

Report on Government Services 2019

PART A: RELEASED ON 22 JANUARY 2019

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

A Approach to performance reporting

Part A includes an introduction to the Report on Government Services 2019, Statistical context for the service-specific parts B to G, the Glossary and the Acronyms and abbreviations list.

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About this report

Acknowledgment

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:

Name	Government	Department/Agency
Mr Michael Brennan	Chair	Productivity Commission
Ms Joanne Evans Ms Dominique Lowe	Australian Government Australian Government	The Treasury Department of the Prime Minister and Cabinet
Mr Joshua Greenwood Ms Anita Truninger	NSW NSW	NSW Treasury Department of Premier and Cabinet
Dr Lauren Costello Ms Teresa Fels	Vic Vic	Department of Premier and Cabinet Department of Treasury and Finance
Ms Nicole Tabb Ms Janelle Thurlby	Qld Qld	Department of the Premier and Cabinet Queensland Treasury
Ms Melissa Rudez Mr Kurt Sibma	WA WA	Department of the Premier and Cabinet Department of Treasury
Ms Tammie Pribanic Mr Chris McGowan	SA SA	Department of Treasury and Finance Department of the Premier and Cabinet
Ms Ruth McArdle	Tas	Department of Premier and Cabinet

Name	Government	Department/Agency
Mr Sam Engele	ACT	Chief Minister, Treasury and Economic Development Directorate
Ms Jean Doherty Ms Nardia Harris	NT NT	Department of the Chief Minister Department of Treasury and Finance
Dr Paul Jelfs		Australian Bureau of Statistics
Ms Jenny Hargreaves		Australian Institute of Health and Welfare

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

Name	Government	Department/Agency
Mr Peter Harris	Chair	Productivity Commission
Mr Sam Walker	NSW	NSW Treasury
Mr Paul Donegan	Vic	Department of Treasury and Finance
Ms Alison Purvis	ACT	Chief Minister, Treasury and Economic Development Directorate
Ms Rebecca Astley	NT	Department of the Chief Minister
Mr Barry Sandison		Australian Institute of Health and Welfare

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ISSN 2205-5703 (Online)

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Steering Committee for the Review of Government Service Provision data, Report on Government Services 2019.

An appropriate reference for this publication is:

SCRGSP (Steering Committee for the Review of Government Service Provision) 2019, *Report on Government Services 2019*, Productivity Commission, Canberra.

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 [general enquiries form](#).

Report on Government Services 2019

PART A

Glossary

The glossary of terms used in the Report on Government Services 2019

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>

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PART A

Acronyms and abbreviations

The acronyms and abbreviations used in the Report on Government Services 2019

Acronym	Spelt out
AACQA	Australian Aged Care Quality Agency
AAGR	Average annual growth rate
ABO	ABO blood group system
ABS	Australian Bureau of Statistics
ACAM	Australian Centre for Asthma Monitoring
ACARA	Australian Curriculum and Assessment Reporting Authority
ACAT	Aged Care Assessment Teams
ACER	Australian Council for Educational Research
ACECQA	Australian Children's Education and Care Quality Authority

Acronym	Spelt out
ACFI	Aged Care Funding Instrument
ACHA	Assistance with Care and Housing for the Aged
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

Acronym	Spelt out
AIHW	Australian Institute of Health and Welfare
AIR	Australian Immunisation Register
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-DRG	Australian refined diagnosis related group
ARIA	Accessibility and Remoteness Index of Australia
ARIA+	Accessibility and Remoteness Index of Australia (extended version)
ASGC	Australian Standard Geographical Classification
ASGS	Australian Statistical Geography Standard

Acronym	Spelt out
ASO	Ambulance service organisation
ASQA	Australian Skills Quality Authority
ASR	Age-standardised rate
AUSTRAC	Australian Transaction Reports and Analysis Centre
BCC	Basic Community Care
BEACH	Bettering the Evaluation and Care of Health
CAA	Council of Ambulance Authorities
CaLD	Culturally and Linguistically Diverse
CCB	Child Care Benefit
CCET	Child care, education and training
CD	Collection District

Acronym	Spelt out
CHSP	Commonwealth Home Support Program
CI	Confidence interval
CMHC	Community Mental Health Care
CNOS	Canadian National Occupancy Standard
COAG	Council of Australian Governments
CRA	Commonwealth Rent Assistance
CR	Crude rate
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSTDA	Commonwealth, State and Territory Disability Agreement
CSV	Court Services Victoria
DDA	Disability Discrimination Act

Acronym	Spelt out
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
ECEC	Early childhood education and care
ERP	Estimated resident population
ESS	Employment Support Services

Acronym	Spelt out
FCA	Federal Court of Australia
FSE	Full Service Equivalent
FSO	Fire service organisation
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
ICD-10-AM	The Australian modification of the International Standard Classification of Diseases and Related Health Conditions
ICH	Indigenous community housing

Acronym	Spelt out
ICT	Information and Communications Technology
IEA	International Association for the Evaluation of Educational Achievement
IFSS	Intensive Family Support Services
IHPA	Independent Hospital Pricing Authority
IMR	Infant mortality rate
IRC	Industry Reference Committee
MBI	Modified Barthel Index
MBS	Medicare Benefits Schedule
MCEECDYA	Ministerial Council for Education, Early Childhood Development and Youth Affairs
MHE	Mental Health Establishments
MMR	Measels, Mumps and Rubella vaccine

Acronym	Spelt out
MPS	Multi-Purpose Services
MRSA	Methicillin-resistant Staphylococcus aureus
NAHA	National Affordable Housing Agreement
NAP	National Assessment Program
NAPLAN	National Assessment Program – Literacy and Numeracy
NCVER	National Centre for Vocational Education Research
NDA	National Disability Agreement
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NECECC	National Early Childhood Education and Care Collection
NESB	Non-English speaking backgrounds

Acronym	Spelt out
NGO	Non-government organisation
NHRA	National Health Reform Agreement
NMDS	National Minimum Data Set
NMHPSC	National Mental Health Performance Subcommittee
NNDS	National Notifiable Diseases Surveillance System
non-MESC	Non-main English speaking countries
NP NQAEECE	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
NPAH	National Partnership Agreement on Homelessness
NQA	National Quality Agenda
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
NRCP	National Respite for Carers Program
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
NYPR	National Youth Participation Requirement

Acronym	Spelt out
OECD	Organisation for Economic Co-operation and Development
OOHC	Out-of-home care
OSHC	Outside school hours care
PBS	Pharmaceutical Benefits Scheme
PIAAC	Programme for the International Assessment of Adult Competencies
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

Acronym	Spelt out
RAS	Regional Assessment Services
RPBS	Repatriation Pharmaceutical Benefits Scheme
RSE	Relative standard errors
RTO	Registered Training Organisation
SA	South Australia
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

Acronym	Spelt out
SOMIH	State-owned and managed Indigenous housing
STES	State and Territory Emergency Services
STRC	Short-term restorative care
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

Acronym	Spelt out
VF	Ventricular Fibrillation
VHC	Veterans' Home Care
Vic	Victoria
VT	Ventricular Tachycardia
WA	Western Australia
WHO	World Health Organization
YBFS	Year before full time schooling
YES	Your Experience of Service