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The Productivity Commission acts as the Secretariat for the Steering Committee.

Secretariat

Steering Committee for the Review of Commonwealth/State Service Provision

Productivity Commission

LB 2 Collins Street East Post Office

Melbourne VIC 8003

Level 28

35 Collins Street

Melbourne VIC 3000

Telephone: 03 9653 2100 or Freecall: 1800 020 083

Facsimile: 03 9653 2359

E-mail: gsp@pc.gov.au

[http:// www.pc.gov.au/gsp/index.html](http://www.pc.gov.au/gsp/index.html)

Suggestions:

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

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Foreword

This constitutes the seventh edition of the annual *Report on Government Services*, a product of the Review of Commonwealth/State Service Provision. A Steering Committee comprising representatives from central agencies in the Commonwealth, States and Territories oversees the collaboration of more than 80 government agencies. The Review was the initiative of heads of government in 1993 and continues under the auspices of the Council of Australian Governments.

The services covered by the Review span education, health, justice, community services and housing. Collectively they represented approximately \$64.3 billion of government expenditure in 2000-01 or 9.6 per cent of gross domestic product.

There has been a general improvement in the data presented in the Report this year. The advances in reporting fall into three broad groups. The first relates to existing performance indicators and encompasses improved comparability, timeliness and quality of data; as well as enhanced reporting on special needs groups; and reporting on full costs to government. In this category, there were improvements to the reporting for chapters on health, court administration, police services, corrective services, emergency management, child protection and support services, and disability services and housing.

The second area of improvement relates to new performance indicators reported for the first time this year. These include indicators for the health (maternity services and general practitioners), court administration (Federal Magistrates' Services), aged care (compliance with service standards for residential care), disability services (social participation) and housing (Aboriginal Rental Housing Program) chapters.

The third area of improvements is in the quality of descriptive data and contextual information in the emergency management, juvenile justice and veterans' home care in the aged care services chapters.

Particularly noteworthy is the inclusion of reporting on the Aboriginal Rental Housing Program. This is the first *targeted* Indigenous program that the Review has reported – until now all Indigenous data have been disaggregated from mainstream

program data. The Steering Committee's aim is to expand its reporting on targeted programs in other chapters as data become available.

The Review's underlying philosophy is one of continuous improvement. Sometimes that means starting from a fairly low base and improving the comparability and quality of data over time. The Review has undertaken a number of research projects over the years directed at improving aspects that are important for data comparability. It has conducted, for example, an examination of payroll tax and superannuation in the costing of government services, and of the use of activity surveys by police services. Over the past year, in response to concerns, the Review undertook a study to examine the extent to which differences in asset measurement techniques applied by participating agencies affected the comparability of reported unit costs. The benefits of these research projects have been manifest in the incremental improvements that have been made every year.

Producing a report of this size and scope each year depends on the cooperation and support of many participants. The Review's 12 working groups constitute the 'engine room' of this project and the Steering Committee relies on the assistance and advice from the service agencies represented in these groups. In addition, the Review draws on a Secretariat from the Productivity Commission, and on 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), Appendix A (the descriptive statistics appendix) and the CD-ROM attachment.

Volume 1

Foreword	III
Acronyms and abbreviations	XI
Glossary	XVI
Terms of reference	XVII
PART A INTRODUCTION	
1 The approach to performance measurement	1
1.1 Aims of the Review	1
1.2 Scope	2
1.3 Approach	5
1.4 Other approaches and exercises	19
2 Recent developments in the Report	23
2.1 Developments in reporting in 2001	23
2.2 Progress on key data issues	26
2.3 Related Review projects	39
PART B EDUCATION	
B Education preface	43

3	School education	59
3.1	Profile of school education	60
3.2	Policy developments	68
3.3	Framework of performance indicators	69
3.4	Key performance indicator results	73
3.5	Future directions in performance reporting	93
3.6	Jurisdictions' comments	95
3.7	Definitions	105
4	Vocational education and training	109
4.1	Profile of vocational education and training	111
4.2	Policy developments in vocational education and training	118
4.3	Framework of performance indicators	119
4.4	Key performance indicator results	119
4.5	Future directions in performance reporting	136
4.6	Jurisdictions' comments	137
4.7	Definitions	145
PART C HEALTH		
C	Health preface	149
5	Public hospitals	181
5.1	Profile of public hospital systems	182
5.2	Public hospitals	195
5.3	Maternity services performance framework	229
5.4	Future directions in performance reporting	238
5.5	Definitions	243
6	General practice	249
6.1	Profile of general practice	250
6.2	Policy developments	258
6.3	Framework of performance indicators	260
6.4	Key performance indicator results	263
6.5	Future directions	287
6.6	Definitions	289

