



Response by Council of Social Service of NSW (NCOSS) to Productivity Commission Report on Government Services 2007

Aged Care

Positives

- Highest proportion of people entering residential care within three months of their ACAT (eligibility) assessment.
- Second highest proportion (95.2%) of residential services that were accredited for three years or more, national average was 92.8%.
- Second highest average score (17.2) for HACC National Service Standards appraisals in the three years ending 2003-04, national average was 16 compared to ACT at 17.9

Negatives

- Lowest proportion (70.8) of aged care residents who changed from low care to high care and remained in the same place (the ageing-in-place policy). National average 75%.
- Lowest real expenditure for Home and Community Care (HACC) services per person aged over 70 and Indigenous people aged 50-69 years.
- NSW reported the lowest proportion of all States and Territories of HACC clients under 70 years and consequently also the highest proportion of HACC clients aged 70 years and over. Consequently, NSW reported the lowest proportion of people under 50 years using HACC services.

Child Protection and Out of Home Care

Positives

- Real recurrent expenditure per child on child protection and out of home care services has increased since 2001, and is above the national average.
- Highest % of Aboriginal out of home care placements according with the Aboriginal Placement Principle.
- Highest % of children in care aged under 12 who are placed in home based care.
- Above national average placement stability for children exiting care within 12 months of entering, although a slight decline on 2004-05 figure. Above national average for children exiting care after 12 months.

Negatives

- After two years of not providing data on re-substantiation rates, NSW now reports a substantial increase in this area: in 2000-01 11.1% of children subject to substantiation were re-substantiated within 12 months; in 2004-05 this figure jumped to 19.8%.
- High proportion of Indigenous children on care and protection orders.
- Higher than national average proportion of Indigenous children in out of home care.
- Unable to distinguish between the costs of residential and non residential care.

Childrens services / preschools

Positives

- The proportion of children 0-12 years using child care has progressively increased in NSW since 1999, although NSW trails other States such as Queensland and South Australia in this area.
- In NSW proportion of primary contact staff with a qualification working in approved child care has increased, and is now above the national average.

Negatives

- NSW continues to be the lowest spender on children's services per child for the 0-12 age group.
- Despite a slight increase in 2005-06, NSW has the lowest proportion of children attending State funded preschool services prior to schooling of any State.
- Out of pocket costs for child care in NSW are above the national average.
- The costs per child for preschool services in NSW are substantially higher than other States and Territories. Between 2002 and 2005, the median costs for these services rose by approximately 33% (note this excludes the effect of the low income subsidy in NSW).
- The representation of children from culturally and linguistically diverse backgrounds, children from Indigenous backgrounds and children with a disability, among children from special needs groups attending State funded/and or provided preschools was lower than their overall representation in the community. Children from CALD backgrounds were significantly under-represented: children from CALD represented 8.2% of attendees at preschool, which is lower than this group's representation (16.2%) within the general community.

Corrections

Positives

- Much higher proportion of prisoners in open, as opposed to secure prisons (NSW 38.5% compared to 24.6% nationally)
- Community corrections rate (non-custodial sentences) now higher than national average.
- Higher than national average completion rate on community orders.
- NSW is the only State with periodic detention facility (ACT also uses it).

Negatives

- NSW Recidivism rate (return to prisoner within 2 years) is 43.3% compared to 38.3% national average.
- NSW now spends over \$945 million per annum on corrections, double the amount of the nearest spending State (Queensland) at \$468 million.
- Cost per prisoner (in jail) is \$183 per day and we spend \$10.7 per day per offender in community corrections.
- Real expenditure on correction per capita of population is \$101.60 compared to \$93.2 national average.
- NSW has a higher than national average imprisonment rate, and across all categories: men, women, Indigenous, non-Indigenous.
- Higher proportion of NSW prisoners are women, compared to national average (NSW 7.1%, compared to 6.8% nationally).
- 19.2% of NSW prisoners (daily rate) are Indigenous, whilst lower than national rate (22.7%), much higher than Victoria (5.1%).

- NSW Imprisonment rate has grown steadily year on year since 2001. The national rate has also increased but not at such a significant rate. That is, gap between NSW and national imprisonment rates is growing.
- NSW imprisonment rate now 173.4 per 100,000, compared to 93.7 in Victoria (national rate 156.4).
- Assault rates in prison much higher than any other State and national average.
- Prisoner employment rates lower than national average, as is education rate.

