

Chapter 2

Our performance

The AIHW's performance is guided by legislative and government requirements, and its strategic directions, work plan and contractual requirements.

The Portfolio Budget Statements provide the major performance accountability framework against which performance is measured.

This chapter discusses the AIHW's performance against each strategic direction, key deliverable and performance indicator, notably those included in the Portfolio Budget Statements 2009–10. It also provides a summary of financial results. Performance for some specific legislative requirements is noted at the end of the chapter.

Portfolio Budget Statements

Annual direct funding for the AIHW from the Australian Government is appropriated on the basis of outcomes (see Glossary on page 219).

The AIHW's outcome and program structure, as set out in the *Portfolio Budget Statements 2009–10 Budget Related Paper No. 1.10 – Health and Ageing Portfolio*, consists of one outcome and one program (see Figure 6). This is a change from the one outcome and one output group structure used in 2008–09. The move to program reporting rather than output reporting applied to all General Government Sector entities beginning with the federal budgetary processes 2009–10.

Under the Portfolio Budget Statements 2009–10, the AIHW's single outcome and single program are underpinned by four strategic directions and six deliverables or performance indicators used to monitor the AIHW's performance. Each of these was achieved, although website visits were marginally lower than the target.

Performance against strategic directions

The AIHW's Corporate Plan includes five key strategic directions that were agreed by the AIHW Board in 2007 after consultation with key stakeholders and the AIHW's staff. They were published in 2007 as the *AIHW Corporate Plan: strategic directions 2007–2010*. This provides the foundation for establishing, recording, refining and assigning priorities to the AIHW's activities and procedures, with the ultimate aim of fulfilling its mission, 'Better information and statistics for better health and wellbeing'.

This section provides a summary of prominent examples of the AIHW's activities covering four of the five strategic directions. In addition, **Chapter 5 Work group reports** on page 53 details the achievements of each AIHW unit and collaborating unit against plans identified in the AIHW Work Plan for 2009–10. Some specific achievements are highlighted in 'snapshots' throughout the report (see the 'snapshots' index on page 224).

Chapter 4 Our people on page 41 provides details of the AIHW's strategies to recognise and develop the capabilities of its staff. This relates to the fifth strategic direction.

Strengthening our policy relevance

This strategic direction aims to support the development of health and welfare policy through ensuring the policy relevance of statistics and information collected and reported by the AIHW. Stakeholders continue to value the AIHW's authoritative reports and other statistical outputs that help to track the progress of Australia's health and welfare systems.

Figure 6: Outcome and program structure under the Portfolio Budget Statements 2009–10

Outcome	
A robust evidence base for the health, housing and community sectors, including through developing and disseminating comparable health and welfare information and statistics.	
Program	
Develop, collect, analyse and report high-quality national health and welfare information and statistics for governments and the community.	
Strategic directions	
Assisting the COAG policy reform agenda	Support the Australian Government’s COAG policy by contributing to the development and collection of high-quality and consistent data on health care to enhance the accountability of governments to the community.
Maintaining and enhancing the quality of Australia’s health and welfare statistics	Capitalise on the new information environment to maintain and enhance the quality of Australia’s health and welfare statistics.
Enhancing data access, while protecting privacy	Enhance data access to support research, policy and program development in the public interest, while ensuring that the personal information of every Australian is protected.
Improved communication of key messages	Improve the communication of key messages from information and statistics to support informed debate about health and welfare services and their delivery.
Deliverables and indicators	
Assisting the COAG policy reform agenda	<i>Australia’s welfare 2009, Australia’s health 2010</i> and the AIHW’s <i>Annual report 2008–09</i> to be presented to the Minister within the timeframes required by legislation and to the Minister’s satisfaction (see ‘Deliverable’ on page 23).
Maintaining and enhancing the quality of Australia’s health and welfare statistics	<p>The <i>National health data dictionary</i> and the <i>National community services data dictionary</i> to be published in hard copy at least once each in the period 1 July 2008 to 30 June 2010 and biennially thereafter (see ‘Deliverable’ on page 25).</p> <p>Leadership that capitalises on changes in the health and welfare information environment to be evident and to the satisfaction of jurisdictions (measured by feedback and by participation in committees and consultative processes; see ‘Indicator’ on page 24).</p> <p>All data standards endorsed for inclusion in the <i>National health data dictionary</i> and the <i>National community services data dictionary</i> to be loaded to METeOR within 30 days of endorsement (see ‘Indicator’ on page 25).</p>
Improved communication of key messages	<p>Website visits for published reports to be more than 1,355,200^(a) (see ‘Indicator’ on page 28).</p> <p>References to published reports in the media and by Parliament to be more than 3,617^(a) (see ‘Indicator’ on page 27).</p>

(a) This 2009–10 target was updated in the PBS 2010–11 from that used in the PBS 2009–10. The target was increased or the measure was refined.

