

Mental health community service hours

October – December 2021

| Health service | 2021-22 Q2  result | Financial year  to date (FYTD)  result | 2021-22  target | FYTD  target | FYTD result as a percentage of  2021-22 target |
| --- | --- | --- | --- | --- | --- |
| Alfred Health | 22,650 | 45,721 | 117,991 | 50% | 39% |
| Austin Health | 13,497 | 24,044 | 83,043 | 50% | 29% |
| Eastern Health | 37,415 | 71,013 | 215,479 | 50% | 33% |
| Melbourne Health | 60,094 | 106,618 | 344,659 | 50% | 31% |
| Monash Health | 48,721 | 103,715 | 255,008 | 50% | 41% |
| Peninsula Health | 13,095 | 25,801 | 70,086 | 50% | 37% |
| St Vincent's Hospital | 12,480 | 22,305 | 79,962 | 50% | 28% |
| Mercy Health | 13,792 | 22,710 | 82,674 | 50% | 27% |
| Royal Children's | 8,418 | 18,064 | 44,396 | 50% | 41% |
| VIFMH (Forensicare) | 3,223 | 6,884 | 19,818 | 50% | 35% |
| Ballarat Health | 9,981 | 16,827 | 73,996 | 50% | 23% |
| Barwon Health | 17,736 | 27,992 | 90,070 | 50% | 31% |
| Bendigo Health | 11,276 | 16,270 | 84,256 | 50% | 19% |
| Goulburn Valley Health | 7,700 | 10,183 | 49,698 | 50% | 20% |
| Latrobe Regional | 14,246 | 23,904 | 83,974 | 50% | 28% |
| Mildura Base Hospital | 5,444 | 11,541 | 30,715 | 50% | 38% |
| Albury Wodonga Health | 7,715 | 16,402 | 43,178 | 50% | 38% |
| South West Health | 8,066 | 16,138 | 40,031 | 50% | 40% |
| TOTAL STATEWIDE | 315,547 | 586,130 | 1,809,034 | 50% | 32% |

\*Results from November 2020 to November 2021 were affected by industrial activity and should be interpreted with caution.

|  |  |
| --- | --- |
| 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, (c) block funded and PHN commissioned programs, (d) specialty mental health service development contacts reported outside of approved programs. Results during 2011, 2012, 2016, 2017 and from November 2020 to November 2021 were affected by industrial activity and should be interpreted with caution.

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.

Statewide mental health ambulatory targets include the Victorian Institute of Forensic Mental Health (Forensicare) and exclude Albury New South Wales activity within Albury Wodonga Health.

|  |
| --- |
| 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](mailto:vahi@vahi.vic.gov.au)>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Department of Health January 2022.  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://www2.health.vic.gov.au/mental-health/research-and-reporting/mental-health-performance-reports/service-hours-performance-indicator-reports> on the Health.vic website. |