
F Community services sector summary

CONTENTS

F.1 Introduction	F.1
F.2 Sector performance indicator framework	F.11
F.3 Cross-cutting and interface issues	F.25
F.4 Future directions in performance reporting	F.28
F.5 References	F.29

Attachment tables

Attachment tables are identified in references throughout this sector summary by a 'FA' prefix (for example, table FA.1). A full list of attachment tables is provided at the end of this sector summary, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

F.1 Introduction

This sector summary provides an introduction to the Aged care services (chapter 13), Services for people with disability (chapter 14) and Protection and support services (chapter 15) chapters of this Report. It provides an overview of the community services sector, presenting both contextual information and high level performance information.

Major improvements in reporting on community services this year are identified in each of the service-specific community services chapters.

Policy context

Families are the principal providers of care for children, older people and people with disability (ABS 2010; Australian Government 2008). Community services aim to:

- support families to fulfil their caring roles
- provide care when families are unable to
- provide interventions when a person's needs are not able to be met within the community without special intervention.

Community services provide support to sustain and nurture the functioning of individuals, families and groups, to maximise their potential and to enhance community well being (Australian Council of Social Service 2009). Although community services generally target individuals, they can be delivered at an institutional level. Services are typically provided by government and the not-for-profit sector, but the for-profit sector also has an important role (for example, as owners of aged care facilities). Community services also contribute to the development of community infrastructure to service needs (AIHW 2005).

Sector scope

Although there is a broad understanding of the nature of community services, the sector is complex, and consistent aggregate reporting across the community services sector is not possible at this time.

Definitions of the sector vary in their scope and can change over time. Community service activities typically include activities that support individual and family functioning. They can include financial assistance and relief to people in crisis but exclude acute health care services and long term housing assistance. Some of these interventions are included elsewhere in this Report; for example, Public hospitals (chapter 10), Health management issues (chapter 12), Housing (chapter 16), and Homelessness services (chapter 17).

The definition of community services activities in this sector summary is based on the National Classification of Community Services developed by the Australian Institute of Health and Welfare (AIHW 2003) (box F.1). The scope of the sector summary is therefore somewhat broader than the three service specific chapters in this section of the Report (Aged care services, Services for people with disability, and Protection and support services).

Box F.1 Community services activities

Community services activities include:

Personal and social support — activities that provide support for personal or social functioning in daily life. Such activities promote the development of personal skills for successful functioning as individuals, family members and members of the wider community. Personal and social support activities include the provision of information, advice and referral, personal, social and systemic advocacy, counselling, domestic assistance, provision of services that enable people to remain in their homes, disability services and other personal assistance services. The purpose of such support is to enable individuals to live and function in their own homes or normal places of residence.

Support for children, families and carers — activities that seek to promote child and family welfare by supporting families and protecting children from abuse and neglect or harm through statutory intervention.

Training, vocational rehabilitation and employment — activities that assist people who are disadvantaged in the labour market by providing training, job search skills, help in finding work, placement and support in open employment or, where appropriate, supported employment.

Financial and material assistance — activities that enhance personal functioning and facilitate access to community services, through the provision of emergency or immediate financial assistance and material goods.

Residential care and supported accommodation — activities that are provided in special purpose residential facilities, including accommodation in conjunction with other types of support, such as assistance with necessary day-to-day living tasks and intensive forms of care such as nursing care.

Corrective services — activities in relation to young people and people with intellectual and psychiatric disabilities on court orders that involve correctional and rehabilitative supervision and the protection of public safety, through corrective arrangements and advice to courts and releasing authorities.^a

Service and community development and support — activities that provide support aimed at articulating and promoting improved social policies; promoting greater public awareness of social issues; developing and supporting community based activities, special interest and cultural groups; and developing and facilitating the delivery of quality community services. Activities include the development of public policy submissions, social planning and social action, the provision of expert advice, coordination, training, staff and volunteer development, and management support to service providers.

^a This Report uses the term ‘juvenile justice’ to refer to detention and community based supervision services for young people who have committed or allegedly committed an offence while considered by law to be a juvenile (chapter 15).

Source: AIHW (2003); State and Territory governments (unpublished).

Other definitions of community services have even broader scope. The National Community Services Information Agreement, managed by the National Community Services Information Management Group (NCSIMG), includes income support and concessions in its definition (NCSIMG 2008). Alternative definitions include activities such as advocacy, public transport, community safety and emotional support.

Profile of the community services sector

This section examines the size and scope of the community services sector and the role of government in providing community services. Detailed profiles for the services within the community services sector are reported in chapters 13, 14 and 15, and cover:

- size and scope of the individual service types
- funding and expenditure.

Roles and responsibilities

The Australian, State and Territory governments have a major role in the provision of community services. This role is based on a mandate to ensure basic rights and an acceptable standard of living, and a requirement to protect and support vulnerable people in society.

Local governments are also funders and providers of community services (AIHW 2005). However, community services funded solely by local government are not included in this Report.

Roles and responsibilities for the health sector were confirmed by COAG under the National Health Reform Agreement 2011.

Government involvement in community services includes:

- providing services directly to clients
- funding non-government community service providers (which then provide services to clients)
- legislating for, and regulating, government and non-government providers
- undertaking policy development and administration
- undertaking monitoring and evaluation of community services programs.

The roles and funding arrangements for community services vary across service areas and programs:

- statutory child protection, out-of-home care services, intensive family support services and juvenile justice services are funded and delivered primarily by State and Territory governments, with some non-government sector involvement, particularly in the delivery of out-of-home care services. Family support and early intervention (assessment and referral) services are funded by State and Territory governments and services are delivered primarily by non-government organisations
- specialist disability services, excluding employment services, are funded primarily by State and Territory governments (with some Australian Government contribution) and are delivered primarily by State and Territory governments and the non-government sector
- residential aged care is funded primarily by the Australian Government and services are delivered primarily by State and Territory governments and the non-government sector
- Home and Community Care (HACC) services are jointly funded by the Australian Government and States and Territories and delivered primarily by local government, non-government community organisations, religious or charitable bodies, State and Territory government agencies, and private (for profit) organisations — under the National Health Reform changes in roles and responsibilities for the HACC came into effect on 1 July 2011 (for more detail see section F.3 and box 13.1).

Effective regulation of non-government agencies (through licensing, accreditation and quality assurance) enables agencies to provide services within a framework of agreed standards. Examples include the accreditation of residential aged care services and the new Community Care Common Standards that came into effect on 1 March 2011. The Common Standards apply for the HACC program, Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH), EACH-Dementia (EACH-D) and National Respite for Carers Program (NRCP).

Expenditure

Community services expenditure

Estimates of community services expenditure are influenced by the scope of the services to be included. The following broad estimates of community services

expenditure provide context for material included in the relevant chapters of this Report.

Australia's welfare 2011 (AIHW 2011) analyses community services expenditure incurred by governments, non-government organisations and individual households in providing services to assist members of the community with special needs (limited to families and children, older people, people with disability and other disadvantaged groups). It estimates that:

- Welfare expenditure broadly comprises spending on welfare services and cash payments. In 2008–09, welfare expenditure was estimated to be \$136.6 billion, \$94.4 billion of this was for cash payments while \$42.2 billion was for welfare services (AIHW 2011)
- expenditure on welfare services, excluding welfare payments (\$42.2 billion) in 2008–09 represented 3.4 per cent of Gross Domestic Product (GDP) in that year. The amount spent on welfare services between 1998–99 and 2008-09 increased on average each year by 4.9 per cent, much higher than GDP growth of 3.2 per cent (AIHW 2011)
- governments were the source of 73.0 per cent (\$30.9 billion) of all funding of welfare services in 2008–09, with the non-government sector providing the remaining 27.0 per cent (\$11.2 billion) (AIHW 2011).

Community Services Australia, 2008-09 (ABS 2010) provides data on community services expenditure incurred by governments and non-government organisations (for-profit and not-for-profit) in providing services to assist members of the community with special needs, including personal and social support, residential care and other social assistance services. These data apply to organisations engaged in providing a wide variety of social support services directly to clients including (but not limited to), welfare services, disabilities assistance and adult day care centre operation.