7	Health management issues	293
7.1	Overview of health management	294
7.2	Breast cancer	296
7.3	Mental health	316
7.4	Future directions in performance reporting	341
7.5	Jurisdictions' comments	344
7.6	Definitions	353
PART D JUSTICE		
D	Justice preface	357
8	Police services	375
8.1	Profile of police services	376
8.2	Policy developments in policing	387
8.3	General approach to performance measurement for police services	388
8.4	Indicators relevant to all service delivery areas	392
8.5	Community safety and support	401
8.6	Crime investigation	412
8.7	Road safety and traffic management	418
8.8	Services to the judicial process	425
8.9	Other services provided by police	431
8.10	Capital costs in the costing of police services	432
8.11	Future directions in performance reporting	433
8.12	Information on sample data	438
8.13	Jurisdictions' comments	440
8.14	Definitions	449
9	Court administration	455
9.1	Profile of court administration services	456
9.2	Policy developments in court administration services	472
9.3	Framework of performance indicators	474
9.4	Key performance indicator results	475
9.5	Future directions in performance reporting	500
9.6	Jurisdictions' comments	501
9.7	Definitions	511

10	Corrective services	515
10.1	Profile of corrective services	516
10.2	Policy developments in corrective services	521
10.3	Framework of performance indicators	522
10.4	Key performance indicator results	525
10.5	Future directions in performance reporting	540
10.6	Jurisdictions' comments	540
10.7	Definitions	549
	Volume 1 references	553

Volume 2

Acronyms and abbreviations	XI
-----------------------------------	-----------

Glossary	XVI
-----------------	------------

PART E EMERGENCY MANAGEMENT

11	Emergency management	567
11.1	Profile of emergency management	568
11.2	Policy developments in emergency management	582
11.3	Framework of performance indicators	584
11.4	Key performance indicator results — fire services	587
11.5	Key performance indicator results — ambulance services (pre-hospital care, treatment and transport services)	600
11.6	Future directions in performance reporting	607
11.7	Jurisdictions' comments	609
11.8	Information on sample data	618
11.9	Definitions	620

PART F COMMUNITY SERVICES

F	Community services preface	623
----------	-----------------------------------	------------

12	Aged care services	635
12.1	Profile of aged care services	637
12.2	Policy developments in aged care services	649
12.3	Framework of performance indicators	650

12.4	Key performance indicator results	651
12.5	Future directions in performance reporting	668
12.6	Jurisdictions' comments	670
12.7	Definitions	680
13	Services for people with a disability	683
13.1	Profile of services for people with a disability	686
13.2	Policy developments in services for people with a disability	691
13.3	Framework of performance indicators	693
13.4	Key performance indicator results	694
13.5	Future directions in performance reporting	725
13.6	Jurisdictions' comments	727
13.7	Definitions	737
14	Children's services	743
14.1	Profile of children's services	744
14.2	Framework of performance indicators	755
14.3	Key performance indicator results	756
14.4	Future directions in performance reporting	772
14.5	Jurisdictions' comments	774
14.6	Definitions	784
15	Protection and support services	789
15.1	Profile of child protection and out-of-home care services	790
15.2	Policy developments in child protection and out-of-home care services	798
15.3	Framework of child protection and out-of-home care services performance indicators	799
15.4	Key child protection and out-of-home care services performance indicator results	801
15.5	Future directions in child protection and out-of-home care services performance reporting	818
15.6	Profile of supported accommodation and assistance	822
15.7	Policy developments in supported accommodation and assistance	825
15.8	Framework of supported accommodation and assistance performance indicators	827

15.9	Key supported accommodation and assistance performance indicator results	827
15.10	Future directions in supported accommodation and assistance performance reporting	841
15.11	Jurisdictions' comments	843
15.12	Definitions	853
PART G HOUSING		
16	Housing	861
16.1	Profile of housing and housing assistance	864
16.2	Policy developments in housing assistance	880
16.3	Framework of performance indicators	881
16.4	Key performance indicator results	886
16.5	Future directions in performance reporting	926
16.6	Jurisdictions' comments	927
16.7	Definitions	937
A	Statistical appendix	945
Volume 2 references		981
CD-ROM attachment		

Acronyms and abbreviations

AADWA	Aboriginal Affairs Department of Western Australia
ABS	Australian Bureau of Statistics
ACAT	Aged Care Assessment Team
ACCCHS	Aboriginal Community Controlled Health Services
ACHS	Australian Council on Healthcare Standards
ACIR	Australian Child Immunisation Register
ACSQHC	Australian Council for Safety and Quality in Health Care
ACT	Australian Capital Territory
AEMC	Australian Emergency Management Committee
AFAC	Australasian Fire Authorities Council
AGPS	Australian Government Publishing Service
AGPAL	Australian General Practice Accreditation Limited
AHMAC	Australian Health Ministers' Advisory Council
AIC	Australian Institute of Criminology
AIHW	Australian Institute of Health and Welfare
AIMS	Australian Patient Safety Foundation Australian Incident Monitoring System
AN-DRG	Australian national diagnosis related group
ANTA	Australian National Training Authority
APMC	Australian Police Ministers Council
AR-DRG	Australian revised diagnosis related group
ARHP	Aboriginal Rental Housing Program
ARIA	Accessibility and Remoteness Index for Australia
ASQHC	Australian Council for Safety and Quality in Health Care
ATSI	Aboriginal and Torres Strait Islander

