

Question 24 – Service delivery

Portfolio	Output Group	Output	Objectives(s)	Performance measure(s)	Objective indicator(s)	Internal / External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Community Service Obligation emergency road and air transports	Number	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Statewide emergency air transports	Number	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Statewide emergency road transports	Number	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Treatment without transport	Number	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Audited cases attended by Community Emergency Response Teams (CERT) meeting clinical practice standards	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Audited cases statewide meeting clinical practice standards	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Proportion of adult patients suspected of having a stroke who were transported to a stroke unit with thrombolysis facilities within 60 minutes	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Proportion of adult VF/VT cardiac arrest patients with vital signs at hospital	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Proportion of patients experiencing severe cardiac or traumatic pain whose level of pain is reduced significantly	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Proportion of patients very satisfied or satisfied with overall services delivered by paramedics	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Proportion of emergency (Code 1) incidents responded to within 15 minutes - statewide	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Emergency Services	Objective 1: Victorians are healthy and well	Proportion of emergency (Code 1) incidents responded to within 15 minutes in centres with more than 7500 population	Per Cent	External
Ambulance Services	Ambulance Services	Ambulance Non Emergency Services	Objective 1: Victorians are healthy and well	Community Service Obligation non-emergency road and air transports	Number	External
Ambulance Services	Ambulance Services	Ambulance Non Emergency Services	Objective 1: Victorians are healthy and well	Statewide non-emergency air transports	Number	External
Ambulance Services	Ambulance Services	Ambulance Non Emergency Services	Objective 1: Victorians are healthy and well	Statewide non-emergency road transports	Number	External
Ambulance Services	Ambulance Services	Ambulance Non Emergency Services	Objective 1: Victorians are healthy and well	Audited cases statewide meeting clinical practice standards	Per Cent	External
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Number of families receiving an intensive support service	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Number of investigations from reports to child protection services about the wellbeing and safety of children	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Daily average number of children in out-of-home care placements	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Number of Child FIRST assessments and interventions	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Number of children in kinship care whose placements are managed by community service organisations	Number	Internal

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Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Number of family services cases provided to Aboriginal families	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Reports to Child Protection Services about the wellbeing and safety of children	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Total number of family services cases provided	Number	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Children and young people in out-of-home care who have had two or less placements in the past 12 months (not including placements at home)	Per Cent	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Children and young people who were the subject of a substantiated report within 12 months of the closure of a previous substantiated report	Per Cent	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Children and young people who were the subject of an investigation which led to a decision not to substantiate, who were subsequently the subject of a substantiation within three months of case closure	Per Cent	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Organisations that have successfully completed a certification review (family and community services)	Per Cent	External
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Organisations that have successfully completed a certification review (specialist support and placement services)	Per Cent	External
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Proportion of Aboriginal children placed with relatives/kin, other Aboriginal carers or in Aboriginal residential care	Per Cent	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Proportion of placements that are home-based care	Per Cent	Internal
Child Protection	Child Protection and Family Services	Child Protection and Family Services	Objective 2: Victorians are safe and secure	Percentage of child protection investigations assessed as urgent, that were visited, or where attempts were made to visit, within two days of receipt of the report	Per Cent	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Care Assessment	Objective 1: Victorians are healthy and well	Aged Care Assessments	Number	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Care Assessment	Objective 1: Victorians are healthy and well	Percentage of high priority clients assessed within the appropriate time in all settings	Per Cent	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Care Assessment	Objective 1: Victorians are healthy and well	Percentage of low priority clients assessed within the appropriate time in all settings	Per Cent	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Care Assessment	Objective 1: Victorians are healthy and well	Percentage of medium priority clients assessed within the appropriate time in all settings	Per Cent	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Care Assessment	Objective 1: Victorians are healthy and well	Average waiting time (calendar days) from referral to assessment	Days	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Individuals provided with respite and support services	Number	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Number of hours of respite and support services	Number	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Pension-level beds available in assisted Supported Residential Services facilities	Number	Internal