During 2009–10, the AIHW devoted a considerable portion of its resources to support the National Performance Reporting System—which engages with the policy agendas of all Australian governments—while maintaining a strong presence in the release of new and annual data and metadata that support information relevant to policy makers and the broader community.

National Performance Reporting System

In November 2008, the COAG endorsed the new Intergovernmental Agreement on Federal Financial Relations, which outlined a new national performance reporting regime to support its reform directions. The AIHW's role in bringing together nationally consistent data from the jurisdictions and its experience in performance reporting have enabled it to play a key role in developing indicators for four of the six new national agreements:

- National Healthcare Agreement
- National Affordable Housing Agreement
- National Disability Agreement
- National Indigenous Reform Agreement.

The AIHW has also been able to provide expertise to help with defining the performance benchmarks included in the associated national partnership agreements.

The AIHW is a data collection agency responsible for providing required data to the Steering Committee for the Review of Government Service Provision for passing on to the COAG Reform Council. In addition, it prepares data quality statements that set out the quality attributes of the data using the ABS's Quality Framework. The AIHW has worked collaboratively with these agencies and the COAG Reform Council to fulfil the COAG's performance reporting requirements, and to improve the quality and timeliness of indicator data.

AIHW staff have worked within the COAG's arrangements and with the relevant ministerial councils in developing and specifying the technical detail of indicators and starting the data development work necessary to ensure that the COAG's performance reporting regime is well supported. This has involved supporting and attending numerous working groups and consultative forums to reach agreement on performance indicator specifications and their associated data sources and data supply processes. The first cycle of reporting on the four national agreements for which the AIHW has a contributing role required data to be provided to the Steering Committee for the Review of Government Service Provision by December 2009 for an April 2010 COAG Reform Council report.

In the second half of 2009–10 AIHW staff continued to work towards maintaining and improving reporting for the second cycle.

The AIHW has supported the COAG's emphasis on timely reporting by working with all jurisdictions to improve the timeliness of data supply, and to streamline data validation processes. In working to deliver data more quickly, the AIHW remains committed to ensuring that the data are nationally consistent and of sufficient quality for the purpose for which they are intended.

Recognition of the AIHW's expertise and ability to play a key role in the reform process came with the announcement of a large boost to the AIHW's appropriation in the May 2009 Budget (see Figure 2 on page xvi). The increased funding provides for the AIHW to develop and supply indicator data for the COAG's performance reporting arrangements in the national agreements covering health care, housing and homelessness, and disability. This was followed in the November 2009 Additional Estimates process by the allocation of further funds to the AIHW for data development associated with the COAG's Closing the Indigenous Data Gap program.

New work and new relationships

The COAG performance reporting regime has given the AIHW an opportunity to continue its work with the Australian Government and state and territory governments to improve national data reporting in a range of subject areas. It has led to productive relationships with an increased range of agencies from all governments, including treasuries and other central agencies.

National Closing the Gap Clearinghouse

With guidance from the COAG 'building blocks' for 'Closing the Gap' between Indigenous and non-Indigenous Australians, the AIHW completed work (in collaboration with the Australian Institute of Family Studies) on a national Closing the Gap Clearinghouse. This clearinghouse collects, assesses and disseminates reliable evidence about success factors for overcoming Indigenous disadvantage.

A new direction for homelessness data

Providing information on homelessness has been an important area of the AIHW's work since 1996 when the Supported Accommodation Assistance Program National Data Collection Agency was established at the AIHW. In 2009 the Supported Accommodation Assistance Program Agreement between the Australian Government and the states and territories was replaced by the National Affordable Housing Agreement and a new Partnership Agreement on Homelessness. The AIHW will continue to play a significant role in providing statistics on homelessness through its continued management of upgraded collections. These collections will now include more information on outcomes, following access to services, for people who are homeless, and on those who are at risk of homelessness. During 2009–10, the AIHW trained people who worked in the homelessness sector to use new data collection tools, and has kept them informed of the transition.