It estimates that during 2008-09 \$25.2 billion was spent on direct community services activities and a further \$4.0 billion on non-direct and related community services activities. The majority of services are provided by the not-for-profit sector which receives most of its funding from government. Total expenditure on direct activities comprised \$13.8 billion by not-for-profit organisations, \$6.7 billion by for-profit organisations, \$3.8 billion by Australian, State and Territory governments and \$0.9 billion by local government. In addition, Australian, State and Territory governments provided funding of \$9.5 billion to other private organisations and self-employed contractors for the direct provision of community services:

-
- Personal and social support comprises activities relating to information, advice and referral, individual and family support, independent and community living support, and support in the home. During 2008–09, total expenditure on personal and social support was \$5.9 billion which accounted for 24 per cent of all direct community services expenditure. Not-for-profit organisations delivered the majority of this with \$4.3 billion. The main components of personal and social support expenditure were \$1.6 billion for individual and family support, \$1.5 billion for support in the home, and \$1.5 billion for other personal and social support
 - Direct expenditure on residential care across the community services sector was \$12.6 billion in 2008–09. Not-for-profit organisations had the largest allocation with \$7.2 billion, followed by for-profit organisations with \$3.3 billion, and government organisations with \$2.0 billion. Aged and disability care was the most significant activity within residential care, contributing \$10.3 billion to total expenditure. The main components of this were high level care contributing \$6.8 billion (66 per cent), and low level care contributing \$3.5 billion (34 per cent), of which not-for-profit organisations accounted for \$3.3 billion (48 per cent) and \$2.5 billion (73 per cent) respectively.

Community services expenditure included in this Report

The following community services expenditure analysis relates only to expenditure on programs reported in the community services chapters of this Report (box F.2).

Box F.2 Major programs included in community services expenditure in the Report

The major programs reported on include:

- aged care services — aged care assessment, residential care, community care and HACC
- services for people with disability — services as outlined in the National Disability Agreement
- protection and support services — child protection, out-of-home care services, and intensive family support services.

Each chapter includes more detailed analysis of expenditure items reported.

Recurrent expenditure included in the Report

Total Australian, State and Territory government recurrent expenditure on community services covered by this Report was estimated to be \$21.5 billion in 2010-11 (table F.1). This was equivalent to 1.5 per cent of GDP in that year, and 8.6 per cent of total government outlays (table F.1 and ABS 2011).

Between 2006-07 and 2010-11, real government recurrent expenditure on community services increased by \$4.6 billion or 27.0 per cent. The largest proportional increase in real expenditure was on protection and support services, which increased by 52.6 per cent between 2006-07 and 2010-11. The largest absolute dollar increase for a particular service between 2006-07 and 2010-11 was \$2.4 billion for aged care services (table F.1).

Table F.1 Real government recurrent expenditure on community services (2010-11 dollars)^{a, b, c, d e}

	<i>Unit</i>	<i>Aged care services</i>	<i>Services for people with disability</i>	<i>Protection and support services</i>	<i>Total</i>
2006-07	\$m	9 813.5	5 060.5	2 041.6	16 915.6
2007-08	\$m	10 268.9	5 258.7	2 324.7	17 852.3
2008-09	\$m	10 722.6	5 582.7	2 640.0	18 945.3
2009-10	\$m	11 704.1	6 108.1	2 996.9	20 809.1
2010-11	\$m	12 173.3	6 201.0	3 114.5	21 488.8
Increase 2006-07 to 2010-11	%	24.0	22.5	52.6	27.0

^a Data for 2006-07 to 2009-10 have been adjusted to 2010-11 dollars using the gross domestic product (GDP) price deflator in table AA.39 of appendix A. ^b Data for aged care services published in the 2008, and earlier, reports differ due to revised data and the inclusion of additional expenditure items in the 2008 and later reports. The 2010, 2011 and 2012 reports included new expenditure data for the Community Visitors Scheme, the Innovative Care Pool, CALD programs and Specific Purpose Payments. ^c Totals may not add as a result of rounding. ^d See box F.2 for the major programs included in expenditure for each service. ^e More detailed expenditure data can be found in the relevant chapters of the Report.

Source: Australian, State and Territory governments (unpublished); tables 13A.6, 14A.4, 15A.1 and AA.39.

Expenditure available for reporting at a State and Territory level

Table F.2 identifies expenditure by State and Territory governments and Australian Government expenditure available for reporting at the State and Territory level on community services included in this Report, by jurisdiction, for 2010-11.

Table F.2 **Government recurrent expenditure on community services, 2010-11^{a, b, c, d, e}**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Recurrent expenditure on community services										
ACS	\$m	3 972.9	3 057.0	2 296.6	1 073.1	1 160.8	329.9	140.3	70.2	12 173.3
SPWD	\$m	1 787.6	1 454.2	903.6	539.1	387.6	148.8	79.2	57.2	6 201.0
PSS	\$m	1 223.4	558.2	694.8	279.5	176.5	63.4	39.5	79.3	3 114.5
Total	\$m	6 983.9	5 069.3	3 894.9	1 891.6	1 725.0	542.1	259.0	206.7	21 488.9
Proportion of recurrent expenditure by service										
ACS	%	56.9	60.3	59.0	56.7	67.3	60.9	54.2	34.0	56.6
SPWD	%	25.6	28.7	23.2	28.5	22.5	27.5	30.6	27.7	28.9
PSS	%	17.5	11.0	17.8	14.8	10.2	11.7	15.3	38.4	14.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Recurrent expenditure on community services per person in the population^f										
ACS	\$	546.3	547.3	504.9	463.1	703.4	647.8	387.5	305.4	541.6
SPWD	\$	245.8	260.4	198.6	232.7	234.9	292.2	218.9	248.8	275.9
PSS	\$	168.2	99.9	152.7	120.6	107.0	124.5	109.2	345.0	138.6
Total	\$	960.4	907.6	856.3	816.4	1045.2	1064.5	715.6	899.2	956.0

ACS = Aged care services. SPWD = Services for people with disability. PSS = Protection and support services.

^a For aged care services and services for people with disability, Australian Government expenditure not allocated to a State or Territory is included in the totals (\$72.6 million in aged care services and \$843.6 million in services for people with disability). ^b Collection and reporting methods may vary across jurisdictions and services in this analysis, therefore, these data should be interpreted with care. ^c See box F.2 for the major programs included in expenditure for each service. More detailed expenditure data can be found in the relevant chapters of the Report. ^d Totals may not add due to rounding. ^e Expenditure for aged care does not include capital expenditure. ^f Population at 31 December 2010.

Source: Australian, State and Territory governments (unpublished); tables 13A.5, 14A.4, 15A.1 and AA.39.

Size and scope

Current data on the size and scope of the community services sector are limited. The ABS survey of community services collected data on the number of organisations that provided community services in 2009. Almost 11 000 organisations were providing community services. These included 5809 not-for-profit organisations, 4638 for-profit organisations and 520 government organisations (ABS 2010).

Social and economic factors affecting demand for services

In general, relatively disadvantaged members of the community live shorter lives and have higher rates of illness and disability than those whose circumstances are advantageous. Disadvantage limits the extent to which individuals and families can participate in society. Economic participation conveys financial, health and social benefits to individuals, households and families and as such is central to population

welfare. For example, higher levels of education and income are associated with lower prevalence of risk factors to health such as smoking and obesity, and better health outcomes generally (AIHW 2010). Economic participation can be described as a person's engagement in education and employment, and access to economic resources including income and wealth. The various aspects of economic participation are inter-related, and are also associated with positive social and health outcomes (AIHW 2011).

There is no one factor that can predict whether a child will experience maltreatment though low income families, particularly families reliant on pensions and benefits, are overrepresented in the child protection system (Allen Consulting Group 2003). Other factors commonly associated with child maltreatment include: early child bearing, parental alcohol and drug use, family violence, adult mental illness, social isolation, and children with health, disability or behavioural problems (Bromfield and Holzer 2008).