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Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Funded research and service development projects for which satisfactory reports have been received	Per Cent	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Pension-level Supported Residential Services residents provided with service coordination and support/brokerage services	Number	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Personal alert units allocated	Number	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Victorian Eye Care Service (occasions of service)	Number	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Clients accessing aids and equipment	Number	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Clients satisfied with the aids and equipment services system	Per Cent	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Aged Support Services	Objective 1: Victorians are healthy and well	Applications for aids and equipment acknowledged in writing within ten working days	Per Cent	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Home and Community Care Program for Younger People	Objective 1: Victorians are healthy and well	Home and Community Care for Younger People - number of clients receiving a service	Number	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Home and Community Care Program for Younger People	Objective 1: Victorians are healthy and well	Home and Community Care for Younger People - hours of service delivery	Hours	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Residential Aged Care	Objective 1: Victorians are healthy and well	Available Bed days	Days	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Residential Aged Care	Objective 1: Victorians are healthy and well	Residential care services accredited	Per Cent	External
Disability, Ageing and Carers	Ageing, Aged and Home Care	Seniors Programs and Participation	Objective 1: Victorians are healthy and well	Seniors funded activities and programs: number approved	Number	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Seniors Programs and Participation	Objective 1: Victorians are healthy and well	Open Rates for Seniors Card e-Newsletters	Per Cent	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Seniors Programs and Participation	Objective 1: Victorians are healthy and well	Eligible seniors in the seniors card program	Per Cent	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Seniors Programs and Participation	Objective 1: Victorians are healthy and well	Senior satisfaction with Victorian Seniors Festival events	Per Cent	Internal
Disability, Ageing and Carers	Ageing, Aged and Home Care	Seniors Programs and Participation	Objective 1: Victorians are healthy and well	New University of the Third Age membership growth	Per Cent	External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Households receiving mains electricity concessions	Number	External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Households receiving mains gas concessions	Number	External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Households receiving non-mains energy concessions	Number	Internal and External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Households receiving pensioner concessions for municipal rates and charges	Number	External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Households receiving water and sewerage concessions	Number	External

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Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Number of Utility Relief Grants granted to households	Number	Internal
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Percentage of customers satisfied with State Trustee Limited services	Per Cent	External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Percentage of Community Service Agreement performance targets that have been achieved by State Trustees	Per Cent	External
Disability, Ageing and Carers	Concessions to Pensioners and Beneficiaries	Concessions to Pensioners and Beneficiaries	Objective 3: Victorians have the capabilities to participate	Percentage of customer requests answers by State Trustees within the timelines set in the Community Service Agreement	Per Cent	External
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Clients in residential institutions	Number	Internal
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Clients receiving case management services	Number	Internal
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Clients receiving individualised support	Number	Internal
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Hours of community-based respite	Number	External
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Number of respite days	Number	Internal and External
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Organisations that have successfully completed a certification review (accommodation supports)	Per Cent	External
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Organisations that have successfully completed a certification review (client services and capacity)	Per Cent	External
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Organisations that have successfully completed a certification review (individualised supports)	Per Cent	External
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Percentage of Specialist Disability Accommodation (SDA) services vacancies filled within 60 business days	Per Cent	Internal
Disability, Ageing and Carers	Disability Services	Disability Services	Objective 3: Victorians have the capabilities to participate	Clients received forensic disability service	Number	Internal
Disability, Ageing and Carers	Disability Services	Victorian Contribution to National Disability Insurance Scheme	Objective 3: Victorians have the capabilities to participate	National Disability Insurance Scheme participants	Number	Internal
Disability, Ageing and Carers	Empowering Individuals and Communities	Community Participation	Objective 4: Victorians are connected to culture and community	Grants acquitted within the timeframe specified in the terms and conditions of the funding agreement	Per Cent	Internal
Disability, Ageing and Carers	Empowering Individuals and Communities	Community Participation	Objective 4: Victorians are connected to culture and community	Hours of coordination funding provided to Neighbourhood Houses	Number (thousand)	Internal
Disability, Ageing and Carers	Empowering Individuals and Communities	Office for Disability	Objective 4: Victorians are connected to culture and community	Number of Disability Advocacy clients	Number	Internal
Disability, Ageing and Carers	Empowering Individuals and Communities	Office for Disability	Objective 4: Victorians are connected to culture and community	Annual reporting against the State disability plan within agreed timeframes	Per Cent	Internal
Disability, Ageing and Carers	Small Rural Services	Small Rural Services - Aged Care	Objective 1: Victorians are healthy and well	Small Rural Available Bed Days	Number	Internal