Disability

Throughout this Chapter, NSW consistently stated that “due to low and varied data response rates” there was “under-reporting of service user numbers” for 2003-04 and 2004-05. However, NSW reported 100% response rates for service user data in CSTDA government and non-government accommodation support services in all settings.

Positives

- The NSW Government has committed \$154.5 million in 2006-07 towards disability services under the *Stronger Together Disability Plan*, which contains five years of spending measures totalling over \$1.3 billion.

Negatives

- NSW reported providing services to 19.6% of the potential population for CSTDA, Victoria reported 39.5% and the national average was 27.3%.
- Excluding ACT & NT, NSW reported the lowest proportion 17.4% of potential population using employment services in 2003-04. The national average was 19.4% and Victoria had 23.1%.
- NSW reported second lowest proportion 2.6% of potential population using accommodation support services in 2004-05. The national average was 4.16% and Victoria had 5%.
- NSW reported second lowest proportion 8.3% of potential population using community support services in 2004-05. The national average was 13.3% and Victoria had 20.2%.
- NSW reported lowest proportion 2.9% of potential population using community access services in 2004-05. The national average was 5.3% and Victoria had 7.7%.
- NSW reported the second lowest proportion 5.8% of the potential population using respite services in 2004-05. Victoria had 18.1% and the National average was 10.1%.
- “The AIHW estimates that the proportion of Indigenous people aged over 18 years who had a profound or severe core activity limitation is approximately 2.4 times that of non-Indigenous people.” In 2004-05, NSW reported a lower than national average proportion of Indigenous users of most CSTDA services and the NSW score was significantly lower than Victoria. In accommodation support services NSW was 1.1 per 1000 people, the national average was 2.1 and Victoria reported 8.5. Similarly for Indigenous users of CSTDA community access services, NSW reported 1.5 per 1000 people, the national average was 2.3 and Victoria reported 9.2. For community support services, NSW reported 5.6, the national average was 7.6 and Victoria reported 15.2. For respite services, NSW reported 1.4, the national average was 1.9 and Victoria reported 8.2. For Indigenous users of CSTDA employment services, NSW reported 7.3 per 1000 people, the national average was 6 and Victoria had 10.9.
- NSW reported a lower than national average proportion of CSTDA users born in a non-English speaking country for both accommodation support services and employment services. For accommodation support services, NSW reported 0.2 users

born in a non-English speaking country per 1000 people, the national average was 0.5 and Victoria had 0.6. For employment services, NSW reported 1.1, the national average was 1.4 and Victoria had 2.2.

- NSW had the lowest number of all users of CSTDA community accommodation and care services as a proportion of all accommodation support services at 72.7%, the national average was 83.3% and Victoria reported 91%. Community accommodation and care services include group homes, attendant care/personal care, in-home accommodation support, alternative family placement, and other accommodation support.
- In 2005-06, NSW was again the highest spending jurisdiction on administration expenditure as a proportion of total expenditure at 10.9% compared to the national average 8.3% and Victoria at 7.2%.
- While overall scores were significantly lower than for non-disabled people, NSW was similar to the national average in labour force participation and employment rates for people with disability as well as for social participation rates and education and training attainment rates.

Education

Positives

- There has been a steady real increase since 1999-2000 in recurrent expenditure on government schools in NSW.
- Expenditure per student is higher than the State average in NSW for Government schools. Real expenditure per student has grown since 1999-2000 in both metro and non-metro locations.
- Staff student ratios in NSW Government schools are higher than the national average.
- NSW has a higher than national average for funded students with disability in both government and non government schools. Note that this does not provide data on students with disability without funding who attend school.
- Slightly above national average number of students in NSW met the Years 3 and 5 reading benchmarks.
- Above national average for Years 3 and 5 writing benchmarks. Indigenous students were substantially above the national average in these areas.
- Above national average on numeracy benchmark for Years 3 and 5 students. Performance for Indigenous students above national average for these years and highest nationally for Year 3.

Negatives

- Numeracy for Year 7 students is a problem: 73.9% of Year 7 students met the numeracy benchmark in 2003, below the 81.3% national average. The problem is more arguably more acute in rural and remote areas: only 49.4% of remote Year 7 students met the numeracy benchmark. NSW has the second worst numeracy benchmark score for Indigenous students, and a below national average score for LBOTE students.
- Mathematical literacy on the OECD mean in NSW for 15 year olds is below national average. Students from a low socio economic background perform below the national average (only 42.5% of students meet the mean).
- NSW has had a slow decline in the proportion of students attending government schools since 2002. In 2004 government students accounted for 67.2% of all students; in 2002 this figure was 69.4%.

