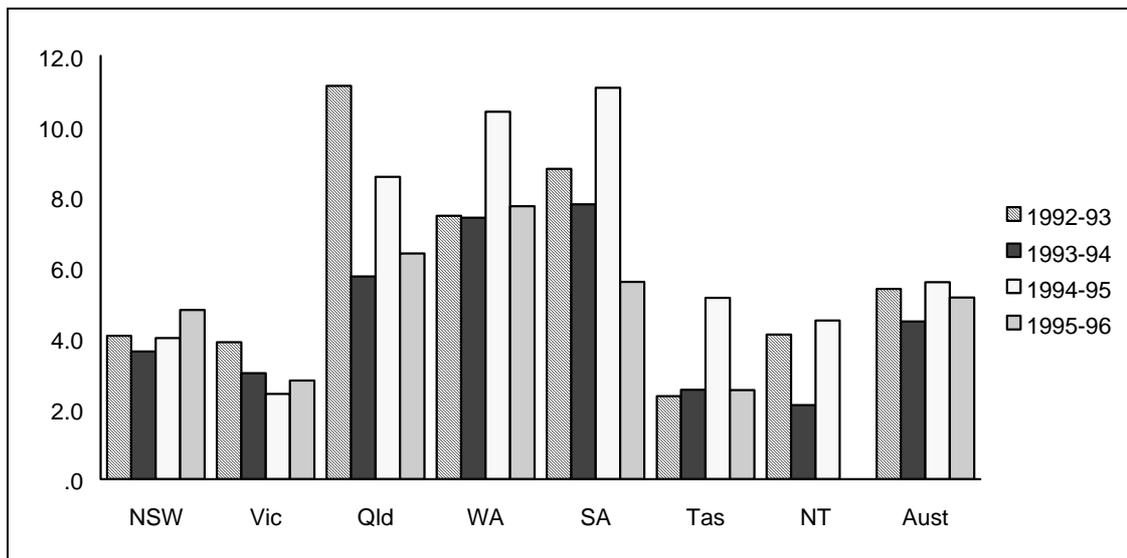
13.6 Key results

13.6.1 Effectiveness

Prisons — Containment and Supervision

In 1995–96, escapes per 100 prisoner years by prisoners classified as open security ranged widely from zero in the NT to 7.7 for WA (Figure 13.9). Relative and absolute levels were similar to previous years. Given the relatively small number of cases in each jurisdiction, comparisons across jurisdictions and years should be made with care and it is too early to report any trends in individual jurisdictions.

Figure 13.9: Escape rate of open security prisoners, 1992–93 to 1995–96 (escapes per 100 prisoner years)¹



¹ ACT sentenced prisoners classified as open security were held in NSW prisons.

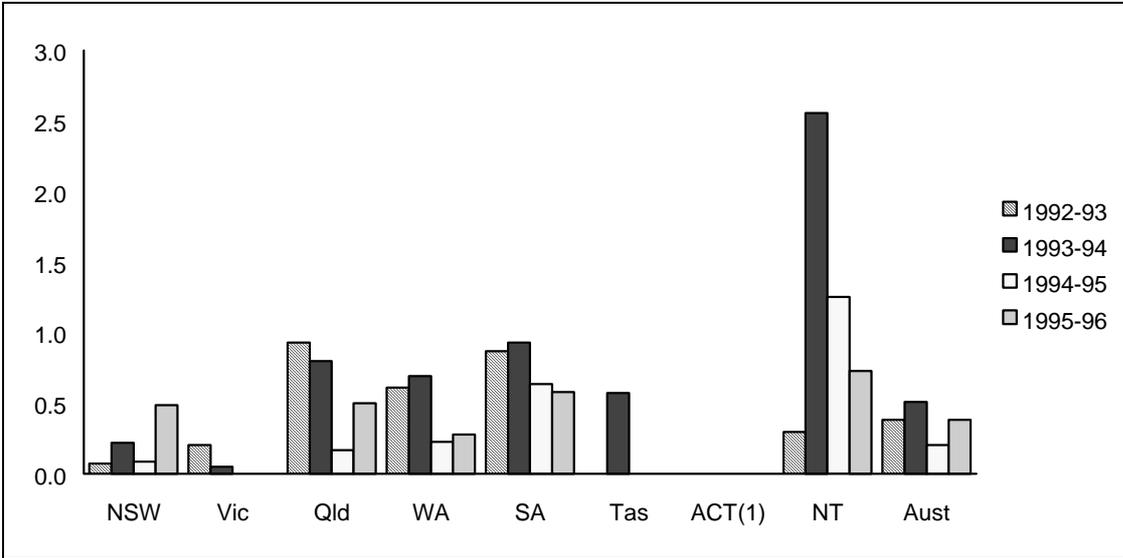
Source: Table 13A.8

Escapes by secure prisoners were much lower than for open security prisoners in 1995–96. They ranged from zero in Victoria, Tasmania and the ACT to over 0.7 per 100 prisoner years in the NT (Figure 13.10).

An important indicator of effective prisoner supervision is prisoner safety. The proportion of prisoners on protection ranged from 3.4 per cent in NT to 23.5 per

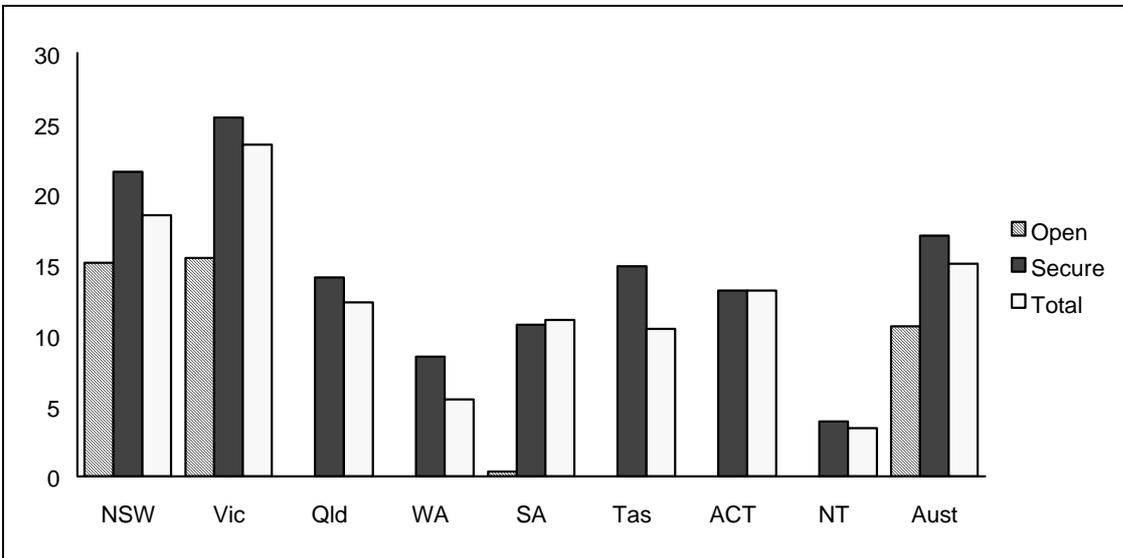
cent in Victoria (Figure 13.11).⁶ They do not include prisoners segregated for disciplinary or medical reasons. Such variation was at least partly the result of different policies on risk assessment.

Figure 13.10: Escape rate of secure prisoners, 1992–93 to 1995–96 (escapes per 100 prisoner years)



1 ACT had no escapes by prisoners held on remand in the ACT.
 Source: Table 13A.9

Figure 13.11: Proportion of prisoners on protection, 1995–96 (per cent)



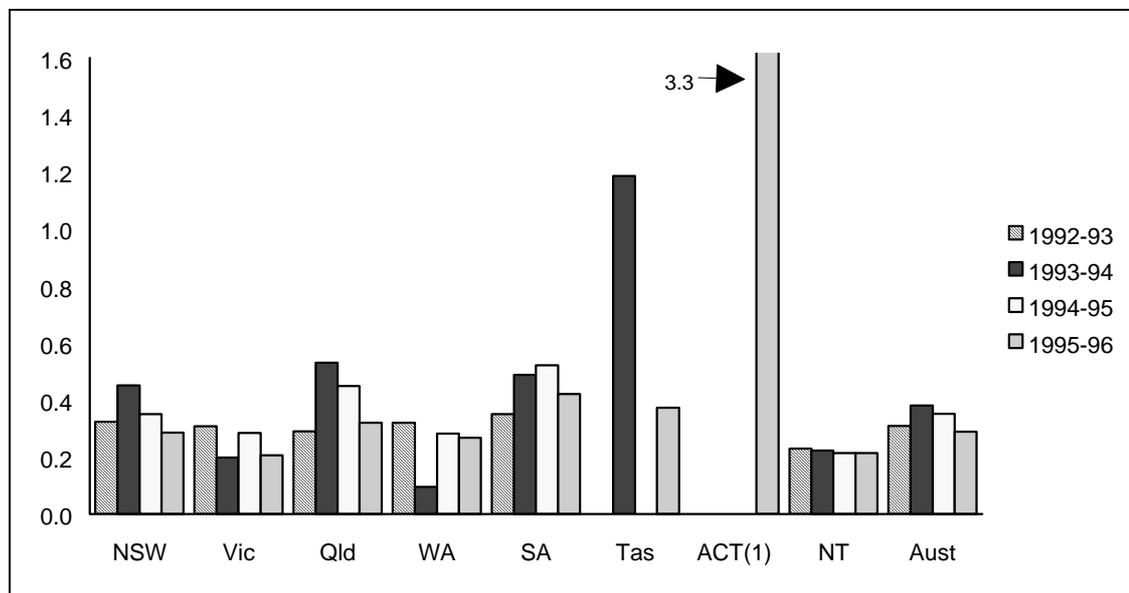
Source: Table 13A.10

⁶ Prisoners on protection are separated from the general prison population for their own safety.

Another indicator of effective prisoner supervision was whether responses to prisoners in special circumstances (such as ill-health or emotional crisis) were timely and effective. The only indicator for which data were available was the number, rate, and cause of deaths in custody. Again, the relatively small number of cases in each jurisdiction means that cross-jurisdictional comparisons should be treated with caution.

Rates of prison deaths were relatively similar among jurisdictions, ranging from 0.2 to 0.4 per 100 prisoner years (Figure 13.12). The exception was in the ACT, but here the rate (3.3) should be seen in the context of its small overall prisoner population (one death in a prison population that averaged 30 remand prisoners in 1995–96).

Figure 13.12: Prisoner death rate, 1992–93 to 1995–96 (deaths per 100 prisoner years)



1 The rate for the ACT (3.3) reflects one death in a total prisoner population of 30.

Source: Table 13A.11

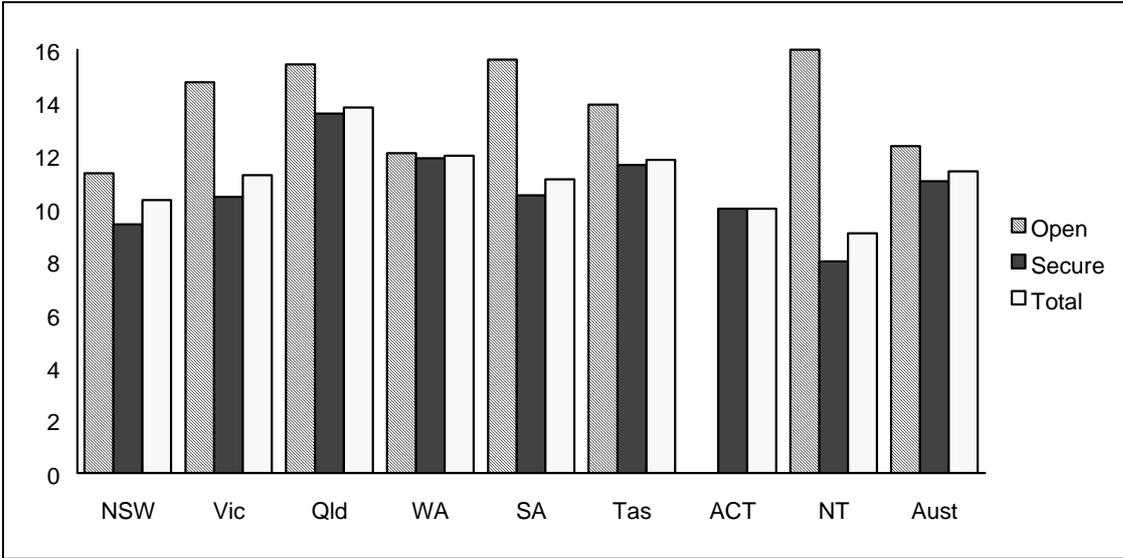
Prisons — offender care

An aspect of offender care that should be balanced against secure containment is ensuring that court sentences are met in a manner that allows an acceptable quality of life for prisoners. Performance measures in this area are limited because quality of life is difficult to assess. The measure developed for this objective was the number of hours per day during which prisoners are not restricted to cells.

Average out-of-cell hours per day for all prisoners varied among jurisdictions from 9.1 hours in the NT to 13.8 hours in Queensland in 1995–96. The averages

also varied within jurisdictions between open and secure prisoners. The NT reported the lowest out-of-cell hours for secure prisoners (8 hours) but had the highest average for open security prisoners (16 hours). The highest average out-of-cell hours per day for secure prisoners (13.6 hours) was in Queensland, and the lowest open security prisoner average out-of-cell hours per day (11.3 hours) was in NSW (Figure 13.13).⁷

Figure 13.13: Average out-of-cell hours by type of prisoner, 1995–96 (hours per prisoner per day)



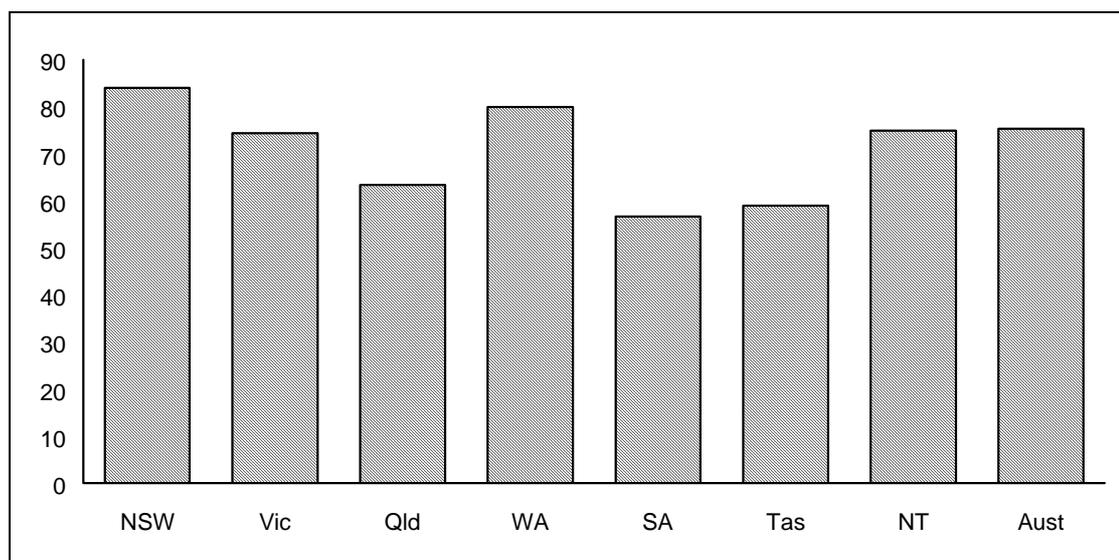
Source: Table 13A.12

Prisons — reparation

The objective of reparation is considered to be met through prisoner work which either generates income or reduces expenditure by corrections agencies. In 1995–96 NSW showed the highest proportion of prisoners employed (84 per cent) and SA had the lowest (57 per cent) (Figure 13.14).

⁷ Average out-of-cell hours were lower in the NT in 1995–96 than in 1994–95 as a result of the impact of the transition between the closing of an open facility and the opening of a new corrections centre. This significantly affected available accommodation and utilisation rates and, therefore the capacity for extended out-of-cell hours.

Figure 13.14: Proportion of prisoners employed, 1995–96 (per cent)¹



1 The ACT was not included because it had remand prisoners only.

Source: Table 13A.13

Prisons — rehabilitation and personal development — vocational training and education

Enhancing employment opportunities through vocational training and education is a key element in successfully reintegrating prisoners and offenders into the community and reducing the risk of their reoffending. It is considered more important for prisoners than for offenders on community based orders for whom such employment links may not have been disrupted to as great an extent.

Although most jurisdictions reported on this measure, the information provided was not strictly comparable. Some jurisdictions reported on education services alone while others included a range of personal development courses. This issue will be addressed in the 1996–97 data collection. Given the lack of comparability, no jurisdictional comparisons have been made in this Report.