The Productivity Commission (PC 2011a) report into the disability care and support sector describes the sector as underfunded, unfair, fragmented, and inefficient, and gives people with a disability little choice and no certainty of access to appropriate supports. The disability sector reflects social barriers, such as prejudice, out-of date practices, and poorly designed infrastructure.

The National Disability Strategy focuses on increasing access to employment opportunities for people with disability, their families and carers; ensuring income support and tax systems provide adequate support; and improving access to secure and affordable housing options (COAG 2011).

The National Health and Hospitals Reform Commission noted a number of challenges facing the aged care sector including significant shifts in the type of care demanded due to reduced access to carers and family support due to changes in social and economic circumstances (NHHRC 2009). The Productivity Commission report (PC 2011b) into caring for older Australians highlighted the increasing numbers of older people who are likely to require care (by 2050 it is estimated the 3.5 million Australians will use aged care services), along with their increasing expectations of care and the relative fall in the number of informal carers as significant future challenges for the aged care sector.

Service-sector objectives

The overarching service sector objectives in box F.2 draw together the objectives from each of the specific services detailed in this Report. More detailed objectives

can be found in chapters 13 (Aged care services), 14 (Services for people with disability) and 15 (Protection and support services).

Box F.2 Objectives for community services

The overarching objective of the community services sector is to ensure that older people, people with disability and vulnerable children are supported or assisted and have the opportunity to fully participate in the community.

The specific objectives of the services that comprise the community services sector are summarised below:

- *Aged care services* (chapter 13) aim to promote the wellbeing and independence of frail older people and their carers through the funding and delivery of care services that are accessible, appropriate to needs, high quality, efficient, and person-centred. These objectives are consistent with the Australian, State and Territory governments' long-term aged care objectives articulated under the NHA: that 'older Australians receive appropriate high quality and affordable health and aged care services' (COAG 2009).
- *Services for people with disability* (chapter 14) aim to enhance the quality of life experienced by people with disability by assisting them to live as valued and participating members of the community.
- *Protection and support services* (chapter 15) aim to support families to care for their children and to protect children who are at risk of harm. Juvenile justice services aim to contribute to a reduction in the frequency or severity of youth offending, recognise the rights of victims, and promote community safety.

Source: Chapters 13, 14 and 15.

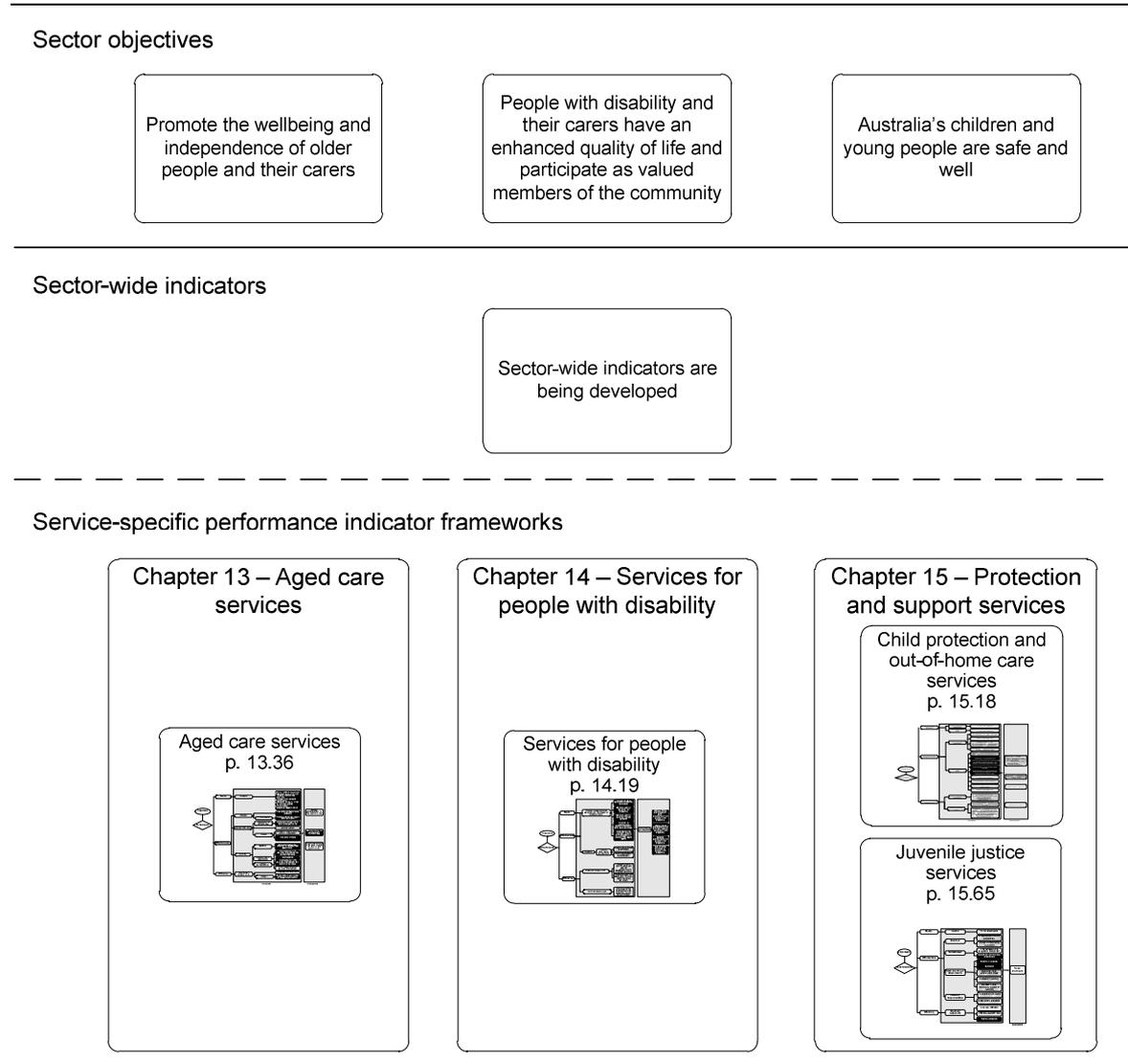
F.2 Sector performance indicator framework

This sector summary is based on a sector performance indicator framework (figure F.1). This framework is made up of the following elements:

- Sector objectives — three sector objectives are a précis of the key objectives of the community services sector (box F.2)
- Sector-wide indicators — sector-wide indicators are high level indicators which cut across community services
- Service specific indicators — information from the service-specific performance indicator frameworks that relate to community services. Discussed in more detail in chapters 13, 14 and 15, the service-specific frameworks provide comprehensive information on the equity, effectiveness and efficiency of these services.

This sector summary provides an overview of relevant performance information. Chapters 13, 14 and 15 and their associated attachment tables provide more detailed information.

Figure F.1 Community services performance indicator framework



Sector-wide indicators

This section will include high level indicators of community services outcomes. Many factors are likely to influence these outcomes — not solely the performance of government services. However, these outcomes will inform the development of appropriate policies and the delivery of government services.

These indicators are currently under development and will be reported in future publications.

Service-specific performance indicator frameworks

This section summarises information from the Aged care services' service-specific indicator framework in chapter 13, the Services for people with disability service-specific indicator framework in chapter 14 and the Protection and support services' service-specific indicator framework in chapter 15.