Information on hospitals

The April 2010 COAG National Health and Hospitals Network Agreement foreshadowed the public release of nationally consistent performance information on public and private hospitals, including reporting at individual hospital level. The AIHW is developing a website to make this information available.

Child protection

The AIHW has been contracted by FaHCSIA to develop a unit record collection in child protection to help improve the future evidence base in this area.

New information and statistics

The AIHW released several publications in 2009–10 that provide information not previously available in a range of subject areas of direct policy relevance. The AIHW aims to develop its information and products to address current policy issues. Additional topics covered in 2009–10 include:

- problem gambling among clients of homelessness services
- the health of prisoners
- the risk of invasive breast cancer
- general practice, health priorities and policies
- pathways through aged care services.

Work on the last topic has resulted in the integration of diverse data collections using data linkage techniques (see 'Enhancing data access while protecting privacy' on page 22).

Developmental work in several areas reached fruition during 2009–10 with the release of, for example:

- data collection guidelines for Indigenous status
- an information model and framework for hospitals safety and quality data sets
- the extension of interactive data sets for mortality data.

Some of these projects are featured elsewhere in this annual report (see the 'snapshots' index on page 224).

Ongoing outputs

These new outputs supplement annual and other releases of information in areas of policy relevance, for example, the health of mothers and babies, men's health in regional and remote areas, hospitals, housing, disability services, aged care, young people under juvenile justice supervision and health expenditure. Information in many of these areas is available online in interactive data sets.

In addition, the AIHW supports its collated data collections through the development of metadata agreed by data providers. These are made available to the public as data dictionaries (see the 'snapshot' below).

Capitalising on the new information environment

This strategic direction aims to ensure that the AIHW capitalises on new information

developments to maintain and enhance the quality of Australia's health and welfare statistics.

The AIHW's central role in developing and supporting national data standards in the new information environment continued to be well reflected in its commitment to METeOR, its national metadata online registry, from which national data dictionaries in health, community services and housing are generated.

To support the increased demand for performance indicators under the COAG intergovernmental agreements, a new module for the online metadata registry now stores information about the concepts, sources and computation methods that underpin performance indicators.

Work has continued in collaboration with the National E-Health Transition Authority to develop and understand the implications of the development of e-health for statistical collections in the future. This included analyses of the future data supply chain and the statistical implications of key elements of the e-health agenda such as terminologies, the individual e-health record and the discharge summary.

Consistent data: a national resource

Consistency and comparability are fundamental to effective data sharing. The AIHW produces several national data dictionaries—valuable resources for government and non-government health, community services and housing agencies.

Helping to compare apples with apples

These dictionaries standardise data across various collections, including those using national minimum data sets, and allow users to meaningfully compare and interpret health and welfare information. They inform users of national standards that have been agreed and endorsed by national information committees.

A metadata creation tool is also available free of charge to help users create quality metadata and obtain endorsement from the relevant national information committee.

The AIHW hosts a website where its work on national standards is available to the public. Access the website through the METeOR tab at <www.aihw.gov.au>.

METeOR
Metadata Online Registry



Changes in information and communications technology

In July 2009 the Data and Information Technology Unit was split into two units: Information Technology (IT) Services and Information and Communications Technology (ICT) Operations. These two units are responsible for enabling the secure, efficient and effective use of, and access to, AIHW data resources and the information and communication technology environment.

Major projects undertaken in 2009–10 are described below.

A new SAS data analytics platform

During 2009–10 the ICT units began an upgrade and expansion of the AIHW's SAS platform. The upgrade included both software and hardware improvements. A major component of the upgrade was the introduction of SAS Enterprise Guide, which included training developed and presented in-house, and ongoing support for all staff.

The upgrade and expansion of the SAS platform met several needs, including:

- the need for a more user-friendly interface for SAS
- the opportunity to maximise the AIHW's existing investment in SAS tools
- the need for additional SAS capacity to meet the demands placed on it by the increase in the number of staff and the size of data collections.

The first course was an introductory full-day program. In all, 179 staff attended the 19 sessions provided.

Online hospital data validator pilot

To meet the shorter times for collecting hospitals data driven by the COAG Performance Indicator reporting obligations, the ICT units, in collaboration with the Hospitals Unit, are building a proof-of-concept online validator to evaluate:

- the potential for speeding up the supply of hospitals data
- the likelihood that the AIHW's core framework technologies can be used for online automated validation of data.