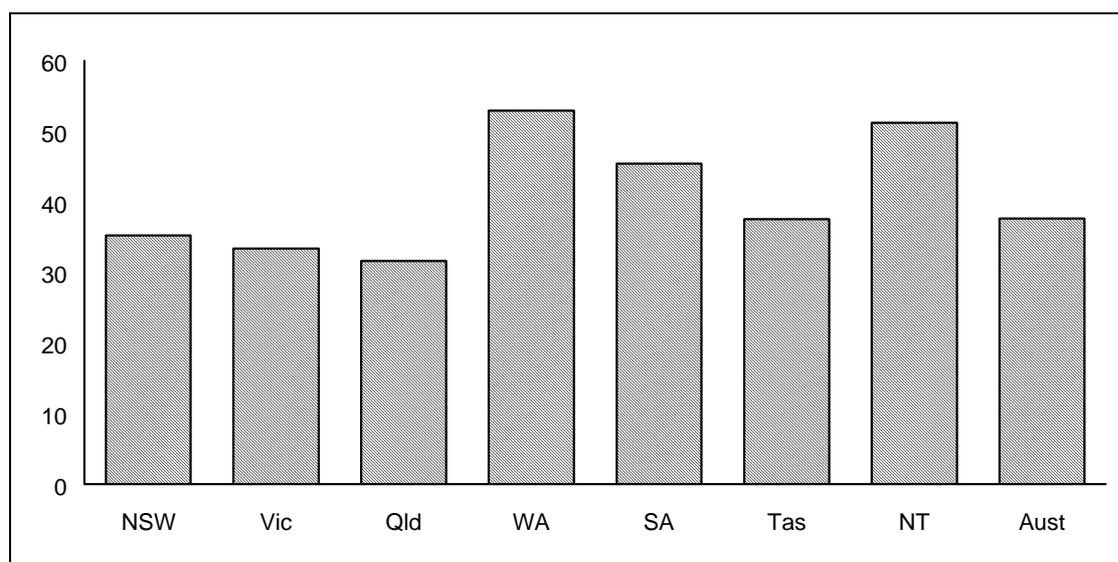
Prisons — rehabilitation and personal development — recidivism

Recidivism — the extent to which persons passing through the justice system reoffend — is an indicator of the effectiveness of efforts to rehabilitate prisoners, although a wide range of factors outside the control of corrective services also influence both the real incidence of recidivism and indicators

purporting to measure it.⁸ Such factors could include police arrest rates, court conviction rates and court sentencing practices. Given this, recidivism should also be considered as a measure of performance for the wider criminal justice system.

WA and NT prisoners showed the highest return rates to corrective services (53 per cent and 51 per cent respectively) in 1995–96 and Queensland and Victoria the lowest rates (32 per cent and 33 per cent respectively) (Figure 13.15).

Figure 13.15: Recidivism rate for prison custody, 1995–96 (per cent)¹



¹ ACT sentenced prisoners were held in NSW prisons.

Source: Table 13A.14

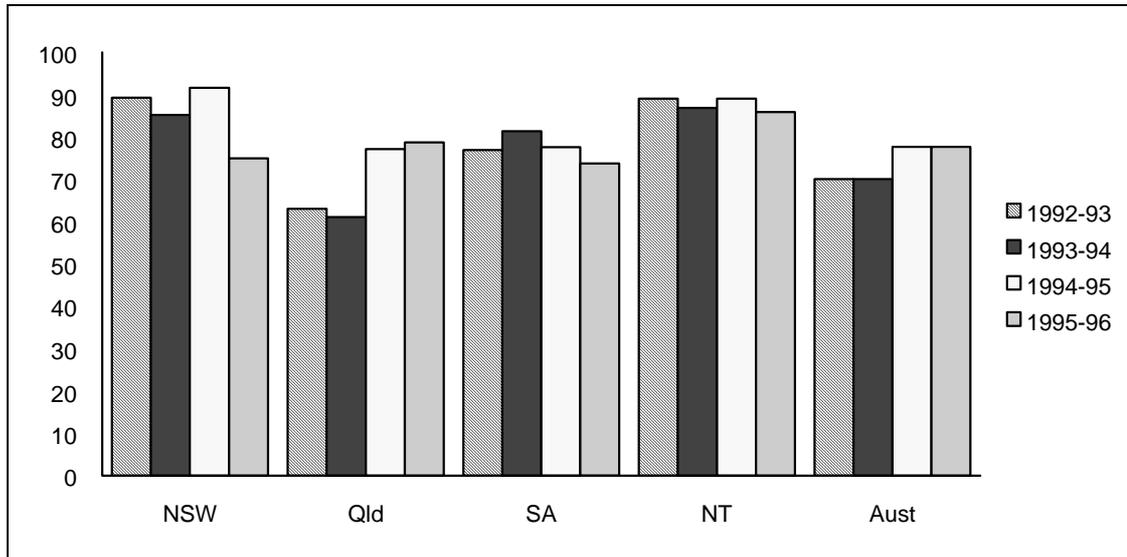
Community custody and supervision — completion of court orders

A priority for the supervision of offenders serving community based sentences is the successful completion of the court order. This means maximising the likelihood of offenders complying with the conditions of the order, and identifying and taking necessary action where there is a breach of the order.

The four jurisdictions which provided community custody options (NSW, Queensland, SA and the NT) showed similar levels of completion of community custody orders in 1995–96 — ranging from 74 per cent in SA to 86 per cent in the NT (Figure 13.16). It should be noted that relatively small numbers of offenders were involved in these programs.

⁸ The recidivism measure used was the proportion of sentenced prisoners — not subject to further supervision upon release — who return to corrective services within two years of completing a gaol sentence.

Figure 13.16: Completion rate for community custody, 1992–93 to 1995–96 (per cent)¹

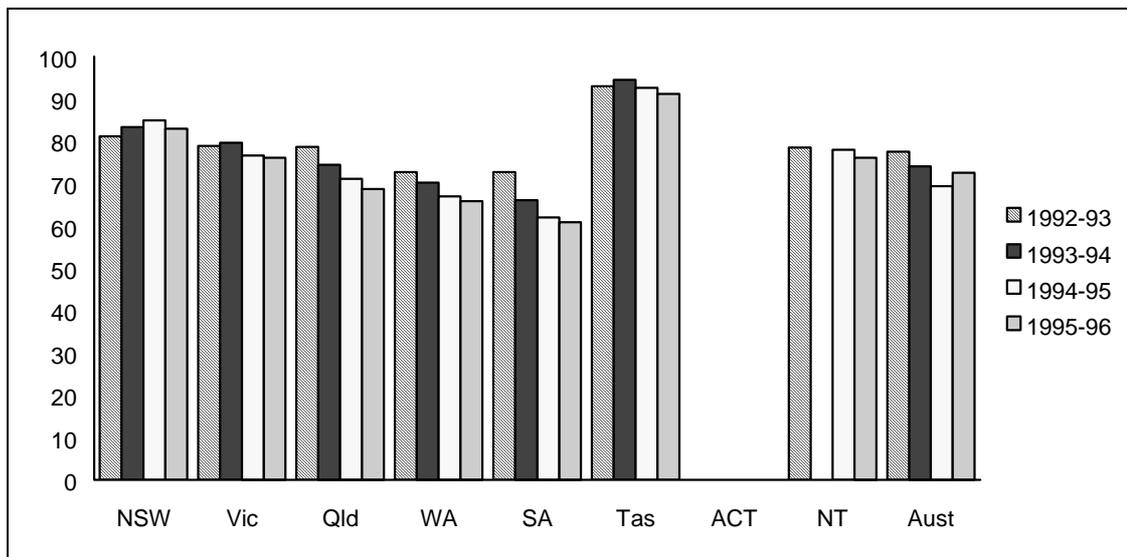


¹ Victoria, WA, Tasmania, and the ACT did not use community custody as a sentencing option.

Source: Table 13A.15

All jurisdictions used community supervision. Completion rates for supervision orders differed among jurisdictions in 1995–96 — from 61 per cent in SA to 91 per cent in Tasmania. In all jurisdictions except NSW the rate declined between 1992–93 and 1995–96 (Figure 13.17).

Figure 13.17: Completion rate for community supervision orders, 1992–93 to 1995–96 (per cent)¹



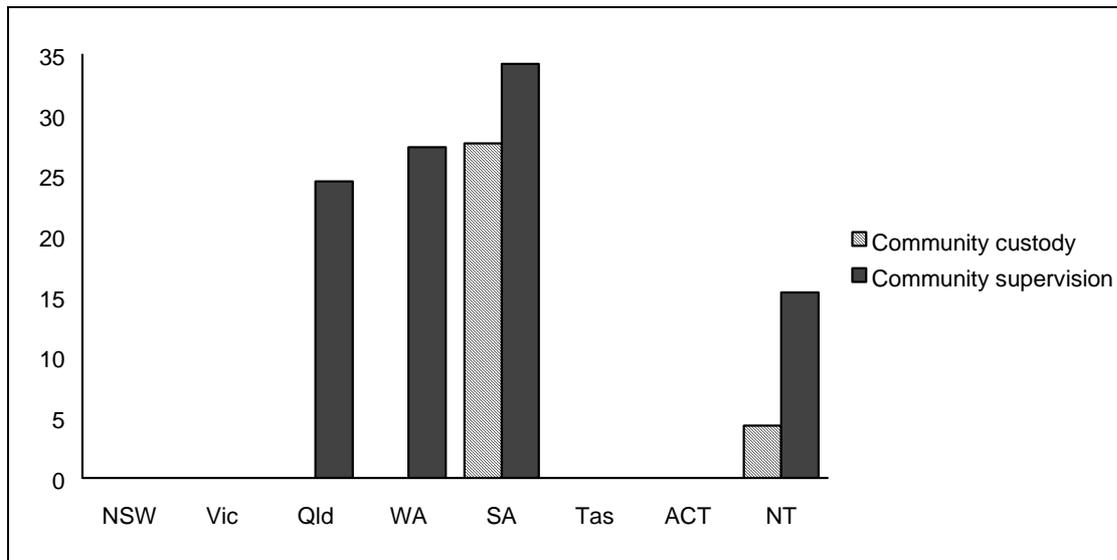
¹ Data were not available for the NT for 1993–94 or for the ACT for 1992–93 to 1995–96.

Source: Table 13A.16

Community custody and supervision — recidivism

Two of the four jurisdictions which used community custody reported recidivism rates for this form of detention — 27.7 per cent in SA and 4.3 per cent in the NT. Queensland, WA, SA and the NT reported recidivism rates for community supervision. These ranged from 34.2 per cent in SA to 15.3 per cent in the NT (Figure 13.18).

Figure 13.18: Recidivism rates for community custody and supervision, 1995–96 (per cent)^{1,2}



1 NSW and Queensland did not report on recidivism for community custody.

2 NSW, Victoria, Tasmania and the ACT did not report on recidivism for community supervision.

Source: Table 13A.17

13.6.2 Efficiency

The efficiency information available for corrective services mainly related to recurrent costs per offender day, utilisation rates, asset values per offender, and offender-to-staff ratios. The Steering Committee is also exploring other ways of measuring efficiency (Box 13.1).

Box 13.1: DEA case study — NSW correctional centres

The Steering Committee is undertaking a case study using Data Envelopment Analysis to assess the technical efficiency of a sample of correctional centres. The technique is discussed in Chapter 2.

The efficiency of the correctional centres in the sample is being assessed in terms of their potential to reduce their inputs while maintaining the same level of output. The inputs and outputs used in the case studies are:

Inputs	Outputs
Full-time equivalent staff	Average daily number of inmates eligible for conditional leave of absence (as these inmates are relatively less resource intensive to manage)
Number of beds	Average daily number of other inmates
Non-salary recurrent expenditure	Number of inmate receptions
	Number of inmate hours in personal development programs.

A full discussion of the DEA methodology, the case studies and results will be contained in a paper being prepared by the Steering Committee.

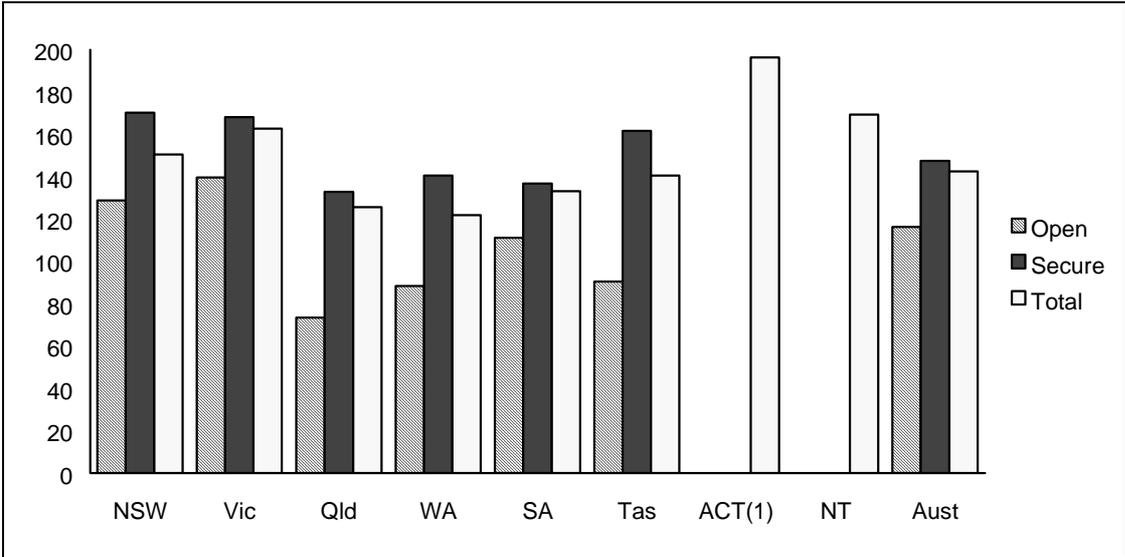
Unit costs

Prison costs are affected by a range of factors, including differences in the level of service provided, out-of-cell hours, security classifications of prisoners, the scale of operations, the capacity to take advantage of overheads in large facilities and industrial and workplace practices.

The refinement of indicators for the 1995–96 collection included calculating unit costs per prisoner utilising a more comparable and consistent treatment of overheads.

Average costs per prisoner per day for open and secure prisons combined ranged from \$122 in WA to \$196 in the ACT (Figure 13.19). NSW reported the highest cost per secure prisoner per day and Victoria reported the highest cost per open security prisoner.⁹ Differences in unit costs might result from differences in the level of service provided, from environmental differences, or from differences in efficiency.

Figure 13.19: Prison cost, 1995–96 (\$ per prisoner day)



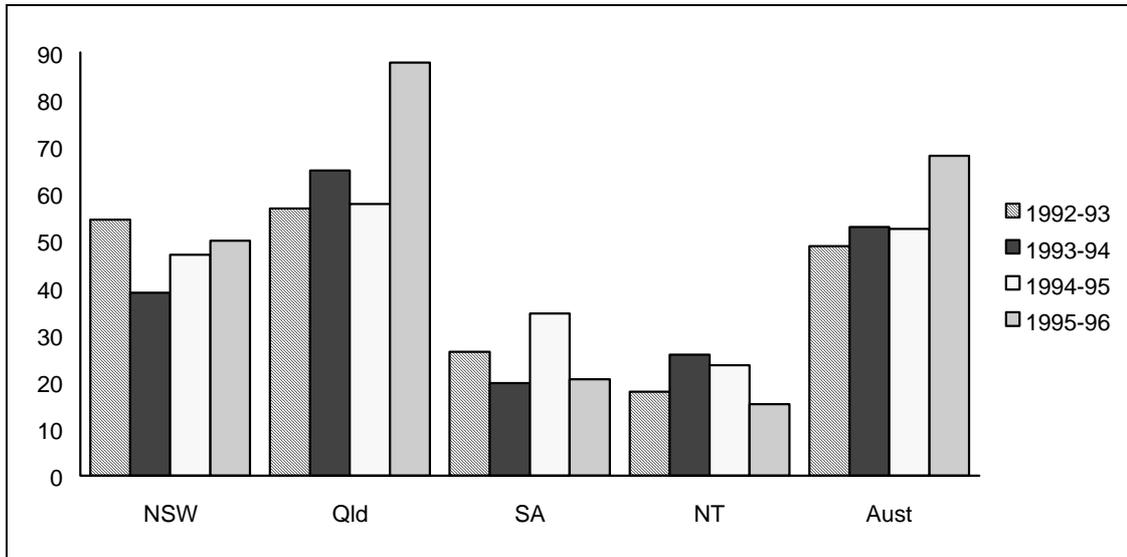
1 ACT costs include ACT prisoners held in NSW prisons.

Source: Table 13A.18

Costs for community custody in 1995–96 varied from \$88 per offender day in Queensland to \$15 in the NT (Figure 13.20). Again, it should be noted that relatively small numbers of offenders were involved in this program.

⁹ The NT did not report on separate unit costs for open and secure prisoners in 1995–96 because there was significant movement of prisoners between open and secure accommodation during the year arising from the closure and opening of facilities. The ACT cost per prisoner day included remand prisoners and sentenced prisoners held in NSW prisons.

