

2025

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

ELEVENTH ASSEMBLY

**ACT Health Directorate Half-Yearly Performance Report (31 December 2024)
pursuant to *Financial Management Act 1996 Section 30(E)***

**Presented by
Rachel Stephen-Smith MLA
Minister for Health
6 February 2025**

ACT Health Directorate

Statement of Performance

For the Period Ended 31 December 2024

Output 1.1: Collaborative leadership, strategic policy, programs and planning

	Full Year Target 2024-25	YTD Result 2024-25	YTD Target	YTD Variance %	Notes
Accountability Indicators					
a. Number of planned communications campaigns released annually	3	2	2	-	
b. Number of clinical services plans released	2	-	1	100%	1
c. Health system strategic documents released	4	-	0	-	2
d. Annual progress report on the implementation of the Office for Mental Health and Wellbeing Workplan published	1	1	1	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Measures

- a. This indicator reports on the Directorate's activity in developing communication campaigns that support continued good health in the ACT community. Planned campaigns to be undertaken for 2024-25 are:
 - i. Winter Wellness;
 - ii. Summer Safety; and
 - iii. Vaping/e-cigarettes campaign.
- b. This indicator reports on the Directorate's health system leadership activity in identifying and addressing service demand and reform. The following clinical services plans are due to be released in the 2024-25 financial year:
 - i. Care of Older Canberrans – Dementia Health Services Plan (BPSD); and
 - ii. Northside Clinical Services Plan.
- c. This indicator reports the Directorate's activity in leading, developing, and implementing government health initiatives through release of strategic documents that guide and support improved health outcomes for the ACT community. The following strategic documents are due to be released in the 2024-25 financial year:
 - i. ACT Health Data Strategy;
 - ii. ACT Virtual Care Strategy;
 - iii. ACT Mental Health and Suicide Prevention Strategy; and
 - iv. Mental Health Commissioning Investment Strategy.
- d. The annual progress report on the implementation of the office for Mental Health and Wellbeing Workplan is completed as a standalone component of ACT Health Directorate's Annual Report.

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Explanation of Material Variance (>5%)

1. The *Northside Clinical Services Plan* was due for completion in by the end of 2024. Progress on the Plan was considered by the Northside Hospital Project Board in December 2024 and it was agreed that the governance group would reconvene to discuss the methodology and assumptions. Following designation of Northside Hospital as a major project under Infrastructure Canberra, responsibility for the Clinical Services Plan has transitioned to Canberra Health Services.
 2. The year to date (YTD) target is zero because all four strategic documents forecast for the full year are due for finalisation in the second half of the financial year.
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ACT Health Directorate

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Output 1.2 Population health and keeping Canberrans healthy

	Full Year Target 2024-25	YTD Result 2024-25	YTD Target	YTD Variance %	Notes
Accountability Indicators					
a. Total number of inspections and proactive site visits of food business	2,500	1,043	1,250	(17)	1
b. Percentage of children in the ACT who have been fully immunised as defined by the Australian Immunisation Register:					
i. 12 to 15 months	95%	95%	95%		
ii. 24 to 27 months	95%	94%	95%	(1)	
iii. 60 to 63 months	95%	96%	95%	1	
c. Percentage of Aboriginal and Torres Strait Islander children in the ACT who have been fully immunised as defined by the Australian Immunisation Register for the ACT Aboriginal and Torres Strait Islander population:					
i. 12 to 15 months	95%	88%	95%	(7)	2
ii. 24 to 27 months	95%	91%	95%	(4)	
iii. 60 to 63 months	95%	95%	95%	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Measures

- a. Total number of inspections where compliance has been assessed according to the *ACT Food Act 2001* and the Food Standards Code, and proactive site visits of food businesses conducted by the Health Protection Service.
- b. These results are consistent with those reported through the Australian Immunisation Register.
- c. These results are consistent with those reported through the Australian Immunisation Register.

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Explanation of Material Variance (>5%)

1. The variance is a consequence of a number of factors, including: competing public health priorities, food business activity seasonality, an increase in the number of food business fit-out reviews, higher than expected staff turnover, diversion of resources to recruit, onboard and train new staff and vacancies within the inspectorate team consistent with national shortages of qualified Environmental Health Officers.
2. The COVID-19 pandemic resulted in changes in health seeking behaviour, impacting routine immunisation services in many countries including Australia. All Australian jurisdictions are observing a decline in immunisation uptake across demographic groups. This decline is a key focus of the draft National Immunisation Strategy (NIS) expected to be finalised in the first half 2025 and addressing this decline will form part of ACT Health's action plan for the NIS. Notwithstanding this, care is required when considering this part-year result, noting also that due to the relatively small target population, vaccination coverage statistics in this cohort can be quite dynamic from quarter to quarter. The Directorate has initiated activities to promote awareness and catch-up of missed vaccines. This includes social awareness campaigns and communicating with immunisation providers to raise awareness and encourage steps to increase vaccination rates.

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Output 1.3 Enabling a strong and safe health system

	Full Year Target 2024-25	YTD Result 2024-25	YTD Target	YTD Variance %	Notes
Accountability Indicators					
a. ACT health system digital services are reliable and efficient:					
i. Percentage of calls answered measures all phone calls placed to the Digital Solutions Division's Service Desk answered within 240 seconds	80%	68%	80%	(15)	1
ii. Percentage of JIRA requests for assistance resolved within the 24-hour Service Level Agreement timeframe	80%	83%	80%	4	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Measures

- a. This percentage is based on the callers' wait time in the queue and includes abandoned calls in the overall percentage. They are calculated on a monthly average.

Explanation of Material Variance (>5%)

- There has been a gradual increase in the volume of calls, driven by the transition to the Whole-of-Government Identity and Access Management solution and the opening of the Canberra Hospital's Critical Services Building. The Digital Solutions Division's Service Desk performance against this indicator has improved considerably from quarter one (56 per cent) to quarter two (84 per cent). This improvement may be attributed to the service improvement plan implemented towards the end of quarter one. The Digital Solutions Division is committed to sustaining these positive results and further reducing the variance from the target.