The proof-of-concept is expected to be ready for user testing during 2010–11. This will allow the AIHW to evaluate the online validator solution for hospitals data and for other data collections. This pilot project supports the AIHW's strategic directions for capitalising on the new information environment.

AIHW website

The AIHW is carrying out numerous projects, particularly for COAG performance reporting, that will require secure online delivery services (including Web 2.0 services). To facilitate these new services, during 2009–10 the ICT units implemented a secure web environment to host externally facing services, including the AIHW's website and data upload facilities. This environment includes systems to monitor and maintain proper controls over critical externally accessible applications. The environment was completed in 2009–10, and the new services will be deployed in 2010–11.

ICT infrastructure upgrades and rationalisation

During 2009–10, ICT Operations embarked on a 6-month rationalisation and modernisation of the systems and structures that support AIHW business objectives and data activities. This plan will prepare the organisation's business systems for several years of growth, and provide the flexibility to accommodate new technologies as they are introduced.

Major improvements to ICT server infrastructure during 2009–10 include:

- the redesign of the AIHW's core data storage system. A new storage area network technology allows for consolidation, and

provides the AIHW with a flexible solution for future data growth

- the introduction of Unix server virtualisation, which provides capacity for future growth in data-processing applications and contains service costs
- continued virtualisation of Windows services, which allows more efficient processing and contains the costs of resources such as hardware, staff and utilities
- a major Oracle database upgrade, which increases performance and improves storage capabilities for the AIHW's growing data collections
- a full upgrade of the AIHW network, providing high-speed links between buildings and fast connectivity.

'New look' workstations

During 2009–10, all AIHW workstations were updated with new ICT equipment, including new computers and phones. The workstations now provide staff with a faster, more stable operating environment and larger monitors. The telephone system was replaced by a new VoIP telephony system, which provided better user functionality and greater flexibility to deliver services to multiple buildings.

Enhancing data access while protecting privacy

This strategic direction aims to enhance data access to support research, policy and program development in the public interest while ensuring that the personal information of every Australian is protected.

The AIHW has legislative obligations to support ethical research by bona fide researchers through controlled access to its data sets while protecting Australians' privacy. This obligation aligns with the Australian Government's commitment to improve the use of data to inform policy directions, research and evaluation.

In providing access to its data the AIHW ensures that custodial and ethics approval processes conform with national changes to human research ethics arrangements, national privacy legislation, policy directions for national health and welfare information, and any new custodial arrangements that might arise from national information agreements.

The AIHW Ethics Committee approves applications, largely from researchers from universities, medical research institutes, peak bodies and hospitals around the country, to undertake research using AIHW-held data (see Table 4 on page 7).

Exploratory and developmental work on methodologies for the delivery of statistical products (such as tables, data cubes and confidentialised unit record files) in a manner that both protects privacy and supports analysis and research was also undertaken during 2009–10.

The AIHW also developed its capacity to fill information gaps through the continued enhancement of data linkage and analytical methodologies, including support for the production of COAG performance indicators that will be derived from linked data. Whole-of-government and life-transition views of Australians' health and welfare were enhanced by the AIHW's analyses of linked data about care pathways of older Australians. During the year, the AIHW also improved the quality of the National Death Index, achieving substantial processing efficiencies (see 'Data Linkage Unit' on page 86).

Getting the messages out better

This strategic direction aims to improve the communication of key messages from information and statistics to support informed debate about health and welfare services and their delivery.

The AIHW continued its emphasis on improving the executive summaries of its publications and using plain English in all its reports.

A series of in-house writing seminars was held for staff (see 'Learning and development' on page 47).

Education resources for the secondary education sector are available on the AIHW website and have been publicised to teachers through popular marketing channels. The education resources draw on AIHW-published facts and figures on health and welfare topics of high interest to students and teachers. Teachers can self-subscribe to future education resource notifications (see Table 8 on page 33).

The AIHW also reviewed the structure of some of its key publications. *Australian hospital statistics 2008–09*, for example, was changed from one structured in previous years around databases and individual data elements to one structured around hospital products (see the 'snapshot' on page 33). An 'at a glance' companion publication and a CD with electronic tables complemented the *Australian hospital statistics 2008–09* publication.

An 'in brief' companion publication to *Australia's health 2010* was produced and has been well received by readers. Secondary teachers are using it as a classroom resource.