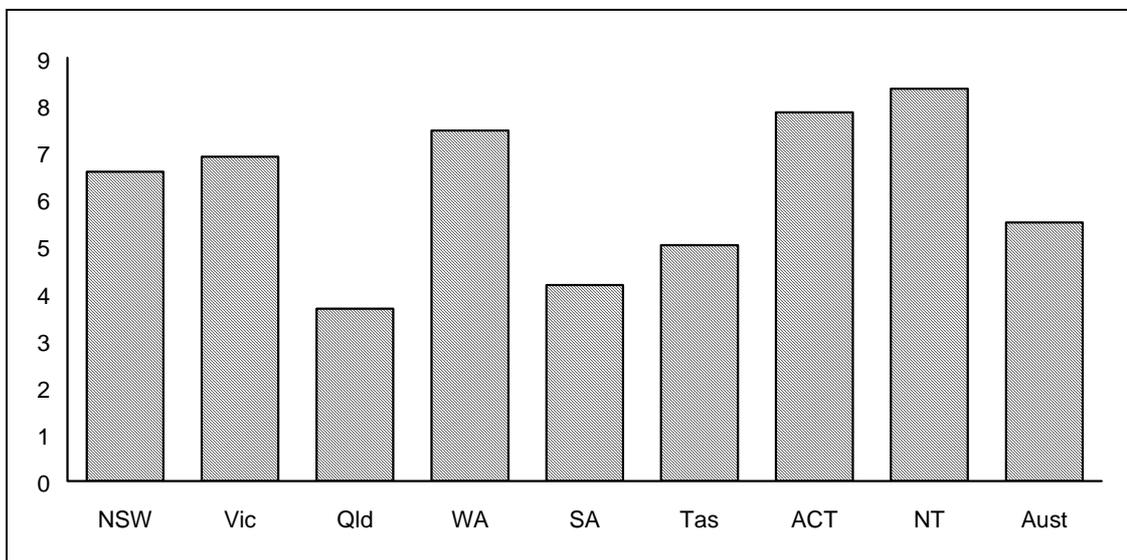
Figure 13.20: Cost of community custody, 1992–93 to 1995–96 (\$ per offender day)



Source: Table 13A.19

Unit costs for community supervision were less varied across jurisdictions than were prisoner unit costs. Queensland reported the lowest unit costs per offender day in 1995–96 (\$3.70) and the NT the highest (\$8.35) (Figure 13.21).¹⁰

Figure 13.21: Cost of community supervision, 1995–96 (\$ per offender day)



Source: Table 13A.20

¹⁰ Unit costs in WA incorporated the effect of fine default legislation which has reduced the number of such offenders who require less intensive supervision.

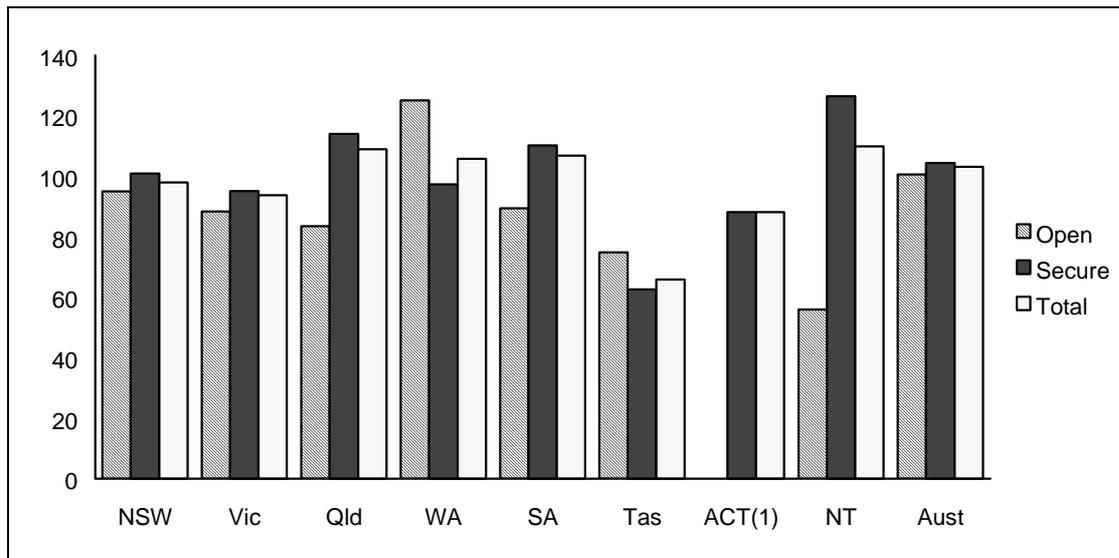
Utilisation

Prison utilisation rates are an efficiency indicator because they indicate how well assets are used. They also reflect performance in system planning in management of investment in facilities. But they also provide an assessment of prison crowding.¹¹ This makes them an indirect measure of prisoner quality of life and, therefore, of offender care.

Tasmania reported the lowest utilisation rate (66 per cent). It and the ACT (74 per cent) had rates well below those of the other jurisdictions. Prison utilisation in Queensland, WA, SA, and the NT exceeded design capacity.

The differences in utilisation rates were more pronounced when secure and open prisons were considered separately. For secure prisons, utilisation ranged from 63 per cent in Tasmania to 126 per cent in the NT, while open prison utilisation ranged from 56 per cent in the NT to 125 per cent in WA (Figure 13.22).

Figure 13.22: Prison capacity utilisation rates by type of prisoner, 1995–96 (per cent)



1 ACT rate relates to remand prisoners only.

Source: Table 13A.6

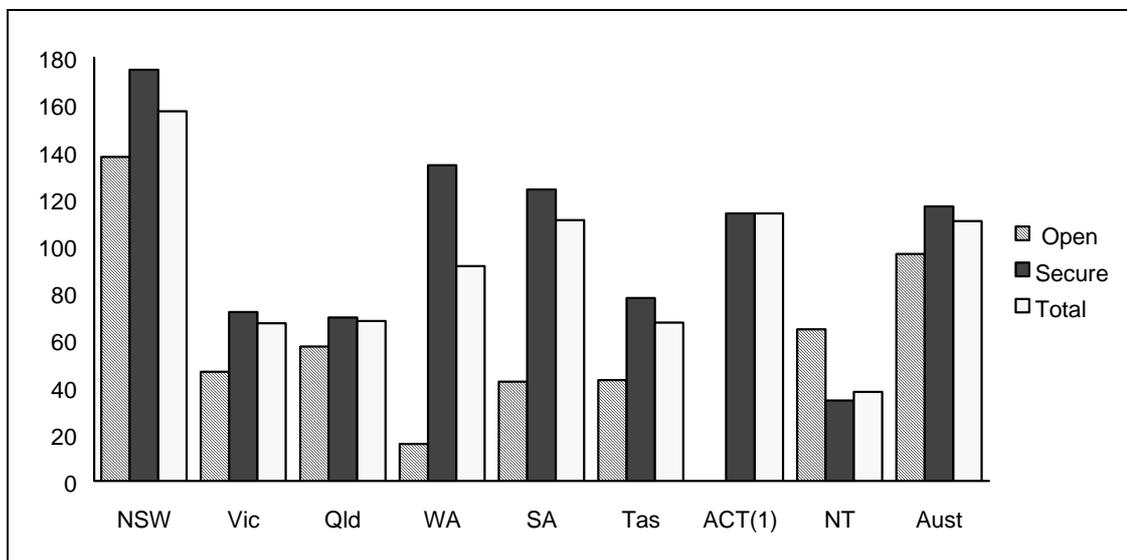
¹¹ Utilisation is a measure of actual prison occupancy relative to the design capacity of the prison. It is defined in Attachment 13A.4.

Prison assets

Assets per prisoner provide an indicator of the capital inputs to corrective services. Reported values of prison assets per prisoner varied markedly across jurisdictions, from \$38 000 in the NT to \$157 000 in NSW (Figure 13.23).

Asset values also showed significant jurisdictional variation when secure and open prisons were considered separately. Open prison asset values showed greater variation, ranging from \$16 000 per prisoner in WA to \$138 000 in NSW (Figure 13.23). However, this measure is particularly sensitive to the methods of valuation used, for example, in valuing historical buildings and hence results should be treated with caution.

Figure 13.23: Value of assets, 1995–96 (\$'000 per prisoner)



1 ACT rate relates to remand prisoners only.

Source: Table 13A.21

Offender-to-staff ratios

Offender-to-staff ratios are an indicator of the efficiency with which labour inputs are used in corrective services. Tasmania and the ACT reported the lowest ratios of prisoners to staff (1.1 and 0.7 respectively) (Table 13.1). Ratios were reasonably similar for the remaining six jurisdictions, ranging from 1.4 to 1.6. These relativities also held for the ratio of prisoners to operational staff.

The ratio of community supervision offenders to staff generally ranged from 23 in NSW to 32 in Tasmania. Queensland had a substantially higher ratio of 45 (Table 13.1).

The ratio of offenders serving community custody orders to staff showed great variability between jurisdictions. However, the ratios should be compared with

caution, given the small numbers on which they are based in three of the four jurisdictions (Table 13.1).

Table 13.1: Offenders-to-staff ratios, 1995–96 (prisoners per staff)

	<i>Prisons¹</i>	<i>Community supervision</i>	<i>Community custody</i>
NSW	1.4	23.0	3.8
Vic	1.6	25.6	na
Qld	1.4	44.7	3.1
WA	1.5	24.7	na
SA	1.5	35.1	6.0
Tas	1.1	32.0	na
ACT ²	0.7	17.7	na
NT	1.6	23.5	8.4
Aust	1.5	31.9	4.1

na not available.

1 Government operated.

2 ACT prison data relate to remand prisoners only.

Source: State and Territory unpublished

13A CORRECTIVE SERVICES

Definitions for the descriptors and indicators in this attachment are in Section 13A.4. Unsourced information has been obtained from State or Territory Governments.

13A.1 Jurisdiction comments

New South Wales Government comments

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NSW Corrective Services continues to be an active participant in the development and collection of national performance indicators and values the opportunity to contribute to this process. The decision by the Correctional Administrators to establish a benchmarking project to look at best practice in corrections, which runs in parallel to this project, has provided a sound basis for the review and refinement of the existing data collection and the identification of other indicators which has taken place in 1996.

Even so, caution should be exercised when comparing jurisdictions as the range of sanctions applying and the services provided vary considerably within each state and territory. NSW, the most populous state, has the largest number of inmates in full time custody and offenders in community-based corrections. While the size of the inmate/offender population in NSW allows for economies of scale which are not available to smaller jurisdictions, the number and age of NSW facilities creates other problems.

In recent times Corrective Services in NSW has been undergoing a period of rapid change designed to modernise and improve the provision of correctional services throughout the state. The main focus of these reforms is the upgrading of existing facilities, the construction and commissioning of a new Metropolitan Remand and Reception Centre, at Silverwater in western Sydney, and the closure of a number of historic and outdated facilities.

In addition, there have been improvements in inmate management (for example, case management, the structured day), inmate reception screening and induction procedures, the delivery of expanded programs and services for special needs groups together with a greater emphasis upon the provision of education, employment, other life skills activities and psychological interventions.

The assumption of responsibility from the Police Service for transporting inmates to court and their security while in court has continued during 1995–96 and the reintegration of Corrective Services and the Probation Service into one Department has been completed.

In the prison service the stabilisation in the imprisonment rate highlighted in the 1994–95 has continued with the 1995–96 figures showing a downward movement. As well, the successful completion rate for the community supervision offenders has continued.

And finally, home detention which is a key element in the government's program aimed at diverting minor offenders away from full time custody, is expected to commence in the next reporting year.

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Victoria Government comments

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Victoria remains committed to the development of national benchmarks in the area of correctional services and regards this second report as being a significant step in that direction. Although Victoria has reservations about the direct comparability of several of the data items, even though they have been prepared on the basis of agreed definitions, the data is a useful first indicator of differences in practice, effectiveness and efficiency between jurisdictions.

The data indicates that Victoria's correctional services compare very favourably in terms of effectiveness. Victoria has produced a better than average result for most of the effectiveness indicators on which it reported ie. escape rate, prisoners on protection, prisoner deaths in custody, prison utilisation, percentage of prisoners returning to corrections within two years of discharge and percentage of community supervision sentences successfully completed.

The data shows that Victoria's correctional services operate at above average costs per prisoner or offender. This is not necessarily an indicator of below average efficiency. The most obvious reason is that Victoria's above average effectiveness brings with it associated costs. However, there are other reasons related to Victoria having the second lowest imprisonment rate in Australia.

As a consequence of its low imprisonment rate, Victoria has lower total corrective services expenditure per head of adult population than all other states or territories except the ACT. However, the low imprisonment rate limits Victoria's capacity to reduce costs per prisoner or offender by achieving economies of scale. It is also reasonable to postulate, in the context of the low imprisonment rate, that those prisoners and offenders in the custody of corrective services in Victoria are likely to be more serious offenders who are difficult and costly to manage.

The challenge for Victoria is to maintain or improve upon its already high level of effectiveness, whilst attempting to reduce costs per prisoner or offender. The introduction of competition into the delivery of prison services through the entry of three privately operated prisons, is a key step towards meeting this challenge and, at the same time, significantly upgrading prison infrastructure.

The major role to be played by privately operated prisons in Victoria from 1996–97 onwards also presents a challenge to the development of national performance benchmarks for corrective services. Victoria believes that many of the existing indicators for unit costs and productivity would be inappropriate for a state or territory in which the private sector has a major role.

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Queensland Government comments

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Queensland maintained its position as a cost-effective provider of corrective services in 1995–96. The striking feature of this year's data collection is the State's record high imprisonment rate of 123.5 per 100 000 of adult population. This is the highest end of year rate since 1976 when this data was first published. The prisoner average daily state has increased from 2070 in 1992–93 to 3122 in 1995–96 (over 50 per cent).

The impact of record prisoner numbers, particularly in secure custody, is evidenced by the prison utilisation rates. In 1995–96 the rate for secure custody was 114.0 per cent, up from 108.2 per cent in 1994–95, with an overall occupancy rate of 109.0 per cent, up from 106.0 per cent in 1994–95. The open custody rate dropped from 90.3 per cent in 1994–95 to 83.5 per cent in 1995–96 largely due to the opening of the low security Darling Downs Correctional Centre and expansion of the farm accommodation at Lotus Glen Correctional Centre.

The escape rate from secure custody rose from 0.2 in 1994–95 to 0.5 in 1995–96 while the open custody rate dropped from 8.6 in 1994–95 to 6.4 in 1995–96. Of the 13 escapes attributed to secure custody in this data collection only six actually escaped from a secure environment. Overall, the total escape rate increased slightly from 1.0 to 1.2 but was still below the national average for 1995–96.

While there is no “acceptable” rate for deaths in custody, there was a significant reduction from 0.45 in 1995–95 to 0.32 in 1995–96. The prison recidivism rate improved from 36.0 per cent in 1994–95 to 31.6 per cent in 1995–96, the lowest record rate in Australia for the second year running.

The total recurrent cost per prisoner per day reduced for the fourth consecutive year down to \$125.58 in 1995–96. Queensland recorded the lowest cost per prisoner per day of any Australian jurisdiction in both secure custody (\$133.01) and open custody (\$73.40).

In the Community Custody program, 1995–96 saw a reduced number of offenders down from 416 in 1994–95 to 339 in 1995–96 reflecting the difficulty in finding suitable offenders within the “hardening” prison population for these non-custodial facilities. There was significant reduction in the number of orders revoked as a result of re-offending, down from 8.2 per cent in 1994–95 to 2.3 per cent in 1995–96. Overall, 78.8 per cent of orders were completed successfully in 1995–96 compared to 77.2 per cent in 1994–95.

The average number of persons serving community supervision orders increased from 14 187 in 1994–95 to 14 998 in 1995–96. The percentage of orders successfully completed fell slightly from 71.2 per cent to 68.8 per cent. The unit costs remained the lowest in Australia at 3.67 per offender per day.

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Western Australia Government comments

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In WA Corrective Services provides prisons, community supervision and advice to sentencing and releasing authorities. Community custody is not used as a separate option. Community based work release is an option available to certain prisoners and home detention is also used, however, these options are case managed as part of community corrections

WA is Australia's largest state geographically, with community corrections serving many extremely remote locations throughout the state and prison also detaining from these locations. The offender population is characterised by a significant over representation of Aboriginal people within the Corrective Services system. In 1995–96 Aboriginal people made up 34 per cent of the daily average number of persons held in prisons and 24 per cent of persons on community based supervision on June 30, 1996. This places a high demand on a diversity and cost of providing supervision, custody and development for offenders.

Nevertheless, in the last four years significant reforms have been introduced in WA Prisons to improve efficiency of operations to the extent that the cost per prisoner has been reduced from being one of the highest in Australia to being the lowest as demonstrated in figure 13.21.

The cost of community supervision in WA has increased because of the reduction in fine default orders supervised. In 1993–94, 13 394 orders were commenced for the non payment of fines compared to 470 in 1995–96. The level of resources committed to supervising fine default offenders is very low in comparison to other offenders and removing these offenders from the equation distorts the unit cost per offender. In 1993–94, 2445 offenders were received into prisons for non payment of fines compared to 68 in 1995–96.

WA has one of the highest rate of imprisonment in Australia. Initiatives have been directed towards the removal of persons from prisons who could be managed within the community or even kept out of the corrective services system altogether.

WA is also undertaking a significant review of offender management to better target risk offenders to provide program and non program intervention so as to address the causes of offending behaviour. The criminogenic needs of offenders will be continually reinforced and met through case management of offenders.

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“ South Australia Government comments

During 1995–96 the South Australian Department for Correctional Services focussed on three overall targets:

1. Increasing the quality of our services, particularly through the adoption of the principles of through care and restorative justice, progress toward the wider use of unit management and case management in prisons, and an emphasis on tailoring and targeting programs that address offending behaviour.
2. Improving conditions for staff, with a continuation of emphasis on professional development and occupational health and safety issues. To this end, the Department received the 1995 Workcover award for the most improved agency for Excellence in Occupational Health and Safety Management — the first ever issued to a South Australian Government department.
3. Additional reductions in costs per offender. The fall in cost per offender was achieved in part by continued reductions in workers compensation costs (claims dropped by 9.5 per cent from last year and 34 per cent over the last two years), income achieved from the implementation of a Community Service user pays scheme, and an increase in industries revenue.

While the total proportion of prisoners employed in all sectors increased only marginally this year, prison industries (employing around 44 per cent of all employed prisoners) experienced unprecedented sales growth during 1995–96 with an increase of 35 per cent over 1994–95.

