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Volume F: Community services

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Publications enquiries

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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 email: [gsp@pc.gov.au](mailto:gsp@pc.gov.au)

# Foreword

This year marks the twenty-first edition of the Report on Government Services —comparing the performance of governments in the efficient and effective delivery of a wide range of services aimed at improving the wellbeing of all Australians.

The Report was commissioned in 1993 by Heads of Government (now COAG), with the first report produced in 1995. A new terms of reference issued in 2010 emphasised the dual roles of the Report in improving service delivery, efficiency and performance, and increasing accountability to governments and the public.

Improving the equity and effectiveness of the services included in the Report can affect the community in significant ways. Some services form an important part of the social welfare system (for example, social housing and child protection services), some are provided to people with specific needs (for example, disability services), and others are typically used by each person in the community at some stage during their life (for example, education and training, health services and aged care services).

Improving the efficiency of government services can also have significant economic pay-offs. Governments spent over $192 billion on the services covered by this Report, representing around 67.9 per cent of total government expenditure, equivalent to about 12 per cent of Australia’s gross domestic product.

I commend all governments for their continuing commitment to transparency and accountability. The challenge for the future is to harness this important information source to look at what works to improve service delivery for all Australians.

I would like to thank the Steering Committee for its direction and oversight of this Report, the working group members that provide advice and input, and the Review Secretariat within the Productivity Commission which supports the Steering Committee and working groups and produces the Report.

Peter Harris  
Chairman

January 2016

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# Steering Committee

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:

Mr Peter Harris Chairman Productivity Commission  
Ms Patricia Scott Commissioner Productivity Commission

Mr Nicholas Hunt Aust. Govt. Department of Finance   
Mr Jonathan Rollings Aust. Govt. The Treasury  
Ms Josephine Laduzko Aust. Govt. Department of the Prime Minister and Cabinet

Mr Rick Sondalini NSW NSW Treasury  
Ms Michelle Dumazel NSW Department of Premier and Cabinet

Ms Brigid Monagle Vic Department of Premier and Cabinet  
Mr Jeremy Nott Vic Department of Treasury and Finance

Ms Nicole Tabb Qld Department of the Premier and Cabinet  
Ms Janelle Thurlby Qld Queensland Treasury

Mr Kurt Sibma WA Department of Treasury  
Vacant WA Department of the Premier and Cabinet

Ms Tammie Pribanic SA Department of Treasury and Finance  
Mr Chris McGowan SA Department of the Premier and Cabinet

Ms Rebekah Burton Tas Department of Premier and Cabinet

Mr Geoffrey Rutledge ACT Chief Minister, Treasury and Economic   
 Development Directorate

Ms Jean Doherty NT Department of the Chief Minister  
Ms Linda Weatherhead NT Department of the Chief Minister  
Ms Nardia Harris NT Department of Treasury and Finance

Dr Paul Jelfs Australian Bureau of Statistics

Mr Andrew Kettle Australian Institute of Health & Welfare

People who also served on the Steering Committee during the production of this Report include:

Mr Daryl Quinlivan Acting Chair Productivity Commission

Mr Peter Robinson Aust. Govt. The Treasury  
Ms Sam Reinhardt Aust. Govt. The Treasury

Ms Katherine Whetton Vic Department of Premier and Cabinet  
Ms Bronwen FitzGerald Vic Department of Premier and Cabinet

Mr Chris Chinn Qld Department of the Premier and Cabinet

Ms Marion Burchell WA Department of the Premier and Cabinet  
Ms Lorissa Kelly WA Department of the Premier and Cabinet  
Mr Barry Thomas WA Department of Treasury

Ms Katrina Ball SA Department of Treasury and Finance

Ms Tracey Scott NT Department of Treasury and Finance

Ms Kerry Flanagan Australian Institute of Health & Welfare  
Mr David Kalisch Australian Institute of Health & Welfare

Mr Peter Harper Australian Bureau of Statistic

# Terms of Reference

## The Report on Government Services

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| --- | --- |
| 1. The Steering Committee will measure and publish annually   data on the equity, efficiency and cost effectiveness of   government services through the Report on Government   Services (ROGS). 2. The ROGS facilitates improved service delivery, efficiency   and performance, and accountability to governments and the   public by providing a repository of meaningful, balanced,   credible, comparative information on the provision of   government services, capturing qualitative as well as   quantitative change. The Steering Committee will seek to   ensure that the performance indicators are administratively   simple and cost effective. 3. The ROGS should include a robust set of performance   indicators, consistent with the principles set out in the   Intergovernmental Agreement on Federal Financial Relations;   and an emphasis on longitudinal reporting, subject to a   program of continual improvement in reporting. 4. To encourage improvements in service delivery and   effectiveness, ROGS should also highlight improvements and   innovation. 5. The Steering Committee exercises overall authority within the   ROGS reporting process, including determining the coverage  of its reporting and the specific performance indicators that   will be published, taking into account the scope of National   Agreement reporting and avoiding unnecessary data provision   burdens for jurisdictions. 6. The Steering Committee will implement a program of review   and continuous improvement that will allow for changes to the   scope of the ROGS over time, including reporting on new   service areas and significant service delivery areas that are   jurisdiction-specific. 7. The Steering Committee will review the ROGS every three   years and advise COAG on jurisdictions’ compliance with data   provision requirements and of potential improvements in data   collection. It may also report on other matters, for example,   ROGS’s scope, relevance and usefulness; and other matters   consistent with the Steering Committee’s terms of reference   and charter of operations. | Outputs and  objectives        Steering  Committee  authority    Reporting to  COAG |