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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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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.

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# 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

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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

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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 <sup>th</sup> revision, clinical modification
ICD-10-AM	international statistical classification of diseases and related health problems, 10 <sup>th</sup> 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

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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

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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

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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.