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Disability, Ageing and Carers	Small Rural Services	Small Rural Services - Aged Care	Objective 1: Victorians are healthy and well	Residential care services accredited	Per Cent	External
Disability, Ageing and Carers	Small Rural Services	Small Rural Services - Home and Community Care Services	Objective 1: Victorians are healthy and well	Home and Community Care for Younger People - hours of service delivery	Hours	Internal
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Number of clients assisted by a Risk Assessment and Management panel	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Number of children who receive a Sexually Abusive Behaviours Treatment Service response	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Number of calls made to the statewide telephone help line for men regarding family violence	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Sexual assault support services clients receiving an initial response within five working days of referral	Per Cent	Internal
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Workers trained in the Family Violence Risk Assessment and Risk Management Framework	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Support and Safety Hubs established	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Total assessments completed at the Support and Safety Hubs	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Satisfaction by workers with family violence training	Per Cent	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Satisfaction of clients with Support and Safety Hubs services	Per Cent	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Assessments completed within agreed timeframes	Per Cent	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Number of men participating in the men's behaviour change program	Number	External
Prevention of Family Violence	Family Violence Service Delivery	Family Violence Service Delivery	Objective 2: Victorians are safe and secure	Number of case management responses provided to perpetrators of family violence in cluding those that require individualised support	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Clinical placement student days (medicine)	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Clinical placement student days (nursing and midwifery)	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Clinical placement student days (allied health)	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Number of filled rural generalist GP procedural positions	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Funded Post graduate nursing and midwifery places at Diploma and Certificate level	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Total funded FTE (early graduate) allied health positions in public system	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Total funded FTE (early graduate) medical positions in public system	Number	External

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Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Total funded FTE (early graduate) nursing and midwifery positions in public system	Number	External
Health	Acute Health Services	Acute Training and Development	Objective 1: Victorians are healthy and well	Learner satisfaction about their feeling of safety and wellbeing while undertaking their program of study at health services	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Palliative separations	Number	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Sub-acute care separations	Number	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Total separations - all hospitals	Number (thousand)	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Public hospitals accredited	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Weighted Inlier Equivalent Separations (WIES) - all hospitals except small rural health services	Number (thousand)	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	WIES funded emergency separations - all hospitals	Number (thousand)	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	WIES funded separations - all hospitals except small rural health services	Number (thousand)	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Perinatal mortality rate per 1 000 of babies of Aboriginal mothers, using rolling 3-year average	Rate per 1000	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Eligible newborns screened for hearing deficit before one month of age	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Hand hygiene compliance	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Healthcare worker immunisation - influenza	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Intensive Care Unit central line associated blood stream infections (CLABSI) per 1000 device days	Rate	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Major trauma patients transferred to a major trauma service	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Perinatal and child mortality reports received, reviewed and classified	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Patient reported hospital cleanliness	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Staphylococcus aureus bacteraemias (SAB) infections per 10000 patient days	Rate	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Unplanned/unexpected readmission for acute myocardial infarction	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Unplanned/unexpected readmission for heart failure	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Unplanned/unexpected readmission for hip replacement	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Unplanned/unexpected readmission for knee replacement	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Unplanned/unexpected readmission for paediatric tonsillectomy and adenoidectomy	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Non-urgent (Category 3) elective surgery patients admitted within 365 days	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Semi-urgent (Category 2) elective surgery patients admitted within 90 days	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Urgent (Category 1) elective surgery patients admitted within 30 days	Per Cent	Internal
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Percentage of patients who reported positive experiences of their hospital stay	Per Cent	External
Health	Acute Health Services	Admitted Services	Objective 1: Victorians are healthy and well	Number of patients admitted from the elective surgery waiting list	Number	External
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Emergency presentations	Number (thousand)	Internal
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Emergency patients that did not wait for treatment	Per Cent	Internal
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Emergency patients re-presenting to the emergency department within 48 hours of previous presentation	Per Cent	Internal
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Patients' experience of emergency department care	Per Cent	External

