Report on Government Services 2001

Volume 1:

Education, Health, Justice

Steering Committee for the Review of Commonwealth/State Service Provision

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

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Foreword

The Review of Commonwealth/State Service Provision was established by heads of government in 1993 to develop objective and consistent data on the performance of services that are central to the wellbeing of Australians. The collaborative efforts of more than 80 government agencies from the Commonwealth, States and Territories have contributed to this, the sixth *Report on Government Services*.

The services covered by the Review – spanning education, health, justice, community services and housing – are all important determinants of Australians' living standards and represent a substantial share of government expenditure and GDP.

The Review's approach continues to be an iterative one, reporting the best available information (with caveats) and improving it over time. The very process of reporting imperfect or incomplete performance data has itself created opportunities and pressures for improvement. Feedback from those who use the data has been an important part of this. The ultimate objective is to be able to provide robust and consistent data that are comparable across all jurisdictions.

The Review has sought to improve the quality of its reporting by undertaking additional research and consultancies. This year, research on asset management and a client survey on courts administration have been initiated; and a consultancy report on the satisfaction of clients of disability services was released in July.

Improving the performance indicator frameworks, and the quality of individual indicators, remains an ongoing imperative of the Review. This year the health chapters have been significantly expanded and improved, particularly in the areas of hospital quality, breast cancer management and mental health, while in other areas, such as housing, the indicator framework has been redrawn to reflect more accurately the objectives within current Commonwealth/State housing agreements. Progress, however, remains variable. For example, there has been little progress in the reporting of national outcomes data in the Schools chapter; and gaps remain in the reporting of data in the Children's Services chapter.

Better information on the ability of mainstream services to meet the needs of Indigenous Australians remains a priority for the Review. This has been reinforced

by the Council of Australian Government's strategies to address disadvantage suffered by Indigenous Australians and to evaluate these strategies by producing better data on service provision to Indigenous Australians.

Producing a Report of this scope in a timely way each year depends on the cooperation and support of many participants. The Review's twelve working groups constitute the 'engine room' of this project and the Steering Committee relies on the assistance and advice from the service agencies represented on these groups. In addition, the Review draws on a Secretariat from the Productivity Commission, and bodies such as the Australian Bureau of Statistics, and the Australian Institute of Health and Welfare, amongst others. The working groups and the Secretariat also work closely with a range of other groups involved in government performance measurement.

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

Gary Banks
Chairman

Contents

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

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CD-ROM attachment

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
ACIR	Australian Child Immunisation Register
ACT	Australian Capital Territory
AGPAL	Australian General Practice Accreditation Limited
AHC	Annual hours of curriculum
AIHW	Australian Institute of Health and Welfare
AN-DRG	Australian National Diagnosis Related Group
ANTA	Australian National Training Authority
AR-DRG	Australian Revised Diagnosis Related Group
ATSB	Australian Transport Safety Bureau
ATSI	Aboriginal and Torres Strait Islander
ATSIC	Aboriginal and Torres Strait Islander Commission
Aust	Australia
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
BEACH	Bettering the Evaluation and Care of Health Study
CACP	Community Aged Care Package
CAD	Computer aided dispatch
CCCCS	Commonwealth Census of Child Care Services
CCIS	Community Care Information System
CD-ROM	Compact Disc Read Only Memory

CHAS	Community Health Accreditation Scheme
COAG	Council of Australian Governments
CRA	Commonwealth Rent assistance
CRS	Commonwealth Rehabilitation Service
CSDA	Commonwealth/State Disability Agreement
CSHA	Commonwealth/State Housing Agreement
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSMAC	Community Services Ministers' Advisory Council (formally Standing Committee on Community Services and Income Security Administers (SCCSISA))
DETYA	Department of Education, Training and Youth Affairs
DFACS	Department of Family and Community Services
DGPP	Divisions of General Practice Program
DHAC	Department of Health and Aged Care
DHFS	Department of Health and Family Services
DHS	Department of Human Services (Victoria)
DRG	Diagnosis Related Group
DVA	Department of Veterans' Affairs
EACH	Extended Aged Care at Home pilot
ESB	English speaking background
FaCS	Commonwealth Department of Family and Community Services
FTE	Full time equivalent
GDP	Gross domestic product
GP	General practitioner
GST	Goods and services tax
HACC	Home and Community Care
HRSCEET	House of Representatives Standing Committee on Employment, Education and Training
IC	Industry Commission

ICD-9-CM	International classification of Diseases, 9th revision, Clinical Modification
ICD-10-AM	International Statistical Classification of Diseases and Related Health Problems, 10th Revision, Australian Modification
ICIDH	International Classification of Impairments, Disabilities and Handicaps
IFRAC	Inpatient Fraction
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
MBS	Medicare Benefits Schedule
MCEETYA	Ministerial Council on Education, Employment, Training and Youth Affairs
MDS	Minimum Data Set
MH-CASC	Mental Health Classification and Service Costs project
MLCR	Module Load Completion Rate
NCIRS	National Centre for Immunisation Research and Surveillance of Vaccine Preventable Diseases
NCVER	National Centre for Vocational Education Research
NEPMT	National Education Performance Monitoring Taskforce
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
NMDS	National Minimum Data Set
NMHS	National Mental Health Strategy
NSW	New South Wales

NT	Northern Territory
OECD	Organisation for economic Cooperation and Development
OMP	Other Medical Practitioner
PBS	Pharmaceutical Benefits Scheme
PDF	Postscript Document Format
PERIN	Penalty Enforcement and Registration of Infringement Notice
PIP	Practice Incentives Program
QACS	Queensland Ambulatory Casemix Classification Scheme
Qld	Queensland
RACGP	Royal Australian College of General Practitioners
Report	The Report on Government Service
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
SLA	Statistical Local Area
SMART	SAAP Management and Reporting Tool
SRCSSP	Secretariat for the Review of Commonwealth/State Service Provision
TAFE	Technical and further education
Tas	Tasmania
URTI	Upper respiratory tract infection
VACS	Victorian Ambulatory Classification System
VET	Vocational education and training
Vic	Victoria
WA	Western Australia
WHO	World Health Organization

Glossary

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

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

Terms of reference

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

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

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

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