

# **APPENDIX K**

## **REPORT ON GOVERNMENT SERVICES 2015**



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The *Report on Government Services 2015* (the Report), progressively released by the Productivity Commission between 28 January and 6 February 2015, shows that the ACT continues to deliver high quality government services.

The Report provides information on the equity, effectiveness and efficiency of government services across Australia and demonstrates that the ACT continues to deliver services that provide a broad range of benefits to the Territory's population.

### ***Community Safety***

When compared to other states and territories, the ACT recorded:

- the highest satisfaction rates in Australia for police professionalism in 2013-14 (89.7 per cent);
- the highest community perceptions of safety when home alone during the night (93.8 per cent) and feelings of safety on public transport during the day (66.1 per cent); and
- the fastest ambulance response time for 90 per cent of its Code 1 cases (Capital City).

### ***Community Services***

The ACT reported:

- the highest overall proportion of Aboriginal and Torres Strait Islander potential population aged 0 to 64 years using Territory delivered disability services;
- the highest proportion of Aboriginal and Torres Strait Islanders using community support services for disability in 2012-13 (485.6 per 1000 Indigenous potential population);
- 45.3 per cent of the whole potential population accessing community support services for disability, the highest national result in 2012-13; and
- the greatest stability of placement for child protection in Australia as measured by children on a care and protection order exiting out-of-home care after 12 months or more in continuous care. The proportion of these children who had one or two placements while in out-of-home care was 51.9 per cent in 2013-14.

### ***Education***

The ACT recorded the highest levels in Australia for:

- the proportion of children aged 0 to 5 years in the ACT attending an Australian Government approved child care service in 2014 (49.3 per cent);
- the proportion of children aged 3 to 5 years in the ACT who were from non-English speaking backgrounds and enrolled in ACT Government funded and/or provided preschool (27.6 per cent);
- 2014 NAPLAN reading results at all year levels;
- participation rates in Diploma and above level courses for Aboriginal and Torres Strait Islander students aged 15 to 64 years (2.6 per cent), 18 to 24 years (3.4 per cent) and 20 to 64 years (3.0 per cent) in 2013;

- the proportion of vocational education and training students participating in Diploma and above level courses for all students in 2013 (20.4 per cent); and
- the proportion of graduates completing their course at Diploma and above level in 2012 (19.5 per cent of all completions).

### **Health**

The ACT reported the highest percentage of:

- female General Practitioners (GPs) as a proportion of all GPs in 2013-14 (42.6 per cent);
- children aged 12 to 15 months who were fully immunised as at 30 June 2014 (93 per cent); and
- post discharge community care with follow-up for people within the first seven days of discharge reported as 73.9 per cent in 2012-13.

The ACT was also highlighted in the report as an exemplar on managing the use of seclusion during acute episodes of mental health inpatient care.

### **Housing and Homelessness**

For 2013-14, the ACT recorded the highest:

- allocations of public housing made to households in the greatest need (96.9 per cent);
- proportion of low income households in public housing (98.9 per cent);
- allocations of community housing made to households in greatest need (97.0 per cent);
- proportion of assistance to homeless clients to sustain housing (36.7 per cent);
- percentage of young people (aged 12 to 18 years) who needed assistance to obtain or maintain education and/or training that were undertaking formal study or training after this support was provided (82.4 per cent);
- results for young people undertaking secondary education; and
- proportion of people who were employed after support for employment and/or training was provided.