The escape rate has shown considerable improvement compared with previous years; a reduction of almost 50 per cent. This is particularly evident in the escape rate for open prisons (0.8 in 1995–96 compared with 2.0 in 1994–95) and is mainly in response to the closure of the Fine Default Centre and subsequent transfer of prisoners to a high security regime.

Return to corrections rates decreased in both community custody and community supervision; the latter decreasing from 42.5 in 1994–95 to 34.2 in 1995–96.

In the face of increasing imprisonment rates and with sustained utilisation rates in excess of 100 per cent the Department undertook the process of system planning for current and future accommodation shortfall during 1995–96. This work will continue through 1996–97.

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Tasmania Government comments

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Tasmania has endeavoured to refine its data collection with the objective of providing the full range of data sought. Difficulty is still being experienced in providing recidivism data particularly for Community Corrections and cross matching Prisons and Community Corrections information. Short term solutions are very expensive. The real solution will be found in the development of an integrated Criminal Justice system in conjunction with Police but this may take some time to achieve.

Tasmania has in the past been one of the most cost effective services in Australia despite problems of scale. Changes to work practices adopted in other states and territories that have reduced their daily costs substantially have been more difficult to achieve in Tasmania. There is a minimum core service which must be provided in a small jurisdiction to make Corrective Services viable. The system must be capable of responding to sudden changes in the work load which can occur quite suddenly in smaller jurisdictions. Increasing prison populations which have forced multiple cell occupancy and “doubling up” in other jurisdictions have helped keep costs per prisoner down. These pressures have not been experienced in Tasmania.

The availability of work opportunities for prisoners in Tasmania has deteriorated during the year in part because competition from other service providers has made it more difficult to obtain suitable work projects.

Both the daily average prison population and Community Corrections client numbers have not altered dramatically over the past four years. Imprisonment rates which are among the lowest in Australia have shown only a modest increase although a spate of serious crime in Tasmania has resulted in longer sentences for some offenders. This may be no more than a statistical aberration but one which the system must be flexible enough to respond to when it occurs.

The Port Arthur tragedy is a classic example of how one major incident in a small jurisdiction can have a resounding effect on demand for resources and the attendant costs.

Despite these problems and steeply rising costs from workers compensation premium increases for the Prison Service, Tasmania has managed to contain the increase in the daily cost per prisoner to approximately three percent. Community Corrections costs have increased at a greater rate from \$4.07 to \$5.02 per offender per day. Restructuring in both Prisons and Community Corrections will target these issues during 1996–97.

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“ Australian Capital Territory Government comments

The 1996 data collection exercise has been greatly improved as a result of the exercise undertaken during 1995 and discussions with practitioners groups. However, problems with data definitions remain. For example, data on ‘completion rates of community supervision orders’ needs to be clarified next year because the Industry Commission supplied definition does not specify how the rate is to be calculated. For this reason the ACT does not supply data because any comparison between jurisdictions would be meaningless.

The ACT has also withdrawn data supplied previously which is not consistent with the existing data definition regarding the rate of offenders per 100 000 population. Although data for the current report is correct, that provided in previous years was based on ‘orders’ rather than ‘offenders’. Other ACT data for previous years also had to be withdrawn for the same reason although data for this year complies with the current definition.

While the ACT only operates one remand facility it remains responsible for ACT prisoners in NSW. Care should be taken when interpreting ACT figures in the report as to whether figures refer to remand only, or to a combined remand and sentenced prisoner population. For example, the total cost to house an ACT prisoner should reflect the cost to accommodate prisoners in NSW as well as local costs — the figure for 1995–96 being \$196.40 per day for a combined prisoner population of 113 (a rate of 49:100 000 adults).

The ACT is currently exploring the possibility of developing a local correctional facility to accommodate increasing prisoner numbers, which at the end of December 1996 totalled around 130 (excluding ACT based Commonwealth prisoners). However, even with the recent increases, the overall imprisonment rate in the ACT remains the lowest in Australia.

The number of community service work hours completed increased by about 37 per cent from 31 274 hours in 1994–95 to 42 873 in 1995–96 while cost to administer community supervision programs is the same as the actual cost in 1992–93.

Overall, the cost to the taxpayer for correctional services in the ACT is the lowest in Australia at \$44.16 per adult. This falls well below the Australian average which is \$70.50 per adult.

In the future it is hoped that data will recognise periodic detention as a distinct sentencing option. Current periodic detention orders in the ACT number about half of the current number in full time custody.

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Northern Territory Government comments

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The NT recognises the importance of developing and monitoring national indicators between jurisdictions, in order to make comparisons between states and territories, to measure its performance in terms of efficiency and effectiveness and to depict trends. Whilst there has been significant improvement in standardising the information collected, caution should still be exercised when making comparisons between the jurisdictions.

As for the previous year, the NT appears as the extreme in several of the categories, which is often associated with the nature of the Territory (ie. small population, Aboriginality, isolation, scale and large distances to major urban centres) as accepted by the Commonwealth Grants Commission.

The high rate of imprisonment and recidivism can be attributed to the young age of the NT population and the role and magnitude of alcohol abuse in the NT, as well as arrest rates and sentencing practices.

High costs, high utilisation rates and low out of cell hours can be attributed to the major activities of closing down the open-prison facility (Gunn Point Rural Correctional Centre) in March 1996 and the construction of a new correctional institution in central Australia, which will replace the old gaol in Alice Springs and accommodate prisoners from this region and prisoners from other regions who are deemed suitable for this modern facility. The opening of the new facility should result in increased cost-effectiveness, greater out of cell hours and an immediate reduction in utilisation rates.

While imprisonment rates are high, the NT is making successful use of alternatives to imprisonment. The NT has a high proportion of the population serving community supervision or community custody orders and a high rate of successful completions of these orders.

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13A.2 All jurisdictions data

Table 13A.1: Offenders by type of detention, 1995–96 (number)

	<i>Aust</i>
Prisons	16 270
Community based sanctions	49 400
Periodic detention	1 470

Table 13A.2: Offenders per 100 000 adults held in each type of detention or sanction, 1995–96 (number)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Prisons ¹	133	70	123	169	123	75	49	377	117
Community custody ²	0	0	13	0	8	0	0	34	3
Community supervision	276	200	593	334	655	440	231	1 310	365

1 The ACT rate includes prisoners held in NSW prisons, but excludes periodic detainees. The NSW rate also excludes periodic detainees.

2 Victoria, WA, Tasmania, and the ACT did not use community custody as a sentencing option. NSW did not use community custody but ran a community custody pilot program in 1995–96.

Table 13A.3: Recurrent expenditure by type of detention or sanction, 1995–96 (\$'000)

	<i>Aust</i>
Prisons	864 460
Community supervision	102 491
Community custody	11 981
Total	978 932

Table 13A.4: Recurrent expenditure per head of adult population¹, 1995–96 (\$)

<i>NSW</i>	<i>VIC</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
81.90	46.59	68.83	84.30	73.96	46.81	44.16	292.93	70.50

1 Adult is defined as persons aged 17 years and over.

Table 13A.5: Imprisonment rates, 1983 to 1996 (prisoners per 100 000 adults)

	<i>NSW</i> ¹	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> ²	<i>NT</i>	<i>Aust</i>
1983	90.3	63.9	95.2	155.9	82.0	74.2	8.4	294.5	89.1
1984	89.2	66.3	98.6	148.8	69.6	75.1	9.3	294.3	88.2
1985	87.5	63.6	104.8	146.5	68.9	74.6	8.0	309.9	87.8
1986	95.0	62.8	110.3	151.4	75.4	79.1	7.6	368.4	92.9
1987	96.3	62.5	117.7	150.8	80.0	81.9	8.9	406.9	95.4
1988	98.1	63.8	117.5	147.9	78.4	89.2	8.0	384.0	96.0
1989	101.9	68.1	116.0	135.5	77.9	76.9	10.2	363.0	96.6
1990	115.0	69.8	106.6	138.9	81.5	70.1	10.6	351.3	100.4
1991	129.3	69.1	101.5	152.3	87.2	70.8	11.1	394.5	106.4
1992	134.2	66.9	94.9	155.3	97.2	76.1	9.4	397.8	107.7
1993	135.9	66.8	89.0	150.0	101.5	74.5	7.5	373.4	106.8
1994	137.9	73.9	94.6	165.1	108.7	71.9	8.6	384.6	113.0
1995	135.9	71.8	109.2	164.8	118.6	74.2	8.6	393.9	114.8
1996	133.3	69.9	123.5	168.9	122.9	75.3	13.0	377.4	117.0

1 Excludes periodic detainees.

2 Includes remandees only, ACT sentenced prisoners are counted in the NSW figures. ACT remandees and prisoners held in NSW are available for 1992–93 to 1995–96 and are shown in Table 13A.68: ACT prison descriptors.

Source: Walker, J & Salloom, S. 1993

Table 13A.6: Prison capacity utilisation rates by type of prisoner, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> ¹	<i>NT</i>	<i>Aust</i>
Open	95	88	83	125	89	75	0	56	101
Secure	101	95	114	97	110	63	89	126	104
Total	98	94	109	106	107	66	89	110	103

1 Remand prisoners only.

Table 13A.7: Community supervision offender rates, 1992–93 to 1995–96 (per 100 000 adults)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1992–93	301	222	625	436	535	479	na	1 279	378
1993–94	284	219	634	431	657	356	na	1 190	380
1994–95	273	206	579	399	661	505	na	1 132	364
1995–96	276	200	593	334	655	440	231	1 310	365

na not available.

Table 13A.8: Escape rate of open security prisoners, 1992–93 to 1995–96 (escapes per 100 prisoner years)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>Aust</i>
1992–93	4.1	3.9	11.2	7.5	8.8	2.4	4.1	5.4
1993–94	3.6	3.0	5.7	7.4	7.8	2.5	2.1	4.5
1994–95	4.0	2.4	8.6	10.4	11.1	5.1	4.5	5.6
1995–96	4.8	2.8	6.4	7.7	5.6	2.5	0.0	5.2

1 ACT sentenced prisoners classified as open security were held in NSW prisons.

Table 13A.9: Escape rate of secure prisoners, 1992–93 to 1995–96 (escapes per 100 prisoner years)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT^d</i>	<i>NT</i>	<i>Aust</i>
1992–93	0.07	0.20	0.93	0.61	0.87	0.00	0.00	0.30	0.38
1993–94	0.22	0.05	0.80	0.69	0.93	0.57	0.00	2.56	0.51
1994–95	0.09	0.00	0.17	0.23	0.64	0.00	0.00	1.25	0.20
1995–96	0.49	0.00	0.50	0.28	0.58	0.00	0.00	0.73	0.38

1 Remand prisoners only.

Table 13A.10: Proportion of prisoners on protection, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT^d</i>	<i>NT</i>	<i>Aust</i>
Open	15.1	15.5	0.0	0.0	2.6	0.0	0.0	0.0	10.6
Secure	21.6	25.4	14.1	8.5	12.7	14.9	13.2	3.9	17.1
Total	18.5	23.5	12.3	5.5	11.3	10.5	13.2	3.4	15.1

1 Remand prisoners only.

Table 13A.11: Prisoner death rate, 1992–93 to 1995–96 (deaths per 100 prisoner years)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT^d</i>	<i>NT</i>	<i>Aust</i>
1992–93	0.32	0.31	0.29	0.32	0.36	0.00	0.00	0.23	0.31
1993–94	0.45	0.20	0.53	0.10	0.50	1.19	0.00	0.22	0.38
1994–95	0.35	0.29	0.45	0.28	0.52	0.00	0.00	0.22	0.35
1995–96	0.29	0.21	0.32	0.27	0.43	0.37	3.33	0.21	0.29

1 ACT rate represents one death in a prison population of 30 — the first apparent unnatural death in ACT Corrective Services custody.

Table 13A.12: Average out-of-cell hours by type of prisoner, 1995–96 (hours per prisoner per day)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT^d</i>	<i>NT</i>	<i>Aust</i>
Open	11.3	14.8	15.5	12.1	15.6	13.9	na	16.0	12.4
Secure	9.4	10.4	13.6	11.9	10.5	11.6	10.0	8.0	11.0
Total	10.3	11.3	13.8	12.0	11.1	11.8	10.0	9.1	11.4

1 Remand prisoners only.

Table 13A.13: Proportion of prisoners employed, 1995–96 (per cent)¹

<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>Aust</i>
84	74	63	80	57	59	75	75

1 The ACT is not included because it had remand prisoners only.

Table 13A.14: Recidivism rate for prison custody, 1995–96 (per cent)¹

<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>Aust</i>
35.2	33.3	31.6	52.9	45.4	37.5	51.2	37.6

1 ACT excluded. ACT had remand prisoners only.

Table 13A.15: Completion rate for community custody, 1992–93 to 1995–96 (per cent)¹

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>NT</i>	<i>Aust</i>
1992–93	89.3	63.0	77.0	89.1	70.1
1993–94	85.3	61.1	81.4	87.0	70.1
1994–95	91.7	77.2	77.7	89.1	77.7
1995–96	75.0	78.8	73.8	85.9	77.7

1 Victoria, WA, Tasmania, and the ACT did not use community custody as a sentencing option.

Table 13A.16: Completion rate for community supervision orders, 1992–93 to 1995–96 (per cent)¹

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1992–93	81.2	78.9	78.7	72.7	72.8	93.0	na	78.5	77.5
1993–94	83.4	79.6	74.5	70.2	66.1	94.5	na	na	74.1
1994–95	85.0	76.7	71.2	67.0	62.0	92.7	na	78.0	69.4
1995–96	83.0	76.1	68.8	65.9	60.9	91.2	na	76.1	72.6

na not available.

1 Data were not available for the NT for 1993–94 or for the ACT for 1992–93 to 1995–96.

Table 13A.17: Recidivism rates for community custody and supervision, 1995–96 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Community custody ¹	na	na	na	na	27.7	na	na	4.3
Community supervision ²	na	na	24.5	27.3	34.2	na	na	15.3

na not available.

1 NSW and Queensland did not report on recidivism for community custody. Victoria, WA, Tasmania and the ACT did not use this sentencing option.

2 NSW, Victoria, Tasmania and the ACT did not report on recidivism for community supervision.

Table 13A.18: Prison cost, 1995–96 (\$ per prisoner day)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT¹</i>	<i>NT</i>	<i>Aust</i>
Open	128.88	139.70	73.40	88.45	111.18	90.56	na	na	116.32
Secure	170.30	168.23	133.01	140.54	136.87	161.75	na	na	147.55
Total	150.55	162.79	125.58	122.00	133.28	140.61	196.40	169.44	142.57

na not available.

1 Includes the cost of ACT prisoners held in remand in the ACT and ACT prisoners held in NSW prisons. The cost of remand prisoners only was \$312.07 per day.

Table 13A.19: Cost of community custody, 1992–93 to 1995–96 (\$ per offender day)

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>NT</i>
1992–93	54.47	56.86	26.38	17.86
1993–94	38.92	64.92	19.66	25.70
1994–95	46.99	57.76	34.47	23.45
1995–96	49.96	87.89	20.55	15.20

Table 13A.20: Cost of community supervision, 1995–96 (\$ per offender day)

<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
6.58	6.90	3.67	7.46	4.17	5.02	7.84	8.35	5.50

Table 13A.21: Value of assets, 1995–96 (\$'000 per prisoner)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT¹</i>	<i>NT</i>	<i>Aust</i>
Open	138	46	57	16	42	43	0	64	97
Secure	175	72	69	134	124	78	114	34	117
Total	157	67	68	91	111	67	114	38	111

1 Remand only.

Table 13A.22: Categorisation of correctional sanctions

<i>Jurisdictions</i>	<i>Prisons</i>	<i>Community custody</i>	<i>Community supervision</i>
NSW	<ul style="list-style-type: none"> • secure prisons • open prisons • periodic detention 	<ul style="list-style-type: none"> • pilot front-end home detention program 	<ul style="list-style-type: none"> • supervision • reparation (eg community service, work order, supervised attendance centre order) • Fine substitution eg fine default/community service order • other orders excluding imprisonment eg bail supervision • post-prison orders eg parole, license, after care probation, partially suspended prison sentences, pre-release order
Victoria	<ul style="list-style-type: none"> • secure prisons • open prisons 		<ul style="list-style-type: none"> • intensive care orders • community based orders • parole • community work orders • fine default orders
Queensland	<ul style="list-style-type: none"> • secure prisons • open prisons 	<ul style="list-style-type: none"> • community custody centres • Work Outreach Camps (WORC) Program 	<ul style="list-style-type: none"> • probation • Qld Commonwealth Recognisance • community service • fine option • intensive correction • prison/probation • parole • post prison home detention
WA	<ul style="list-style-type: none"> • secure prisons • open prisons 		<ul style="list-style-type: none"> • probation • parole • home detention - prison - bail - work release - work & development order • community service order
SA	<ul style="list-style-type: none"> • secure prisons • open prisons 	<ul style="list-style-type: none"> • post prison administrative home detention • bail home detention 	<ul style="list-style-type: none"> • probation • parole • community service order • fine option community service • supervised bail

(cont.)

Table 13A.22: Categorisation of correctional sanctions (cont.)

