

Public Accounts and Estimates Committee Inquiry into the 2024-25 Financial and Performance Outcomes

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Secretary, Department of Health



Department
of Health

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TITLE

Bayi Dha-ang: Walk Strong

(Dhudhuroa language)

ARTIST ACKNOWLEDGEMENT

Bitja (Dixon Patten Jnr)

Baylia Creative

TRIBES

Gunnai, Yorta Yorta, Gunditjmara,
Dhudhuroa/Jaithmathang, Djab Wurrung, Wemba
Wemba, Wadi Wadi, Barapa Barapa, Monero,
Wadawurrung.

Our vision is that Victorians are the healthiest people in the world.



76

hospital and
health services

76

community health
services

21

designated mental
health services

650

maternal and child
health service sites

2,693,972

patients accessed
health services

169,000

people working in
public health care

159

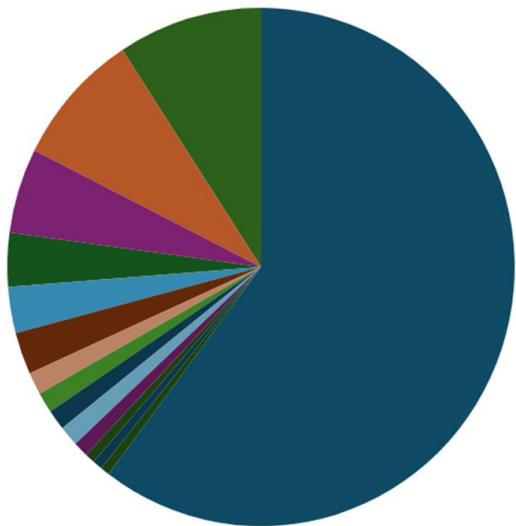
Residential aged care
services

10

early parenting
centres

Department of Health output expenditure

2024-25 Department Actual
Expenditure



\$30.5 billion (total)

Output summary by departmental objective

	\$m
Admitted Services	18,351.5
Mental Health Clinical Care	2,800.4
Non-Admitted Services	2,553.3
Ambulance Services	1,612.5
Emergency Services	1,022.1
Small Rural Services	874.8
Aged and Home Care	800.9
Public Health	421.5
Drug Services	394.1
Community Health Care	387.5
Health Workforce Training and Development	384.0
Dental Services	290.5
Maternal and Child Health and Early Parenting Services	194.1
Mental Health Community Support Services	187.2
Home and Community Care Program for Younger People	181.5

Victoria's health system performs well nationally

Public hospitals

80%

Victoria's performance was better than or equal to* the national average on 45 of the 56 measures reported

- Median wait time for planned surgery (33 days) is the **lowest in the country**
- Emergency department patients treated in recommended timeframes (71%) was second best nationally, behind NSW (74%)

Ambulance services

87%

Victoria's performance was better than or equal to* the national average on 13 of the 15 measures reported

- Statewide median ambulance response time (12 min) is the third best nationally, behind WA and the ACT (each at 9.9 mins)

Mental health services

82%

Victoria's performance was better than or equal to* the national average on 40 of the 49 measures reported

- Victoria has the lowest suicide rate in the country
- Consumers of Victorian mental health services have better than national average rates of significantly improved clinical outcomes

Primary and community care

83%

Victoria's performance was better than or equal to* the national average on 33 of the 40 measures reported

- Per capita GPs in Victoria (113.2 per 100,000) is the **second highest nationally**, behind NSW (113.8 per 100,000)
- Children (up to 63 months) fully immunised is the third highest rate nationally

Population health

88%

Victoria's performance was better than or equal to* the national average on 15 of the 17 measures reported

- Victoria enjoys above-average life expectancy (83.4 yrs) and is the third highest nationally, behind WA and the ACT (each at 83.6 yrs)

Notes:

* equal to includes results from survey data that were not statistically significantly different from the national average

Count of ROGS measures exclude those where data are not comparable across jurisdictions or where the most recent data available was more than five years old. Measures are limited to those identified within the ROGS performance indicator framework for each sector.