- Retention rates in NSW for Years 7, 8 to 10 are below the national average (although retention rates have increased slightly over time). Retention rates for Indigenous students in this range are the worst of any State or Territory.
- The retention rate for Year 10 to 12 students in both government and non government schools in NSW is lower than the national average. Retention rates for Indigenous students are substantially below the national average.
- Below national average number of students in NSW met the Year 7 reading benchmark. Students in remote locations fared worse: 69% of students met the benchmark in remote locations, compared with the national average of 82.5% (this figure is replicated for Year 7 writing).
- There has been a national decline in scientific literacy for 15 year old students against the OECD mean between 2000 and 2003, with only 45.3% of students from a low socioeconomic background in NSW at or above the OECD mean.
- Participation rates for 16 year old students in NSW are lower than the national average (79.4% vs. 82.8%).
- Although real expenditure per student experiencing significant socioeconomic disadvantage has grown since 1999-2000, for secondary schools it is below the NSW average.

Interesting

- NSW has the largest number of Indigenous students in government schools of any State or Territory. The proportion is below the national average, but no data is supplied on the proportion of school age Aboriginal children to make a comparison.
- Approximately 30% of students in NSW attending non government schools come from backgrounds other than English.
- In 2003 67.3% of 15 year old students in NSW achieve above the OECD mean for reading literacy. This is higher than the national average. 52.2% of students from low socioeconomic families meet the mean (again above the national average).

Vocational Education and Training

Positives

- NSW spends more than the national average on VET per person (NSW \$319 per person, national average is \$300 per person).
- NSW per capita spend increased from \$304 in 2004 to \$319 in 2005, however we still spend less per capita now than we did in 2002.
- NSW has a higher than national average VET participation rate, across all age groups.
- NSW has higher than national average proportion of VET students with a disability - 7.9% compared to 7%, however, this is still less than the proportion of people with a disability in the general population.
- NSW also has a higher than national average proportion of students who speak a language other than English at home (17.1% of VET students).

Negatives

- Lower than national average participation rate by Indigenous students.
- Employment and further education rates following NSW VET/TAFE are lower than national average, but note employment rates very close to average.
- Labour force outcomes for students who were unemployed prior to NSW VET/TAFE, worse than national average.
- Number of people completing their qualification fell between 2003 and 2004, having previously increased between 2002 and 2003.

Health

NSW Health expenditure

- NSW has just above the average of total health expenditure per person steadily increasing since 1999-2000 (NSW spent \$3787 per person compared to the national average of \$ 3777). However, NSW is behind SA, Victoria, NT and ACT in health expenditure per person.
- In NSW, recurrent government expenditure per person (including residential aged care and ambulance services) has increased since 1999 but is below the national average, (national average is \$2387 per person whilst NSW spends \$2341 per person). This is the second lowest recurrent expenditure for all the states and territories in Australia (Queensland being the lowest).
- In 2003-2004, there was above average real recurrent expenditure per person in NSW on public hospitals (including psychiatric) \$1041.3 compared with the national average of \$964.2. However it can be difficult to draw comparisons due to differences in data collected.

Indigenous Health

Positives

- For NSW, the Indigenous infant mortality rate has substantially decreased since 1998-2000 (from 11.8 to 8.6) and is the lowest rate compared to QLD, WA, SA, NT
- Combined, NSW and the ACT in 2003-2004, provided 430 000 episodes of healthcare for Indigenous people by Aboriginal and Torres Strait Islander primary healthcare services. This was far greater than for any other state or territory.

Neonatal and Perinatal Health

Positives

- In 2003, NSW has the lowest foetal death rate per 1000 births at 3.9% with the national average being 5.1%. This rate has declined in NSW from 4.4% in 1999.
- The neonatal death rate in NSW was 2.9% per 1000 live births the same as the national average. This rate has declined in NSW from 3.4% in 1999.
- In 2003, NSW has the lowest perinatal death rate per 1000 births at 6.8% with the national average being 8%. This rate has declined in NSW from 8.1% 1999.

