

Mental health community service hours

April – June 2025

| Health service | 2024–25 Q4  result | Financial year  to date (FYTD)  result | 2024–25 target | FYTD  target | FYTD result as a percentage of  2024–25 target |
| --- | --- | --- | --- | --- | --- |
| Alfred Health | 30,761 | 133,600 | 139,315 | 100% | 96% |
| Austin Health | 3,693 | 60,408 | 87,901 | 100% | 69% |
| Eastern Health | 25,204 | 185,964 | 239,691 | 100% | 78% |
| Melbourne Health | 32,383 | 151,214 | 169,416 | 100% | 89% |
| Monash Health | 50,443 | 244,665 | 282,294 | 100% | 87% |
| Northern Health | 9,570 | 139,795 | 190,454 | 100% | 73% |
| Peninsula Health | 17,674 | 86,913 | 99,759 | 100% | 87% |
| St Vincent's Hospital | 12,620 | 72,624 | 84,915 | 100% | 86% |
| Mercy Health | 3,112 | 56,133 | 91,461 | 100% | 61% |
| Royal Children's | 10,308 | 40,505 | 49,656 | 100% | 82% |
| VIFMH (Forensicare) | 5,220 | 21,554 | 26,083 | 100% | 83% |
| Western Health | 7,320 | 56,109 | 77,278 | 100% | 73% |
| Barwon Health | 15,916 | 90,991 | 113,970 | 100% | 80% |
| Bendigo Health | 6,696 | 69,544 | 98,863 | 100% | 70% |
| Goulburn Valley Health | 4,180 | 39,902 | 55,083 | 100% | 72% |
| Grampians Health | 11,056 | 60,342 | 78,901 | 100% | 76% |
| Latrobe Regional | 9,310 | 56,565 | 91,920 | 100% | 62% |
| Mildura Base Hospital | 7,518 | 32,052 | 34,133 | 100% | 94% |
| Albury Wodonga Health | 7,080 | 33,206 | 47,534 | 100% | 70% |
| South West Health | 7,365 | 40,538 | 43,375 | 100% | 93% |
| TOTAL STATEWIDE | 277,428 | 1,672,625 | 2,102,002 | 100% | 80% |

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| --- | --- |
| Red | FTYD result is >5% below FYTD target |
| Green | FYTD result is >5% above FYTD target |

KPI Definition - Number of service hours, by sector, excluding (a) Bouverie Centre, Albury contacts, (b) contacts reported against inpatient or residential program types and (c) block funded and PHN commissioned programs. Service hours are defined as contact hours adjusted for group session contacts. For group session contacts, contact duration is multiplied by the number of healthcare professionals present, and divided by the number of consumers involved.

Data from February 2025 were affected by protected industrial action, impacting the collection of non-clinical and administrative data and recording of ambulatory mental health service activity and consumer outcome measures. For ambulatory mental health service activity such as service hours, this has resulted in activity appearing lower, as some consumers receiving an ambulatory service contact during these periods may not have had their contact recorded in the CMI/ODS.

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