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Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Emergency Category 1 treated immediately	Per Cent	Internal
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Emergency patients treated within clinically recommended 'time to treatment'	Per Cent	Internal
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Emergency patients with a length of stay of less than four hours	Per Cent	Internal
Health	Acute Health Services	Emergency Services	Objective 1: Victorians are healthy and well	Proportion of ambulance patient transfers within 40 minutes	Per Cent	Internal
Health	Acute Health Services	Non Admitted Services	Objective 1: Victorians are healthy and well	Health Independence Program direct contacts	Number (thousand)	Internal
Health	Acute Health Services	Non Admitted Services	Objective 1: Victorians are healthy and well	Patients treated in Specialist Outpatient Clinics - unweighted	Number (thousand)	Internal
Health	Acute Health Services	Non Admitted Services	Objective 1: Victorians are healthy and well	Post-acute clients not readmitted to acute hospital	Per Cent	Internal
Health	Acute Health Services	Non Admitted Services	Objective 1: Victorians are healthy and well	Health Independence Program clients contacted within three days of referral	Per Cent	Internal
Health	Drug Services	Drug Prevention and Control	Objective 1: Victorians are healthy and well	Pharmacotherapy permits processed within designated timeframe	Per Cent	Internal
Health	Drug Services	Drug Prevention and Control	Objective 1: Victorians are healthy and well	Percentage of new licences and permits issued to health services or businesses for the manufacture, use or supply of drugs and poisons within six weeks following receipt of full information	Per Cent	Internal
Health	Drug Services	Drug Prevention and Control	Objective 1: Victorians are healthy and well	Percentage of treatment permits for medical practitioners or nurse practitioners to prescribe Schedule 8 drugs assessed within four weeks	Per Cent	Internal
Health	Primary, Community and Dental Health	Community Health care	Objective 1: Victorians are healthy and well	Rate of admissions for Ambulatory care sensitive chronic conditions for Aboriginal Victorians	Rate per 1000	External
Health	Primary, Community and Dental Health	Community Health care	Objective 1: Victorians are healthy and well	Better Health Channel visits	Number (thousand)	Internal
Health	Primary, Community and Dental Health	Community Health care	Objective 1: Victorians are healthy and well	Number of referrals made using secure electronic referral systems	Number	External
Health	Primary, Community and Dental Health	Community Health care	Objective 1: Victorians are healthy and well	Primary Care Partnerships with reviewed and updated Strategic Plans	Per Cent	Internal
Health	Primary, Community and Dental Health	Community Health care	Objective 1: Victorians are healthy and well	Service delivery hours in community health care	Number (thousand)	External
Health	Primary, Community and Dental Health	Community Health care	Objective 1: Victorians are healthy and well	Agencies with an Integrated Health Promotion plan that meets the stipulated planning requirements	Per Cent	Internal
Health	Primary, Community and Dental Health	Dental Services	Objective 1: Victorians are healthy and well	Priority and emergency clients treated	Number	External
Health	Primary, Community and Dental Health	Dental Services	Objective 1: Victorians are healthy and well	Persons treated	Number	External
Health	Primary, Community and Dental Health	Dental Services	Objective 1: Victorians are healthy and well	Percentage of Dental Emergency Triage Category 1 clients treated within 24 hours	Months	External
Health	Primary, Community and Dental Health	Dental Services	Objective 1: Victorians are healthy and well	Waiting time for dentures	Months	External

