

Mental health community service hours

January – March 2024

| Health service | 2023–24 Q3 result | Financial year to date (FYTD) result | 2023–24target\* | FYTD target | FYTD result as a percentage of 2023–24 target |
| --- | --- | --- | --- | --- | --- |
| Alfred Health | 29,853 | 92,918 | 130,432 | 75% | 71% |
| Austin Health | 20,882 | 56,831 | 86,038 | 75% | 66% |
| Eastern Health | 46,010 | 143,489 | 237,376 | 75% | 60% |
| Melbourne Health | 36,010 | 106,177 | 154,279 | 75% | 69% |
| Monash Health | 58,997 | 180,629 | 282,797 | 75% | 64% |
| Northern Health | 42,044 | 128,465 | 150,510 | 75% | 85% |
| Peninsula Health | 18,611 | 56,758 | 73,074 | 75% | 78% |
| St Vincent's Hospital | 19,037 | 58,876 | 86,012 | 75% | 68% |
| Mercy Health | 20,283 | 56,411 | 88,335 | 75% | 64% |
| Royal Children's | 8,878 | 31,809 | 52,514 | 75% | 61% |
| VIFMH (Forensicare) | 5,175 | 16,855 | 20,056 | 75% | 84% |
| Western Health† | 15,643 | 45,792 | 78,386 | 75% | 58% |
| Barwon Health | 24,704 | 75,030 | 100,621 | 75% | 75% |
| Bendigo Health | 24,066 | 72,248 | 94,274 | 75% | 77% |
| Goulburn Valley Health | 11,664 | 36,503 | 52,981 | 75% | 69% |
| Grampians Health | 15,022 | 47,600 | 76,320 | 75% | 62% |
| Latrobe Regional | 18,213 | 56,421 | 89,422 | 75% | 63% |
| Mildura Base Hospital | 8,704 | 23,482 | 31,114 | 75% | 75% |
| Albury Wodonga Health | 9,840 | 30,296 | 45,593 | 75% | 66% |
| South West Health | 9,692 | 29,602 | 42,646 | 75% | 69% |
| TOTAL STATEWIDE | 443,327 | 1,346,193 | 1,972,780 | 75% | 68% |

|  |  |
| --- | --- |
| 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. Results during 2011, 2012, 2016, 2017 and from November 2020 to November 2021 were affected by industrial activity and should be interpreted with caution.

\* 2023–24 targets are under review on the basis of FYTD performance and the need for adjustment to reflect potential 2023–24 growth allocations. Targets exclude New South Wales activity within Albury Wodonga Health.

† Western Health became a designated mental health service from 1 July 2023.

|  |
| --- |
| To receive this publication in an accessible format phone (03) 9096 1878, using the National Relay Service 13 36 77 if required, or email Victorian Agency for Health Information <vahi@vahi.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Department of Health April 2024.Available from [Service hours - mental health performance indicator reports page](https://www2.health.vic.gov.au/mental-health/research-and-reporting/mental-health-performance-reports/service-hours-performance-indicator-reports) <https://www.health.vic.gov.au/research-and-reporting/mental-health-performance-reports> on the Health.vic website. |