

## **Addendum 2**

### **Health Service Performance Report (HSPR) 2022-23 Health Support Services**

#### **Performance Indicator Targets, Target Source and Thresholds**

# Addendum 2 Health Service Performance Report (HSPR) 2022-23

## Health Support Services: Performance Indicator Targets, Target Source and Thresholds

Applicable from 1 July 2022

Performance Indicators	Reporting Frequency	Target	Target Source	Thresholds		
				Not Performing	Under Performing	Performing
P4-1: Percentage of Aboriginal employees	Quarterly	Q1: 1.7% Q2: 1.8% Q3: 1.9% Q4: 2.0%  Quarterly HSP targets are based on achievement of 3.2% Aboriginal employment by 2025-26.	Established for the HSPR 2018-19, based on Public Sector Commission target for Aboriginal employment.	<80% of HSP target	≥80% of HSP target and <100% of HSP target	≥ HSP target
E2-6: Percentage of responses from WA Health Service Providers and Department of Health who are satisfied or highly satisfied with the overall service provided by Health Support Services	Quarterly	≥70%	Established for the HSPR; applicable from FQ1-21/22.	< Target		≥ Target
E3-4: YTD Expenditure to Budget	Monthly	0%	Established for the HSPR 2014-15 by Health Finance.	<-1%	≥-1% and <0%	≥0%
E3-9: Average cost of Accounts Payable services per transaction	Monthly	As per 2022-23 Government Budget Statements	Established through the annual Government Budget Statements submission process.	> Target		≤ Target
E3-11: Average cost of payroll and support services to Health Support Services' clients	Monthly	As per 2022-23 Government Budget Statements	Established through the annual Government Budget Statements submission process.	> Target		≤ Target
E3-12: Average cost of Supply Services by purchasing transaction	Monthly	As per 2022-23 Government Budget Statements	Established through the annual Government Budget Statements submission process.	> Target		≤ Target
E3-13: Average cost of providing ICT services to Health Support Services' clients	Monthly	As per 2022-23 Government Budget Statements	Established through the annual Government Budget Statements submission process.	> Target		≤ Target

Performance Indicators	Reporting Frequency	Target	Target Source	Thresholds		
				Not Performing	Under Performing	Performing
XX-XX: Average days taken to fill a vacancy <sup>1</sup>	Monthly	TBC	TBC	TBC	TBC	TBC
XX-XX: Percentage of contract variations processed within 5 business days <sup>1</sup>	Monthly	TBC	TBC	TBC	TBC	TBC
XX-XX: Percentage of payroll overpayments <sup>1</sup>	Monthly	TBC	TBC	TBC	TBC	TBC
XX-XX: Percentage of invoices received on time and paid as per payment terms <sup>1</sup>	Monthly	TBC	TBC	TBC	TBC	TBC
XX-XX: Percentage of user application services fully restored within class and priority targets <sup>1</sup>	Monthly	TBC	TBC	TBC	TBC	TBC
XX-XX: Percentage of procurement process activities completed within agreed timeframes <sup>1</sup>	Monthly	TBC	TBC	TBC	TBC	TBC

<sup>1</sup> Performance indicator is anticipated for introduction during 2022-23, pending Director General approval.