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Sommario/riassunto	The provision of social services in Australia has changed dramatically in recent decades, raising a range of important questions about financial and democratic accountability: 'who benefits', 'who suffers' and 'who decides'. This book explores these developments through rich case studies of a diverse set of social policy domains. The case studies demonstrate a range of effects of marketisation, including the impact on the experience of consumer engagement with social service systems, on the distribution of social advantage and disadvantage, and on the democratic steering of social policy.