

Service Hours - FY17-18 Q1

Service hours % Target	Last Qtr	Full Year Target	% of Target
	FY17-18 Q1	FY17/18	Expect approx 25%
Alfred Health	17,271	82,354	23 %
Austin Health	12,648	57,648	24 %
Eastern Health	37,438	149,033	28 %
Melbourne Health	51,885	237,840	24 %
Monash Health	38,411	178,790	24 %
Peninsula Health	11,550	53,184	24 %
St Vincent's Hospital	15,814	64,467	26 %
Mercy Health	8,974	53,797	20 %
Royal Children's	6,940	36,191	21 %
VIFMH	3,093	13,582	31 %
Ballarat Health	9,240	51,918	19 %
Barwon Health	15,329	65,546	25 %
Bendigo Health	17,403	67,300	28 %
Goulburn Valley Health	6,604	37,311	20 %
Latrobe Regional	17,280	68,075	27 %
Mildura Base Hospital	6,273	24,634	28 %
Albury Wodonga Health	8,704	35,084	27 %
South West Health	8,170	33,850	26 %
TOTAL STATEWIDE	293,027	1,310,604	25 %

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.

