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ISBN 1 74037 150 X

ISSN 1328 181X

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**Suggestions:**

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

An appropriate citation for this publication is:

SCRCS SP (Steering Committee for the Review of Commonwealth/State Service Provision) 2000, *Report on Government Services 2000*, AusInfo, Canberra.



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The Report is in three volumes: *Volume 1* contains Part A (introduction), Part B (Education) and Part C (Health); *Volume 2* contains Part D (Justice) and Part E (Emergency management); *Volume 3* contains Part F (Community Services), Part G (Housing) and Descriptive statistics appendix.

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# Acronyms and abbreviations

|          |  |
|----------|--|
| AADWA    | Aboriginal Affairs Department of Western Australia                                       |
| ABS      | Australian Bureau of Statistics  |
| ACE      | Adult and community education  |
| ACAT     | Aged Care Assessment Team  |
| ACHS     | Australian Council on Healthcare Standards   |
| ACT      | Australian Capital Territory   |
| AHC      | annual hours of curriculum   |
| AIHW     | Australian Institute of Health and Welfare   |
| AN-DRG   | Australian National Diagnosis Related Group  |
| ANTA     | Australian National Training Authority   |
| ATSI     | Aboriginal and Torres Strait Islander  |
| Aust     | Australia  |
| AVETMISS | Australian Vocational Education and Training Management Information Statistical Standard |
| CAD      | computer aided dispatch  |
| CCIS     | Community Care Information System  |
| CCP      | Community Care Package   |
| COAG     | Council of Australian Governments  |
| COPs     | Community Options Projects   |
| CRS      | Commonwealth Rehabilitation Service  |
| CSDA     | Commonwealth/State Disability Agreement  |
| CSHA     | Commonwealth/State Housing Agreement   |
| CSIRO    | Commonwealth Scientific and Industrial Research Organisation                             |
| DETYA    | Department of Education, Training and Youth Affairs                                      |
| DHAC     | Department of Health and Aged Care   |

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|          |  |
|----------|--|
| DHFS     | Department of Health and Family Services   |
| DHS      | Department of Human Services (Victoria)  |
| DRG      | Diagnosis Related Group  |
| ESB      | English speaking background  |
| FTE      | Full time equivalent   |
| GDP      | Gross domestic product   |
| GP       | General practitioner   |
| HACC     | Home and Community Care  |
| HRSCEET  | House of Representatives Standing Committee on<br>Employment, Education and Training |
| IC       | Industry Commission  |
| ICIDH    | International Classification of Impairments, Disabilities and<br>Handicaps           |
| LAC      | Looking after Children   |
| LBOTE    | language backgrounds other than English  |
| LOTE     | languages other than English   |
| MAB/MIAC | Management Advisory Board and its Management<br>Improvement Advisory Committee       |
| MAP      | Multi-level Assessment Program   |
| MCEETYA  | Ministerial Council on Education, Employment, Training<br>and Youth Affairs          |
| MH-CASC  | Mental Health Classification and Service Costs project                               |
| MLCR     | Module Load Completion Rate  |
| NCVER    | National Centre for Vocational Education Research                                    |
| NESB     | Non-English speaking background  |
| NHCDC    | National Hospital Cost Data Collection   |
| NHMBWG   | National Health Ministers Benchmarking Working Group                                 |
| NHMRC    | National Health and Medical Research Council   |
| NHTP     | Nursing home type patients   |
| NSW      | New South Wales  |
| NT       | Northern Territory   |

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|         |   |
|---------|---|
| OECD    | Organisation for economic Cooperation and Development                     |
| QACS    | Queensland Ambulatory Casemix Classification Scheme                       |
| Qld     | Queensland  |
| RA      | Rent assistance   |
| Review  | The Review of Commonwealth/State Service Provision                        |
| RSC     | Resident Classification Scheme  |
| SA      | South Australia   |
| SAAP    | Supported Accommodation Assistance Program                                |
| SCRCSSP | Steering Committee for the Review of Commonwealth/State Service Provision |
| SMART   | SAAP Management and Reporting Tool  |
| SRCSSP  | Steering Committee for the Review of Commonwealth/State Service Provision |
| TAFE    | Technical and further education   |
| Tas     | Tasmania  |
| VACS    | Victorian Ambulatory Classification System                                |
| VET     | Vocational education and training   |
| Vic     | Victoria  |
| WA      | Western Australia   |
| WHO     | World Health Organization   |

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# Glossary

|                      |  |
|----------------------|--|
| <b>Descriptors</b>   | Statistics included in the Report that relate to the size of the service system, its client mix and the environment within which government services are delivered. They are provided to highlight and make more transparent the differences among jurisdictions.  |
| <b>Effectiveness</b> | A reflection of how well the outputs of a service achieve the stated objectives of that service  |
| <b>Efficiency</b>    | A reflection of how well organisations use their resources to produce services   |
| <b>Unit costs</b>    | An indicator of efficiency, as used throughout this Report   |
| <b>Inputs</b>        | The resources (including land, labour and capital) used by a service area in providing the service   |
| <b>Process</b>       | The way in which a service is produced or delivered  |
| <b>Output</b>        | The service provided by a service area — for example, a treated case is an output of a public acute care hospital  |
| <b>Outcome</b>       | The impact of the service on the status of individuals or a group. A service provider can influence an outcome but external factors can also apply. A desirable outcome for a school, for example, would be to add to the ability of the students to participate in and interact with society throughout their lives. Similarly, a desirable outcome for a hospital would be to improve the health status of an individual receiving a hospital service. |

Definitions of the indicators and terminology used in each chapter can be found in the relevant attachments.