Performance as deliverables and indicators

Assist the COAG policy reform agenda

Deliverables

- Data required for COAG reporting as per the reporting timetable
- New and improved data items for the COAG reporting process

This required the endorsement by relevant national information committees of a significant number of performance indicator specifications and the provision of associated data to the COAG Reform Council through the Steering Committee for the Review of Government Service Provision (Table 5).

Table 5: Performance indicator data supplied for 2008–09 COAG reporting^(a)

	Indicators for which specifications were endorsed	Indicators for which data were supplied
Health	79 ^(b)	48
Indigenous reform	26	6
Disability	11	6
Housing and homelessness	8	3

(a) This table covers information requirements variously termed 'indicator', 'benchmark', 'target', etc. in national agreements agreed by COAG.

(b) This figure includes nine performance benchmarks for which no data were supplied.

Deliverable

- **Presentation of *Australia's welfare 2009*, *Australia's health 2010* and the AIHW's *Annual report 2008–09* to the Minister within the timeframes required by legislation and to the Minister's satisfaction.**

Achievements

Presented *Australia's welfare 2009* to the Minister for Health and Ageing on 28 October 2009; it was tabled on 17 November 2009

Presented *Australia's health 2010* to the Minister for Health and Ageing on 24 May 2010; it was tabled on 23 June 2010

Presented the AIHW's *Annual report 2008–09* to the Minister for Health and Ageing on 12 October 2009; it was tabled on 26 October 2009

Reference points

This indicator is measured by milestones toward completion and the level of expressed ministerial satisfaction. The reference points are adherence to the timetables for provision of reports to Parliament as required by the AIHW Act and the CAC Act:

- presentation of *Australia's welfare 2009* to the Minister by 31 December 2009
- presentation of *Australia's health 2010* to the Minister by 30 June 2010
- presentation of the AIHW's *Annual report 2008–09* to the Minister by 31 October 2009.

Adherence to the timetables for planning and preparing drafts for external review by expert referees is also relevant.

Notes

Both the biennial *Australia's health* and *Australia's welfare* reports were required to be published in the 2009–10 year. Preparation work begins 15–18 months before release and hence work covers prior years as well.

Both are well-received publications in the community (see Table 9 on page 34, Table 10 on page 35 and 'AIHW conferences' on page 39) and are accepted as key national reference works in the health and welfare fields.

Maintain and enhance the quality of Australia's health and welfare statistics

The AIHW maintains and enhances the quality of Australia's health and welfare statistics by delivering high-quality data and metadata, freely available online.

Indicator

- **Leadership that capitalises on changes in the health and welfare information environment is evident and to the satisfaction of jurisdictions**

Achievements

Provided support to the national information committees for health, housing, community services and Indigenous reform, most of which involved jurisdictional representation. The support included technical support to a large number of subsidiary data development groups, and acting as the chair or secretariat to a number of groups endorsing changes to the way data are prepared and presented (see **Appendix 5** on page 156)

Released several publications containing data of a type not published before in Australia (see, for example, the 'snapshots' on pages 66, 78 and 99)

Held an indicator development workshop (see the 'snapshot' below)

Reference point

This indicator is measured by the feedback received from jurisdictions, with the reference point being the continuing participation by jurisdictions in national information committees and AIHW-led consultative processes.

Indicator development workshop

The AIHW convened an indicator development workshop in February 2010 for representatives from government and non-government agencies in the health, housing, education and community services sectors.

The purpose was to enable those who develop indicators to share their experiences about their approach to indicator development. A number of 'principles of best practice' were identified by the more than 100 external stakeholders for incorporation into their own development processes.

The workshop provided the AIHW with the opportunity to share the extensive knowledge of its staff with other organisations and to build stronger relationships with all sectors.



Notes

The AIHW is well positioned to advise on and deliver the COAG performance indicator data because of its established collaborative leadership position among jurisdictions in the health, housing and community services sectors.

Deliverable

- **Biennial publication in hard copy of the *National health data dictionary* and the *National community services data dictionary***

Achievements

Published two 6-monthly updates to the *National health data dictionary version 14* on the METeOR website:

- *Summary of updates since Version 14.1 – Feb 2009 to June 2009*
- *Summary of updates since Version 14.2 – July 2009 to January 2010*

Finalised the *National health data dictionary version 15*, ready for publication in August 2010

Published one 6-monthly update to the *National community services data dictionary version 5* on the internet:

- *Summary of updates since Version 5.1 – January 2009 to June 2009*

A second update was not required as no further change to the dictionary occurred.

