

Addendum 2

Health Service Performance Report (HSPR) 2021-22 Health Support Services

Performance Indicator Targets, Target Source and Thresholds

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

Applicable from 1 July 2021

Performance Indicators	Reporting Frequency	Target	Target Source	Thresholds		
				Not Performing	Under Performing	Performing
P4-1: Percentage Aboriginal employees	Quarterly	Q1: 1.4% Q2: 1.5% Q3: 1.6% Q4: 1.6% 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 1 January 2021.	< 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 2021-22 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 2021-22 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 2021-22 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 2021-22 Government Budget Statements	Established through the annual Government Budget Statements submission process.	> Target		≤ Target