



Australian Government

Australian Institute of
Health and Welfare

Australian Institute of Health and Welfare

Annual report **2009–10**

Providing feedback

If you would like to comment on this annual report, or have any queries, please contact:

Mr Gary Kent
Head, Information Governance Unit
Australian Institute of Health and Welfare
GPO Box 570
Canberra ACT 2601

26 Thynne Street
Fern Hill Park, Bruce ACT 2617
Phone: +61 2 6249 5035
+61 2 6244 1000 (switchboard)
Fax: +61 2 6244 1299
Email: info@aihw.gov.au

Availability

This annual report is available electronically on the Australian Institute of Health and Welfare's website in PDF and RTF formats. The 'In brief' section is available in HTML. The address is <www.aihw.gov.au/publications/index.cfm/title/12056>.

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Australian Government
**Australian Institute of
Health and Welfare**

*Better information and statistics
for better health and wellbeing*

The Hon Nicola Roxon, MP
Minister for Health and Ageing
Parliament House
CANBERRA ACT 2600

Dear Minister

I am pleased to present the annual report of the Australian Institute of Health and Welfare (AIHW) for the year to 30 June 2010.

The AIHW is established as a body corporate under section 4(2)(a) of the *Australian Institute of Health and Welfare Act 1987* and is subject to the *Commonwealth Authorities and Companies Act 1997*.

The report was endorsed on 23 September 2010 at a meeting of the members of the AIHW in accordance with the requirements of section 9 of the *Commonwealth Authorities and Companies Act 1997* and relevant Finance Minister's Orders.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Collins', written over a light blue horizontal line.

The Hon Peter Collins, AM QC
Board Chair

23 September 2010

26 Thynne Street, Fern Hill Park, Bruce ACT • GPO Box 570, Canberra ACT 2601
phone 02 6244 1000 • facsimile 02 6244 1299 • web www.aihw.gov.au

Guide to this report

This annual report of the Australian Institute of Health and Welfare (AIHW) complies with the requirements of the *Commonwealth Authorities and Companies Act 1997*. It begins with the mission, strategic directions and values of the AIHW, the AIHW Board Chair's report, the AIHW Director's report and an 'In brief' summary of the report's contents.

Governance and management arrangements for the AIHW are described, including accountabilities to the Minister for Health and Ageing, and the roles and responsibilities of the AIHW's Board and the AIHW Ethics Committee.

The chapter **Our performance** summarises the year's activities for 2009–10 against the AIHW's key strategic directions and 2009–10 Portfolio Budget Statements. It summarises financial performance in relation to the audited financial statements in Appendix 9. The achievement of specific planned outputs for 2009–10 is recorded in the work group reports in Chapter 5.

The chapter **Our communications** provides an overview of public affairs activities, including the presentation to policy makers and the public of messages arising from the AIHW's data on health and welfare.

The AIHW's staffing profile and information about how the AIHW supports its staff can be found in **Our people**.

Work group reports are provided for each unit of the AIHW involved in statistical analysis and reporting. The reports contain detailed information on the units' objectives, activities and outputs.

The **Appendixes** contain specific governance-related information: legislation, the AIHW Board's Charter of Corporate Governance, membership of the AIHW Board and the AIHW Ethics Committee, and a list of the AIHW's Executive and unit heads, as well as lists of the national information committees and universities with which the AIHW maintains strong working relationships. A Freedom of Information statement, required by law, and details of the AIHW's formal publications are also provided in the appendixes. Lastly, the financial statements for the AIHW are provided in Appendix 9.

The **Reader guides** help you find specific information: abbreviations; a glossary; lists of tables, figures and 'snapshots' about specific activities; a compliance index of information required by law; and a general index.

About the AIHW

The Australian Institute of Health and Welfare is a statutory authority established by the Australian Government as an independent agency in the Health and Ageing portfolio to generate reliable, regular and relevant information and statistics on the health and welfare of Australians. The AIHW collates and adds value to information drawn together as a nationally consistent picture of health and welfare services. This information is used by policy makers and program managers.

The AIHW's information also plays an important part in informing community discussion. The AIHW works closely with the Australian Bureau of Statistics and with all state and territory governments.

The AIHW is a major driving force in Australia for the production of national information and statistics on health, community services and housing assistance.

