

2025

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

ELEVENTH ASSEMBLY

Canberra Health Services Half Yearly Performance Report (31 December 2024)

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

**CANBERRA HEALTH SERVICES
HALF YEARLY STATEMENT OF PERFORMANCE
FOR THE PERIOD ENDED 31 DECEMBER 2024**

Output Class 1: Health and Community Care

Output 1.1 Acute Services

Canberra Health Services provides a comprehensive range of acute care, including:

- tertiary inpatient, outpatient and ambulatory services to the ACT and surrounding NSW;
- emergency department, intensive care unit and retrieval services;
- a range of medical specialty services including cardiology, respiratory, gastroenterology, neurology, endocrinology, rheumatology, and renal services;
- elective and emergency surgery services; and
- services for women, youth and children in obstetrics, gynecology, gynecology surgery, pediatrics, and pediatric surgery.

The key strategic priority for acute services is to deliver timely access to effective and safe hospital care services while responding to the growing demand of services. This means focusing on:

- strategies to improve access to services, including for the emergency department and elective surgery; and
- continuing to increase the efficiency of acute care services.

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Table 1: Output 1.1 Acute Services

	Original Target 2024-25	YTD Actual Result 2024-25	YTD Variance from Target	Variance Note
a. Number of surgical complications requiring unplanned return to theatre per 10,000 hospital admissions	<45	25	0% ¹	
b. Number of avoidable readmissions for selected conditions per 10,000 hospital admissions	<125	72	0% ¹	
c. Percentage of emergency department presentations whose length of stay in the emergency department is four hours or less	81%	60%	(26%)	1
Percentage of ACT Emergency Department presentations that are treated within clinically recommended timeframes, by triage category				
d. Category 1 - Resuscitation patients seen immediately	100%	97%	(3%)	
e. Category 2 - Emergency patients seen within 10 minutes	80%	65%	(19%)	2
f. Category 3 - Urgent patients seen within 30 minutes	75%	51%	(32%)	2
g. Category 4 - Semi-Urgent patients seen within 60 minutes	70%	67%	(4%)	
h. Category 5 - Non-Urgent patients seen within 120 minutes	70%	88%	25%	2
Performing more Elective Surgery				
i. Number of elective surgeries performed	8,439 ²	8,237	(2%)	
Percentage of ACT elective surgery patients admitted for surgery within clinically recommended timeframes, by triage category				
j. Percentage of Category 1 elective surgery patients admitted for surgery within clinically recommended timeframes (30 days)	100%	77%	(23%)	3
k. Percentage of Category 2 elective surgery patients admitted for surgery within clinically recommended timeframes (90 days)	80%	51%	(37%)	3
l. Percentage of Category 3 elective surgery patients admitted for surgery within clinically recommended timeframes (365 days)	93%	64%	(31%)	3

Note

¹ The variance is 0 percent where the actual result is better than the target.

² The target presented here is the July-December portion of the full year target of 17,450.

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Explanation of Material Variance (+/- 5%)

1. The ACT's emergency department access target improved to 60 per cent reflecting our commitment to patient care. Despite continued high demand, progress is evident.
2. Canberra Health Services is committed to improving presentation timeliness for emergency department services. The 2024-25 results show general improved performance while maintaining quality care and efficiency. Further target work is ongoing to sustain and build upon these improvements.
3. Timeliness for elective surgery has suffered considerably due to the number of overdue patients increasing to over 2000 because of COVID-19 disruptions, fire damage and the long period of significant theatre time loss at North Canberra Hospital. As overdue elective surgeries decrease, this measure will remain below target until the overdue elective surgery backlog has reduced.

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Output 1.2 Mental Health, Justice Health and Alcohol and Drug Services

Canberra Health Services provides a range of Mental Health, Justice Health and Alcohol and Drug Services through the public and community sectors in hospitals, community health centres and other community settings, adult and youth correctional facilities and people's homes across the Territory. These services work to provide integrated and responsive care to a range of services including hospital-based specialist services, therapeutic rehabilitation, counselling, supported accommodation services and other community-based services.

The key priorities for Mental Health, Justice Health and Alcohol and Drug Services are ensuring that people's health needs are met in a timely fashion and that care is integrated across hospital, community, and residential support services.

This means focusing on:

- ensuring timely access to emergency mental health care;
- ensuring that public and community mental health services in the ACT provide people with appropriate assessment, treatment and care that result in improved mental health outcomes;
- providing community and hospital-based alcohol and drug services;
- providing health assessments and care for people detained in corrective facilities; and
- engagement and liaison with community sector services, primary care and other government agencies providing support and shared care arrangements.