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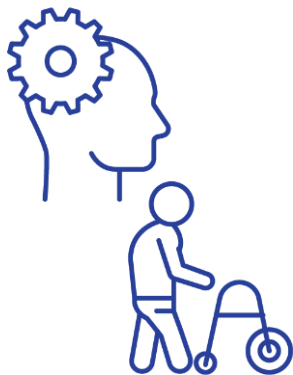
Source:

[Health Chapter - Report on Government Services 2025](#) | [Productivity Commission](#)

We support four Ministers across six portfolios



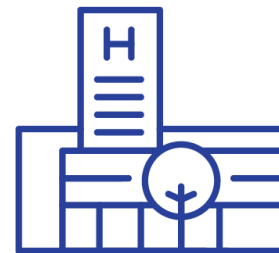
**Health &
Ambulance
Services**



**Mental Health
& Ageing**



Children



**Health
Infrastructure**

Health

Planned Care:

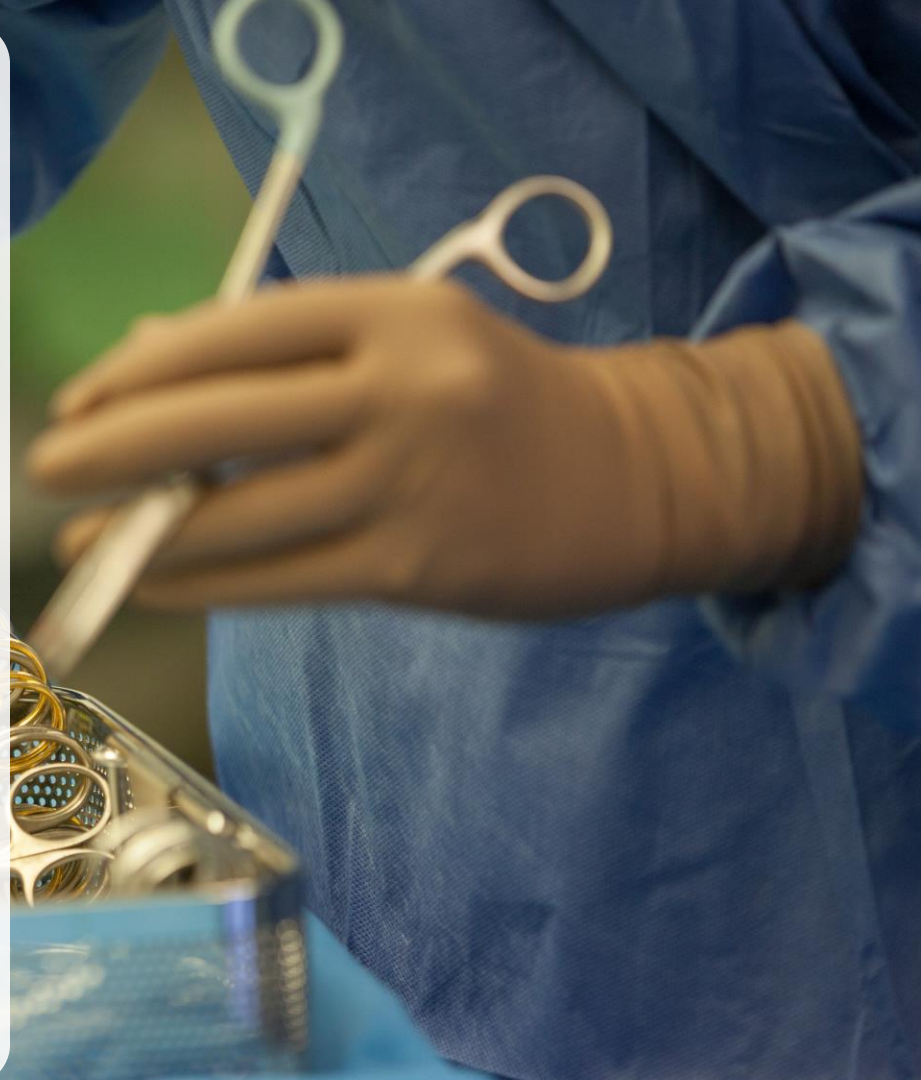
Hospital theatres have never been busier with health services achieving another record-breaking year for **planned surgery with over 212,000 surgeries** delivered.