Mission

Better information
and statistics for better
health and wellbeing

Strategic directions

Strengthening our policy relevance

Capitalising on the new information
environment

Enhancing data access, protecting privacy

Getting the messages out better

Our people—valued, expert and versatile

Values

Australian Public Service values—being apolitical, accountable, sensitive and fair, with the highest quality ethics and leadership

Objectivity—ensuring our work is objective, impartial and reflects our mission

Responsiveness—meeting the needs of those who supply or use our information

Accessibility—making information as accessible as possible

Privacy—safeguarding the personal and collective privacy of both information subjects and data providers

Expertise—applying specialised knowledge and high standards to our work

Innovation—showing curiosity, creativity and resourcefulness in what we do

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Chair's report



As Chairman of the AIHW Board, it is once again my pleasure to report that the Institute has continued to deliver the quality, nationally consistent information that has become its

hallmark. We have added value to understanding the nation's health and welfare through the development of new data as well as the analysis and reporting of a broad range of existing and improved data sets.

A highlight of the year was the publication of two flagship reports: *Australia's welfare 2009* was launched by the Hon. Jenny Macklin, MP, in November 2009 and *Australia's health 2010* was launched by the Hon. Nicola Roxon, MP, in June 2010. Both publications were well received and attracted much media attention. They are widely used as authoritative and informative sources of information and feedback has been very pleasing.

At the same time as maintaining its reporting and analysis profile, with 119 reports published throughout the year, the AIHW has managed a significant program of growth in the development of data. This growth was largely to support the development and reporting of data for the national performance indicators required by the Council of Australian Government's (COAG) reform process. The Institute has taken a leadership role in driving this development and enhancement of data and worked collaboratively with many partners including the Australian Government, state and territory governments, other government agencies, the research community and service providers around the country.

To meet the increased demand for the AIHW's services, the AIHW has grown a great deal over the year, with staff numbers increasing by about a third, from 270 to 372 in the course of the year. This high level of growth has been managed successfully and has enabled the Institute to respond effectively to the information requirements of the COAG reform process as well as other policy priorities.

On behalf of the Board, I record our appreciation for the tremendous work of AIHW staff during this year of rapid growth. I also wish to acknowledge the exceptional contribution of our departing Director, Dr Penny Allbon. Penny has been a stand-out performer. She has resolutely 'built the business' of the AIHW and leaves us with not only new challenges but a much stronger income stream to meet the added workload.

The call on the AIHW's resources by governments and the general community has never been greater. The demand for quality information will inevitably increase in coming years and AIHW is well placed to lead the way.

A handwritten signature in black ink, appearing to read 'Peter Collins', written in a cursive style.

The Hon. Peter Collins, AM, QC
Board Chair

Director's report



The demand for the data and information that AIHW can supply increased markedly throughout 2009–10. In response, and in keeping with our strategic direction

of strengthening our policy relevance, the AIHW has maintained and expanded the range and depth of its collections and analysis.

This rapid expansion, which has seen the number of staff grow by over a hundred, from 270 to 372, has been possible because of the solid infrastructure, corporate expertise, effective processes and collaborative relationships that provided a good foundation for growth.

Data development and improvement processes were underway in almost every area of data collection in the AIHW, often driven by the need to measure and monitor the Council of Australian Government's (COAG) national agreement performance indicators and targets.

During the year, data specifications were finalised for performance indicators in the four COAG national agreements areas with which AIHW is involved—health care and hospitals, housing and homelessness, disability services and Indigenous reform. In addition, the Institute has played a prominent role in developing better data about cancer, child protection services, Indigenous primary care services, juvenile justice, the health of prisoners and the health professional workforces.

This work was done in collaboration with the relevant national information committees across various subject areas as well as the COAG Reform

Council and the Steering Committee for the Review of Government Service Provision.

A major challenge throughout 2009–10 has been the preparatory work for a new system for collecting data from over 1,500 non-government agencies that provide services for homeless people. The Specialist Homelessness Services Collection and its associated new client management tool has been a major undertaking and work is on track for delivery of the new system by 1 July 2011.

Another important new product was the Closing the Gap Clearinghouse, an initiative developed in collaboration with the Australian Institute of Family Studies for the Department of Families, Housing, Community Services and Indigenous Affairs, which was successfully launched in October 2009. By the end of the year, there were more than 4,700 items on the Clearinghouse database relating to the COAG building blocks.

Considerable work was also undertaken during the year under contract to the Department of Health and Ageing on development of the government's proposed MyHospitals website.