Additional information is available to assist the interpretation of these results:

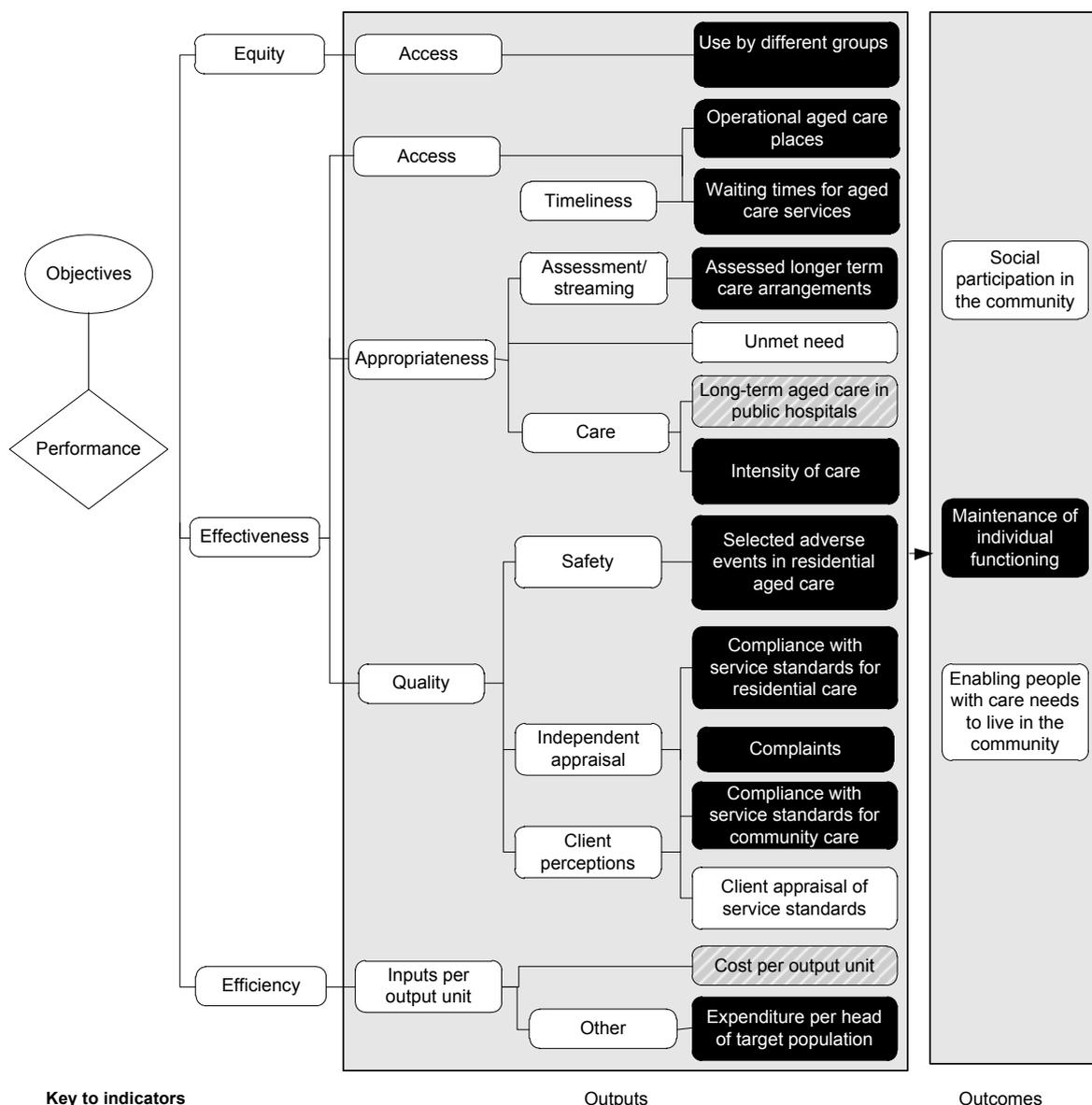
- indicator interpretation boxes, which define the measures used and indicate any significant conceptual or methodological issues with the reported information (chapters 13, 14 and 15)
- caveats and footnotes to the reported data (chapters 13, 14 and 15 and attachments 13A, 14A and 15A)
- additional measures and further disaggregation of reported measures (for example, by Indigenous status, remoteness, language background, sex and age (chapters 13, 14 and 15 and attachments 13A, 14A and 15A)
- data quality information for many indicators (Chapters 13, 14 and 15 Data Quality Information).

Aged care services

The performance indicator framework for aged care services is presented in figure F2. This framework provides comprehensive information on the equity, effectiveness, efficiency and the outcomes of aged care services.

Figure F.2

Aged care services performance indicator framework



Key to indicators

- Text** Data for these indicators comparable, subject to caveats to each chart or table
- Text** Data for these indicators not complete or not directly comparable
- Text** These indicators yet to be developed or data not collected for this Report

An overview of aged care performance indicator results are presented in table F.3. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 13 and the footnotes in attachment 13A.

Table F.3 Performance indicators for aged care services^{a, b}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Source
Equity — access indicators										
Use by different groups										
Access to residential aged care services by all people — aged care recipients per 1000 in the target population, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	78.7	79.2	73.3	71.7	86.7	75.4	70.9	41.0	77.4	13A.28
Access to residential aged care services by Indigenous people — Indigenous aged care recipients per 1000 Indigenous people aged 50 years or over, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	11.8	20.7	19.5	29.7	41.3	8.0	15.1	34.7	21.0	13A.34
Veterans in residential care per 1000 eligible veterans 70 years or over, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	165.4	171.3	151.6	145.0	181.1	144.6	120.2	85.5	162.0	13A.14
Access to the HACC program — service hours per 1000 people aged 70 years or over and Indigenous people aged 50–69 years, 2010-11 (no.)										
Major cities	10 666	13 759	14 644	14 792	13 654	..	13 157	..	12 916	13A.48
Inner regional	9 021	16 078	11 607	12 599	11 677	13 311	11 963	13A.49
Outer regional	11 722	20 783	13 801	17 258	13 162	10 837	...	8 227	14 137	13A.50
Remote	15 688	32 623	18 093	14 468	18 200	14 215	...	9 561	16 181	13A.51
Very remote	15 030	..	22 408	23 331	51 138	24 053	...	12 758	21 923	13A.52
All areas	10 381	14 757	13 925	14 834	13 744	12 549	13 157	10 063	12 930	13A.47
Effectiveness — access indicators										
Total operational aged care places per 1000 people aged 70 years or over (excluding transition care), 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	112.1	111.2	111.4	115.6	115.5	111.2	120.8	218.6	112.8	13A.24
Waiting times for aged care services — proportion of people entering high care residential services entered within 3 months of approval, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
%	74.8	78.9	69.7	68.0	72.5	76.0	69.6	42.9	74.0	13A.67
Effectiveness — appropriateness indicators										
Assessed longer term care arrangements — proportion of clients recommended to remain in the community, 2009-10										
Data for this indicator are comparable, subject to caveats (chapter 13)										
%	49.3	59.5	38.8	50.9	41.9	56.5	68.0	66.8	50.0	13A.68
Long term aged care in public hospitals — proportion of separations for 'aged care type' public hospitals patients that were 35 days or longer, 2009-10										
Data for this indicator not complete or not directly comparable (chapter 13)										
%	8.1	34.7	21.6	14.4	11.6	22.9	14.1	7.3	14.6	13A.70

(continued on next page)

