Service Hours - FY18-19 Q3

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY18-19 Q1-3	FY18-19 Q3	FY18/19	Expect approx 75%
Alfred Health	62,397	20,212	86,201	72 %
Austin Health	38,100	11,781	59,941	64 %
Eastern Health	116,071	37,373	156,116	74 %
Melbourne Health	206,960	70,377	251,395	82 %
Monash Health	133,441	43,883	188,962	71 %
Peninsula Health	42,406	13,845	56,147	76 %
St Vincent's Hospital	52,544	17,727	67,109	78 %
Mercy Health	40,556	14,105	60,651	67 %
Royal Children's	27,819	7,663	36,721	76 %
VIFMH	12,671	4,602	19,284	66 %
Ballarat Health	32,677	11,434	58,528	56 %
Barwon Health	46,881	15,125	68,116	69 %
Bendigo Health	53,282	17,560	69,109	77 %
Goulburn Valley Health	28,067	8,588	39,071	72 %
Latrobe Regional	49,997	16,203	69,423	72 %
Mildura Base Hospital	18,849	5,790	25,311	74 %
Albury Wodonga Health	24,842	8,103	35,688	70 %
South West Health	23,853	7,586	34,564	69 %
TOTAL STATEWIDE	1,011,413	331,956	1,382,337	73 %

KPI Definition - Total Service hours by sector. Includes type 'A' & 'E' registered, type 'B' unregistered and type 'C' community contacts. "Service Hours" is defined as contact hours adjusted for group session contacts. (For group contacts – multiply contact duration by number of Healthcare Professionals present, and divide by the number of patients involved.) Activity measure with targets specified in Policy and Funding Guidelines. Note that 1) Veterans, CEED & The Bouverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.

The statewide mental health ambulatory target within the Department of Health and Human Services' *Policy and funding guidelines 2018* exclude both Victorian Institute of Forensic Mental Health (Forensicare) and New South Wales activity within Albury Wodonga Health. Reported data include Forensicare and exclude New South Wales data.

VICTORIA