<i>Jurisdictions</i>	<i>Prisons</i>	<i>Community custody</i>	<i>Community supervision</i>
Tasmania	<ul style="list-style-type: none"> • secure prisons • open prisons 	<ul style="list-style-type: none"> • not available 	<ul style="list-style-type: none"> • supervision • parole • community service (work orders) • fine substitution (by community service orders) • wholly or partially suspended prison sentence
ACT	<ul style="list-style-type: none"> • secure • periodic detention 		<ul style="list-style-type: none"> • court ordered community service order • recognizance with supervision conditions (locally referred to as probation) • bail supervision • parole
NT	<ul style="list-style-type: none"> • imprisonment 	<ul style="list-style-type: none"> • home detention 	<ul style="list-style-type: none"> • court ordered community service order • probation • bail supervision • parole • fine default community service order

13A.3 Single jurisdiction data

13A.3.1 New South Wales

Table 13A.23: NSW descriptors, prison, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure ^{1,2}	\$'000	296 984	319 848	346 831	355 694
Revenue from prison activities	\$'000	21 561	24 312	25 165	20 532
Operational staff, public prisons ^{2,3}	No.	2 628	2 725	2 712	3 285
Other staff, public prisons ^{2,3}	No.	1 447	1 360	1 417	877
Total staff, public prisons ²	No.	4 075	4 085	4 129	4 162
<i>Assets</i>					
Value of assets, open ²	\$'000	213 339	210 176	405 896	413 635
Value of assets, secure ²	\$'000	791 786	794 948	579 898	575 565
Total value of assets ²	\$'000	1 005 125	1 005 124	985 794	989 200
<i>Prisoner numbers</i>					
Average male prisoners, open	No.	1 988	2 738	2 760	2 872
Average female prisoners, open	No.	75	75	89	129
Average male prisoners, secure	No.	3 874	3 381	3 219	3 106
Average female prisoners, secure	No.	244	228	210	184
Average total prisoner population	No.	6 181	6 422	6 278	6 291
Average No. Male Periodic Detainees ⁴	No.	1 128	1 203	1 276	1 346
Average No. Female Periodic Detainees ⁴	No.	61	76	96	103
<i>Number of centres</i>					
Number of detention centres – goals	No.	31	29	29	30
Number of periodic detention centres		10	11	12	11
<i>Capacity</i>					
Useable prison capacity – open ⁵	No.	na	na	2 949	3 172
Useable prison capacity – secure ⁵	No.	na	na	3 466	3 251
Total useable prison capacity ⁵	No.	na	na	6 415	6 423
<i>Imprisonment rate</i>					
Prisoners per 100 000 population ⁵	Ratio	135.9	139.7	135.9	133.3

na not available.

1 Figures for 1992–93 to 1994–95 have been revised from those provided in the 1995 Report.

2 Adjusted to include periodic detainees.

3 Revised definition applies for 1995–96.

4 If periodic detainee data is used in calculations, it can be adjusted by way of pro-rata (2/7ths).

5 Relate to full time custody only.

Table 13A.24: NSW effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate^{1,2}</i>					
Open	Ratio	4.07	3.63	4.00	4.80
Secure	Ratio	0.07	0.22	0.09	0.49
Total	Ratio	1.41	1.71	1.86	2.54
<i>Prisoners on protection¹</i>					
Open	%	10.9	8.9	12.0	15.1
Secure	%	15.2	18.5	19.1	21.6
Total	%	13.8	14.3	15.9	18.5
<i>Prisoner care¹</i>					
Apparent unnatural deaths, total ³	Ratio	0.19	0.28	0.21	0.14
Apparent natural deaths, total ³	Ratio	0.13	0.16	0.13	0.06
Unknown cause of death, total ³	Ratio	0.00	0.02	0.02	0.08
Total death rate	Ratio	0.32	0.45	0.35	0.29
Weighted out of cell hours – Open	Hours	12.5	12.4	12.0	11.3
Weighted out of cell hours – Secure	Hours	9.7	10.1	11.5	9.4
Weighted out of cell hours – Total	Hours	10.6	11.1	11.7	10.3
Prison utilisation rates – Open	%	na	na	96.6	94.6
Prison utilisation rates – secure	%	na	na	98.9	101.2
Prison utilisation rates – Total	%	na	na	97.9	97.9
<i>Personal development¹</i>					
Proportion enrolled – Vocational train	%	na	na	na	12.2
Proportion enrolled – Secondary	%	na	na	na	0.0
Proportion enrolled – Tertiary	%	na	na	na	14.2
Proportion enrolled – Other training	%	na	na	na	80.0
Proportion enrolled – Total	%	na	na	na	62.5
<i>Reparations¹</i>					
Proportion employed – Industries	%	17.1	22.0	32.2	38.0
Proportion employed – Services	%	14.6	19.1	28.1	43.0
Proportion employed. – Community Work	%	0.2	2.2	2.7	3.0
Proportion of total in work		31.9	43.3	63.0	84.0
<i>Recidivism¹</i>					
Repeat offenders within 2 years	%	na	na	33.5	35.2

na not available.

1 Excludes Periodic Detainees.

2 Escapes

Open	No.	84	102	114	144
Secure	No.	3	8	3	16
3 Deaths					
Apparent unnatural deaths, ATSI	No.	0	1	2	2
Apparent unnatural deaths, non-ATSI	No.	12	17	11	7
Apparent natural deaths, ATSI	No.	2	3	2	1
Apparent natural deaths, non-ATSI	No.	6	7	6	3
Unknown cause of death, ATSI	No.	0	0	0	1
Unknown cause of death, non-ATSI	No.	0	1	1	4

Table 13A.25: NSW unit costs and productivity, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open ¹	\$	94.72	99.04	117.09	128.88
Recurrent expenditure/prisoner/day – Secure ¹	\$	112.78	135.31	155.04	170.30
Recurrent expenditure/prisoner/day – Total ¹	\$	119.49	123.44	137.9	150.55
Assets/prisoner – Open ¹	\$'000	91	66	131	138
Assets/prisoner – Secure ¹	\$'000	192	220	169	175
Assets/prisoner – Total ¹	\$'000	158	152	152	157
Prisoner/operational staff, publicly operated prisons ²	Ratio	2.1	2.1	2.2	1.74
Prisoner/other staff, publicly operated prisons ²	Ratio	3.9	4.3	4.2	6.5
Prisoner/total staff, publicly operated prisons	Ratio	1.4	1.4	1.4	1.4

1 These figures include overheads.

2 The definition of operational and other staff changed in 1995–96.

Table 13A.26: NSW descriptors, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure less own source of revenue	\$'000	na	na	na	na
Total recurrent expenditure	\$'000	338	335	331	275
Value of assets	\$'000	na	na	na	na
Operational staff	No.	4	4	4	4
Administrative, Management & Other staff (FTE)	No.	1	0	0	0
Total full time staff	No.	5	4	4	4
Total persons serving community custody orders	No.	17.0	23.6	19.3	15.1
Number of community custody completed in a year	No.	na	na	na	na
Orders completed/100 000 population.	Ratio	na	na	na	na
Total persons serving community custody orders/population	Ratio	0.4	0.5	0.4	0.3

na not available.

Table 13A.27: NSW effectiveness, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Supervision and reparation</i>					
CC orders revoked, charged with a new offence	%	0.0	0.0	0.0	0.0
CC orders revoked, other reasons	%	10.7	14.7	8.3	25.0
CC orders successfully completed	%	89.3	85.3	91.7	75.0
Number of offenders taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	Ratio	na	na	na	na
Number of work orders in a year/offender	Ratio	na	na	na	na
<i>Recidivism</i>					
Community custody offenders returned to Corrections within 2 years	%	na	na	na	na

na not available.

Table 13A.28: NSW unit costs and productivity, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	54.47	38.92	46.99	49.96
Offenders/operational staff	Ratio	4.3	5.9	4.8	3.8
Offenders/total staff	Ratio	3.4	5.9	4.8	3.8

Table 13A.29: NSW descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure ¹	\$'000	27 162	31 264	29 647	30 900
Value of assets	\$'000	na	na	na	2 856
Operational staff (FTE) ²	No.	464	459	466	411
Admin., management & other staff (FTE)	No.	41	42	42	156
Total full time staff (FTE)	No.	505	501	508	567
Daily average persons serving CS orders	No.	13 675	13 064	12 624	13 022
No. of persons completing CS orders in year	No.	18 308	16 978	17 127	16 753
No. completing CS orders/100 000 population	Ratio	402.6	369.4	370.9	354.9
Average daily persons serving CS orders/100 000 adult population	Ratio	300.7	284.3	273.4	275.9

na not available.

1 Figures for 1992–93 to 1994–95 have been revised from those provided in the 1995 Report.

2 1995–96 data revised. Unable to revise previous years data.

Table 13A.30: NSW Effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	na	na	na	na
CS orders revoked, for other reasons	%	18.8	16.6	15.0	17.0
CS orders successfully completed	%	81.2	83.4	85.0	83.0
Number taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	Ratio	na	na	na	na
Number of work orders in a year/offender	Ratio	na	na	na	na
CS offenders returned to Corrections within 2 years	%	na	na	na	na

na not available.

Table 13A.31: NSW unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day ¹	\$	5.44	6.56	6.43	6.58
Offenders/operational staff	Ratio	29.5	28.5	27.1	31.7
Offenders/total staff	Ratio	27.1	26.1	24.9	23.0

1 Figures revised and expenditure attributed to periodic detainees removed.

13A.3.2 Victoria

Table 13A.32: Victoria prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure ¹	\$'000	126 055	121 471	136 074	144 503
Revenue from prisons	\$'000	6 648	8 348	10 530	10 218
Operational staff, public prisons ^{2,3}	No.	1 198	1 106	1 290	1 249
Other staff, public prisons ^{2,3}	No.	415	486	358	275
Total staff, public prisons ²	No.	1 612	1 592	1 648	1 524
<i>Assets</i>					
Value of assets, open ⁴	\$'000	na	na	12 571	21 564
Value of assets, secure ⁴	\$'000	na	na	117 023	141 424
Total value of assets ⁴	\$'000	na	na	144 594	167 178
<i>Prisoner numbers</i>					
Average male prisoners, open ¹	No.	285	467	428	438
Average female prisoners, open	No.	24	32	26	27
Average male prisoners, secure ¹	No.	1 871	1 922	1 911	1 871
Average female prisoners, secure	No.	91	100	91	96
Average total prisoner population		2 271	2 521	2 456	2 432
<i>Number of centres</i>					
Number of detention centres	No.	15	15	15	15
<i>Capacity</i>					
Useable prison capacity – open ¹	No.	341	526	526	526
Useable prison capacity – secure ¹	No.	2 116	2 021	2 067	2 067
Total useable prison capacity	No.	2 457	2 547	2 593	2 593
<i>Imprisonment rate</i>					
Prisoners per 100 000 population	Ratio	66.8	73.9	71.8	69.9

na not available.

1 Figures for 1992–93 to 1994–95 have been revised from those provided in the 1995 Report.

2 Reduction in staff numbers in 1995–96 partly reflects a shift in functions to the umbrella department whose staff numbers are not included.

3 Data for previous years have not been revised to the new definition which reflected a different break up of operational and other staff.

4 Assets for 1994–95 comprised Land and Buildings only, whereas, for 1995–96, all assets are included. Total value of assets is greater than the sum of assets for Open and Secure prisons because centrally based assets have not been apportioned to the prison level.

Table 13A.33: Victoria Effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate</i>					
Open ¹	Ratio	3.9	3.0	2.4	2.8
Secure ¹	Ratio	0.2	0.1	0.0	0.0
Total	Ratio	0.7	0.6	0.4	0.5
<i>Prisoners on protection</i>					
Open	%	na	na	na	15.5
Secure	%	na	na	na	25.4
Total		na	na	na	23.5
<i>Prisoner care</i>					
Apparent unnatural deaths, total ²	Ratio	0.22	0.12	0.24	0.08
Apparent natural deaths, total ²	Ratio	0.09	0.08	0.04	0.12
Unknown cause of death, total ²	Ratio	0.00	0.00	0.00	0.00
Total death rate	Ratio	0.31	0.20	0.29	0.21
Weighted out of cell hours – Open	Hours	9.6	14.4	15.1	14.8
Weighted out of cell hours – Secure	Hours	10.8	10.2	10.2	10.4
Weighted out of cell hours – Total	Hours	10.7	10.9	11.0	11.3
Prison utilisation rates – Open ³	%	90.6	94.9	86.3	88.4
Prison utilisation rates – Secure ³	%	92.7	100.0	96.9	95.2
Prison utilisation rates – Total	%	92.4	99.0	94.7	93.8
<i>Personal development</i>					
Proportion enrolled – Vocational train	%	na	na	na	na
Proportion enrolled – Secondary	%	na	na	na	na
Proportion enrolled – Tertiary	%	na	na	na	na
Proportion enrolled – Other training	%	na	na	na	na
Proportion enrolled – Total		na	na	na	na
<i>Reparations</i>					
Proportion employed – Industries	%	41.9	39.8	41.7	39.2
Proportion employed – Services	%	35.8	35.0	32.8	32.9
Proportion employed – Community Work	%	1.1	1.8	na	2.3
Proportion employed – Total		78.8	76.6	74.5	74.4
<i>Recidivism</i>					
Repeat offenders within 2 years	%	na	na	na	33.3

na not available.

1 Escapes

Open	No.	12	15	11	13
Secure	No.	4	1	0	0

2 Deaths

Apparent unnatural deaths, ATSI	No.	1	0	0	0
Apparent unnatural deaths, non-ATSI	No.	4	3	6	2
Apparent natural deaths, ATSI	No.	0	1	0	0
Apparent natural deaths, non-ATSI	No.	2	1	1	3
Unknown cause of death, ATSI	No.	0	0	0	0
Unknown cause of death, non-ATSI	No.	0	0	0	0

3 Figures for 1992–93 to 1994–95 have been revised from those provided in the 1995 Report.

Table 13A.34: Victoria unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open ¹	\$	na	na	na	139.70
Recurrent expenditure/prisoner/day – Secure ¹	\$	na	na	na	168.23
Recurrent expenditure/prisoner/day – Total ¹	\$	152.07	132.01	151.79	162.79
Assets/prisoner – Open ²	\$'000	na	na	45.0	46.5
Assets/prisoner – Secure ²	\$'000	na	na	54.0	71.9
Assets/prisoner – Total ²	\$'000	na	na	59.0	67.0
Prisoner/operational staff, publicly operated prisons	Ratio	1.9	2.3	1.9	1.9
Prisoner/other staff, publicly operated prisons	Ratio	5.5	5.2	6.9	8.8
Prisoner/total staff, publicly operated prisons	Ratio	1.4	1.6	1.5	1.6

na not available.

1 Includes overheads. Figures for 1992–93 to 1994–95 have been revised from those provided in the 1995 Report.

2 Excludes overheads.

Table 13A.35: Victoria descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure	\$'000	16 614	16 391	17 818	17 504
Value of assets	\$'000	na	na	na	6848
Operational staff (FTE)	No.	211	199	203	191
Admin., management & other staff (FTE)	No.	92	93	92	81
Total full time staff (FTE)	No.	303	292	295	272
Daily average persons serving CS orders	No.	7 534	7 463	7 030	6 952
Number of CS Orders completed in year	No.	10 356	14 569	17 358	16 052
No. completing CS orders/100 000 population	Ratio	304.6	427.1	507.5	461.6
Average daily persons serving CS Orders/100 000 population	Ratio	221.6	218.8	205.5	199.9

na not available.

Table 13A.36: Victoria effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	10.7	7.9	6.7	7.1
CS orders revoked, for other reasons	%	10.4	12.5	16.6	16.8
CS orders successfully completed ¹	%	78.9	79.6	76.7	76.1
Number taking personal development. courses	no	390	286	246	379
Proportion offenders taking courses ²	%	5.2	3.8	3.5	5.5
Number of hours worked in a year	'000	na	na	1 229	1 017
Number of work orders in a year/offender	Ratio	na	na	1.6	1.8
<i>Recidivism</i>					
CS offenders returned to Corrections within 2 years	%	na	na	na	na

na not available.

1 Per cent of orders completed without breach action being initiated.

2 Per cent persons taking personal development courses/daily average number of persons serving CS orders.

Table 13A.37: Victoria unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day ¹	\$	6.04	6.02	6.94	6.90
Offenders/operational staff	Ratio	35.7	37.5	34.6	36.4
Offenders/total staff	Ratio	24.9	25.6	23.8	25.6

1 Includes overheads.

13A.3.3 Queensland

Table 13A.38: Queensland prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure	\$'000	103 273	105 468	123 277	143 102
Revenue from prison activities	\$'000	4 065	4 496	4 697	5 139
Operational staff, public prisons	No.	858	801	886	1203
Other staff, public prisons	No.	303	321	367	313
Total staff, public prisons	No.	1 161	1 122	1 253	1 515
<i>Assets</i>					
Value of assets, open	\$'000	na	12 310	22 424	23 388
Value of assets, secure	\$'000	na	179 938	192 564	226 299
Total value of assets	\$'000	na	192 248	214 988	249 687
<i>Prisoner numbers</i>					
Average male prisoners, open	No.	242	261	280	389
Average female prisoners, open	No.	0	0	0	0
Average male prisoners, secure	No.	1 747	1 910	2 294	2 612
Average female prisoners, secure	No.	81	88	101	121
Average total prisoner population		2 070	2 259	2 675	3 122
<i>Number of centres</i>					
Number of detention centres	No.	14	14	14	15
<i>Capacity</i>					
Useable prison capacity – open	No.	253	273	310	466
Useable prison capacity – secure	No.	1 985	1 985	2 214	2 397
Total useable prison capacity	No.	2 238	2 258	2 524	2 863
<i>Imprisonment rate</i>					
Prisoners per 100 000 population	Ratio	89.0	94.6	109.2	123.5

na not available.