Meeting the challenges of timely and quality data provided the opportunity during the year to review our systems, and we have made significant improvements to the information technology that underpins our work. A new data validation tool for hospitals data was developed as part of an enhanced system of data receipting that will speed up the supply of data as well as maintain its quality. This tool will be extended to other collections across the AIHW.

Other investments in information technology included:

- the release of more advanced statistical software with training offered to all relevant staff

- major upgrades to our server infrastructure to improve capacity, performance and reliability
- a new telephone system and installation of information technology ICT systems in newly leased accommodation.

The growth of the Institute necessitated the leasing of a new building (next to the main one), so that AIHW now operates from a 'campus' of buildings clustered close together.

The Institute maintained its steady flow of publications, with 119 reports released during the year. These included the two AIHW flagship publications, *Australia's welfare 2009* and *Australia's health 2010*, both of which were launched at conferences attracting hundreds of interstate participants and a range of high-profile speakers from Australia and overseas.

The suite of published reports included many regular annual publications that monitor trends in particular services, such as child protection, hospitals services and health expenditure. We also published a number of one-off studies, such as *Primary carers of people with arthritis and osteoporosis*, and *Women and heart disease: cardiovascular profile of women in Australia*, which was accompanied by a reader-friendly 'summary' publication.

Some of our best known publications were revamped to make them more accessible, with accompanying short publications to highlight the key messages. *Australia's health 2010* had a very successful accompanying short publication, *Australia's health 2010—in brief*, as did *Australian hospital statistics 2008–09*, with the accompanying *Australia's hospitals 2008–09 at a glance*.

Our commitment to accurate identification of Indigenous status in health services settings was showcased in our publication *National best practice guidelines for collecting Indigenous status in health data sets*, incorporating a user-friendly three-step process for ascertaining a client's Indigenous status.

The scope of our work also led to the publication of some very exciting 'firsts'. *The health of Australia's prisoners 2009* was the first report to make use of the National Prisoner Health Indicators, developed to help monitor the health of prisoners and assist in creating and implementing prisoner health services. Another first was *A snapshot of men's health in regional and remote Australia*, offering a unique perspective on longstanding health issues faced in regional and remote Australia.

Consistent with its strategic direction of getting the messages out better, the AIHW began a complete redevelopment of its internet site during the year, together with the installation of a new content management system (for the website and intranet). The new site will feature significantly enhanced functionality and other technologies in line with Gov 2.0 strategic directions. At the same time, we are redeveloping our intranet to improve internal communication, collaboration and knowledge sharing across the Institute.

As a result of the additional funding for the COAG-related information work provided in the 2009–10 budget, the AIHW's appropriation was more than twice what it was in the previous year (growing from \$9.3 million to \$20.7 million). This meant that appropriation funding represented 45% of the total revenue, compared with 29% in the previous year.

Contract funding also continued to show strong growth, particularly for work contracted by the Department of Health and Ageing and the Department of Families, Housing, Community Services and Indigenous Affairs. The memoranda of understanding that govern the Institute's business relationships with these two key departments were reviewed and revised during the year, and arrangements put in place for new memoranda to be signed after 30 June 2010.

The culmination of developing stronger relations with the Canadian Institute for Health Information (CIHI) came with the invitations to three CIHI staff

to start work with the AIHW in 2010–11. This will bring expertise and international experience to the AIHW and we look forward to AIHW staff gaining experience at the CIHI in the future.

The AIHW also developed stronger relations with the United States National Center for Health Statistics. A letter of intent proposed the exchange of information, statistics and expertise to enhance collaboration focusing on Indigenous populations.

The growth of the Institute during the year heightened the ongoing challenge of attracting and retaining high-quality professional staff. The challenge was met by offering interesting and fulfilling work, competitive salaries, good work–life balance and a great work environment. The AIHW's flexible approach to part-time work continued in 2009–10, with over 21% of staff working part time at 30 June 2010. Twenty-one new graduates were employed in the 2009–10 intake, 10 of whom relocated from interstate. Of the 12 graduates who commenced in the 2007–08 intake, 8 were still at the Institute by the end of 2009–10.

The AIHW takes a strong approach to performance feedback and mandates two periods each year when all managers are required to have formal communication and feedback sessions with their staff. These sessions provide managers with the opportunity to discuss achievements, give formal feedback on performance, put work priorities in place, and identify learning and development needs. A very high level of participation was achieved during the February 2010 round, with over 96% of staff participating in formal discussions.