Workforce

Positives

- For 2004-2005 NSW had the highest rate for all state and territories of full time workload equivalent GPs per 100,000 people - 91.7 compared to the national average of 84.9. NSW has consistently had a rate higher than the national average since 2000-2001.
- The number of full time equivalent GPs per 100 000 in 2004 -2005 for urban areas in NSW was 95.2 the highest for Australia and above the national average of 88.
- In NSW the number of fulltime employed medical practitioners per 100, 000 people was 288 compared to the national average of 279. This is above the national average.
- The number of full time equivalent GPs' per 100, 000 people increased for both rural and metropolitan areas in NSW from 2003-2004
- NSW had the highest number of full time equivalent female GP's per 100 000 females (49) which was above the national average of 45. This number has steadily increased since 2000-2001.

Health Services Provided

Positives

- The proportion of PBS services in 2004-2005 filled at a concessional rate in NSW was equal to the national average of 83.1%
- NSW has a significantly higher proportion of patients bulkbilled by GP's (80.1) compared to the national average of 73.8 and reversed a decreasing trend in NSW since 1995-1996.
- NSW has the highest rate in Australia of GPs using the chronic disease management Medicare items for care planning and case conferencing increasing by over 25% from 2003-2004.
- NSW had the second lowest rate in Australia of hospitalisation for potentially preventable chronic conditions and was below the national average (15.23 compared to 17.53).
- NSW was slightly above the national average for older people who received a voluntary health assessment (22.3% compared to the national average of 21.4%). This rate in NSW had increased from 17.5 % in 2002-2003.

Breast Cancer Management

Positives

- Since 2000 NSW has had the highest number of women aged 40 year and over screened by BreastScreen Australia The number of beds available in community residential facilities per 1000 000 people has increased since 2000 from 7.3 to 8.5 but is below the national rate of 10.4

Mental Health

Positives

- NSW had just above the national average of specialist public mental health services reviewed against the National Standards for Mental Health Services. This percentage had greatly increased from 16.2% in 2002 to 62.5% in 2004.
- In 2003, NSW had the lowest suicide death rate per 100 000 people (9.6) which was below the national average of 11.1
- The suicide death rate per 100 000 in rural NSW has decreased since 2000 from 17.7 to 12.2 and is just below the national average.

Health Expenditure

Negatives

- In NSW, total recurrent health expenditure per person (including government and non government expenditure) is below the national average and has consistently fallen below the national average since 2000-2001.

Workforce

Negatives

- In NSW the number of fulltime employed nurses per 100, 000 people was 1057. This is below the national average of 1106 and has consistently fallen below the national average since 1997.
- The number of full time equivalent GPs per 100 000 in 2004 - 2005 for rural areas in NSW was 73.6 the third lowest in Australia (WA and NT were the lowest) and below the national average of 76.9

Indigenous Health

Negatives

- In NSW, Indigenous life expectancy at birth for male and females was considerably less than the total national average. Indigenous males in NSW are likely to live 16 years less than the average Australian (60 years compared to 76.6 years) and Indigenous female are likely to live 17 years less than the average Australian (65.1 years compared to 82 years).
- Aboriginal death rates have declined for all states and territories over the last 20 years however the death rate for the NSW Indigenous population was not reported on nor was the cause of death.
- The Indigenous infant mortality rate in NSW (8.6) still remains markedly higher than the NSW average infant mortality rate (4.8).
- In 2002 the average birthweight of liveborn babies of Indigenous mothers was 3165 grams. This was 213 grams lighter than the average of 3378 grams for babies born to non-Indigenous mothers.
- 12.3% of live births in NSW to Indigenous mothers weighed less than 2 500 grams or were considered low birthweight. This was the lowest rate all of Australia and below the national average but over double the NSW state average of 6.4%.

Health Services Provided

Negatives

- NSW Hospitals saw 66.5% of patients in emergency departments within triage category timeframes. This was behind Victoria and WA and below the national average of 72.1%.
- The percentage of public hospital beds accredited by the Australian Health Care Standards or another agency in NSW was 91%, the second lowest in Australia (Tasmania being the lowest) and below the national average of 95%.
- NSW reported 4.1% of patients waiting 365 days or more for elective surgery in public hospitals. This was a reduction from 5% in 2000-2001. The national average however was 3.9% with Victoria reporting 3.3%.
- In 2003-2004 NSW had the lowest participation rate of women aged 20-69 years in cervical screening, 58.4 % compared to the national average of 60.7%. For each age group, NSW was consistently lower in participation rates than the national average.
- In 2003-2004 NSW had the highest rate in Australia of hospitalisation for older people with injuries due to falls - 75.2% compared to the national average of 68.7%