Finalised the *National community services data dictionary version 6*, ready for publication in August 2010

Reference points

This indicator is measured by adherence to milestones toward publication of new versions of the national data dictionaries—detailing new and revised data standards—and the online release of update compilations of these national data standards. The reference points are the:

- 2-yearly publication of new versions of the national data dictionaries
- twice-yearly production of online updates of these national data dictionaries.

Notes

The AIHW supports the production of national data standards, data sets and metadata in the health, housing and community services sectors (see the 'snapshot' on page 20).

The AIHW is an active participant in the development of data standards put forward for national endorsement, and works collaboratively with the registering authorities. The AIHW maintains an internet registry for the development, registration and dissemination of metadata for national data standards (METeOR), from which the dictionaries are available.

Indicator

- **All data standards endorsed for inclusion in the *National health data dictionary* and the *National community services data dictionary* were loaded to METeOR within 30 days of endorsement.**

Achievements

Made available online all health, community services and housing data standards endorsed as national standards within 30 days of endorsement

Made all endorsed data standards freely available through the internet

Reference point

This indicator is measured by timely access to up-to-date national data standards for the health, community services and housing sectors. The reference point is that 100% of updates to data standards should be made available online within 30 days of endorsement.

Enhancing data access while protecting privacy

Deliverables

The AIHW enhances data access while protecting privacy by:

- **Publishing statistical information in the health, housing and community services sectors**

Publications are available free of charge via the internet; printed copies can be purchased.

- **Releasing data to the extent possible given privacy issues**

No breaches of privacy occurred relating to the release of confidential data during 2009–10.

- **Making data sets available online**

Fifteen interactive data sets and 3 metadata collections are available on the AIHW website.

Australia's welfare 2009

The Australia's welfare 2009 conference was held on 17 November 2009 with a theme of 'Whose needs? How well met?' The conference was a great success, with more than 350 delegates in attendance. It provided a wealth of information and resources to attendees, and featured a lively and provocative debate.

During the conference the Hon. Jenny Macklin, MP, Minister for Families, Housing, Community Services and Indigenous Affairs, launched the accompanying report, *Australia's welfare 2009*.

The conference and report provided a comprehensive and wide-ranging evaluation of the welfare of Australians, with particular emphasis on those potentially most vulnerable: the homeless, children and young people, carers, those with a disability, families and the elderly.

Australia's welfare 2009 at a glance...

- The number of people with a disability doubled between 1981 and 2003, to reach an estimated 3.9 million Australians.
- Disability showed an uneven geographical distribution, not always linked to remoteness. Census data on capital cities showed that higher levels of disability tended to be more prevalent in areas of relative economic disadvantage.
- Most informal carers were women aged 25–54 and living with the person for whom they cared. They were the main sources of assistance for the aged and most people with disability and other long-term conditions.
- The demand for affordable housing exceeded supply and the continued decline in affordability in the private rental market may further increase the demand for social housing.
- There was growing concern over family homelessness. Of homeless people in 2006, 26% were members of homeless families with children. This had increased from 17% in 2001.
- Indigenous children and young people continued to be disadvantaged. They were less likely to attend preschool and school, meet minimum standards for literacy and continue their schooling to Year 12. They were over-represented in the child protection system, and were more likely to be under juvenile justice supervision.



- **Providing metadata online in the METeOR registry**

Metadata are held online for

- 22 national minimum data sets
- 25 other data set specifications
- 1,119 data elements
- 3,664 standard metadata items (see the ‘snapshot’ on page 20).

- **Providing researchers with access to data and supporting legislative requirements related to ethical clearances**

During 2009–10 the AIHW Ethics Committee approved 70 applications, 47 of which were external applications (see Table 4 on page 7).

A review of procedures and associated guidelines for submissions to the AIHW Ethics Committee began in 2009–10 (for completion in 2010–11).

Improve the communication of key messages

Deliverables

- **Review of major annual publications for content and presentation of data**

Australian hospital statistics 2008–09 underwent significant change following review (see the ‘snapshot’ on page 33).

- **Improvements in the readability and communication of key messages in report publications**

Feedback on readability of publications remained positive (see ‘Feedback on the effectiveness on AIHW publications effectiveness’ on page 32).

- **Upgrade of the AIHW website**

Work for a website upgrade began in 2009–10 (for completion in 2010–11; see ‘Website and intranet redevelopment’ on page 36).