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Health	Primary, Community and Dental Health	Dental Services	Objective 1: Victorians are healthy and well	Waiting time for general dental care	Months	External
Health	Primary, Community and Dental Health	Dental Services	Objective 1: Victorians are healthy and well	Children participating in the Smiles 4 Miles oral health promotion program	Number	External
Health	Primary, Community and Dental Health	Maternal and Child Health and Early Parenting Services	Objective 1: Victorians are healthy and well	Maternal and child health clients with children aged 0 to 1 year receiving additional support through enhanced maternal and child health services	Per Cent	External
Health	Primary, Community and Dental Health	Maternal and Child Health and Early Parenting Services	Objective 1: Victorians are healthy and well	Total number of Maternal and Child Health Service clients (aged 0 to 1 year)	Number	External
Health	Primary, Community and Dental Health	Maternal and Child Health and Early Parenting Services	Objective 1: Victorians are healthy and well	Children aged 0 to 1 month enrolled at maternal and child health services from birth notifications	Per Cent	External
Health	Public Health	Health Advancement	Objective 1: Victorians are healthy and well	Number of training courses for health professionals on sexual and reproductive health	Number	External
Health	Public Health	Health Advancement	Objective 1: Victorians are healthy and well	Persons completing the Life! - Diabetes and Cardiovascular Disease Prevention program	Number	External
Health	Public Health	Health Advancement	Objective 1: Victorians are healthy and well	Workplaces and pubs and clubs complying with smoke free environment laws	Per Cent	External
Health	Public Health	Health Advancement	Objective 1: Victorians are healthy and well	Local Government Authorities with Municipal Public Health and Wellbeing Plans	Per Cent	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Calls to food safety hotlines	Number	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Inspections of cooling towers	Number	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Inspections of radiation safety management licences	Number	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Number of available HIV rapid test trial appointments used	Number	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Women screened for breast cancer by BreastScreen Victoria	Number	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Number of persons participating in newborn bloodspot or maternal serum screening	Number	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Persons screened for prevention and early detection of health conditions - pulmonary tuberculosis screening	Number	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Percentage of Aboriginal children fully immunised at 60 months	Per Cent	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Smoking cessation of Aboriginal mothers	Per Cent	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Calls to food safety hotlines that are answered	Per Cent	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Immunisation coverage: adolescent (Year 7) students fully immunised for DTPa (diphtheria, tetanus and pertussis)	Per Cent	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Immunisation coverage: At school entry	Per Cent	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Immunisation coverage: At two years of age	Per Cent	External
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Public Health emergency response calls dealt with within designated plans and procedure timelines	Per Cent	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Average time taken from notification of a food complaint to commencement of appropriate action	Hours	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Infectious disease outbreaks responded to within 24 hours	Per Cent	Internal
Health	Public Health	Health Protection	Objective 1: Victorians are healthy and well	Participation rate of women in target age range screened for breast cancer	Per Cent	External

