Cover page

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Volume F: Community services

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Commonwealth of Australia 2017

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Publications enquiries

The Productivity Commission acts as the Secretariat for the Steering Committee for the Review of Government Service Provision. This report and previous editions are available from the Productivity Commission website at www.pc.gov.au.

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

# Foreword

This is the twenty-second 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). 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 services in this Report is important to us all — everyone will rely on some of these services at some time in their lives (for example, school education), with some services for people with specific needs (for example, disability services) and some services an important part of the social welfare system (for example, social housing).

This edition is the first step in a major transformation to improve the Report’s accessibility and timeliness.

Accessibility has been improved with the Report streamlined to focus on information critical to understanding service performance, and the introductory chapters now available as a series of web pages with direct links to key material, rather than having to download a number of files.

The Report’s usefulness also relies on timely data. While we have current year data for most service areas some gaps remain, particularly for health data. For service‑level data to be more useful for policy makers and the community, we need to reduce the time from data collection to clearance by agencies for reporting.

I would like to thank the Steering Committee for its oversight of this Report, the working group members who 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 AO  
Chairman

January 2017

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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:

|  |  |  |
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| Mr Peter Harris | Chairman | Productivity Commission |
| Mr Nicholas Hunt Mr Marty Robinson Ms Josephine Laduzko | Aust. Govt. Aust. Govt. Aust. Govt. | Department of Finance The Treasury Department of the Prime Minister and Cabinet |
| Mr Rick Sondalini Ms Anita Truninger | NSW NSW | NSW Treasury Department of Premier and Cabinet |
| Ms Brigid Monagle Mr Jeremy Nott | 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 |
| Mr Geoffrey Rutledge | ACT | Chief Minister, Treasury and Economic Development Directorate |
| Ms Jean Doherty Ms Linda Weatherhead Ms Nardia Harris | NT NT NT | Department of the Chief Minister Department of the Chief Minister Department of Treasury and Finance |
| Dr Paul Jelfs |  | Australian Bureau of Statistics |
| Mr Barry Sandison |  | Australian Institute of Health and Welfare |

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

|  |  |  |
| --- | --- | --- |
| Ms Emily Martin Mr Jonathan Rollings | Aust. Govt.  Aust. Govt. | The Treasury The Treasury |
| Ms Michelle Dumazel | NSW | Department of Premier and Cabinet |
| Ms Nicole Hunter | SA | Department of the Premier and Cabinet |
| Ms Rebekah Burton | Tas | Department of Premier and Cabinet |
| Mr Andrew Kettle |  | Australian Institute of Health and Welfare |

# 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 |