Indicator

- **Website visits for published reports**

Achievements

Published 119 reports throughout the year

Received over 1.3 million visits to the AIHW website, which was a 12.1% increase on 2008–09

Made all publications available free on the AIHW website <www.aihw.gov.au>

Made all publications since July 2009 available in an additional format (RTF) more suitable for those with impaired vision

Reference point

This indicator relates to providing access to the AIHW’s information and analyses. The reference points are that the number of website visits is maintained at or increases from 1,355,200 (see the footnote to Figure 6) and that access to the AIHW’s reports remains free on the internet.

Notes

- The website continued to be the AIHW’s major communication medium for downloading data (see ‘The AIHW’s website’ on page 35).
- ‘Data cubes’ on the website are continually updated.
- Supplementary data linked to reports are made available on the website in Excel spreadsheets.
- Interactive Excel workbooks containing comprehensive long-term mortality data on selected causes of death by age and sex for each year were maintained and extended, including the General Record of Incidence of Mortality (GRIM) books, Burden of Disease books and Australian Cancer Incidence and Mortality (ACIM) books.

Indicator

- References to published reports in the media and by Parliament

Achievements

Elicited 4,085 media references to the AIHW (see 'Media coverage' on page 36).

Elicited 64 references to the AIHW in the Hansards of both Houses of the Commonwealth Parliament (see 'Hansard references' on page 40).

Reference point

This indicator relates to how public debate is enhanced by the use of the AIHW's information and analyses. The reference point is that mentions of the AIHW's reports in the media and the Commonwealth Parliament are maintained at or increased from 3,617 (see the footnote to Figure 6).

Notes

The AIHW is also well referenced in the Hansards of other Australian parliaments (see Table 13 on page 40).

Financial performance

How we are funded

In 2009–10 the AIHW received 45% of its funding as an appropriation from the Australian Government.

The annual appropriation has been increasingly supplemented by income from Australian and, to a lesser extent, state government departments and agencies for work on specific projects. In 2009–10 the appropriation increased by \$11.4 million for the AIHW's role in implementing the COAG's federal financial framework, improving access to data and analysis and developing cancer data to improve population-level evidence about cancer survival.

Over half of the AIHW's revenue was for delivery of specific projects. The deliverables and funding for each of these projects were negotiated with each funder.

A summary of the financial performance of the AIHW follows. Further details are provided in **Appendix 9** on page 176.

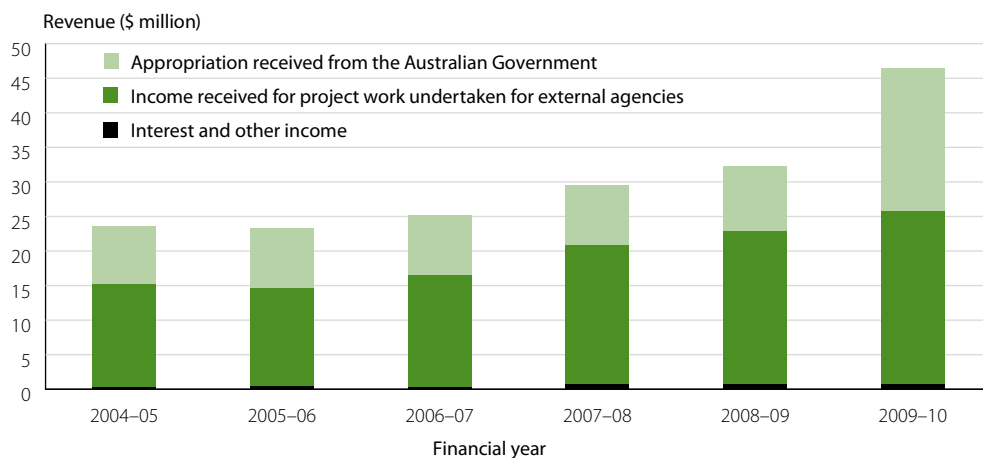
Income and expenditure

The AIHW's appropriation income from the Australian Government was \$20.7 million in 2009–10, an increase of 122% over 2008–09 (Table 6). This increase was mainly due to new funding for the AIHW's role in implementing COAG performance reporting, closing Indigenous data gaps, improving access to data and analysis, and developing cancer data to improve population-level evidence about cancer survival.

