Report on Government Services 2021
PART A: RELEASED ON 20 JANUARY 2021

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 2021, Statistical context for the service-specific parts B to G, the Glossary and the Acronyms and abbreviations list.

- Approach to performance measurement ⟩
- Statistical context ⟩
- Glossary ⟩
- Acronyms and abbreviations ⟩

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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:

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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 2021
PART A, GLOSSARY: RELEASED ON 20 JANUARY 2021

Glossary

The glossary of terms used in the Report on Government Services 2021

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.
Latest update	Refers to the date (month) when a data update was made to the Report on Government Services since the initial annual Report release (January/February). Details on which indicator(s) have updated data are specified on the relevant Report service area page.
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	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.
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.

Report on Government Services 2021
PART A, ACRONYMS AND ABBREVIATIONS: RELEASED ON 20 JANUARY 2021

Acronyms and abbreviations

The acronyms and abbreviations used in the Report on Government Services 2021

Acronym	Spelt out
AAGR	Annual average growth rate
ABO	ABO blood group system
ABS	Australian Bureau of Statistics
ACARA	Australian Curriculum and Assessment Reporting Authority
ACAT	Aged Care Assessment Teams
ACECQA	Australian Children's Education and Care Quality Authority
ACER	Australian Council for Educational Research
ACFI	Aged Care Funding Instrument
ACRRM	Australian College of Rural and Remote Medicine

Acronym	Spelt out
ACT	Australian Capital Territory
ADE	Australian Disability Enterprises
ADR	Alternative dispute resolution
AEDC	Australian Early Development Census
AFP	Australian Federal Police
AG	Activity group
AHMC	Australian Health Ministers' Conference
AHO	Aboriginal Housing Office
AIHW	Australian Institute of Health and Welfare
AIR	Australian Immunisation Register
AISC	Australian Industry and Skills Committee

Acronym	Spelt out
AMEP	Adult Migrant English Program
ANC	Absolute neutrophil count
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/Remoteness Index of Australia
ASCSIMT	Australian School Climate and School Identification Measurement Tool
ASGS	Australian Statistical Geography Standard
ASQA	Australian Skills Quality Authority
ASR	Aged-standardised rate

Acronym	Spelt out
AUSTRAC	Australian Transaction Reports and Analysis Centre
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
BCC	Basic Community Care
BEACH	Bettering the Evaluation and Care of Health
CAA	Council of Ambulance Authorities
CAD	Computer Aided Dispatch
CaLD	Culturally and Linguistically Diverse
CCB	Child Care Benefit
CCMS	Child Care Management System
CCS	Child Care Subsidy
CCSS	Child Care Subsidy System

Acronym	Spelt out
CD	Collection District
CH	Community housing
CHSP	Commonwealth Home Support Program
CI	Confidence interval
CNOS	Canadian National Occupancy Standard
COAG	Council of Australian Governments
COVID-19	Coronavirus disease 2019
CR	Crude rate
CRA	Commonwealth Rent Assistance
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSTDA	Commonwealth, State and Territory Disability Agreement

Acronym	Spelt out
CSV	Court Services Victoria
DCJ	NSW Department of Community and Justice
DDA	Disability Discrimination Act
DES	Disability Employment Services
DFES	Department of Fire and Emergency Services
DHAC	Australian Government Department of Health and Community Services
DMS	Disability Management Services
DS NMDS	Disability Services National Minimum Data Set
DSS	Department of Social Services
DVA	Department of Veterans' Affairs
EC	Education Council

Acronym	Spelt out
ECEC	Early childhood education and care
ePCR	Electronic Patient Care Reporting
ERP	Estimated resident population
ESO	Emergency service organisation
ESS	Employment Support Services
FCA	Federal Court of Australia
FRNSW	Fire and Rescue NSW
FSE	Full Service Equivalent
FSP	Fire service provider
FSS	Family Support Services
FTE	Full time equivalent

Acronym	Spelt out
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
ICSEA	Index of Community Socio-Educational Advantage
ICT	Information and Communications Technology
IEA	International Association for the Evaluation of Educational Achievement
IFSS	Intensive Family Support Services

Acronym	Spelt out
IHPA	Independent Hospital Pricing Authority
IMR	Infant mortality rate
IRC	Industry Reference Committee
ISA	Insurance Statistics Australia
IT	Information technology
LMA	Land management agency
MBI	Modified Barthel Index
MBS	Medicare Benefits Schedule
MCEECDYA	Ministerial Council for Education, Early Childhood Development and Youth Affairs
MMR	Measles, Mumps and Rubella vaccine
MPS	Multi-Purpose Services

Acronym	Spelt out
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
NGO	Non-government organisation

Acronym	Spelt out
NHHA	National Housing and Homelessness Agreement
NHRA	National Health Reform Agreement
NMDS	National Minimum Data Set
NMHPSC	National Mental Health Performance Subcommittee
NNDSS	National Notifiable Diseases Surveillance Scheme
NP UAECE	National Partnership Agreement on Universal Access to Early Childhood Education
NPAH	National Partnership Agreement on Homelessness
NQA ITS	National Quality Agenda Information Technology System
NQF	National Quality Framework
NQS	National Quality Standard
NSCSP	National Survey of Community Satisfaction with Policing

Acronym	Spelt out

Acronym	Spelt out
NSHS	National Social Housing Survey
NSMHS	National Standards for Mental Health Services
NSRA	National School Reform Agreement
NSSC	National Schools Statistics Collection
NSW	New South Wales
NT	Northern Territory
NYPR	National Youth Participation Requirement
OECD	Organisation for Economic Co-operation and Development
OOHC	Out-of-home care
OSHC	Outside school hours care
PBS	Pharmaceutical Benefits Scheme

Acronym	Spelt out
PC	Productivity Commission
PH	Public housing
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
PM&C	Department of the Prime Minister and Cabinet
PSBA	Public Safety Business Agency
QFES	Queensland Fire and Emergency Services
Qld	Queensland
RACGP	Royal Australian College of General Practitioners

Acronym	Spelt out
RAS	Regional Assessment Services
RFS	Rural Fire Service
RPBS	Repatriation Pharmaceutical Benefits Scheme
RSE	Relative standard error
RTO	Registered Training Organisation
SA	South Australia
SAB	Staphylococcus aureus 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

Acronym	Spelt out
SEE	Skills for Education and Employment
SEIFA	Socio-Economic Indexes for Areas
SES	State Emergency Service
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

Acronym	Spelt out
UCC	User cost of capital
UD	Umbrella department
UNESCO-IBE	United Nations Educational, Scientific and Cultural Organization – International Bureau of Education
VCAT	Victorian Civil and Administrative Tribunal
VET	Vocational education and training
VF	Ventricular Fibrillation
VHC	Veterans' Home Care
Vic	Victoria
VT	Ventricular Tachycardia
WA	Western Australia
WHO	World Health Organization

Acronym	Spelt out
YBFS	Year before full time schooling