

Service Hours - FY14-15 Q2

Service Hours	Last Qtr	Year to Date	Full Year Target	% of Target (expect approx 50%)
	FY14-15 Q2	FY14-15 Q1-2	FY14/15	
Alfred Health	14,961	30,971	64,000	48%
Austin Health	11,247	23,689	47,400	50%
Eastern Health	28,462	58,502	114,800	51%
Melbourne Health	42,190	88,318	191,400	46%
Monash Health	29,432	57,617	123,100	47%
Peninsula Health	11,748	24,782	48,400	51%
St Vincent's Hospital	13,018	26,851	50,000	54%
Mercy Health	8,300	17,592	43,600	40%
Royal Children's	8,899	17,691	31,000	57%
VIFMH	2,511	4,867	7700	63%
Ballarat Health	11,019	23,093	41,000	56%
Barwon Health	12,726	26,031	53,900	48%
Bendigo Health	9,290	18,672	61,100	31%
Goulburn Valley Health	5,803	12,167	29,700	41%
Latrobe Regional	13,468	28,963	61,000	47%
Mildura Base Hospital	4,066	8,094	17,000	48%
Albury Wodonga Health	8,283	17,472	36,000	49%
South West Health	6,462	12,914	29,000	45%

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 Bouoverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.