Income from externally funded projects totalled \$24.9 million for 2009–10, an increase of 12.0% on

Table 6: Income and expenditure, 2008–09 and 2009–10 (\$'000)

	Actual 2008–09	PBS estimates 2009–10	Actual 2009–10
Appropriation income	9,325	20,708	20,708
Income from externally funded projects	22,278	22,203	24,944
Interest	741	467	754
Other income	3	170	39
Total revenue	32,347	43,548	46,445
Employee-related expenditure	21,860	27,052	28,375
Other expenditure	10,348	13,696	15,893
Total expenditure	32,208	40,748	44,268
Surplus	139	2,800	2,177

Figure 7: Revenue sources, 2004–05 to 2009–10

the previous year. Most of this income came from Australian Government departments, notably DoHA and FaHCSIA.

Interest income was slightly higher in 2009–10 than in 2008–09 (Figure 7). In 2009–10 the AIHW had higher cash balances that were offset by lower rates of interest on term deposits.

Employee-related expenditure was higher in 2009–10 than in 2008–09 due to increased salary rates and increased staff numbers (Table 6). There were also additional costs in recruiting and accommodating staff.

The AIHW originally budgeted for a break-even result in 2009–10. However, the actual result was a surplus of \$2.2 million. This surplus resulted mainly from differences between the timing of budgeted and actual expenditure for homelessness systems work and work on closing Indigenous data gaps, which are multi-year projects. These timing differences are expected to reverse in subsequent years.

Balance sheet

Cash and term deposits totalled \$28.2 million in 2009–10, an increase of \$10.1 million on the previous year (Table 7). This was due to the timing

of the increase in the AIHW's appropriation and its expenditure and an increase in income received in advance for externally funded projects. All excess cash has been invested in term deposits in accordance with the AIHW's investment policy. Liabilities in 2009–10 were higher than budgeted due to increased income received in advance and higher leave provisions due to increased staff numbers. Total equity increased from \$1.6 million to \$6.0 million. This was due to the surplus for the year, an increase in the revaluation reserve of \$0.7 million and an equity injection of \$1.6 million for systems development, which has not yet been fully spent.

Cash flow

Net cash received from operating activities was \$9.3 million in 2009–10. This was mainly due to an increase in the level of cash received in advance for services not yet provided. The AIHW spent \$1.2 million on the purchase of property, plant and equipment, and leasehold improvements. The AIHW also received a cash equity injection of \$1.6 million. The net cash increase in the year was \$9.7 million, lifting the cash balance from \$9.1 million to \$18.8 million.

Table 7: Balance sheet summary, 2008–09 and 2009–10 (\$'000)

	Actual 2008–09	PBS estimates 2009–10	Actual 2009–10
Financial assets	18,011	20,991	28,156
Non-financial assets	2,720	4,118	3,745
Total assets	20,731	25,109	31,901
Provisions	5,590	5,969	7,895
Payables	13,558	13,177	18,021
Total liabilities	19,178	19,146	25,916
Equity	1,553	5,963	5,985

Financial outlook

Income from externally funded projects is expected to be similar in 2010–11 to 2009–10. Appropriation income from the Commonwealth Parliament will increase slightly in 2010–11 and reduce in subsequent years in line with the Budget Measures contained in the May 2009 Federal Budget and 2009 Additional Estimates. Expenditure in 2010–11 is expected to be higher than in 2009–10 as staff numbers have increased greatly since July 2009.

The value of land and buildings is expected to decrease due to the depreciation of fit-out costs over the term of the remaining lease. No other significant changes in the balance sheet items are expected.

Further compliance with legislation

Freedom of information

The *Freedom of Information Act 1982* requires each Commonwealth Government agency to publish a statement setting out its role, structure and functions, the categories of documents available for public inspection and information on how to access these documents. This statement is available in **Appendix 8** on page 173.

Under the *Freedom of Information Act 1982*, there were two requests and one internal review request made during 2009–10.

Commonwealth Ombudsman

No new issues or matters about the AIHW were referred to, or raised with, the Commonwealth Ombudsman's Office during 2009–10.

Judicial decisions and decisions of administrative tribunals

In 2009–10 there were no legal actions lodged against the AIHW and no judicial decisions directly affecting the AIHW.

Advertising and market research

Section 311A of the *Commonwealth Electoral Act 1918* requires certain reporting on advertising and market research by Commonwealth agencies, including those covered by the *Public Service Act 1999*.

During 2009–10, the AIHW paid \$80,210 to Adcorp Australia, a media marketing organisation that placed recruitment and tender notices on behalf of the AIHW. No advertising campaigns were undertaken.