

Service Hours - FY18-19 Q2

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY18-19 Q1-2	FY18-19 Q2	FY18/19	Expect approx 50%
Alfred Health	42,124	21,313	86,201	49 %
Austin Health	25,960	12,792	59,941	43 %
Eastern Health	78,051	38,327	156,116	50 %
Melbourne Health	136,313	67,484	251,395	54 %
Monash Health	88,438	45,087	188,962	47 %
Peninsula Health	27,883	13,844	56,147	50 %
St Vincent's Hospital	34,641	16,895	67,109	52 %
Mercy Health	26,292	13,013	60,651	43 %
Royal Children's	19,449	9,682	36,721	53 %
VIFMH	8,051	4,301	19,284	42 %
Ballarat Health	20,977	10,456	58,528	36 %
Barwon Health	31,803	15,544	68,116	47 %
Bendigo Health	35,535	17,765	69,109	51 %
Goulburn Valley Health	19,465	9,038	39,071	50 %
Latrobe Regional	33,796	16,156	69,423	49 %
Mildura Base Hospital	13,027	6,545	25,311	51 %
Albury Wodonga Health	16,380	7,817	35,688	46 %
South West Health	16,085	7,853	34,564	47 %
TOTAL STATEWIDE	674,268	333,912	1,382,337	49 %

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.