Table F.3 (continued)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Source</i>
Intensity of care — proportion of people who stayed in the same residential aged care service when changing from low care to high care, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
%	88.1	92.0	92.8	89.0	93.2	95.5	94.9	93.9	90.9	13A.38
Effectiveness — quality indicators										
Selected adverse events in residential aged care — hospital separations for falls in residential aged care services per 10 000 resident occupied place days, 2009-10										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	3.4	3.7	3.2	3.3	2.5	1.7	5.7	2.5	3.4	13A.72
Compliance with service standards for residential care — proportion of re-accredited residential aged care services that were granted a re-accreditation approval for a period of three years, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
%	88.1	86.2	70.5	82.0	82.1	100.0	42.9	25.0	81.7	13A.73
Complaints — number of breaches under the Aged Care Act 1997 identified per 1000 residents, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	7.0	6.5	7.1	5.7	7.2	6.8	22.1	19.3	7.0	13A.74
Compliance with service standards for community care — average score of HACC appraisals, 2007-08–2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
no.	17.6	16.5	18.8	15.1	17.3	13.7	17.6	14.3	17.6	13A.77
Efficiency indicators										
Cost per ACAT assessment — Australian Government expenditure on aged care assessments, per assessment, 2009-10										
Data for this indicator not complete or not directly comparable (chapter 13)										
\$	423	370	457	391	412	398	373	1 018	412	13A.78
Expenditure per head of target population — Australian Government (DoHA and DVA) real expenditure on residential services per person aged 70 years or over and Indigenous people aged 50–69 years (including payroll tax), 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
\$	3 625	3 659	3 352	3 233	4 180	3 339	3 043	1 689	3 569	13A.80
Outcome indicators										
Maintenance of individual functioning — improvement in Transition Care Program (TCP) client's level of functioning, reflected in the movement from the average Modified Barthel Index (MBI) score on entry to the average MBI score on exit, 2010-11										
Data for this indicator are comparable, subject to caveats (chapter 13)										
Average MBI on entry										
no.	79.7	64.4	76.7	61.1	66.8	68.0	77.7	72.9	71.7	13A.84
Average MBI on exit										
no.	88.8	70.3	89.1	67.8	84.4	83.5	93.6	84.3	81.3	13A.84

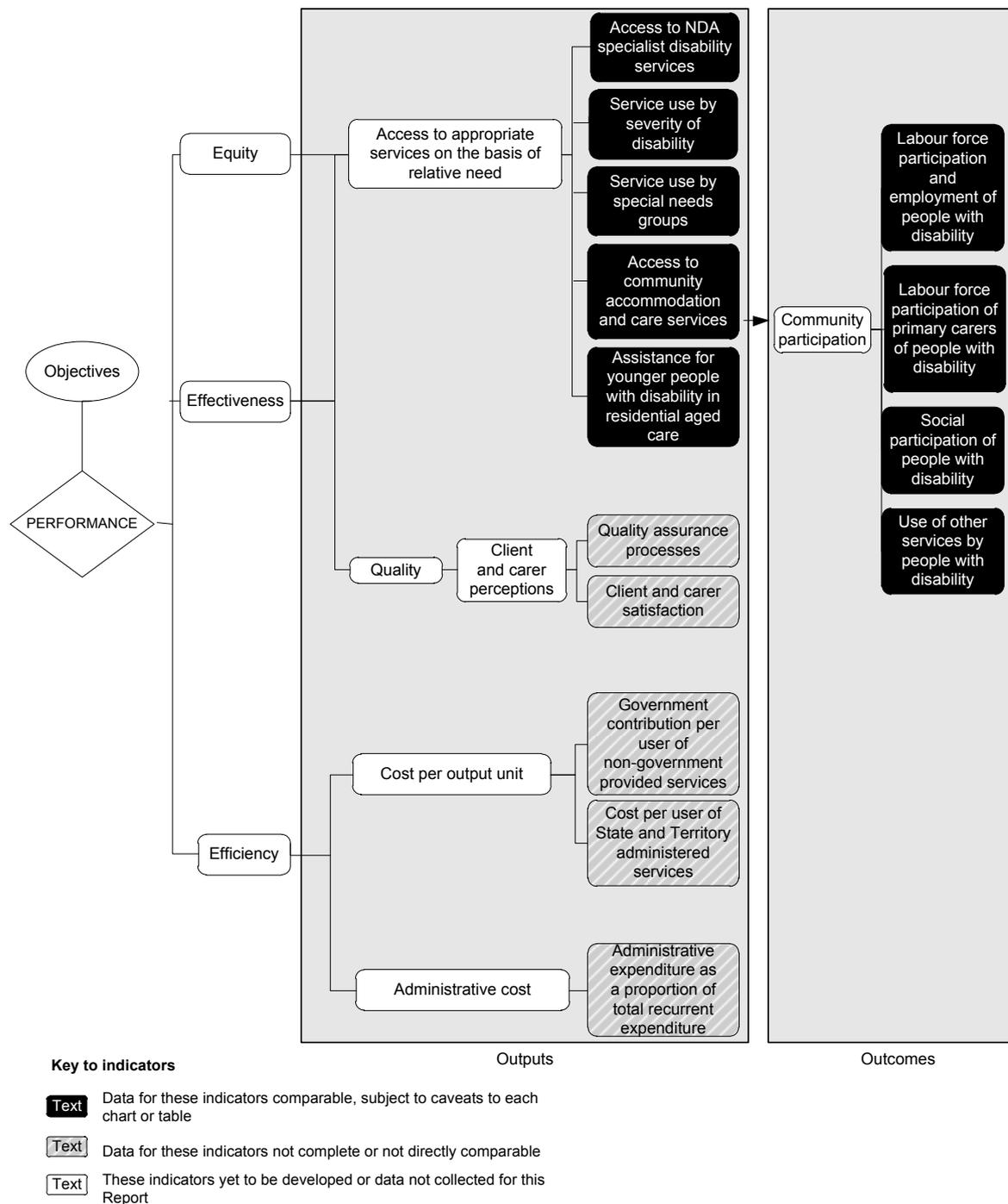
^a Caveats for these data are available in Chapter 13 and Attachment 13A. Refer to the indicator interpretation boxes in chapter 13 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in Chapter 13 and Attachment 13A. **na** Not available. – Nil or rounded to zero.

Source: Chapter 13 and Attachment 13A.

Services for people with disability

The performance indicator framework for services for people with disability is presented in figure F.3. This framework provides comprehensive information on the equity, effectiveness, efficiency and the outcomes of disability services.

Figure F.3 **Services for people with disability performance indicator framework**



An overview of services for people with disability performance indicator results for 2009-10 are presented in table F.4. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 14 and the footnotes in attachment 14A.

Table F.4 Performance indicators for services for people with disability, 2009-10^{a, b, c, d}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Source
Equity — access indicators										
Access to NDA specialist disability services										
Data for this indicator are comparable, subject to caveats (chapter 14)										
<i>Proportion of potential population (revised method) accessing State and Territory delivered disability support services</i>										
%	20.8	31.1	15.4	21.4	34.4	35.9	36.3	12.4	23.7	14A.16
Service use by severity of disability										
Data for this indicator are comparable, subject to caveats (chapter 14)										
<i>Proportion of users of NDA State and Territory delivered services (aged 0-64 years), by severity of disability who need help with Assisted Daily Living</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	71.2	49.0	86.6	88.1	81.3	82.2	77.7	83.2	69.3	14A.28
Service use by special needs groups										
<i>Proportion of Indigenous potential population who use State and Territory delivered disability support services</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	24.6	62.1	18.8	36.1	46.1	12.2	42.9	16.1	27.6	14A.45
Access to community accommodation and care services										
<i>Users of NDA community accommodation and care services as a proportion of all accommodation support service users</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	82.2	96.2	86.9	89.9	87.5	83.9	100.0	100.0	88.2	14A.65
Assistance for younger people with disability in residential aged care										
<i>Rate of younger people admitted to permanent residential aged care per 10 000 potential population</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	30.0	27.0	24.1	25.2	35.6	37.0	14.2	32.3	27.9	14A.69
Efficiency indicators										
Government contribution per user of non-government provided services										
<i>Government funding per user of non-government provided accommodation support services in institutional/residential setting</i>										
Data for this indicator not complete or not directly comparable (chapter 14)										
\$	44 065	44 105	49 739	69 151	53 436	39 523	49 122	14A.82

(continued on next page)

