

Report on Government Services 2018

PART A: RELEASED ON 23 JANUARY 2018

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Approach to performance reporting

Part A includes an introduction to the Report on Government Services 2018, Statistical context for the service-specific parts B to G, the Glossary and the Acronyms and abbreviations list.

- [Approach to performance measurement](#)
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About this report

Acknowledgment

In fond memory of Rebekah Grace Burton of the Department of Premier and Cabinet, Tasmania, and the wonderful contribution she made to the work of the Review of Government Service Provision during her 12 year involvement.

This report was produced under the direction of the Steering Committee for the Review of Government Service Provision (SCRGSP). The Steering Committee comprises the following current members:

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The Steering Committee welcomes enquiries and suggestions on the information contained in this report. Contact the Secretariat by phone: (03) 9653 2100 or [general enquiries form](#).

Report on Government Services 2018

PART A

Glossary

The glossary of terms used in the Report on Government Services 2018

| Term | Definition |
|--------------------|--|
| Access | Measures how easily the community can obtain a delivered service (output). |
| Appropriateness | Measures how well services meet client needs and also seeks to identify the extent of any underservicing or overservicing. |
| Comparability | Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data. |
| Completeness | Data are considered complete if all required data are available for all jurisdictions that provide the service. |
| Constant prices | See 'real dollars'. |
| Cost effectiveness | Measures how well inputs (such as employees, cars and computers) are converted into outcomes for individual clients or the community. Cost effectiveness is expressed as a ratio of inputs to outcomes. For example, cost per life year saved is a cost effectiveness indicator reflecting the ratio of expenditure on breast cancer detection and management services (including mammographic screening services, primary care, chemotherapy, surgery and other forms of care) to the number of women's lives that are saved. |

| | |
|-----------------|---|
| Current prices | See 'nominal dollars'. |
| Descriptors | Descriptive statistics included in the Report that relate, for example, to the size of the service system, funding arrangements, client mix and the environment within which government services are delivered. These data are provided to highlight and make more transparent the differences among jurisdictions. |
| Effectiveness | Reflects how well the outputs of a service achieve the stated objectives of that service (also see program effectiveness). |
| Efficiency | Reflects how resources (inputs) are used to produce outputs and outcomes, expressed as a ratio of outputs to inputs (technical efficiency), or inputs to outcomes (cost effectiveness). (Also see 'cost effectiveness', 'technical efficiency' and 'unit costs'.) |
| Equity | Measures the gap between service delivery outputs or outcomes for special needs groups and the general population. Equity of access relates to all Australians having adequate access to services, where the term adequate may mean different rates of access (depending on need) for different groups in the community. |
| Inputs | The resources (including land, labour and capital) used by a service area in providing the service. |
| Nominal dollars | Refers to financial data expressed 'in the price of the day' and which are not adjusted to remove the effects of inflation. Nominal dollars do not allow for inter-year comparisons because reported changes may reflect changes to financial levels (prices and/or expenditure) and adjustments to maintain purchasing power due to inflation. |
| Output | The service delivered by a service area, for example, a completed episode of care is an output of a public hospital. |

| | |
|-----------------------|---|
| Outcome | <p>The impact of the service on the status of individuals or a group, and the success of the service area in achieving its overarching or high-level objectives. 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.</p> |
| Process | <p>Refers to the way in which a service is produced or delivered (that is, how inputs are transformed into outputs).</p> |
| Program effectiveness | <p>Reflects how well the outcomes of a service achieve the stated objectives of that service (also see effectiveness).</p> |
| Quality | <p>Reflects the extent to which a service is suited to its purpose and conforms to specifications.</p> |
| Real dollars | <p>Refers to financial data measured in prices from a constant base year to adjust for the effects of inflation. Real dollars allow the inter-year comparison of financial levels (prices and/or expenditure) by holding the purchasing power constant.</p> |
| Technical efficiency | <p>A measure of how well inputs (such as employees, cars and computers) are converted into service outputs (such as hospital separations, education classes or residential aged care places). Technical efficiency reflects the ratio of outputs to inputs. It is affected by the size of operations and by managerial practices. There is scope to improve technical efficiency if there is potential to increase the quantity of outputs produced from given quantities of inputs, or if there is potential to reduce the quantities of inputs used in producing a certain quantity of outputs.</p> |
| Unit costs | <p>Measures average cost, expressed as the level of inputs per unit of output. This is an indicator of efficiency.</p> |