Table 13A.39: Queensland effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate</i>					
Open ¹	Ratio	11.2	5.7	8.6	6.4
Secure ¹	Ratio	0.9	0.8	0.2	0.5
Total	Ratio	2.1	1.4	1.0	1.2
<i>Prisoners on protection</i>					
Open	%	0.0	0.0	0.0	0.0
Secure	%	16.2	15.6	14.8	14.1
Total	%	14.3	13.8	13.3	12.3
<i>Prisoner care</i>					
Apparent unnatural deaths, total ²	Ratio	0.29	0.35	0.41	0.29
Apparent natural deaths, total ²	Ratio	0.00	0.18	0.04	0.03
Unknown cause of death, total ²	Ratio	0.00	0.00	0.00	0.00
Total death rate	Ratio	0.29	0.53	0.45	0.32
Weighted out of cell hours – Open	Hours	15.7	15.7	15.8	15.5
Weighted out of cell hours – Secure	Hours	14.4	14.1	13.7	13.6
Weighted out of cell hours – Total	Hours	14.6	14.3	13.9	13.8
Prison utilisation rates – Open	%	95.7	95.6	90.3	83.5
Prison utilisation rates – secure	%	92.1	100.7	108.2	114.0
Prison utilisation rates – Total	%	92.5	100.0	106.0	109.0
<i>Personal development</i>					
Proportion enrolled – Vocational train	%	na	na	na	10.9
Proportion enrolled – Secondary	%	na	na	na	8.2
Proportion enrolled – Tertiary	%	na	na	na	3.1
Proportion enrolled – Other training	%	na	na	na	31.5
Proportion enrolled – Total		na	na	na	53.7
<i>Reparations</i>					
Proportion employed – Industries	%	na	na	na	22.4
Proportion employed – Services	%	na	na	na	39.8
Proportion employed – Community Work	%	na	na	na	1.3
Proportion employed – Total		na	na	na	63.5
<i>Recidivism</i>					
Repeat offenders within 2 years	%	na	na	36.0	31.6
na not available.					
1 Escapes					
Open	No.	27	15	24	25
Secure	No.	17	16	4	13
2 Deaths					
Apparent unnatural deaths, ATSI	No.	2	1	2	3
Apparent unnatural deaths, non-ATSI	No.	4	7	9	6
Apparent natural deaths, ATSI	No.	0	2	0	0
Apparent natural deaths, non-ATSI	No.	0	2	1	1
Unknown cause of death, ATSI	No.	0	0	0	0
Unknown cause of death, non-ATSI	No.	0	0	0	0

Table 13A.40: Queensland unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open ¹	\$	48.60	52.40	59.27	73.40
Recurrent expenditure/prisoner/day – Secure ¹	\$	148.35	137.78	134.09	133.01
Recurrent expenditure/prisoner/day - Total ¹	\$	136.69	127.91	126.26	125.58
Assets/prisoner – Open	\$'000	na	47.0	80.0	57.1
Assets/prisoner – Secure	\$'000	na	90.0	80.0	69.5
Assets/prisoner – Total	\$'000	na	85.0	80.0	67.9
Prisoner/operational staff, publicly operated prisons	Ratio	1.7	2.0	2.1	1.8
Prisoner/other staff, publicly operated prisons	Ratio	4.9	5.1	5.0	6.8
Prisoner/total staff, publicly operated prisons	Ratio	1.3	1.4	1.5	1.4

na not available.

1 Includes overheads.

Table 13A.41: Queensland descriptors, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure less own source of revenue	\$'000	7 443	8 297	8 768	10 888
Total recurrent expenditure	\$'000	7 448	8 343	8 771	10 889
Value of assets	\$'000	na	3 057	3 352	3 260
Operational staff	No.	40.6	46.4	47.8	65.8
Administrative, Management & Other staff	No.	22.4	22.6	19.8	44.6
Total full time staff	No.	63.0	69.1	67.6	110.4
Total persons serving community custody orders	No.	358.9	352.1	416.0	339.4
Number of community custody orders completed	No.	1 552	1 516	1 699	854
Orders completed/100 000 population	Ratio	66.7	63.5	69.3	33.8
Persons serving community custody orders/population aged 17 and over	Ratio	15.4	14.7	17.0	13.4

na not available.

Table 13A.42: Queensland effectiveness, community custody, 1992–93 to 1995–96

	<i>Units</i>	1992–93	1993–94	1994–95	1995–96
<i>Supervision and reparation</i>					
Proportion community custody orders revoked, charged with a new offence	%	9.7	9.4	8.2	2.3
Proportion community custody orders revoked, other reasons	%	27.2	29.5	14.6	18.9
Proportion community custody orders successfully completed	%	63.0	61.1	77.2	78.8
Number of offenders taking approved personal development courses	No.	na	na	na	77.0
Proportion offenders taking approved personal development courses	%	na	na	na	22.7
Number of hours worked in a year	'000	311	229	212	170
Number of work orders in a year/offender	Ratio	1.1	1.5	1.5	1.4
<i>Recidivism</i>					
Community custody offenders returned to Corrections within 2 years ¹	%	na	na	na	na

na not available.

¹ These data are not applicable to the Queensland Community Custody program as offenders are not discharged direct from community custody. Community Custody offenders progress to Community Supervision prior to discharge.

Table 13A.43: Queensland unit costs and productivity, community custody, 1992–93 to 1995–96

	<i>Units</i>	1992–93	1993–94	1994–95	1995–96
Total costs/offender/day ¹	\$	56.86	64.92	57.76	87.89
Offenders/operational staff	Ratio	8.8	7.6	8.7	5.2
Offenders/total staff	Ratio	5.7	5.1	6.2	3.1

¹ Includes overheads.

Table 13A.44: Queensland descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure	\$'000	16 773	18 029	19 243	20 069
Value of assets	\$'000	na	692	544	4 061
Operational staff (FTE)	No.	162.4	177.9	180.9	188.5
Admin., management & other staff (FTE)	No.	103.9	102.6	109.0	146.9
Total full -time staff (FTE)	No.	266.3	280.6	289.9	335.4
Average daily persons serving CS orders	No.	14 540	15 147	14 187	14 998
Number of CS orders completed in year	No.	21 400	27 200	28 900	24 600
No. completing CS orders/100 000 population	Ratio	919.6	1 139.0	1 179.6	972.8
Average daily persons serving CS orders/100 000 population	Ratio	624.8	634.3	579.1	593.1

na not available.

Table 13A.45: Queensland effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
Proportion CS orders revoked, charged with a new offence	%	2.3	2.5	2.4	2.4
Proportion CS orders revoked, for other reasons	%	18.9	23.1	26.5	28.9
Proportion CS orders successfully completed	%	78.7	74.5	71.2	68.8
Number taking approved personal development courses	No.	na	na	na	1 500.5
Proportion offenders taking approved personal development courses	%	na	na	na	10.3
Number of hours worked in a year	'000	na	na	na	1 329
Number of work orders in a year/offender	Ratio	1.1	1.2	1.3	1.0
<i>Recidivism</i>					
CS offenders returned to Corrections within 2 years	%	23.5	27.0	27.2	24.5

na not available.

Table 13A.46: Queensland unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	3.16	3.26	3.71	3.67
Offenders/operational staff	Ratio	89.5	85.1	78.4	79.6
Offenders/total staff	Ratio	54.6	54.0	48.9	44.7

13A.3.4 Western Australia

Table 13A.47: WA prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure	\$'000	100 190	102 926	97 108	99 615
Revenue from prisons	\$'000	2 737	3 340	3 336	3 410
Operational staff, public prisons	No.	na	1 256	1 159	1 292
Other staff, public prisons	No.	na	201	202	210
Total staff, public prisons	No.	na	1 457	1 361	1 502
<i>Assets</i>					
Value of assets, open	\$'000	na	na	35 850	12 716
Value of assets, secure	\$'000	na	na	160 684	191 813
Total value of assets	\$'000	na	na	196 534	204 529
<i>Prisoner numbers</i>					
Average male prisoners, open	No.	675	733	744	739
Average female prisoners, open	No.	48	64	53	62
Average male prisoners, secure	No.	1 095	1 252	1 279	1 387
Average female prisoners, secure	No.	50	45	44	49
Average total prisoner population	No.	1 868	2 094	2 119	2 237
<i>Number of centres</i>					
Number of detention centres	No.	15	15	15	14
<i>Capacity</i>					
Useable prison capacity – open	No.	652	609	620	640
Useable prison capacity – secure	No.	1 322	1 376	1 409	1 474
Total useable prison capacity	No.	1 974	1 985	2 029	2 114
<i>Imprisonment rate</i>					
Prisoners per 100 000 population	Ratio	150.0	165.5	164.8	168.9

na not available.

Table 13A.48: WA effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate¹</i>					
Open	Ratio	7.5	7.4	10.4	7.7
Secure	Ratio	0.6	0.7	0.2	0.3
Total	Ratio	3.3	3.2	4.1	3.0
<i>Prisoners on protection</i>					
Open	%	0.0	0.0	0.0	0.0
Secure	%	na	na	5.3	8.5
Total	%	0.0	0.0	3.3	5.5
<i>Prisoner care</i>					
Apparent unnatural deaths, total ²	Ratio	0.21	0.00	0.19	0.13
Apparent natural deaths, total ²	Ratio	0.11	0.10	0.09	0.13
Unknown cause of death, total ²	Ratio	0.00	0.00	0.00	0.00
Total death rate ²	Ratio	0.32	0.10	0.28	0.27
Weighted out of cell hours – Open	Hours	12.8	13.0	13.0	12.1
Weighted out of cell hours – Secure	Hours	11.9	12.0	11.9	11.9
Weighted out of cell hours – Total	Hours	12.2	12.3	12.3	12.0
Prison utilisation rates – Open	%	110.9	130.8	128.4	125.1
Prison utilisation rates – secure	%	86.6	94.3	93.9	97.4
Prison utilisation rates – Total	%	94.6	105.5	104.4	105.8
<i>Personal development</i>					
Proportion enrolled – Vocational train	%	na	na	na	na
Proportion enrolled – Secondary	%	na	na	na	na
Proportion enrolled – Tertiary	%	na	na	na	na
Proportion enrolled – Other training	%	na	na	na	na
Proportion enrolled – Total		na	na	na	36.3
<i>Reparations</i>					
Proportion employed – Industries	%	na	na	na	na
Proportion employed – Services	%	na	na	na	na
Proportion employed – Community Work	%	na	na	na	na
Proportion employed – Total	%	na	na	na	80.4
<i>Recidivism</i>					
Repeat offenders within 2 years	%	43.9	48.7	53.3	52.9
na not available.					
1 Escapes					
Open	No.	54	59	83	62
Secure	No.	7	9	3	4
2 Deaths					
Apparent unnatural deaths, ATSI	No.	0	0	0	1
Apparent unnatural deaths, non-ATSI	No.	4	0	4	2
Apparent natural deaths, ATSI	No.	0	2	0	1
Apparent natural deaths, non-ATSI	No.	2	0	2	2
Unknown cause of death, ATSI	No.	0	0	0	0
Unknown cause of death, non-ATSI	No.	0	0	0	0

Table 13A.49: WA unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open ¹	\$	69.94	63.31	60.38	88.45
Recurrent expenditure/prisoner/day – Secure ¹	\$	112.21	119.48	108.99	140.54
Recurrent expenditure/prisoner/day – Total	\$	146.97	134.69	125.54	122.00
Assets/prisoner – Open	\$'000	na	na	45.0	16
Assets/prisoner – Secure	\$'000	na	na	121.0	134
Assets/prisoner – Total	\$'000	na	na	93.0	91
Prisoner/operational staff, publicly operated prisons	Ratio	na	1.7	1.8	1.7
Prisoner/other staff, publicly operated prisons	Ratio	na	10.4	10.5	10.7
Prisoner/total staff, publicly operated prisons	Ratio	na	1.4	1.6	1.5

na not available.

¹ Data for both open and secure exclude overheads for 1992–93 to 1994–95.

Table 13A.50: WA descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure	\$'000	10 355	12 384	12 181	12 030
Value of assets	\$'000	na	na	na	na
Operational staff (FTE)	No.	na	134.46	138.71	127.50
Admin, management & other staff (FTE)	No.	na	45	44	52
Total full time staff (FTE)	No.	na	179.46	182.71	179.00
Average daily persons serving CS orders ¹	No.	5 424	5 456	5 126	4 421
Number of CS orders completed in year ¹	No.	19 845	19 568	13 927	6 634
No. completing CS orders/100 000 population	Ratio	1 594.0	1 546.9	1 083.0	500.9
Average daily persons serving CS orders/population ¹	Ratio	435.7	431.3	398.6	333.8

na not available.

¹ In WA fine default legislation introduced in 1994–95 has reduced the number of offenders managed by community corrections from 13 394 in 1993–94 to 470 in 1995–96. This has impacted on the average daily persons serving CS orders and the number of orders.

Table 13A.51: WA effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	2.7	2.9	4.0	7.0
CS orders revoked, for other reasons	%	24.6	26.9	28.9	27.1
CS orders successfully completed	%	72.7	70.2	67.0	65.9
Number taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	Ratio	na	na	na	na
Number of work orders in a year/offenders ¹	Ratio	1.3	1.3	1.1	1.1
<i>Recidivism</i>					
CS offenders returned to Corrections within 2 years	%	26.1	25.0	26.1	27.3

na not available.

1 Number of work orders in a year/ number of distinct offenders with work orders.

Table 13A.52: WA unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day ¹	\$	5.23	6.22	6.51	7.46
Offenders/operational staff	Ratio	na	40.6	37.0	34.7
Offenders/total staff	Ratio	na	30.4	28.1	24.7

na not available.

1 In WA fine default legislation introduced in 1994–95 has reduced the number of offenders managed by community corrections from 13 394 in 1993–94 to 470 in 1995–96. Increases in unit costs in WA reflect the impact that fine default legislation has had on the total number of offenders being supervised in that state.

13A.3.5 South Australia

Table 13A.53: SA prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure	\$'000	65 689	69 378	68 602	71 897
Revenue from prisons	\$'000	1 821	1 960	3 097	3 642
Operational staff, public prisons	No.	820	863	766	709
Other staff, public prisons	No.	322	327	293	242
Total staff, public prisons	No.	1 142	1 190	1 059	951
<i>Assets</i>					
Value of assets, open	\$'000	na	na	21 062	8 268
Value of assets, secure	\$'000	na	na	164 291	149 575
Total value of assets	\$'000	na	na	194 067	157 843
<i>Prisoner numbers</i>					
Average male prisoners, open	No.	205	244	243	196
Average female prisoners, open	No.	0	0	0	0
Average male prisoners, secure	No.	862	900	1 032	1 130
Average female prisoners, secure	No.	59	68	69	77
Average total prisoner population	No.	1 126	1 212	1 344	1 403
<i>Number of centres</i>					
Number of detention centres	No.	8	8	8	9
<i>Capacity</i>					
Useable prison capacity – open	No.	252	282	260	219
Useable prison capacity – secure	No.	890	979	979	1 094
Total useable prison capacity	No.	1 142	1 261	1 239	1 313
<i>Recidivism</i>					
Prisoners per 100 000 population	Ratio	100.3	107.3	119.0	122.9

na not available.

Table 13A.54: SA effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate</i>					
Open ¹	Ratio	8.8	7.8	11.1	5.6
Secure ¹	Ratio	0.9	0.9	0.6	0.6
Total	Ratio	2.3	2.3	2.5	1.3
<i>Prisoners on protection</i>					
Open	%	na	na	0.0	2.6
Secure	%	na	na	14.7	12.7
Total	%	0.0	0.0	14.7	11.3
<i>Prisoner care</i>					
Apparent unnatural deaths, total ²	Ratio	0.26	0.33	0.30	0.36
Apparent natural deaths, total ²	Ratio	0.09	0.17	0.22	0.07
Unknown cause of death, total ²	Ratio	0.00	0.00	0.00	0.00
Total death rate	Ratio	0.36	0.50	0.52	0.43
Weighted out of cell hours – Open	Hours	16.0	16.2	15.3	15.6
Weighted out of cell hours – Secure	Hours	9.3	9.2	10.6	10.5
Weighted out of cell hours – Total	Hours	10.5	10.6	11.4	11.1
Prison utilisation rates – Open	%	81.3	86.5	93.5	89.5
Prison utilisation rates – secure	%	103.5	98.9	112.5	110.3
Prison utilisation rates – Total	%	98.6	96.1	108.3	106.9
<i>Personal development</i> ^{3,4}					
Proportion enrolled – Vocational train	%	na	na	na	8.0
Proportion enrolled – Secondary	%	na	na	na	11.2
Proportion enrolled – Tertiary	%	na	na	na	7.5
Proportion enrolled – Other training	%	na	na	na	1.8
Proportion enrolled – Total		na	na	na	28.4
<i>Reparations</i>					
Proportion employed – Industries	%	na	na	23.5	25.2
Proportion employed – Services	%	na	na	30.7	28.8
Proportion employed – Community	%	na	na	0.9	2.7
Proportion employed – Total		na	na	55.1	56.7
<i>Recidivism</i>					
Repeat offenders within 2 years	%	42.7	43.6	44.1	45.4

na not available.