A staff survey conducted in October 2009 provided AIHW with a number of findings, notably that the Institute scored favourably compared with most other employers on the extent to which staff are engaged with and committed to their work. Some useful findings from the survey led to staff being invited to

participate in facilitated focus groups to identify activities for improvement.

The AIHW faces the coming year in excellent shape, with a dedicated staff committed to making a difference in their areas of expertise. While we sadly miss the immense contribution made by departing senior executive team members, Dr Ken Tallis, Dr Paul Magnus and Ms Susan Killion there is a strong, highly experienced leadership team in place. This is the Institute's key strength and one that will help it meet what is sure to be another challenging year. For me personally, as I leave the AIHW, I would like to record my thanks to the many great people who have made this small agency a delight to lead. I inherited an agency with a professional, respectful and supportive culture and I am proud that this culture has remained strong during a period of rapid growth.



Dr Penny Allbon
Director

In brief

Who we are

The Australian Institute of Health and Welfare (AIHW) was established as a Commonwealth statutory authority in 1987.

The Institute's governing legislation is the *Australian Institute of Health and Welfare Act 1987* (AIHW Act). The AIHW Act and its Regulations are reproduced in **Appendix 1** on page 116.

The AIHW produces many public reports and actively promotes its work in the community.

The main functions of the AIHW are to collect, analyse and disseminate health-related and welfare-related information and statistics. These functions are specified in s. 5 of the AIHW Act and require information to be developed, collected and reported in the following areas:

- health
- aged care services
- child care services (including services designed to encourage or support participation by parents in educational courses, training and the labour force)
- services for people with disabilities
- housing assistance (including programs designed to provide access to crisis accommodation in the short term)
- child welfare services (including, in particular, child protection and substitute care services)
- other community services.

In these subject areas, the AIHW provides authoritative, timely information and analysis to governments and the community, drawn from the national data collections managed by the Institute. Additionally, the AIHW provides leadership and infrastructure for the

development, maintenance and promotion of information standards to ensure that data are nationally consistent and appropriate for their purpose.

How we are governed

The AIHW Act establishes the AIHW Board as the Institute's governing body. The role and composition of the AIHW Board is specified in s. 8(1).

The AIHW Board is accountable to the Parliament of Australia through the Minister for Health and Ageing and sets the overall policy and strategic direction of the Institute.

The AIHW's Charter of Corporate Governance adopted by the AIHW Board provides the basis for the Board's operations (see **Appendix 2** on page 137).

The Director of the AIHW manages the day-to-day affairs of the Institute.

Our Minister



The Hon. Nicola Roxon, MP
Minister for Health and Ageing

Accounting for outcomes

An accountability framework for the Institute (Figure 4 on page 3) shows the legislative and reporting relationships that ensure that the AIHW's operations and funding contribute to its functions and outcomes.

The Portfolio Budget Statements for the Health and Ageing portfolio include one of the reporting components of the accountability framework for the AIHW (see **Chapter 2 Our performance** on page 15). The AIHW's outcome—intended results, benefits or consequences on the Australian community—as stated in the *Portfolio Budget Statements 2009–10* is:

A robust evidence base for the health, housing and community sectors, including through developing and disseminating comparable health and welfare information and statistics.

The AIHW has one program:

Develop, collect, analyse and report high-quality national health and welfare information and statistics for governments and the community.

The AIHW prepares a set of annual financial statements as required by the Finance Minister's Orders that are made under the *Commonwealth Authorities and Companies Act 1997*—under which the Institute operates—and the Australian Accounting Standards. These financial statements are audited by the Australian National Audit Office. The detailed financial statements and the auditor's report are contained in **Appendix 9** on page 176.

Other components of the accountability framework include the *AIHW Corporate Plan: strategic directions 2007–2010* and the AIHW's annual work plans.

Our key relationships

The health and welfare information collected, analysed and disseminated by the AIHW is managed in accordance with legal and ethical obligations for privacy, confidentiality and objectivity. At the same time, this information must meet the current and emerging needs of governments and the community. Work undertaken by the AIHW commonly crosses federal, state, territory and private sector areas of responsibility. Therefore, effective engagement and relationships based on mutual trust are vital. These relationships are critical to developing nationally consistent and comparable information across jurisdictions.