Report on Government Services 2018

PART A

Acronyms and abbreviations

The acronyms and abbreviations used in the Report on Government Services 2018

| Acronym | Spelt out |
|----------------|--|
| AACQA | Australian Aged Care Quality Agency |
| AAGR | Average annual growth rate |
| ABS | Australian Bureau of Statistics |
| ACAM | Australian Centre for Asthma Monitoring |
| ACARA | Australian Curriculum and Assessment Reporting Authority |
| ACAT | Aged Care Assessment Teams |
| ACECQA | Australian Children's Education and Care Quality Authority |
| ACFI | Aged Care Funding Instrument |
| ACHA | Assistance with Care and Housing for the Aged |

| Acronym | Spelt out |
|----------------|---|
| ACRRM | Australian College of Rural and Remote Medicine |
| ACT | Australian Capital Territory |
| ADHD | Attention-deficit hyperactivity disorder |
| ADR | Alternative dispute resolution |
| AEDC | Australian Early Development Census |
| AFP | Australian Federal Police |
| AG | Activity Group |
| AHMC | Australian Health Ministers' Conference |
| AIC | Australian Institute of Criminology |
| AIHW | Australian Institute of Health and Welfare |
| AIR | Australian Immunisation Register |

| Acronym | Spelt out |
|----------------|--|
| AISC | Australian Industry and Skills Committee |
| ANZPAA | Australia New Zealand Policing Advisory Agency |
| ANZSOC | Australian and New Zealand Standard Offence Classification |
| AQF | Australian Qualifications Framework |
| AR-DRGs | Australian refined diagnosis related groups |
| ARIA+ | Accessibility and Remoteness Index of Australia (extended version) |
| ASGS | Australian Statistical Geography Standard |
| ASO | ambulance service organisation |
| ASQA | Australian Skills Quality Authority |
| ASR | Age-standardised rate |
| AUSTRAC | Australian Transaction Reports and Analysis Centre |

| Acronym | Spelt out |
|----------------|---------------------------------------|
| BCC | Basic Community Care |
| CAA | Council of Ambulance Authorities |
| CALD | culturally and linguistically diverse |
| CCB | Child Care Benefit |
| CCET | Child care, education and training |
| CCR | Child Care Rebate |
| CD | Collection District |
| CH | Community housing |
| CHSP | Commonwealth Home Support Program |
| CI | Confidence interval |
| CMHC | Community Mental Health Care |

| Acronym | Spelt out |
|----------------|--|
| CNOS | Canadian National Occupancy Standard |
| COAG | Council of Australian Governments |
| CPI | Consumer Price Index |
| CRA | Commonwealth Rent Assistance |
| CR | Crude rate |
| CSIRO | Commonwealth Scientific and Industrial Research Organisation |
| CSTDA | Commonwealth State/Territory Disability Agreement |
| CSV | Court Services Victoria |
| DEEWR | Department of Education, Employment and Workplace Relations |
| DES | Disability Employment Services |
| DHS | Department of Human Services |

| Acronym | Spelt out |
|----------------|---|
| DMS | Disability Management Services |
| DS NMDS | Disability Services National Minimum Data Set |
| DSS | Department of Social Services |
| DTC | Day Therapy Centres |
| DVA | Department of Veterans' Affairs |
| ECEC | Early childhood education and care |
| ERP | estimated resident population |
| ESS | Employment Support Services |
| FCA | Federal Court of Australia |
| FSE | Full Service Equivalent |
| FSO | Fire service organisation |

| Acronym | Spelt out |
|----------------|---|
| FTE | full time equivalent |
| GFS | Government Finance Statistics |
| GGFCE | General Government Final Consumption Expenditure |
| GP | general practitioner |
| HACC | Home and Community Care |
| ICD | International Classification of Diseases |
| ICH | Indigenous community housing |
| ICT | information and communications technologies |
| IEA | International Association for the Evaluation of Educational Achievement |
| IFSS | Intensive Family Support Services |
| IHPA | Independent Hospital Pricing Authority |

| Acronym | Spelt out |
|----------------|--|
| IMR | Infant mortality rate |
| IRC | Industry Reference Committee |
| IRSD | Index of Relative Socio-economic Disadvantage |
| LDC | long day care |
| MBI | Modified Barthel Index |
| MBS | Medicare Benefits Schedule |
| MCEECDYA | Ministerial Council for Education, Early Childhood Development and Youth Affairs |
| MESC | Main English speaking countries |
| MHE | Mental Health Establishments |
| MPS | Multi-Purpose Services |
| MRSA | Methicillin-resistant Staphylococcus aureus bacteraemia |