Table F.4 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Source
Cost per user of State and territory administered services										
<i>Total estimated expenditure per service user, State and Territory government administered programs</i>										
Data for this indicator not complete or not directly comparable (chapter 14)										
\$	35 105	22 182	39 481	31 551	17 341	22 148	18 518	49 591	28 216	14A.85
Administrative expenditure as a proportion of total recurrent expenditure										
<i>Administration expenditure as a proportion of total expenditure (excluding actual and imputed payroll tax)</i>										
Data for this indicator not complete or not directly comparable (chapter 14)										
%	8.3	9.2	8.2	4.3	4.9	4.6	8.3	3.7	7.5	14A.86
Outcome indicators										
Labour force participation and employment of people with disability										
<i>Employment rate for people with a profound/severe core activity limitation</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	90.4	89.0	87.9	88.1	89.3	89.7	96.6	96.3	89.4	14A.87
	±0.9	±0.9	±0.9	±1.0	±0.9	±0.9	±1.0	±1.0	±0.9	
Labour force participation of primary carers of people with disability										
<i>Labour force participation rate for primary carers aged 15-64 years</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	55.4	52.2	52.5	53.4	50.8	52.7	67.7	62.5	53.6	14A.105
	±7.0	±5.5	±6.5	±10.5	±3.6	±10.3	±13.5	±19.3	±3.6	
Social participation of people with disability										
<i>People with a profound/severe disability aged 5-64 years who have had face to face contact with ex-household family or friends in the previous week</i>										
Data for this indicator are comparable, subject to caveats (chapter 14)										
%	69.5	76.0	71.5	76.9	71.1	70.1	77.8	78.6	72.5	14A.110
	±5.1	±5.1	±6.4	±3.5	±4.2	±9.2	±11.8	±20.4	±3.4	
Use of other services by people with disability										
<i>Data for this indicator were not available for the 2012 Report</i>										

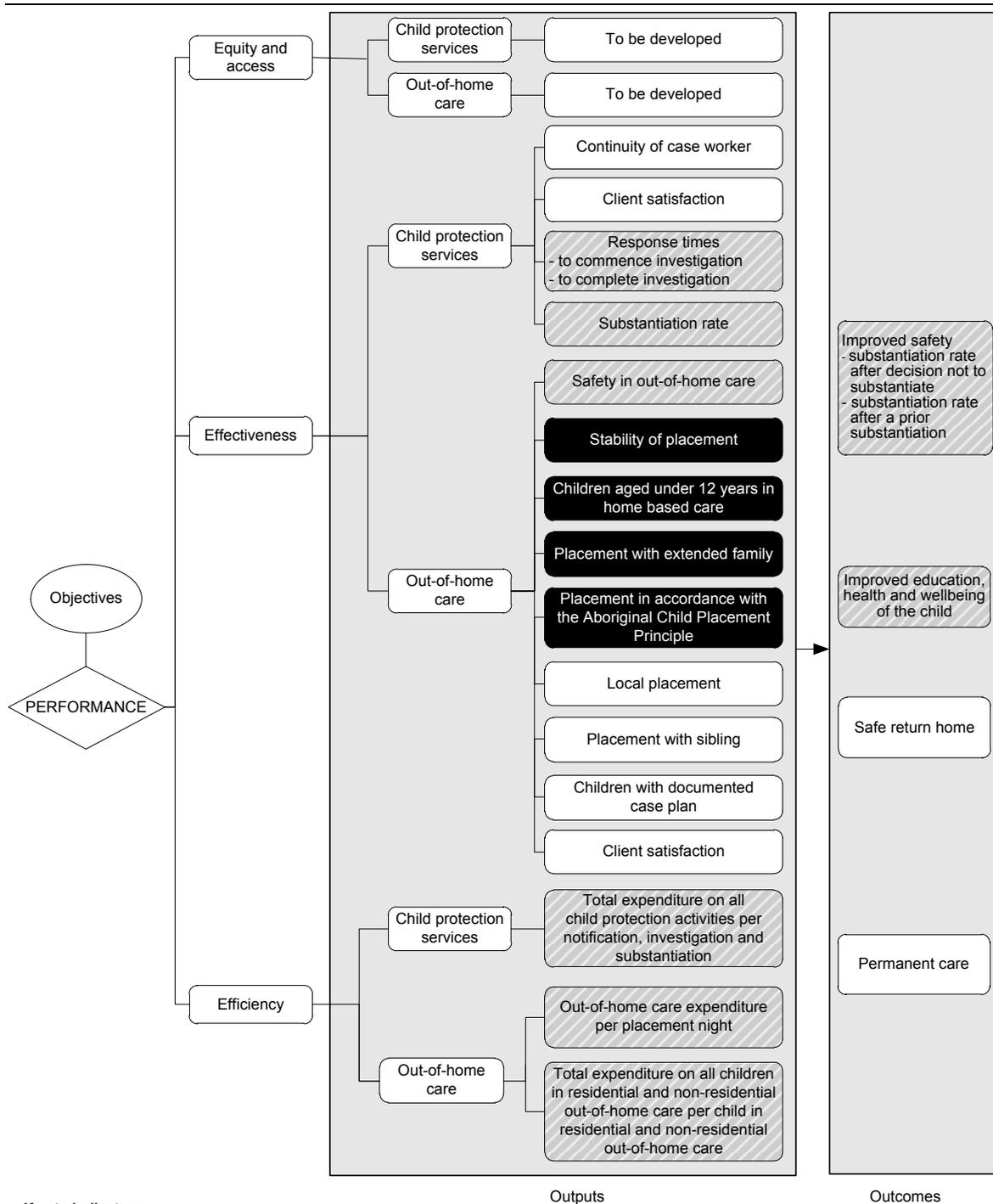
^a Caveats for these data are available in Chapter 14 and Attachment 14A. Refer to the indicator interpretation boxes in chapter 14 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in Chapter 14 and Attachment 14A. ^c Data are for 2009. ^d Data are as at 30 June 2009. ^{na} Not available. – Nil or rounded to zero.

Source: Chapter 14 and Attachment 14A.

Protection and support services

The performance indicator framework for child protection and out-of-home care services is presented in figure F.4. This framework provides comprehensive information on the equity, effectiveness, efficiency and the outcomes of protection and support services.

Figure F.4 Child protection and out-of-home care services performance indicator framework



Key to indicators

- Text** Data for these indicators comparable, subject to caveats to each chart or table
- Text** Data for these indicators not complete or not directly comparable
- Text** These indicators yet to be developed or data not collected for this Report

An overview of child protection and out-of-home care services performance indicator results for 2010-11 are presented in table F.5. Information to assist the

interpretation of these data can be found in the indicator interpretation boxes in chapter 15 and the footnotes in attachment 15A.

Table F.5 Performance indicators for child protection and out of home care services, 2010-11^{a, b}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Source
Effectiveness — child protection indicators										
Response times										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Proportion of investigations completed within 28 days of notification</i>										
%	na	29.0	23.7	29.5	37.0	29.9	69.8	56.0	..	15A.15
<i>Proportion of investigations completed in more than 90 days from notification</i>										
%	na	31.1	37.0	38.0	20.7	21.5	1.1	20.2	..	15A.15
Substantiation rate										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Proportion of finalised child protection investigations that were substantiated</i>										
%	35.3	58.9	38.8	32.5	48.3	64.3	43.4	51.9	..	Fig.15.7
Effectiveness — out-of-home care indicators										
Safety in out-of-home care										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Children in care who were the subject of a substantiation as a proportion of all children in care</i>										
%	0.5	0.9	2.3	0.1	0.3	2.3	1.2	na	..	15A.25
Stability of placement										
Data for this indicator are comparable, subject to caveats (chapter 15)										
<i>Proportion of children on a care and protection order exiting care after less than 12 months in 1 or 2 placements</i>										
%	86.4	75.6	89.9	na	79.6	72.2	82.5	89.0	83.2	15A.24
<i>Proportion of children on a care and protection order exiting care after 12 months or more in 1 or 2 placements</i>										
%	55.6	47.8	44.7	na	45.5	33.3	47.5	44.3	48.7	15A.24
Children aged under 12 years in home-based care										
Data for this indicator are comparable, subject to caveats (chapter 15)										
<i>Proportion of children aged under 12 years in out-of-home care who were in a home-based placement at 30 June</i>										
%	99.7	97.6	97.8	91.2	90.6	96.7	98.1	90.4	97.4	15A.23
Placement with extended family										
Data for this indicator are comparable, subject to caveats (chapter 15)										
<i>Proportion of children in out-of-home care placed with relatives/kin at 30 June</i>										
%	56.0	42.0	32.3	43.8	41.6	33.5	51.9	16.7	45.9	15A.21