1 Escapes

Open	No.	18	19	27	11
Secure	No.	8	9	7	7

2 Deaths

Apparent unnatural deaths, ATSI	No.	0	0	2	2
Apparent unnatural deaths, non-ATSI	No.	3	4	2	3
Apparent natural deaths, ATSI	No.	0	0	1	1
Apparent natural deaths, non-ATSI	No.	1	2	2	0
Unknown cause of death, ATSI	No.	0	0	0	0
Unknown cause of death, non-ATSI	No.	0	0	0	0

3 As percentage of sentenced prisoners.

4 Includes prisoners participating in NCVET course categories and tertiary education and excludes prisoners participating in all other 'offence-focused' programs.

Table 13A.55: SA unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open	\$	107.48	94.00	91.70	111.18
Recurrent expenditure/prisoner/day – Secure	\$	189.91	175.01	153.73	136.87
Recurrent expenditure/prisoner/day – Total	\$	159.83	156.83	139.84	133.28
Assets/prisoner – Open	\$'000	na	na	86.7	42.2
Assets/prisoner – Secure	\$'000	na	na	149.2	123.9
Assets/prisoner – Total	\$'000	na	na	144.4	110.9
Prisoner/operational staff, publicly operated prisons	Ratio	1.4	1.4	1.8	2.0
Prisoner/other staff, publicly operated prisons	Ratio	3.5	3.7	4.6	5.5
Prisoner/total staff, publicly operated prisons	Ratio	1.0	1.0	1.3	1.4

na not available.

Table 13A.56: SA descriptors, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure less own source of revenue	\$'000	886	689	931	585
Total recurrent expenditure	\$'000	886	689	931	645
Value of assets	\$'000	na	na	468	243
Operational staff	No.	7.9	4.9	7.5	11.4
Administrative, Management & Other staff (FTE)	No.	4.4	2.9	5.5	3.0
Total full time staff	No.	12.3	7.8	13	14.4
Total persons serving CS orders	No.	92	96	74	86
Number of CS orders completed	No.	482	468	336	397
Orders completed/100,000 population ¹	Ratio	42.9	41.4	29.7	34.8
Persons serving CS orders/population	Ratio	8.2	8.5	6.6	7.5

na not available.

¹ Orders completed/100 000 population aged 17 and over.

Table 13A.57: SA effectiveness, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Supervision and reparation</i>					
CC orders revoked, charged with a new offence	%	na	na	na	na
CC orders revoked, other reasons	%	23.0	18.6	22.3	26.2
CC orders successfully completed	%	77.0	81.4	77.7	73.8
Number of offenders taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	Ratio	0.0	0.0	0.0	0.0
Number of work orders in a year	Ratio	0.0	0.0	0.0	0.0
<i>Recidivism</i>					
CC offenders returned to Corrections within 2 years	%	27.3	25.0	32.8	27.7

na not available.

Table 13A.58: SA unit costs and productivity, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	26.38	19.66	34.47	20.55
Offenders/operational staff	Ratio	11.6	19.6	9.9	7.5
Offenders/total staff	Ratio	7.5	12.3	5.7	6.0

Table 13A.59: SA descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure	\$'000	10 696	11 735	12 530	11 914
Value of assets	\$'000	na	na	6 297	5 563
Operational staff (FTE)	No.	127.6	122.6	115.0	119.4
Admin. management & other staff	No.	74.3	69.3	83.2	93.6
Total full -time staff (FTE)	No.	201.9	191.9	198.2	213.0
Average daily persons serving CS Orders	No.	6 009	7 419	7 469	7 466
Number of CS orders completed in year	No.	14 401	18 436	19 187	18 421
No. completing CS orders/100 000 population	Ratio	1 282.4	1 632.1	1 698.6	1 614.2
Average daily persons serving CS Orders/100 000 population	Ratio	535.1	656.8	661.2	654.5

na not available.

Table 13A.60: SA effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	0.0	0.0	0.0	0.0
CS orders revoked, for other reasons	%	27.2	33.9	38.0	39.1
CS orders successfully completed	%	72.8	66.1	62.0	60.9
Number taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	Ratio	269 804	380 595	361 500	349 409
Number of work orders in a year/offender	Ratio	1.2	1.2	1.2	1.2
<i>Recidivism</i>					
CS offenders returned to Corrections within 2 years	%	38.0	40.4	42.5	34.2

na not available.

Table 13A.61: SA unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	4.87	4.33	4.55	4.17
Offenders/operational staff	Ratio	47.1	60.5	64.9	62.5
Offenders/total staff	Ratio	29.8	38.7	37.7	35.1

13A.3.6 Tasmania

Table 13A.62: Tasmania prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure	\$'000	10 900	11 956	13 067	13 752
Revenue from prisons	\$'000	0	0	0	31
Operational staff, public prisons	No.	175	178	172	208
Other staff, public prisons	No.	67	73	60	27
Total staff, public prisons	No.	242	251	232	234
<i>Assets</i>					
Value of assets, open	\$'000	3 270	3 253	3 016	3 394
Value of assets, secure	\$'000	17 850	20 062	14 433	14 620
Total value of assets	\$'000	21 120	23 315	17 449	18 014
<i>Prisoner numbers</i>					
Average male prisoners, open	No.	85	79	78	79
Average female prisoners, open	No.	0	0	0	0
Average male prisoners, secure	No.	166	166	178	178
Average female prisoners, secure	No.	9	8	6	10
Total average prisoners	No.	260	253	262	267
<i>Number of centres</i>					
Number of detention centres	No.	6	6	6	6
<i>Capacity</i>					
Useable prison capacity – open	No.	106	106	106	106
Useable prison capacity – secure	No.	312	312	312	300
Total useable prison capacity	No.	418	418	418	406
<i>Recidivism</i>					
Imprisonment rate/100 000 pop.	Ratio	74.2	71.9	74.2	75.3

Table 13A.63: Tasmania effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate¹</i>					
Open	Ratio	2.4	2.5	5.1	2.5
Secure	Ratio	0.0	0.6	0.0	0.0
Total	Ratio	0.8	1.2	1.5	0.7
<i>Prisoners on protection</i>					
Open	%	0.0	0.0	0.0	0.0
Secure	%	14.3	13.8	14.1	14.9
Total	%	9.6	9.5	9.9	10.5
<i>Prisoner care</i>					
Apparent unnatural deaths, total ²	Ratio	na	na	na	0.37
Apparent natural deaths, total ²	Ratio	na	na	na	0.37
Unknown cause of death, total ²	Ratio	na	na	na	0.00
Total death rate	Ratio	0.00	1.19	0.00	0.37
Weighted out of cell hours – Open	Hours	13.3	14.8	13.8	13.9
Weighted out of cell hours – Secure	Hours	10.1	10.1	10.7	11.6
Weighted out of cell hours – Total	Hours	11.2	11.1	11.5	11.8
Prison utilisation rates – Open	%	80.1	74.3	73.4	74.9
Prison utilisation rates – Secure	%	56.0	55.8	59.1	62.7
Prison utilisation rates – Total	%	62.1	60.5	62.7	65.8
<i>Personal development</i>					
Proportion enrolled – Vocational	%	na	na	na	27.3
Proportion enrolled – Secondary	%	na	na	na	3.5
Proportion enrolled – Tertiary	%	na	na	na	1.1
Proportion enrolled – training	%	na	na	na	35.4
Proportion enrolled – Total		na	na	na	67.3
<i>Reparations</i>					
Proportion employed – Industries	%	na	na	na	32.0
Proportion employed – Services	%	na	na	na	18.0
Proportion employed – Community	%	na	na	na	9.0
Proportion employed – Total		na	na	na	59.0
<i>Recidivism</i>					
Repeat offenders within 2 years	%	na	na	na	37.5
na not available.					
1 Escapes					
Open	No.	2	2	4	2
Secure	No.	0	1	0	0
2 Deaths					
Apparent unnatural deaths, ATSI	No.	na	na	na	0
Apparent unnatural deaths, non-ATSI	No.	na	na	na	1
Apparent natural deaths, ATSI	No.	na	na	na	0
Apparent natural deaths, non-ATSI	No.	na	na	na	1
Unknown cause of death, ATSI	No.	na	na	na	0
Unknown cause of death, non-ATSI	No.	na	na	na	0

Table 13A.64: Tasmania unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open	\$	50.74	59.85	127.61	90.56
Recurrent expenditure/prisoner/day – Secure	\$	138.22	130.08	140.45	161.75
Recurrent expenditure/prisoner/day – Total ¹	\$	115.00	129.55	136.64	140.62
Assets/prisoner – Open	\$'000	35.8	44.2	38.8	42.9
Assets/prisoner – Secure	\$'000	108.0	115.2	78.3	77.8
Assets/prisoner – Total ¹	\$'000	82.3	94.1	66.6	67.4
Prisoner/operational staff, publicly operated prisons	Ratio	1.5	1.4	1.5	1.3
Prisoner/other staff, publicly operated prisons	Ratio	3.9	3.5	4.3	10.1
Prisoner/total staff, publicly operated prisons	Ratio	1.1	1.0	1.1	1.1

1 Revised to same basis as open and secure.

Table 13A.65: Tasmania descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure	\$'000	2 184	2 507	2 651	2 860
Value of assets	\$'000	380	444	470	170
Operational staff (FTE)	No.	38.0	37.0	41.5	40.6
Admin., management & other staff	No.	14.5	15.5	11.0	8.1
Total full -time staff (FTE)	No.	52.5	52.5	52.5	48.7
Average daily persons serving CSOs	No.	1 675	1 254	1 783	1 560
Number of CS Orders completed	No.	2 240	1 941	1 837	1 821
No. completing CS orders/100 000 population	Ratio	639.8	551.9	520.1	513.2
Average daily persons serving CS Orders /100 000 population	Ratio	478.5	356.5	504.8	439.6

Table 13A.66: Tasmania effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	7.0	5.5	7.3	8.8
CS orders revoked, for other reasons	%	0.0	0.0	0.0	0.0
CS orders successfully completed	%	93.0	94.5	92.7	91.2
Number taking approved personal development courses	No.	47.0	24.0	32.0	48.0
Proportion offenders taking approved personal development courses	%	2.1	1.2	1.7	2.6
Number of hours worked in a year ¹	Ratio	na	na	na	59.0
Number of work orders in a year/offender ²	Ratio	na	na	na	1.6
<i>Recidivism</i>					
CS offenders returned to Corrections within 2 years	%	na	na	na	na

na not available.

1 Number of hours worked per offender serving work orders.

2 Number of work orders per offender serving work orders.

Table 13A.67: Tasmania unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	3.57	5.48	4.07	5.02
Offenders/operational staff	Ratio	44.1	33.9	43.0	38.4
Offenders/total staff	Ratio	31.9	23.9	34.0	32.0

13A.3.7 Australian Capital Territory

Table 13A.68: ACT prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure ¹	\$'000	6 784	6 682	6 966	8 093
Revenue from prisons ¹	\$'000	na	na	na	na
Operational staff, public prisons ²	No.	na	na	na	39
Other staff, public prisons ²	No.	na	na	na	2
Total staff, public prisons ²	No.	na	na	na	41
<i>Assets</i>					
Value of assets, open ²	\$'000	na	na	na	na
Value of assets, secure ²	\$'000	na	na	na	na
Total value of assets ²	\$'000	na	na	na	3436
<i>Prisoner numbers</i>					
Average male prisoners, remand ²	No.	na	na	18	27
Average female prisoners, remand ²	No.	na	na	1	3
Average total remand population ²	No.	17	19	19	30
Total prisoners , NSW open ³	No.	na	na	na	54
Total prisoners , NSW secure ³	No.	na	na	na	29
Total prisoners, NSW ¹	No.	73.5	72.7	71.6	82.7
Total prisoners: remand and held in NSW		90.5	91.7	90.6	112.9
<i>Number of centres</i>					
Number of detention centres ²	No.	1	1	1	1
<i>Capacity</i>					
Useable prison capacity – open ²	No.	na	na	na	na
Useable prison capacity – secure ²	No.	na	na	na	na
Total useable prison capacity ²	No.	34	34	34	34
<i>Imprisonment rate</i>					
Prisoners per 100 000 population ¹	Ratio	40.7	40.7	39.6	48.5

na not available.

1 Relates to prisoners held in remand in the ACT and to prisoners held in NSW prisons. Excludes periodic detainees.

2 Relates to remand prisoners held in the ACT only.

3 Prisoners held in NSW prisons only.

Table 13A.69: ACT effectiveness, prisons (remand only), 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate</i>					
Open ¹	Ratio	0.00	0.00	0.00	0.00
Secure ¹	Ratio	0.00	0.00	0.00	0.00
Total	Ratio	0.00	0.00	0.00	0.00
<i>Prisoners on protection</i>					
Open	%	0.0	0.0	0.0	0.0
Secure	%	na	na	na	13.2
Total	%	0.0	0.0	0.0	13.2
<i>Prisoner care</i>					
Apparent unnatural deaths, total ²	Ratio	0.00	0.00	0.00	3.30
Apparent natural deaths, total ²	Ratio	0.00	0.00	0.00	0.00
Unknown cause of death, total ²	Ratio	0.00	0.00	0.00	0.00
Total death rate	Ratio	0.00	0.00	0.00	3.33
Weighted out of cell hours – Open	Hours	na	na	na	na
Weighted out of cell hours – Secure	Hours	na	na	na	10
Weighted out of cell hours – Total	Hours	na	na	na	10
Prison utilisation rates – Open	%	na	na	na	na
Prison utilisation rates – secure	%	na	na	na	88.9
Prison utilisation rates – Total	%	50.0	55.9	55.9	88.9
<i>Personal development</i>					
Proportion enrolled – Vocational train	%	na	na	na	na
Proportion enrolled – Secondary	%	na	na	na	na
Proportion enrolled – Tertiary	%	na	na	na	na
Proportion enrolled – Other training	%	na	na	na	na
Proportion enrolled – Total		na	na	na	na
<i>Reparations</i>					
Proportion employed – Industries	%	na	na	na	na
Proportion employed – Services	%	na	na	na	na
Proportion employed – Community Work	%	na	na	na	na
Proportion employed – Total		na	na	na	na
<i>Recidivism</i>					
Repeat offenders within 2 years	%	na	na	na	na

na not available.

1 There were no escapes by prisoners held on remand in the ACT.

2 There was one apparent unnatural non-ATSI death reported in 1995–96 for ACT prisoners held in remand.

Table 13A.70: ACT unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open	\$	na	na	na	na
Recurrent expenditure/prisoner/day – Secure	\$	na	na	na	na
Recurrent expenditure/prisoner/day – Total ¹	\$	205.39	199.65	210.66	196.40
Assets/prisoner – Open ²	\$'000	na	na	na	na
Assets/prisoner – Secure ²	\$'000	na	na	na	113.7
Assets/prisoner – Total ²	\$'000	na	na	na	113.7
Prisoner/operational staff, publicly operated prison ²	Ratio	na	na	na	0.8
Prisoner/other staff, publicly operated prison ²	Ratio	na	na	na	15.1
Prisoner/total staff, publicly operated prison ²	Ratio	na	na	na	0.7

na not available.

1 Remand prisoners held in the ACT and ACT sentenced prisoners held in NSW.

2 ACT remand prisoners only.

Table 13A.71: ACT descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure	\$'000	1 540	1 524	1 624	1 546
Value of assets	\$'000	na	na	1 900	2 145
Operational staff (FTE)	No.	na	na	na	na
Admin. management & other staff (FTE)	No.	na	na	na	na
Total full -time staff (FTE)	No.	33.38	31.76	28.61	30.54
Average daily persons serving CS Orders	No.	na	na	na	540
Number of CS Orders completed in year	No.	na	na	801	807
No. completing CS orders/100 000 population	Ratio	na	na	na	na
Average daily persons serving CS Orders/100 000 population	Ratio	na	na	na	231

na not available.

Table 13A.72: ACT effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	na	na	na	na
CS orders revoked, for other reasons	%	na	na	na	na
CS orders successfully completed	%	na	na	na	na
Number taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	No.	na	na	na	na
Number of work orders in a year	No.	na	na	na	na
<i>Recidivism</i>					
CS offenders returned to corrections within 2 years	%	na	na	na	na

na not available.

Table 13A.73: ACT unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	na	na	na	7.84
Offenders/operational staff	Ratio	na	na	na	34.2
Offenders/total staff	Ratio	na	na	na	17.7

na not available.

13A.3.8 Northern Territory

Table 13A.74: NT prison descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure and staffing</i>					
Total recurrent expenditure ¹	\$'000	24 784	24 684	25 286	27 804
Revenues from prisons	\$'000	219	323	360	598
Operational staff, public prisons ²	No.	255	257	257	262
Other staff, public prisons	No.	34	31	31	39
Total staff, public prisons	No.	289	288	288	301
<i>Assets</i>					
Value of assets, open ³	\$'000	3 550	3 465	3 530	3 610
Value of assets, secure ³	\$'000	13 600	13 840	13 950	14 070
Total value of assets ³	\$'000	17 150	17 305	17 480	17 680
<i>Prisoner numbers</i>					
Average male prisoners , open	No.	97	95	66	56
Average female prisoners, open	No.		0	0	0
Average male prisoners, secure ⁴	No.	325	340	388	404
Average female prisoners, secure ⁴	No.	12	12	11	7
Average total prisoner population		434	447	465	467
<i>Number of centres</i>					
Number of detention centres	No.	3	3	3	3
<i>Capacity</i>					
Useable prison capacity – open ⁵	No.	100	100	100	100
Useable prison capacity – secure ⁵	No.	305	305	325	325
Total useable prison capacity ⁵	No.	405	405	425	425
<i>Imprisonment rate</i>					
Prisoners per 100 000 pop.	Ratio	373.4	384.6	393.9	377.4

1 Includes apportioned corporate overheads. Costs associated with new Alice Springs Prison included. Estimated 10 per cent of outlays. Includes estimated superannuation costs.