Within this context, the AIHW has developed a strongly collaborative approach to its work, developing relationship networks in the Australian Government, state and territory governments, and educational and broader private sectors. This collaborative and consultative approach is reflected in the AIHW's memoranda of understanding and national information agreements, and in the AIHW's performance of roles such as chair, secretariat and participant in numerous national committees.

The AIHW's key relationships at the Australian Government level include the Department of Health and Ageing, of which the AIHW is a portfolio agency; the Department of Families, Housing, Community Services and Indigenous Affairs; the Department of Education, Employment and Workplace Relations; the Department of Veterans' Affairs; and the Australian Bureau of Statistics.

Additionally, the AIHW funds work plans supported by data-sharing agreements with a number of Australian universities, in order to facilitate collaboration and to draw on their expertise in specialist areas of data and information.

Further information on the AIHW's governance arrangements and relationships with other bodies can be found in **Chapter 1 Governance and management** on page 1.

Our achievements and outputs

During 2009–10, the AIHW saw the culmination of work:

- to produce *Australia's welfare 2009* and *Australia's health 2010*, both being key reference works provided for the Australian Parliament and community, and both being released with an associated conference
- to help jurisdictions in their commitment to provide meaningful performance indicator data under several Council of Australian Governments (COAG) national agreements—for health, housing, disability and Indigenous reform—including data supply, the development of new and improved performance indicators and the delivery of data quality statements
- to develop and release online the Closing the Gap Clearinghouse—in collaboration with the Australian Institute of Family Studies—aimed at improving access by policy makers, service providers and the general public to evidence on best practice and success factors in closing the gap in Indigenous disadvantage
- to help set a new direction for the collection of homelessness data that will provide more information than under previous arrangements.

Much of the new work undertaken in 2009–10 was developmental in nature or—as with the work on the COAG performance indicators—was published by other agencies. A developmental project undertaken in collaboration with the Department of Health and Ageing is still to be released. This project will provide the community with online information on the performance of individual hospitals.

The AIHW continued to provide authoritative information—as reports and bulletins or, more recently and increasingly, as interactive data available online—in areas such as health, aged care services, child care services, disability

services, housing assistance and child welfare services, in collaboration with all jurisdictions and service providers.

Further information about the AIHW's achievements and outputs can be found in the Director's report on page ix, **Chapter 2 Our performance** on page 15 and—on a work group basis—in **Chapter 5 Work group reports** on page 53. The 'snapshots' listed in the 'snapshot' index on page 224 also give some more specific information about a number of the AIHW's products and achievements.

Our communications

The AIHW communicates its information and data to the public and its stakeholders and clients in a variety of ways, including hard copy reports, website publications and guidelines, and other online information and data.

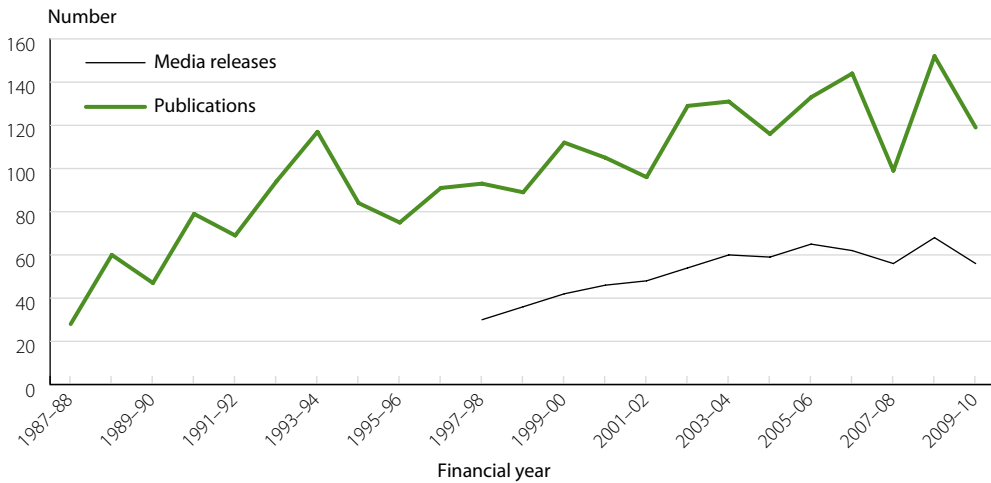
In 2009–10 the AIHW released 119 publications with 56 media releases (Figure 1). This was fewer than the 152 publications and 68 media releases for 2008–09. For publications, there is a pattern of 'ups and downs' within the overall rising annual trend. This pattern has been generally matched for media releases.