Question 24 – Service delivery

Portfolio	Output Group	Output	Objectives(s)	Performance measure(s)	Objective indicator(s)	Internal / External
Health	Public Health	Public Health Development, Research and Support	Objective 1: Victorians are healthy and well	Number of people trained in emergency management	Number	Internal
Health	Public Health	Public Health Development, Research and Support	Objective 1: Victorians are healthy and well	Operational infrastructure support grants under management	Number	Internal
Health	Small Rural Services	Small Rural Services - Acute Health	Objective 1: Victorians are healthy and well	Separations	Number (thousand)	Internal
Health	Small Rural Services	Small Rural Services - Acute Health	Objective 1: Victorians are healthy and well	Small rural weighted activity unit	Number (thousand)	Internal
Health	Small Rural Services	Small Rural Services - Acute Health	Objective 1: Victorians are healthy and well	Percentage of Health Services accredited	Per Cent	External
Health	Small Rural Services	Small Rural Services - Primary Health	Objective 1: Victorians are healthy and well	Service delivery hours in community health care	Number	External
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of clients provided with accommodation	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Proportion of clients where support to sustain housing tenure was provided or referred	Per Cent	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of bonds issued to low income Victorians to assist access to the private rental market	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Households assisted with housing establishment assistance during year	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of clients assisted to address and prevent homelessness	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of calls made to the statewide 24/7 family violence victim/survivor crisis service	Number	External
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of clients assisted to address and prevent homelessness due to family violence	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of households assisted with long term social housing (public, Aboriginal and community long-term tenancies at end of year)	Number	Internal and External
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of public housing dwellings upgraded during the year	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Total number of social housing dwellings	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Total social housing dwellings acquired during the year	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of family violence victims who receive a refuge response	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Number of nights of refuge accommodation provided to victims of family violence	Number	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Social housing tenants satisfied with completed urgent maintenance works	Per Cent	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Social housing tenants satisfied with completed non-urgent maintenance works	Per Cent	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Average waiting time for public rental housing for those clients who have received priority access housing allocation or a priority transfer	Months	Internal
Housing	Housing Assistance	Housing Assistance	Objective 2: Victorians are safe and secure	Average waiting time for public rental housing for clients who have received a priority access housing or priority transfer allocation due to family violence	Months	Internal
Mental Health	Drug Services	Drug Prevention and Control	Objective 1: Victorians are healthy and well	Number of phone contacts from family members seeking support	Number	External
Mental Health	Drug Services	Drug Prevention and Control	Objective 1: Victorians are healthy and well	Needles and syringes provided through the Needle and Syringe Program	Number (thousand)	Internal and External
Mental Health	Drug Services	Drug Prevention and Control	Objective 1: Victorians are healthy and well	Number of telephone, email, website contacts and requests for information on alcohol and other drugs	Number (thousand)	External

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Portfolio	Output Group	Output	Objectives(s)	Performance measure(s)	Objective indicator(s)	Internal / External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Clients on the pharmacotherapy program	Number	External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Commenced courses of treatment: community-based drug treatment services	Number	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Commenced courses of treatment: residential based-drug treatment services	Number	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Number of drug treatment activity units - community-based services	Number	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Number of new residential withdrawal clients	Number	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Residential bed days	Number	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Workers complying with Alcohol and Other Drug Minimum Qualification Strategy requirements	Per Cent	External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Percentage of new clients to existing clients	Per Cent	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Number of drug treatment activity units - residential services	Number	External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Percentage of residential rehabilitation clients remaining in treatment for ten days or more	Per Cent	External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Successful courses of treatment (episodes of care): residential-based drug treatment services	Number	Internal
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Percentage of residential withdrawal clients remaining in treatment for two days or more	Per Cent	External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Median wait time between intake and assessment	Days	External
Mental Health	Drug Services	Drug Treatment and Rehabilitation	Objective 1: Victorians are healthy and well	Median wait time between assessment and commencement of treatment	Days	External
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Clinical inpatient separations	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Total community service hours	Number (thousand)	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	New case index	Per Cent	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Registered community clients	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Occupied Residential bed days	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Occupied Sub-acute bed days	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	New client index	Per Cent	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Number of designated mental health services achieving or maintaining accreditation under the National Standards for Mental Health Services	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Post-discharge community care	Per Cent	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Pre-admission community care	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Seclusions per 1000 occupied bed days	Number	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Emergency patients admitted to a mental health bed within eight hours	Per Cent	Internal
Mental Health	Mental Health	Clinical Care	Objective 1: Victorians are healthy and well	Clients readmitted (unplanned) within 28 days	Per Cent	Internal
Mental Health	Mental Health	Mental Health Community Support Services (MHCSS)	Objective 1: Victorians are healthy and well	Bed days	Number	Internal
Mental Health	Mental Health	Mental Health Community Support Services (MHCSS)	Objective 1: Victorians are healthy and well	Client Support Units	Number	Internal

Question 24 – Service delivery

Portfolio	Output Group	Output	Objectives(s)	Performance measure(s)	Objective indicator(s)	Internal / External
Mental Health	Mental Health	Mental Health Community Support Services (MHCSS)	Objective 1: Victorians are healthy and well	Clients receiving community mental health support services	Number	Internal
Mental Health	Mental Health	Mental Health Community Support Services (MHCSS)	Objective 1: Victorians are healthy and well	Proportion of major agencies accredited	Per Cent	External