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Table F.5 (continued)

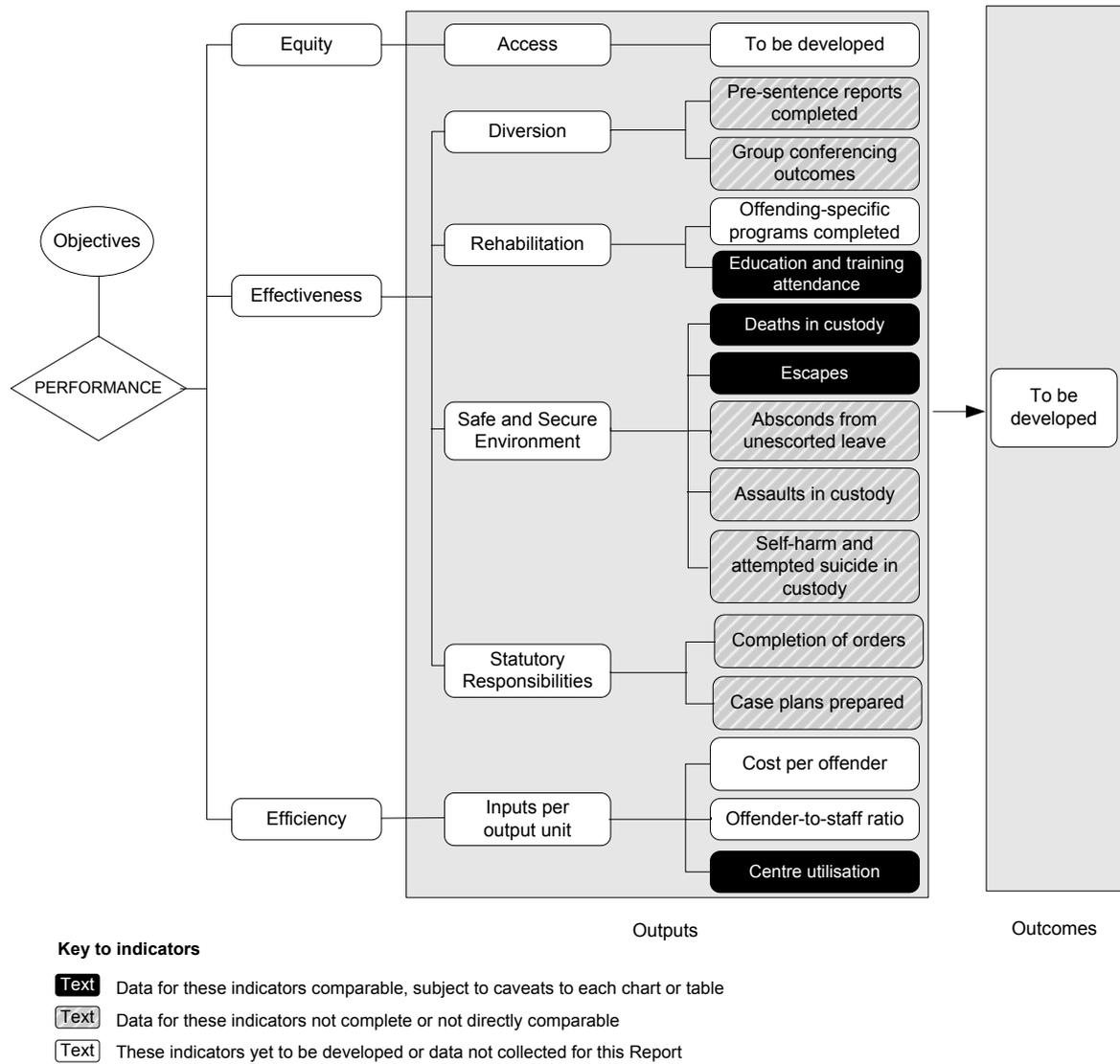
	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>	<i>Source</i>
Placement in accordance with Aboriginal Child Placement Principle										
Data for this indicator are comparable, subject to caveats (chapter 15)										
<i>Proportion of Indigenous children placed in accordance with the Aboriginal Child Placement Principle</i>										
%	82.4	57.5	52.5	71.2	74.8	42.9	63.9	33.5	69.2	15A.22
Efficiency – child protection services										
Total expenditure on all child protection activities, per notification, investigation and substantiation										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Expenditure per notification</i>										
\$	3633	3114	13634	6097	1897	1834	871	4743	..	15A.2
<i>Expenditure per investigation</i>										
\$	5031	12447	13634	9539	6899	8604	6105	7758	..	15A.2
<i>Expenditure per substantiation</i>										
\$	19312	22704	44748	35090	18072	16001	16049	18881	..	15A.2
Efficiency – out-of-home care services										
Total expenditure on all out-of-home care divided by the number of children in all out-of-home care at 30 June										
Data for this indicator are not complete or not directly comparable (chapter 15)										
\$	41850	56617	48600	65831	56060	40517	51635	75395	..	15A.3
Out-of-home care expenditure per placement night										
Data for this indicator are not complete or not directly comparable (chapter 15)										
\$	116.7	143.9	137.5	184.3	156.0	116.2	145.0	221.8	135.3	15A.32
Outcomes										
Improved safety										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Substantiation rate after decision not to substantiate, 3 months</i>										
%	3.8	3.2	3.2	0.5	3.4	6.5	10.5	5.2	..	15A.9
<i>Substantiation rate after decision not to substantiate, 12 months</i>										
%	10.7	10.1	8.7	1.8	12.0	18.3	24.2	15.0	..	15A.9
<i>Substantiation rate after a prior substantiation, 3 months</i>										
%	8.8	3.0	8.0	1.1	6.5	8.1	11.9	8.9	..	15A.10
<i>Substantiation rate after a prior substantiation, 12 months</i>										
%	19.5	20.3	17.7	3.1	15.8	20.1	25.1	21.2	..	15A.10

^a Caveats for these data are available in Chapter 15 and Attachment 15A. Refer to the indicator interpretation boxes in chapter 15 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in Chapter 15 and Attachment 15A. .. Not applicable. na Not available. – Nil or rounded to zero.

Source: Chapter 15 and Attachment 15A.

The performance indicator framework for juvenile justice services is presented in figure F.5. This framework provides comprehensive information on the equity, effectiveness, efficiency and the outcomes of juvenile justice services.

Figure F.5 **Juvenile justice services performance indicator framework**



An overview of juvenile justice services performance indicator results for 2010-11 are presented in table F.6. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 15 and the footnotes in attachment 15A.

Table F.6 Performance indicators for juvenile justice services, 2010-11^{a, b}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Source
Effectiveness — diversion										
Pre-sentence reports completed										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Proportion of pre-sentence reports completed by juvenile justice agencies</i>										
%	100.0	99.9	na	98.6	na	100.0	95.5	100.0	99.4	15A.178
Group conferencing outcomes										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Proportion of group conferences resulting in an agreement</i>										
%	99.0	100.0	95.4	na	87.8	91.9	99.1	na	94.2	15A.179
Effectiveness — rehabilitation										
Education and training attendance										
Data for this indicator are comparable, subject to caveats (chapter 15)										
<i>Proportion of young people in detention of compulsory school age attending an education course</i>										
%	100.0	63.6	100.0	92.1	100.0	100.0	100.0	100.0	97.4	15A.181
Effectiveness – safe and secure environment										
Deaths in custody										
Data for this indicator are comparable, subject to caveats (chapter 15)										
no.	–	–	–	–	–	1.0	–	–	1.0	15A.180
Escapes										
Data for this indicator are comparable, subject to caveats (chapter 15)										
<i>Rate of escapes from detention per 10 000 custody nights</i>										
%	–	–	–	0.2	–	1.1	1.2	–	0.1	15A.182
<i>Rate of escapes from escorted movement per 10 000 custody nights</i>										
%	3.4	–	–	–	–	13.4	–	na	2.9	15A.182
Absconds from unescorted leave										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Rate of absconds per 1000 periods of unescorted leave</i>										
%	–	–	–	–	–	–	–	–	–	15A.183
Assaults in custody										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Rate of young people and staff injured as a result of a serious assault per 10 000 custody nights</i>										
%	–	–	0.4	na	na	–	–	–	..	15A.184
<i>Rate of young people and staff injured as a result of an assault per 10 000 custody nights</i>										
%	4.3	na	3.4	na	na	na	np	12.0	..	15A.185

