

# Report on Government Services 2017

## VOLUME A

Produced by the Productivity Commission for the Steering Committee for Review of Government Service Provision. The content for this PDF is generated from the online, interactive publication. Data below are the most recent at the time of preparing the report. In some cases, charts and tables may present data for a single jurisdiction. To access data for all jurisdictions and the most current data available, go to: [www.pc.gov.au/rogs](http://www.pc.gov.au/rogs)

## Approach to performance reporting

Volume A includes an introduction to the Report on Government Services 2017, Statistical context for the service-specific volumes B to G, the Glossary and the Acronyms and abbreviations list.

- [Approach to performance measurement](#)
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# Report on Government Services 2017

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## Glossary

The glossary of terms used in the Report on Government Services 2017

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'.

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Cost effectiveness	<p>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.</p>
Current prices	<p>See 'nominal dollars'.</p>
Descriptors	<p>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.</p>
Effectiveness	<p>Reflects how well the outputs of a service achieve the stated objectives of that service (also see program effectiveness).</p>
Efficiency	<p>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' and 'technical efficiency'.)</p>

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Equity	<p>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.</p>
Inputs	<p>The resources (including land, labour and capital) used by a service area in providing the service.</p>
Nominal dollars	<p>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.</p>
Output	<p>The service delivered by a service area, for example, a completed episode of care is an output of a public hospital.</p>
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>

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Process	Refers to the way in which a service is produced or delivered (that is, how inputs are transformed into outputs).
Program effectiveness	Reflects how well the outcomes of a service achieve the stated objectives of that service (also see effectiveness).
Quality	Reflects the extent to which a service is suited to its purpose and conforms to specifications.
Real dollars	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.
Technical efficiency	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.
Unit costs	Measures average cost, expressed as the level of inputs per unit of output. This is an indicator of efficiency.

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## Acronyms and abbreviations

The acronyms and abbreviations used in the Report on Government Services 2017

<b>Term</b>	<b>Definition</b>
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
ACC	Australian Crime Commission
ACECQA	Australian Children's Education and Care Quality Authority
ACFI	Aged Care Funding Instrument

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ACHA	Assistance with Care and Housing for the Aged
ACHS	Australian Council on Healthcare Standards
ACIR	Australian Childhood Immunisation Register
ACRRM	Australian College of Rural and Remote Medicine
ACS	Aged care services
ACT	Australian Capital Territory
ADHD	Attention-deficit hyperactivity disorder
ADR	Alternative dispute resolution
AEDC	Australian Early Development Census
AEM	Australian Emergency Management
AFAC	Australasian Fire and Emergency Service Authorities Council

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AFP	Australian Federal Police
AHMC	Australian Health Ministers' Conference
AIC	Australian Institute of Criminology
AIHW	Australian Institute of Health and Welfare
AJJA	Australasian Juvenile Justice Administrators
ANZEMC	Australia-New Zealand Emergency Management 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

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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
ATSICPP	Aboriginal and Torres Strait Islander Child Placement Principle
AUSTRAC	Australian Transaction Reports and Analysis Centre
BCC	Basic Community Care
BMI	Body Mass Index
CAA	Council of Ambulance Authorities
CALD	culturally and linguistically diverse

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CCB	Child Care Benefit
CCET	Child care, education and training
CCR	Child Care Rebate
CH	Community housing
CHSP	Commonwealth Home Support Program
CIs	confidence intervals
CMHC	Community Mental Health Care
CNOS	Canadian National Occupancy Standard
COAG	Council of Australian Governments
CPI	Consumer Price Index
CPS	Child protection services
CRA	Commonwealth Rent Assistance

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CSRIO	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
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

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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
FTE	full time equivalent
GDP	gross domestic product
GFS	Government Finance Statistics
GGFCE	General Government Final Consumption Expenditure
GP	general practitioner
HACC	Home and Community Care

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HELP	Higher Education Loan Program
ICD	International Classification of Diseases
ICH	Indigenous community housing
ICT	information and communication technologies
IEA	International Association for the Evaluation of Educational Achievement
IHPA	Independent Hospital Pricing Authority
IMR	Infant mortality rate
IRSD	Index of Relative Socio-economic Disadvantage
ISO	International Organisation for Standardisation
JJ NMDS	Juvenile Justice National Minimum Data Set
LDC	long day care

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LOTE	Language other than English
LRC	Large Residential Centres
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
ML	Medicare Locals
MPS	Multi-Purpose Services
MRSA	Methicillin-resistant Staphylococcus aureus bacteraemia
NAHA	National Affordable Housing Agreement
NAP	National Assessment Program

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NAPLAN	National Assessment Program – Literacy and Numeracy
NASWD	National Agreement for Skills and Workforce Development
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 background
NGO	non-government organisation
NHA	National Healthcare Agreement
NHMRC	National Health and Medical Research Council

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NHRA	National Health Reform Agreement
NHS	National Health Survey
NMDS	national minimum data set
NMHS	National Mental Health Strategy
NNDSS	National Notifiable Diseases Surveillance System
non-MESC	non-main English speaking countries
NP	National Partnership
NP NQAECEC	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
NQF	National Quality Framework

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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
NSQHS	National Safety and Quality Health Service
NSSC	National Schools Statistics Collection
NSW	New South Wales
NT	Northern Territory
NYPR	National Youth Participation Requirement

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OECD	Organisation for Economic Co-operation and Development/
OMP	other medical practitioners
OSHC	outside school hours care
PBS	Pharmaceutical Benefits Scheme
PC	Productivity Commission
PExS	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
PIP	Practice Incentives Program

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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
RPBS	Repatriation Pharmaceutical Benefits Scheme
RSEs	relative standard errors
RTO	Registered Training Organisation
SA	South Australia
SAB	Staphylococcus aureus (including Methicillin-resistant Staphylococcus aureus [MRSA]) bacteraemia

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SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision
SCRGSP	Steering Committee for the Review of Government Service Provision
SDAC	Survey of Disability, Ageing and Carers
SE	standard error
SEIFA	Socio-Economic Indexes for Areas
SES	socioeconomic status
SES	State and Territory Emergency Service
SHSC	Specialist Homelessness Services collection
SOMIH	State-owned and managed Indigenous housing
SPP	special purpose payment
SPWD	Services for people with disability

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TAFE	technical and further education
Tas	Tasmania
TCP	Transition Care Program
TGR	total growth rate
TIMSS	Trends in International Mathematics and Science Study
UAECE	Universal Access to Early Childhood Education
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

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VT	ventricular tachycardia
WA	Western Australia
WHO	World Health Organisation
YBFS	Year before full time schooling
YJS	Youth justice services