ATSIC	Aboriginal and Torres Strait Islander Commission
Aust	Australia
BEACH	Bettering the Evaluation and Care of Health
CAA	Convention of Ambulance Authorities
CACP	Community Aged Care Package
CCB	Child Care Benefit
CCCCS	Commonwealth Census of Child Care Services
CD-ROM	Compact Disc Read Only Memory
COAG	Council of Australian Governments
CRA	Commonwealth Rent Assistance
CSDA	Commonwealth–State Disability Agreement
CSDA MDS	Commonwealth–State Disability Agreement Minimum Data Set
CSHA	Commonwealth–State Housing Agreement
CSI	Consumer Survey Instrument
CSMAC	Community Services Ministers’ Advisory Council (formally Standing Committee on Community Services and Income Security Administrators (SCCSISA))
DALE	Disability Adjusted Life Expectancy
DALY	Disability Adjusted Life Years
DEA	data envelopment analysis
DETYA	Department of Education, Training and Youth Affairs
DEWRSB	Department of Employment, Work Place Relations and Small Business
DFaCS	Commonwealth Department of Family and Community Services
DHAC	Department of Health and Aged Care
DHFS	Department of Health and Family Services
DHS	Department of Human Services (Victoria)
DPS	Drug Policy Subcommittee
DRG	Diagnosis related group

DVA	Department of Veterans' Affairs
EACH	Extended Aged Care at Home pilot
ESB	English speaking background
FMD	Foot and Mouth Disease
FTE	full time equivalent
FWE	full time workload equivalent
GDP	gross domestic product
GP	general practitioner
GPMoU	General Practice Memorandum of Understanding
GST	goods and services tax
HACC	Home and Community Care (program)
HACC MDS	Home and Community Care (program) Minimum Data Set
HRSCEET	House of Representatives Standing Committee on Employment, Education and Training
ICD-9-CM	international classification of diseases, 9 th revision, clinical modification
ICD-10-AM	international statistical classification of diseases and related health problems, 10 th revision, Australian modification
ICF	International Classification of Functioning, Disabilities and Health
ICIDH	International Classification of Impairments, Disabilities and Handicaps
IDDM	insulin-dependent diabetes mellitus
IESIP	Indigenous Education Strategic Initiatives Programme
IMP	Information Management Plan
LAC	local area command
LBOTE	language background other than English
LPP	Local Priority Policing
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
NAC	National Advisory Committee to BreastScreen Australia
NBCC	National Breast Cancer Centre
NCIRS	National Centre for Immunisation Research and Surveillance of Vaccine Preventable Diseases
NCJSF	National Crime and Justice Statistical Framework
NCPASS	National Child Protection and Support Services
NCSMIG	National Community Services Information Management Group
NCVER	National Centre for Vocational Education Research
NEPI	National Exchange of Police Information
NESB	non-English speaking background
NESO	non-English speaking origin
NHCDC	Commonwealth Department of Health and Aged Care, National Hospital Cost Data Collection
NHMRC	National Health and Medical Research Council
NHPC	National Health Performance Committee
NIDDM	Non-insulin-dependent diabetes mellitus
NMDS	national minimum data set
NMHS	National Mental Health Strategy
NOOSR	National Office of Overseas Skills Recognition
NPS	National Prescribing Service
NRCP	National Respite for Carers Program
NSW	New South Wales
NT	Northern Territory
OATSIH	Office of Aboriginal and Torres Strait Islander Health
OECD	Organisation for Economic Cooperation and Development
OMP	Other Medical Practitioner
PBS	Pharmaceutical Benefits Scheme
PDF	Postscript Document Format
PHOFA	Public Health Outcome Funding Agreements

PIP	Practice Incentives Program
PMRT	Performance Measurement and Reporting Taskforce
PSM	Population Survey Monitor
Qld	Queensland
RACGP	Royal Australian College of General Practitioners
RCS	Resident Classification Scheme
Review	Review of Commonwealth/State Service Provision
RFDS	Royal Flying Doctor Service
RRMA	Rural Remote Classification System
SA	South Australia
SAAP	Supported Accommodation Assistance Program
SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision
SDA	service delivery area
SES/TES	State Emergency Service/Territory Emergency Service
SLA	statistical local area
SMART	SAAP Management and Reporting Tool
SRCSSP	Secretariat for the Review of Commonwealth/State Service Provision
SWPE	Standardised whole patient equivalent
TAFE	technical and further education
Tas	Tasmania
ULN	upper limit of normal
VET	vocational education and training
VHC	Veterans' Home Care
Vic	Victoria
WA	Western Australia
WHO	World Health Organization
YLD	Years of life lost due to disability
YLL	Years of life lost due to premature mortality

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.