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Table F.6 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	Source
<i>Self-harm and attempted suicide in custody</i>										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Rate of incidents of self-harm in custody requiring hospitalisation per 10 000 custody nights</i>										
%	0.1	0.2	–	na	na	–	np	–	..	15A.186
<i>Rate of incidents of self-harm in custody that did <u>not</u> require hospitalisation per 10 000 custody nights</i>										
%	2.2	2.6	0.6	na	na	11.7	np	1.4	..	15A.186
<i>Completion of orders</i>										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Proportion of community-based orders successfully completed</i>										
%	85.8	86.3	75.8	63.4	65.2	90.3	69.6	na	79.0	15A.187
<i>Case plans prepared</i>										
Data for this indicator are not complete or not directly comparable (chapter 15)										
<i>Proportion of case plans prepared or reviewed within 6 weeks of commencing a sentenced detention order</i>										
%	100.0	91.4	85.6	100.0	na	na	76.9	na	93.0	15A.188
<i>Proportion of case plans prepared or reviewed within 6 weeks of commencing a sentenced community-based order</i>										
%	97.3	96.3	75.3	90.4	na	na	98.9	na	86.4	15A.188
Efficiency indicators										
<i>Centre utilisation</i>										
Data for this indicator are comparable, subject to caveats (chapter 15)										
%	81.0	82.6	76.7	79.5	64.1	70.7	59.4	60.6	77.5	15A.189

^a Caveats for these data are available in Chapter 15 and Attachment 15A. Refer to the indicator interpretation boxes in chapter 15 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in Chapter 15 and Attachment 15A. .. Not applicable. **na** Not available. **np** Not published. – Nil or rounded to zero.

Source: Chapter 15 and Attachment 15A.

F.3 Cross-cutting and interface issues

Community services pathways

Although this Report discusses three areas of community services in separate chapters, it is recognised that there are many linkages between different community services. Governments are increasingly emphasising the need for integrated, client centred community services.

Many community services are linked by the provision of different services to individuals at different stages of life. Other services are not as strictly age-specific and some individuals may receive multiple services at the same time — for example, a child who is in receipt of juvenile justice services together with homelessness, child protection or disability services. Disability services can continue throughout an individual’s lifetime and overlap with the provision of aged care services.

The sequence of interventions or services can be referred to as ‘pathways’ of community service provision. However, there is limited information on the patterns of access by individuals to the range of community services, either concurrently or in succession over a lifetime. A greater understanding of the links between the use of various community services, the nature of these links, and whether interventions in one area of service provision result in reduced need for other services, will help to inform government social policy agendas.

Examples of relevant research include:

- a cohort study carried out in Queensland, which found a correlation between contact with child protection services and the juvenile justice system. Of the 24 255 children born in 1983 or 1984 who had a contact with one or more of child protection services, police cautioning or children’s courts, 6.2 per cent had both a child protection services contact and a children’s court appearance. These 1500 children represented 28.7 per cent of those with a children’s court appearance and 15.7 per cent of those with a child protection history (Stewart, Dennison and Hurren 2005)
- a Community and Disability Services Ministers’ Advisory Council (CDSMAC) funded project being undertaken by the AIHW involving the linkage of available Supported Accommodation Assistance Program data, juvenile justice data and child protection data. This project involves analysing the characteristics and pathways of children and young people who are involved in these sectors
- a FaHCSIA longitudinal study of Indigenous children (*Footprints In Time*) into the links between early childhood experiences and later life outcomes for Aboriginal and Torres Strait Islander children, covering areas such as health, culture, education, housing and family relationships (FaHCSIA 2008)
- The Australian Community Sector Survey (ACSS) was undertaken from 1 July 2009 – 30 June 2010. The ACSS is an annual national survey which collects data about the non-government, non-profit community services and welfare sector (Australian Council of Social Service 2011).

In September 2009, the Australian Government launched the Australian Institute for Population Ageing Research (AIPAR), based at the University of New South Wales. The AIPAR will bring together cross-disciplinary research on the issue of population ageing to inform economic and social policy. The AIPAR will also maintain a ‘Longevity Index’ to track the extent to which Australians are able to maintain their living standards over their lifetime (UNSW 2009).

On 30 April 2009, COAG endorsed *Protecting Children is Everyone’s Business: National Framework for Protecting Australia’s Children 2009-2020* (“the National Framework”). The National Framework argues that Australia needs to think more broadly about the notion of ‘protecting children’. Rather than defining ‘protecting children’ as a statutory response to abuse and neglect, the National Framework contends protecting children should be seen as a community and cross-sector responsibility. The National Framework is intended to deliver a more integrated response to protecting Australia’s children and emphasises the role of government, the non-government sector, and the community in achieving these aims. As reporting for the National Framework progresses, the Steering Committee will consider the suitability of some of the high-level, cross-sector performance indicators in the National Framework for inclusion in the Community services sector summary in the 2012 Report.

There are also links between community services and other government services. Access to effective community services can influence outcomes for clients of education, health, housing and justice sector services. In turn, access to these other service areas can affect community services outcomes.

The community services and health sectors are closely related and their effective interaction assists the provision of services in both sectors. The disability sector is also strongly linked to health services by the needs of clients, as people with disability tend to have a larger number of poor health conditions than the general population (AIHW 2006). Other links, such as the role of medical and other health professional staff as a source of child protection notifications, also reinforce the importance of the relationship between community services and health.

HACC across the community services sector

Within the Report, HACC services are included in the Aged care services chapter, but the scope of the program is wider than aged care. Provision of HACC services is primarily to older people, but younger people with disability and carers are also important recipients of HACC assistance. The HACC National Program Guidelines

note that the Program provides funding for services that support both frail aged people and younger people with disability and their carers:

- who live at home and whose capacity for independent living is at risk
- who are at risk of premature or inappropriate admission to long term residential care (Australian Government 2007).

The HACC program is jointly funded by the Australian Government and State and Territory governments under the HACC Review Agreement. In 2010-11, government expenditure on the HACC program was around \$2.1 billion. The Australian Government provided approximately 60 per cent of funding and the State and Territory governments approximately 40 per cent (table 13A.9). The HACC Review Agreement and the associated Special Purpose Payment (SPP) ceased on 30 June 2011. From 1 July 2011, the Australian Government has assumed funding and program responsibility for aged care including HACC services (now called basic community care) provided to people aged 65 years or over (aged 50 years or over for Indigenous Australians) for states and territories (with the exception of Victoria and WA). States and territories will assume responsibility for funding and regulating HACC services delivered to people aged under 65 years (aged 50 years or under for Indigenous Australians) (COAG 2010a; COAG 2010b).

In 2010-11, 23 per cent of HACC clients were aged under 65 years (no change from 2009-10). Analysis of data from the HACC program in 2010-11 indicates that clients aged under 65 years were significantly over-represented in particular assistance types, including respite care (67 per cent), case management (49 per cent), carer counselling support (47 per cent) and personal care (42 per cent) (DoHA unpublished). In 2010-11, 15 per cent of HACC clients nationally were in receipt of a Disability Support Pension. This proportion had increased from 14 per cent in 2009-10. In 2010-11, 28 per cent of HACC clients classified as care recipients reported that they were also receiving assistance from a relative or friend/carer (DoHA unpublished).

F.4 Future directions in performance reporting

This community services sector summary will continue to be developed in future reports.

The Aged care services, Service for people with disability, and Protection and support services chapters contain a service-specific section on future directions in performance reporting.

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