Maternal and Infant Health

Negatives

- Both caesarean and induction rates are higher in private than public hospitals. In NSW the induction rate in a public hospital for first time mother aged 25-29 years was 26.9% and in private hospitals 34.9%. The caesareans rate for public hospitals was 20.3% and private hospitals 25.9%.
- NSW had the second lowest rate (WA being the lowest) of full immunisation for children aged 12 months to 15 months and children aged 24 months to 27 months. NSW was also below the national average for both groups of children.
- NSW substantially decreased its notification of whooping cough in children from 2002. However it still had the second highest percentage per 100 000 children, 41% compared to the national average of 33%. Victoria had 14.6%
- NSW with the NT had the highest percentage of mothers with third or fourth degree lacerations after vaginal births.

Breast Cancer Management

Negatives

- In 2004, the rate of cancer detected without the need for open biopsies for the first and subsequent round was 80% in NSW, below the national average of 87%. NSW has consistently performed below the national average since 2000. However this rate is above the national accreditation standard of 75%.
- In NSW in 2004 the ratio of breast conserving surgery to mastectomy was 2.5:1. Nationally the rate was 2:1
- NSW had below the national average of participation rates in BreastScreen for Indigenous women, women from NESB, women from metropolitan and or capital city and women from rural and remote communities.
- NSW had the lowest participation rates of women aged 50-69 years from rural and remote regions (34.7) in BreastScreen
- NSW had the second lowest participation rate in BreastScreen for all women aged 50-69 years. (NT had the lowest)

Mental Health

Negatives

- In NSW, real recurrent expenditure per person on mental health services has steadily increased since 1999-2000 from \$87.9 to \$101.9, but is still below the national average of \$106.8. Since 1999-200 this rate per person has consistently been below the national average.
- Spending on community residential services accounted for 3.4% of the total budget, with the national average being at 6.4%. This percentage for NSW has continued to decline since 1999-2000 when it was 4.5%.
- As a percentage of funding, NSW spent considerably less on NGO's compared to any state or territory at only 2.1% (Victoria spent 9%, ACT 8.4% and QLD 5.7%).
- The number of public psychiatric beds available per 100 000 people has decreased since 2000 from 16.8 to 15.9.
- NSW had the third lowest rate of full time equivalent direct care staff employed in specialised mental health services and was below the national average for all the categories of mental health services; inpatient, ambulatory and community residential.
- The percentage of organisations with consumers with formal positions on management committees or a specific mental health consumer/advisory committee to advise on all aspects of service delivery in mental health services has decreased in NSW from 71.7 in 2000 to 48.5 in 2004, below the national average.
- NSW had below the average rate of suicide deaths for young people aged 15-24 but had the highest recorded number of suicides for this age group.

Housing

Interesting

- As at 30 June 2006 NSW had 123,289 public housing dwellings, 4,147 State owned and managed Indigenous housing dwellings, 11,487 community housing dwellings and 4,989 Indigenous housing dwellings.
- As at 3 March 2006 319,370 income units in NSW were in receipt of Commonwealth Rent Assistance.

Commonwealth Rent Assistance

Negatives

- NSW had 2nd highest level of CRA recipients paying more than 30% of their income on housing. The pre-CRA level of housing stress was 69.3% in NSW compared to 66.7% nationally. Post-CRA the rate was 39.3% compared to 34.9% nationally.
- At \$349.14 per fortnight, Sydney has highest average rent paid by CRA recipients of all capital cities. Pre-CRA 73.4% of Sydney recipients were paying more than 30% of their income on housing compared to 69.1% nationally (Sydney had the highest level of housing stress on this score). Post-CRA the rate was 46.2% compared to 38.5% nationally (Sydney the 2nd highest).
- For the rest of NSW the average rent paid by CRA recipients was \$282.09 per fortnight. Pre-CRA 64.6% were paying more than 30% of their income on housing, compared to 63.3% nationally. Post-CRA the rate was 31.2% compared to 29.9% nationally.
- For people on a Disability Support Pension in NSW 76.3% were paying more than 30% of their income on housing pre-CRA, and 36.2% post-CRA. Nationally the rates were 75.5% and 32.6% respectively.

Positives – nil

Public housing

Positives

- Slightly above average spending on public housing per capita – \$93 per capita excluding capital cost compared to national average of \$86, \$414 per capita including capital cost compared to national average of \$346.