2 Includes industries staff as they are uniformed officers.

3 Deprival value. New Alice Springs prison asset cost not included until 1996–97.

4 Incorporates adjustments for changing numbers at open annex in Alice Springs and the partial then full closure of Gunn Point Prison Farm.

5 Flexible number of prisoners from Alice Springs Gaol were held at the new prison site as an annex of the existing goal. A new prison was opened in 1996.

Table 13A.75: NT effectiveness, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Escape rate</i>					
Open ¹	Ratio	4.1	2.1	4.5	0.0
Secure ^{1,2}	Ratio	0.3	2.6	1.3	0.7
Total	Ratio	1.2	2.5	1.7	0.6
<i>Prisoners on protection</i>					
Open	%	na	na	0.0	0.0
Secure	%	na	na	2.5	3.9
Total	%	na	na	2.2	3.4
<i>Prisoner care</i>					
Apparent unnatural deaths, total ³	Ratio	0.23	0.00	0.00	0.00
Apparent natural deaths, total ³	Ratio	0.00	0.22	0.22	0.21
Unknown cause of death, total ³	Ratio	na	na	na	na
Total death rate	Ratio	0.23	0.22	0.22	0.21
Weighted out of cell hours – Open	Hours	15.0	15.0	16.0	16.0
Weighted out of cell hours – Secure	Hours	8.0	8.0	6.6	8.0
Weighted out of cell hours – Total	Hours	9.4	9.5	7.9	9.1
Prison utilisation rates – Open	%	97.0	95.0	66.0	56.0
Prison utilisation rates – secure	%	110.5	115.4	122.8	126.5
Prison utilisation rates – Total	%	107.2	110.4	109.4	109.9
<i>Personal development</i>					
Proportion enrolled – Vocational	%	na	na	na	3.0
Proportion enrolled – Secondary	%	na	na	na	2.0
Proportion enrolled – Tertiary	%	na	na	na	1.0
Proportion enrolled – Other training	%	na	na	na	44.0
Proportion enrolled – Total		na	na	24.0	50.0
<i>Reparations</i>					
Proportion employed – Industries	%	15.0	14.5	11.6	19.0
Proportion employed – Services	%	49.3	47.7	50.8	45.0
Proportion employed – Community Work	%	9.7	10.3	6.7	7.0
Proportion employed – Total		74.0	72.0	69.0	75.0
<i>Recidivism</i>					
Repeat offenders within 2 years	%	na	na	49.2	51.2
na not available.					
1 Escapes					
Open	No.	4	2	3	0
Secure	No.	1	9	5	3
2 Two incidents in 1995–96: total 3 inmates.					
3 Deaths					
Apparent unnatural deaths, ATSI	No.	0	0	0	0
Apparent unnatural deaths, non-ATSI	No.	1	0	0	0
Apparent natural deaths, ATSI	No.	0	1	1	1
Apparent natural deaths, non-ATSI	No.	0	0	0	0
Unknown cause of death, ATSI	No.	0	0	0	0
Unknown cause of death, non-ATSI	No.	0	0	0	0

Table 13A.76: NT unit costs and productivity, prisons, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Recurrent expenditure/prisoner/day – Open ¹	\$	114.00	116.00	154.00	na
Recurrent expenditure/prisoner/day – Secure ¹	\$	173.00	162.00	163.00	na
Recurrent expenditure/prisoner/day – Total ¹	\$	155.00	149.00	156.00	169.44
Assets/prisoner – Open	\$'000	36.6	36.5	53.5	64.5
Assets/prisoner – Secure	\$'000	40.4	39.3	35.0	34.2
Assets/prisoner – Total	\$'000	39.5	38.7	37.6	37.9
Prisoner/operational staff, publicly operated prisons	Ratio	1.7	1.7	1.8	1.8
Prisoner/other staff, publicly operated prisons	Ratio	12.8	14.4	15.0	12.0
Prisoner/total staff, publicly operated prisons	Ratio	1.5	1.6	1.6	1.6

Notes:

na not available.

1 Data is revised from that in the 1995. It now includes an estimate for employer superannuation contributions.

Table 13A.77: NT descriptors, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure less own source of revenue ¹	\$'000	189	197	214	233
Total recurrent expenditure	\$'000	189	197	214	233
Value of assets	\$'000	na	na	na	na
Operational staff	No.	4	4	4	4
Administrative, Management & Other staff (FTE)	No.	1	1	1	1
Total full time staff	No.	5	5	5	5
Total persons serving community custody orders	No.	29	21	25	42
Number of community custody completed in a year	No.	101	69	55	71
Orders completed/100 000 population.	Ratio	86.9	59.4	46.6	57.4
Total persons serving community custody orders/population	Ratio	25.0	18.1	21.2	33.9

na not available.

1 Does not include estimate for paid part-time surveillance officers. Data will be available in 1996–97.

Table 13A.78: NT effectiveness, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Supervision and reparation</i>					
CC orders revoked, charged with a new offence	%	8.9	11.6	10.9	4.2
CC orders revoked, other reasons	%	2.0	1.4	.0	9.9
CC orders successfully completed	%	89.1	87.0	89.1	85.9
Number of offenders taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	No.	0.0	0.0	0.0	0.0
Number of work orders in a year/offenders	Ratio	0.0	0.0	0.0	0.0
<i>Recidivism</i>					
CC offenders returned to Corrections within 2 years	%	na	12.5	na	4.3

na not available.

Table 13A.79: NT unit costs and productivity, community custody, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	17.86	25.70	23.45	15.20
Offenders/operational staff	Ratio	7.3	5.3	6.3	10.5
Offenders/total staff	Ratio	5.8	4.2	5.0	8.4

Table 13A.80: NT descriptors, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total recurrent expenditure ¹	\$'000	3 703	3 858	4 334	5 468
Value of assets	\$'000	na	na	na	na
Operational staff (FTE)	No.	43	43	43	44
Admin. management & other staff (FTE)	No.	20	20	20	25
Total full time staff (FTE)	No.	63	63	63	69
Average daily persons serving CS orders	No.	1 486	1 383	1 336	1 621
Number of CS orders completed in year	No.	3 642	na	2 206	2 137
No. completing CS orders/100 000 population	Ratio	3 133.6	na	1 868.6	1 727.1
Average daily persons serving CS Orders /100 000 population	Ratio	1 278.6	1 190.0	1 131.6	1 310.0

na not available.

1 Data for 1995–96 includes an estimate for employer superannuation contributions.

Table 13A.81: NT effectiveness, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Reparation/supervision</i>					
CS orders revoked, charged with a new offence	%	na	na	2.5	4.2
CS orders revoked, for other reasons	%	21.5	na	19.4	19.7
CS orders successfully completed	%	78.5	na	78.0	76.1
Number taking approved personal development courses	No.	na	na	na	na
Proportion offenders taking approved personal development courses	%	na	na	na	na
Number of hours worked in a year	Ratio	22 290	19 362	na	110 009
Number of work orders in a year/offender	Ratio	na	na	na	na
<i>Recidivism</i>					
CS offenders returned to Corrections within 2 years	%	na	na	na	15.3

na not available.

Table 13A.82: NT unit costs, community supervision, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total costs/offender/day	\$	6.83	7.64	8.89	8.35
Offenders/operational staff	Ratio	34.6	32.2	31.1	36.8
Offenders/total staff	Ratio	23.6	22.0	21.2	23.5

13A.4 Definitions and explanatory notes

13A.4.1 Definitions — prisons

Table 13A.83: Definition of prison indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Assets per prisoner, open	Open prison assets divided by average open prisoner population.
Assets per prisoner, secure	Secure prison assets divided by average secure prisoner population.
Assets per prisoner, total	Total prison assets divided by average total prisoner population.
Average total prisoner population	Sum of male and female prisoners held in open and secure prisons. The annual daily average number of prisoners on hand equals the sum of daily prisoner numbers divided by the number of days in the year (365.25, including leap years).
Death Rate	Total number of deaths in prison custody multiplied by 100, divided by the total prisoner population: Apparent unnatural — includes suicide, homicide and drug overdose Apparent natural — includes other accident and natural Unknown cause
Escape Rate	Total number of escapes from open and secure prisons in twelve month period ending 30 June multiplied by 100, divided by the average annual prisoner population.
Full time staff, public prisons	Sum of operational and other staff.
Imprisonment rate	Equals the average total prisoner population divided by the population (in 100 000s) aged 17 years and over.
Number of detention centres	A detention centre is a gazetted prison or remand centre for adult offenders, operated or administered by State and Territory correctional agencies. Includes all prisons which are privately managed under contract to government correctional agencies, but excludes all centres used for Community Custody.
Other staff, public prisons	Full time equivalent (FTE) staff directly employed on an annual basis (ie., excluding labour employed a contract basis), comprising: support staff, Head Office/Administration support.
Operational staff, public prisons	Full time equivalent (FTE) staff directly employed on an annual basis (ie., excluding labour employed a contract basis), including: general managers/governors, deputies, uniformed staff, industries staff and specialist/professional staff.
Per cent prisoners on protection	Total number of protection prisoners in both open and secure facilities divided by the total prisoner population, multiplied by 100.
Percentage of inmates enrolled in an education module as at last day of term preceding 30 June	Equals the number of inmates enrolled in an education module as at last day of term preceding 30 June multiplied by 100, divided by total prisoners.
Percentage of prisoners employed by work category	Equals the number of prisoners employed in each industry category, divided by the total average prisoner population.

(cont.)

Table 13A.83: Definition of prison indicators (cont.)

<i>Indicator</i>	<i>Explanation/definition</i>
Prisoner to Operational staff ratio, publicly operated prisons	Total average number of prisoners held in publicly managed prisons divided by operational staff, public prisons.
Prisoner to Other staff ratio, publicly operated prisons	Total average number of prisoners held in publicly managed prisons divided by other staff, public prisons.
Prisoner to total staff ratio, publicly operated prisons	Total average number of prisoners held in publicly managed prisons divided by full time staff, public prisons.
Recidivism	Measures the proportion of sentenced prisoners — not subject to further supervision upon release — who return to Corrective Services within two years of completing a gaol sentence.
Recurrent expenditure per prisoner per day	Equals total recurrent expenditure divided by the total number of prisoner days. The total number of prisoner days equals the total prisoner population multiplied by the number of days in the year (365.25).
– for open prisons	Equals recurrent expenditure on open prisons divided by the total number of open prisoner days. The total number of open prisoner days equals the open prisoner population multiplied by the number of days in the year (365.25).
– for secure prisons	Equals recurrent expenditure on secure prisons divided by the total number of secure prisoner days. The total number of secure prisoner days equals the secure prisoner population multiplied by the number of days in the year (365.25).
Revenue from prison activities	Comprises all revenue raised and retained by prison activities. Equals the sum of: Collections from prison industries; industries sales; revenue from the sale of manufacturing, stores and plant; and other revenue.
Total Number of prisoner deaths in custody	Includes: <ul style="list-style-type: none"> (i) the death wherever occurring of a person who is in prison custody.; (ii) the death wherever occurring of a person whose death is caused or contributed to by traumatic injuries sustained, or by lack of proper care whilst in such custody or detention; (iii) the death wherever occurring of a person who dies or is fatally injured in the process of prison officers attempting to detain that person; and <ul style="list-style-type: none"> (iv) the death wherever occurring of a person who dies or is fatally injured in the process of that person escaping or attempting to escape from prison custody (Royal Commission into Aboriginal Deaths in Custody 1991, p. 190) Data sourced from Australian Deaths in Custody & Custody related Police Operations, Australian Institute of Criminology, Canberra
Total Prison utilisation rate	Equals the average total prisoner population divided by useable prison capacity, multiplied by 100.

(cont.)

Table 13A.83: Definition of prison indicators (cont.)

<i>Indicator</i>	<i>Explanation/definition</i>
Total recurrent expenditure	Comprises: salaries and payments in the nature of salaries; maintenance and working expenses; grants and subsidies; other services; depreciation; expenditure incurred by other departments on behalf of Corrective Services; contracted prison management services; other recurrent costs; revenue from prison activities; and overheads.
Useable prison capacity – open/secure	Current design capacity (defined below) for open (secure) prison facilities. Where a prison has facilities for both open and secure prisoners, figure includes only that portion of the prison designed to hold open (secure) prisoners.
Value of assets, open prisons	The value of assets attributable to prisons classified as ‘open’. Equals the value of land, buildings, machinery and other assets under the direct control of ‘open’ prisons plus the share of corporate assets attributable to ‘open’ prisons.
Value of assets, secure prisons	The value of assets attributable to prisons classified as ‘secure’. Equals the value of land, buildings, machinery and other assets under the direct control of ‘secure’ prisons plus the share of corporate assets attributable to ‘secure’ prisons.
Weighted average Out of Cell Hours	Equals the weighted sum of out of cell hours for open and secure prisoners. Weights used are the share of the total prisoner population.
Weighted average Out of Cell Hours, open	Equals the weighted sum of out of cell hours for open prisoners. Weights used are the share of the open prisoner population.
Weighted average Out of Cell Hours, secure	Equals the weighted sum of out of cell hours for secure prisoners. Weights used are the share of the secure prisoner population.

13A.4.2 Definitions — community custody and supervision

Similar definitions to those for prisons apply for Community Custody and Supervision.

13A.4.3 Explanatory notes

Table 13A.84: Definitions and explanatory notes

<i>Terminology</i>	<i>Explanation/definition</i>
CC	Community custody
CS	Community supervision
Community Work	Work undertaken on a non-commercial basis to service the community external to the prison.
Contracted prison services	Contract fees for private management of prison operations.
Deprivation value	Deprivation Value is defined as the loss incurred by an organisation if it is deprived of the service potential or future economic benefits of an asset. A full explanation of deprivation value is given in SCNPMGTE (Steering Committee on National Performance Monitoring of Government Trading Enterprises) 1994.
Escapee	A person who has escaped from a prison or from the custody of a prison officer. It does not include persons who have absconded from unsupervised leave, work release, home detention, parole or facilities which are not gazetted prisons.
Expenditure incurred by other Departments on behalf of Corrective Services Industries	Captures payments such as Health Commission expenditure on prisoners.
Maintenance	Prison industries run on a commercial basis and directed to an external clientele.
Module	Payments for the upkeep of Corrective Services facilities and lease premises.
Open prison	A unit of training in which a client may enrol and be formally assessed. A module is the shortest training program reported to the Australian Committee on Vocational and Training Statistics (ACVETS) and is usually a building block used to construct a course (see ACVETS 1994, p.96).
Open prisoner	Includes all prisons used to contain prisoners previously classed as Low security in the AIC's National System for the security classification of prisoners (see AIC 1993). Includes Queensland Work Outreach Camps (WORC)
Other recurrent costs	Prisoners previously classed as Low security in AIC 1993 are divided into 'Secure' and 'Open' categories depending on the type of facility in which they are housed. For example, a prisoner who is considered a minimum security risk, but is accommodated in a High or Medium security prison would be classed as a 'Secure' prisoner. However, if this same prisoner were accommodated in a Low security prison, he/she would be classified as 'Open'. Under this system, the type of facilities a prisoner is housed in determine their security classification, rather than any nominal classification given to them by Corrective Services upon reception.
Out of cell hours	Equals the sum of: consultant fees; contract fees for cleaning, transportation and other services (excluding consultant fees and fees for contracted prison services).
	Out of cell hours is the time prisoners are not confined to cells. It includes meal times, exercise time, work and study time and recreation time.

(cont.)

Table 13A.84: Definitions and explanatory notes (cont.)

<i>Terminology</i>	<i>Explanation/definition</i>
Overheads	Overheads are the costs incurred by umbrella departments who perform functions such as regulation and monitoring, new prisons development and overall corporate support for Corrective Services.
Periodic detainee	In NSW it is defined to mean a person in respect of whom an order for periodic detention is in force.
Periodic detention	In NSW it is defined in relation to a person in respect of whom an order for periodic detention is in force, means detention in prison for such number of detention periods as there are in term of the person's sentence of imprisonment.
Protection prisoner	A prisoner who is separated from the general prison population for his/her own safety. Includes prisoners which cannot be placed in the normal system for reasons of protection and are incarcerated in special purpose prisons. It does not include prisoners segregated for disciplinary or medical reasons.
Recidivism	Recidivism measures the proportion of sentenced prisoners — not subject to further supervision upon release — who return to Corrective Services within two years of completing a gaol sentence.
Salaries and payments in the nature of salaries	Equals the sum of: salaries, wages and allowances; payments of long service and recreation leave; redundancy payments; overtime; workers compensation; fringe benefits tax; payroll tax; and superannuation contributions by employers.
Secure prison	Includes all prisons used to contain prisoners previously classed as High and Medium security in the AIC's National System for the Security classification of Prisoners (see AIC 1993).
Secure prisoner Services	Prisoners previously classed as High and Medium security in AIC 1993. Work undertaken to service the prison itself for example prison kitchens, prison laundries, prison gardening.
Working expenses	Equals the sum of expenditure on: rent; other building expenses (excluding maintenance); subsistence and transport; motor vehicles; fees for services rendered; gas and electricity; post and telecommunications; stores and printing; audit fees; bad debts; and other working expenses.

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