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**Suggestions:**

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

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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 Employment, Education and Training
IC	Industry Commission
ICIDH	International Classification of Impairments, Disabilities and Handicaps
LAC	Looking after Children
LBOTE	language backgrounds other than English
LOTE	languages other than English
MAB/MIAC	Management Advisory Board and its Management Improvement Advisory Committee
MAP	Multi-level Assessment Program
MCEETYA	Ministerial Council on Education, Employment, Training 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.