Negatives

- The report shows that between 1996-97 and 2005-06 expenditure nationally on the Commonwealth State Housing Agreement (CSHA) fell by 25% in real terms. This is due to Commonwealth Budget cuts.
- As at 30 June 2006 NSW had 2nd lowest cut off point for income eligibility for access to public housing. [These limits have since been adjusted but access is still highly restricted, leaving many low income households at the mercy of the private rental market].
- NSW had a below average proportion of new tenant households who were classified as special needs, 55.7% compared to 59.8% nationally. [Special needs includes people over 75, people with a disability or Indigenous].
- Below average level of tenant satisfaction with public housing, with 65.5% of NSW tenants being satisfied or very satisfied, compared to 71.0% nationally.

Interesting

- NSW had highest proportion of new tenant households who were low income households, 94.5% compared to 90.0% nationally. [Low income households are defined as those on a pension equivalent income]. Conversely NSW had the lowest proportion of new tenant households above the low income cut off point, 5.5% compared to 8.8% nationally.
- NSW had the 2nd lowest level of new tenant households who were classified as being in greatest need, 21.9% compared to 38.1% nationally. [Greatest need includes those who at the time of allocation were homeless, in housing inappropriate to their needs, or housing that was adversely affecting their health or placing their life or safety at risk. In States other than NSW, greatest need also includes those

households that at the time of allocation had very high rental housing costs. The different definition of greatest need applied in NSW means that its data is not directly comparable to other States.]

State owned and managed Indigenous housing

Positives

- NSW had highest proportion of new tenant households who were low income households, 95.9% compared to 90.4% nationally. Conversely 4.1% of new tenants were above the low income cut off levels, compared to 8.9% nationally.
- 3rd lowest overcrowding rate, 3.4% compared to 6.6% nationally.

Negatives

- As at 30 June 2006 NSW had 2nd lowest cut off point for income eligibility for access to Indigenous housing.
- Lowest proportion of new tenant households who were classified as being in greatest need, 8.2% compared to 26.3% nationally.

Interesting

- 63.2% of tenants were satisfied or very satisfied, compared to 63.3% nationally.
- 48.8% of new tenant households had special needs, the same as the national average.

Community housing

Positives

- 2nd highest proportion of new tenant households who had special needs, 74.6% compared to 68.4% nationally.
- Highest level of tenant income left after paying rent, 78.1% compared to 75.5% nationally.

Negatives - nil

Interesting

- 89.8% of all tenant households were low income households, compared to 90.3% nationally.
- 70.4% of new tenant households were classified as being in greatest need, compared to 71.0% nationally.
- 86.0% of tenants were satisfied or very satisfied, the same as the national rate.

Indigenous community housing

Positives

- Below average proportion of dwellings needing major repair or replacement, 18.1% and 2.3% compared to 18.9% and 8.4% nationally.

Negatives - nil

SAAP

Positives

- NSW is the only State to contribute more than the Commonwealth to the jointly funded SAAP program. In 2005-06 the NSW Government contributed 50.2% of total

SAAP funding in NSW, compared to the national average State contribution of 44.9%. In dollar terms NSW contributed \$58.1 million and the Commonwealth \$57.5 million.

- In NSW total SAAP funding per person in the total population was \$16.97, compared to national average of \$15.80.
- NSW had the lowest rate of SAAP clients having 2 or more support periods in a year, 21.5% compared to 25.3% nationally.

Negatives

- In 2004-05 the turn away rate for adults and unaccompanied children seeking immediate accommodation, was 55.1% in NSW up from 43.5% the year before. This compares to the national rates of 53.7% and 52.3% respectively.
- In real terms, total SAAP funding both nationally and in NSW peaked in 2002-03 and has declined in each subsequent year.
- In 2004-05 NSW had the 2nd lowest rate of successful exit to independent housing and not returning to a SAAP service within 6 months, 40.5% compared to 45.4% nationally.

Interesting

- No data is presented on SAAP client satisfaction as the national SAAP client satisfaction survey was last conducted in November 2003.
- The cost of providing support per client was \$55 per day in NSW, compared to \$44 nationally.
- For NSW the daily rate of unmet accommodation requests as a proportion of total demand was 2.4%, compared to 2.5% nationally.

The Productivity Commission Report on Government Services 2007 can be found at:
<http://www.pc.gov.au/gsp/reports/rogs/2007/index.html>