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Table 2: Output 1.2 Mental Health, Justice Health and Alcohol and Drug Services

	Original Target 2024-25	YTD Actual Result 2024-25	YTD Variance from Target	Variance Note
a. Proportion of detainees at the Alexander Maconochie Centre with a completed health assessment within 24 hours of detention	100%	97%	(3%)	
b. Proportion of detainees at the Bimberi Youth Detention Centre with a completed health assessment within 24 hours of detention	100%	97%	(3%)	
c. Proportion of current clients on opioid treatment with management plans	98%	95%	(3%)	
d. Proportion of mental health clients contacted by a Canberra Health Services community facility within 7 days post discharge from inpatient services	75%	86%	15%	1
e. The rate of mental health clients who are subjected to a seclusion event while being an admitted patient in an ACT public mental health inpatient unit per 1,000 patient days	<7 per 1,000 patient days	5.8 per 1,000 patient days	0% ¹	
f. Proportion of clients who return to hospital within 28 days of discharge from an ACT acute psychiatric mental health inpatient unit	<17%	21%	(100%) ¹	2

Note

¹ The variance is 0 percent where the actual result is better than the target and (100) percent where the actual result is worse than the target.

Explanation of Material Variance (+/- 5%)

1. The proportion of clients contacted post discharge is higher than the performance target as a result of the Adult Community Mental Health Services' focus on the quality and timeliness of care provided by the program area and benefits arising from the implementation of the Digital Health Record.
2. Canberra Health Services is experiencing a higher readmission rate for the small number of consumers who can experience frequent acute episodes of mental ill health.

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Output 1.3 Cancer Services

Canberra Health Services provides a comprehensive range of screening, assessment, diagnostic, treatment, and palliative care services. Services are provided in inpatient, outpatient, and community settings. The key priorities for cancer care services are early detection and timely access to diagnostic and treatment services. These include ensuring that population screening rates for breast cancer meet targets, waiting time for access to essential services such as radiotherapy are consistent with agreed benchmarks and there is timely access to chemotherapy and hematological treatments.

Table 3: Output 1.3 Cancer Services

	Original Target 2024-25	YTD Actual Result 2024-25	YTD Variance from Target	Variance Note
a. The percentage of patients requiring a breast screen who attend for an assessment visit within 28 calendar days of their screening visit	90%	79%	(12%)	1
Radiotherapy Treatment Within Standard Timeframes				
b. Emergency – treatment starts within 48 hours	100%	97%	(3%)	
c. Palliative – treatment starts within 2 weeks	90%	86%	(4%)	
d. Radical – treatment starts within 4 weeks	90%	95%	6%	2

Explanation of Material Variance (+/- 5%)

1. The target was not achieved as a result of clients being unable to accept an appointment for their assessment visits within the 28 days for reasons such as work and travel despite being offered one as per the target. More than 90 per cent of clients were offered an appointment within 28 days.
2. Canberra Health Services has seen improvements year on year with the operation of four advance linear accelerators and successful recruitment initiatives.

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Output 1.4 Subacute and Community Services

The provision of timely and effective, coordinated, and comprehensive services which optimise the functionality and quality of life of adult patients. Following illness, injury or surgery, subacute services enable individuals to safely transition to community living. Community based services sees care delivered safely and closer to where people live.

The key priorities for Subacute and Community Services are:

- ensuring consistent and timely access to appropriate care and services, based on clinical need, including the efficient and appropriate transfer of people from acute to subacute settings, rehabilitation and ensuring community-based services are in place to support healthcare needs;
- ensuring effective planning for discharge and care planning occurs, including comprehensive aged care assessment where necessary, in order to provide appropriate support for independent living and minimise unplanned readmissions to hospital;
- for services that receive Commonwealth aged care funding, complying with the Commonwealth's quality and safety requirements;
- reduced waiting times for access to emergency dental health services; and
- achieving lower than the Australian Average in the Decayed, Missing, or Filled Teeth Index.

Table 4: Output 1.4 Subacute and Community Services

	Original Target 2024-25	YTD Actual Result 2024-25	YTD Variance from Target	Variance Note
a. Mean waiting time for clients on the dental services waiting list	12 months	13 months	6%	1
b. Median wait time to be seen (all Walk-in Centres combined)	<30 minutes	37 minutes	(100%) ¹	2

Note

¹The variance is 100 percent where the actual result is worse than the target.

Explanation of Material Variance (+/- 5%)

1. Performance has improved from the previous financial year. Following the implementation of the Digital Health Record, processes for the collection and collation of health services data are still under development and when finalised is expected to result in improved reported performance.
2. Canberra Health Services continues to experience a sustained increase in demand for Walk-in Centres this year which has increased the median waiting time.