

Service Hours - FY18-19 Q1

Service hours % Target	Last Qtr	Full Year Target	% of Target
	FY18-19 Q1	FY18/19	Expect approx 25%
Alfred Health	20,704	86,201	24 %
Austin Health	13,079	59,941	22 %
Eastern Health	38,618	156,116	25 %
Melbourne Health	68,664	251,395	27 %
Monash Health	42,447	188,962	22 %
Peninsula Health	13,966	56,147	25 %
St Vincent's Hospital	17,764	67,109	26 %
Mercy Health	13,202	60,651	22 %
Royal Children's	9,376	36,721	26 %
VIFMH	3,630	19,284	19 %
Ballarat Health	10,465	58,528	18 %
Barwon Health	16,274	68,116	24 %
Bendigo Health	17,569	69,109	25 %
Goulburn Valley Health	10,557	39,071	27 %
Latrobe Regional	17,579	69,423	25 %
Mildura Base Hospital	6,472	25,311	26 %
Albury Wodonga Health	7,959	35,688	22 %
South West Health	8,228	34,564	24 %
TOTAL STATEWIDE	336,552	1,382,337	24 %

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.