All publications are available in full text free of charge on the website. From July 2009 onwards the AIHW made all its website publications available in an additional format (RTF) that is more suitable for many people with impaired vision.

The AIHW is required by s. 31 of the AIHW Act to publish reports on Australia's health and Australia's welfare, both of which are key national information resources. *Australia's welfare 2009* was published in November 2009 and *Australia's health 2010* in June 2010. Both were subsequently tabled in the Australian Parliament.

Further information about AIHW's publications and online information and data can be found in **Chapter 3 Our communications** on page 31.

Figure 1: Publications released, 1987–88 to 2009–10, and media releases, 1997–98 to 2009–10



Our financial performance

The AIHW's financial results for 2008–09 and 2009–10 are summarised in Table 1 and compared with the estimates for 2009–10 that were included in the 2010–11 Portfolio Budget Statements. Revenue in 2009–10 was \$46.4 million, an increase of 43.6% on 2008–09. Expenses in 2009–10 were 37.4% greater than in 2008–09. In 2009–10 the AIHW achieved a surplus of \$2,177,000, which equated to 4.7% of total revenue. This compares with a surplus of \$139,000 in 2008–09.

Table 1: Financial results, 2008–09 and 2009–10 (\$'000)

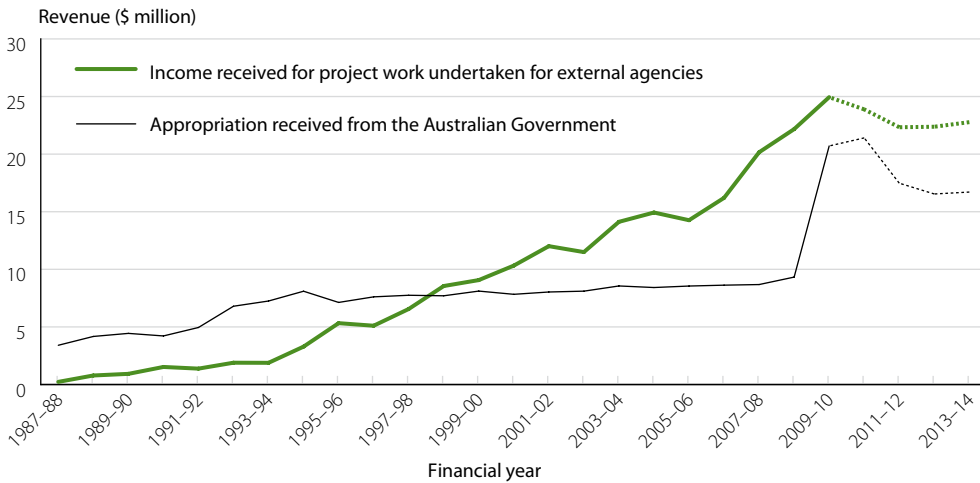
	Actual 2008–09	PBS estimates 2009–10	Actual 2009–10
Revenue	32,347	43,548	46,445
Expenses	32,208	40,748	44,268
Surplus	139	2,800	2,177

The AIHW's revenue comprises income received as appropriation from the Commonwealth Parliament and income received from external sources. The latter is mainly received for specific project work undertaken for other government departments and ministerial councils. The balance between these two income types, including budgeted revenue for the next 4 years, is shown in Figure 2.

The proportion of the AIHW's revenue from appropriation decreased from almost 100% in 1987–88 to 29% in 2008–09. For 2009–10, the proportion increased to 45% because in the May 2009 Federal Budget the AIHW received a significant increase in its appropriation for the following 4 years. Most of this revenue is for the AIHW's role in implementing the COAG's federal financial framework.

Further information about AIHW's financial performance can be found in 'Financial performance' on page 28.

Figure 2: Major revenue sources, 1987–88 to 2009–10, with projections, 2010–11 to 2013–14



Our people

At the end of the reporting period, there were 372 staff employed at the AIHW, equating to a full-time equivalent of 345.8 staff. Figure 3 shows changes in staff numbers since 1988. There has been a 37.8% increase (45.1% on a full-time equivalent basis) since 30 June 2009.

This is associated with additional funding and subsequent project work arising from the 2009–10 Budget.

Further information about the AIHW’s staff, human resource services, facilities services, and occupational health and safety can be found in **Chapter 4 Our people** on page 41.

Figure 3: Staff numbers, 1988–2010