| Acronym | Spelt out |
|----------------|--|
| NAHA | National Affordable Housing Agreement |
| NAP | National Assessment Program |
| NAPLAN | National Assessment Program – Literacy and Numeracy |
| NECECC | National Early Childhood Education and Care Collection |
| NCVER | National Centre for Vocational Education Research |
| NDA | National Disability Agreement |
| NDIA | National Disability Insurance Agency |
| NDIS | National Disability Insurance Scheme |
| NEA | National Education Agreement |
| NESB | non-English speaking backgrounds |
| NGO | non-government organisation |

| Acronym | Spelt out |
|----------------|--|
| NHRA | National Health Reform Agreement |
| NHS | National Health Survey |
| NMDS | national minimum data set |
| NNDSS | National Notifiable Diseases Surveillance System |
| non-MESC | non-main English speaking countries |
| NP | National Partnership |
| NP NQAEECEC | National Partnership Agreement on the National Quality Agenda for Early Childhood Education and Care |
| NP UAECE | National Partnership Agreement on Universal Access to Early Childhood Education |
| NPA RIH | National Partnership Agreement on Remote Indigenous Housing |
| NPAH | National Partnership Agreement on Homelessness |
| NQA ITS | National Quality Agenda Information Technology System |

| Acronym | Spelt out |
|----------------|---|
| NQF | National Quality Framework |
| NQIP | National Aged Care Quality Indicator Program |
| NQS | National Quality Standard |
| NRAS | National Rental Affordability Scheme |
| NRCP | National Respite for Carers |
| NSCSP | National Survey of Community Satisfaction with Policing |
| NSHS | National Social Housing Survey |
| NSMHS | National Standards for Mental Health Services |
| NSSC | National Schools Statistics Collection |
| NSW | New South Wales |
| NT | Northern Territory |

| Acronym | Spelt out |
|----------------|--|
| NYPR | National Youth Participation Requirement |
| OECD | Organisation for Economic Co-operation and Development |
| OMP | other medical practitioners |
| OOHC | Out-of-home care |
| OSHC | Outside school hours care |
| PBS | Pharmaceutical Benefits Scheme |
| PEX | Patient Experience Survey |
| PH | Public housing |
| PhARIA | Pharmacy Access/Remoteness Index of Australia |
| PHN | Primary Health Network |
| PIAAC | Programme for the International Assessment of Adult Competencies |

| Acronym | Spelt out |
|----------------|---|
| PIP | Practice Incentives Program |
| PIRLS | Progress in International Reading Literacy Study |
| PISA | Programme for International Student Assessment |
| PSTRE | problem solving in technology-rich environments |
| Qld | Queensland |
| RACGP | Royal Australian College of General Practitioners |
| RAS | Regional Assessment Services |
| RPBS | Repatriation Pharmaceutical Benefits Scheme |
| RSE | Relative standard errors |
| RTO | Registered Training Organisation |
| SA | South Australia |

| Acronym | Spelt out |
|---------|--|
| SAB | Staphylococcus aureus (including Methicillin-resistant Staphylococcus aureus [MRSA]) bacteraemia |
| SCRGSP | Steering Committee for the Review of Government Service Provision |
| SDAC | Survey of Disability, Ageing and Carers |
| SDQ | Strengths and Difficulties Questionnaire |
| SE | Standard error |
| SEIFA | Socio-Economic Indexes for Areas |
| SNAICC | Secretariat of National Aboriginal and Islander Child Care |
| SOMIH | State-owned and managed Indigenous housing |
| SPP | special purpose payment |
| STES | State and Territory Emergency Services |
| STRC | Short-term restorative care |

| Acronym | Spelt out |
|----------------|---|
| TAFE | technical and further education |
| Tas | Tasmania |
| TCP | Transition Care Program |
| TGR | Total growth rate |
| TIMSS | Trends in International Mathematics and Science Study |
| UCC | user cost of capital |
| VCAT | Victorian Civil and Administrative Tribunal |
| VET | vocational education and training |
| VF | ventricular fibrillation |
| VHC | Veterans' Home Care |
| Vic | Victoria |

| Acronym | Spelt out |
|----------------|---------------------------------|
| VT | ventricular tachycardia |
| WA | Western Australia |
| WHO | World Health Organization |
| YBFS | Year before full time schooling |