

Service Hours - FY14-15 Q1

| Service Hours | Last Qtr | Full Year Target | % of Target (expect approx 25%) |
|------------------------|------------|------------------|---------------------------------|
| | FY14-15 Q1 | FY14/15 | |
| Alfred Health | 15,943 | 64,000 | 25% |
| Austin Health | 12,092 | 47,400 | 26% |
| Eastern Health | 29,198 | 114,800 | 25% |
| Melbourne Health | 44,947 | 191,400 | 23% |
| Monash Health | 27,316 | 123,100 | 22% |
| Peninsula Health | 12,918 | 48,400 | 27% |
| St Vincent's Hospital | 13,544 | 50,000 | 27% |
| Mercy Health | 8,972 | 43,600 | 21% |
| Royal Children's | 8,657 | 31,000 | 28% |
| VIFMH | 2,277 | 7,700 | 30% |
| Ballarat Health | 12,030 | 41,000 | 29% |
| Barwon Health | 12,823 | 53,900 | 24% |
| Bendigo Health | 9,082 | 61,100 | 15% |
| Goulburn Valley Health | 6,280 | 29,700 | 21% |
| Latrobe Regional | 15,206 | 61,000 | 25% |
| Mildura Base Hospital | 4,022 | 17,000 | 24% |
| Albury Wodonga Health | 8,986 | 36,000 | 25% |
| South West Health | 6,292 | 29,000 | 22% |

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 Bouoverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.