More Victorians are seeing a specialist through the public health system with almost **4.2m appointments last year; an increase of 350,000.**

Diverting pressure from hospital Emergency Departments:

The Victorian Virtual Emergency Department responded to more than **254,000 video calls** and prevented **209,000** avoidable ED visits.

800,000 people have visited **Urgent Care Clinics** since 2022; supporting patients to get rapid access to care outside of EDs.



Health (cont.)

Delivering more care in the community:

Opened an additional 5 dedicated women's health clinics caring for more than 11,000 women, girls and gender diverse people.

Continued to support **Women's Sexual and Reproductive Health** via 20 hubs.

The **Community Pharmacist Pilot** enabled more than **36,000** consultations - improving access to everyday care and will now be embedded and expanded as an ongoing program.

Invested \$550 million in the workforce supporting over 13,500 people into health careers, 2,500 existing health workers to develop new skills and grow their careers and over 1,000,000 clinical placement days for health students.

Continued a landmark Inquiry into Women's Pain with over 13,000 voices heard to begin the journey to bridge the gender pain gap.



Health (cont.)

Supporting the sector

Launched the **Safer Digital Healthcare Program** to safeguard Victoria's health services against cyber-security threats.

Planning and consultation completed to support the **establishment from July 1 of 12 Local Health Service Networks** to improve collaboration and deliver care closer to home.

Established Hospitals Victoria (HV) to strengthen financial performance of health services, supporting the sector to achieve sustainable operating results, with improvement in the operating deficit from \$1.03 billion in 2023-24 to \$49.98 million in 2024-25.



Ambulance Services

Ambulance transfers within 40 minutes **improved 14% from February to June 2025**

This unprecedented improvement is associated with the implementation of the **Standards for Safe and Timely Ambulance and Emergency Care** which enshrine best practice based on clinical leadership and international evidence

Expansion of Video Assisted Triage to all Ambulance Victoria Secondary Triage teams. It was used in 35,092 cases with 63% **successfully diverted to alternate care services.**

229 new paramedics were recruited, and **30 mobile intensive care ambulance interns** commenced their on-road training - the largest MICA intake in Ambulance Victoria's history.



Mental Health

Mental Health and Wellbeing Locals supported more than 15,400 people in 2024-25, contributing to a total 24,600 Victorians who have been supported since the service began in October 2022 to 30 June 2025.

Opened **Ngamai Wilam**, Victoria's first publicly funded 12 bed Residential Eating Disorder Service.

Established Victoria's first **public dedicated youth mental health service**.

More than **1,500 people** accessed **free and confidential drug checking** at mobile pill testing sites operating at 5 festivals.

6,700 instances of support from January to June 2025 through our expanded drug harm reduction outreach program.

The CBD health clinic delivered **more than 890 appointments** to people facing barriers to mainstream care.

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Ageing

Delivered over **1.5 million bed days** through Victoria's Public Sector Residential Aged Care Services (PSRACS)

Provided high quality aged care to older people with Victorian PSRACS achieving an average **4.18 Star Rating**, well above the national average of 3.79

Completed **\$6 million** upgrade to the **Aboriginal Community Elders Service**.

Construction completed on **three new aged care facilities** at Rutherglen, Camperdown and Cheltenham.

Provided **free RSV vaccinations** at all Victorian PSRACS and Aboriginal-led aged care facilities during winter to prevent severe illness in older Victorians.



Children

More than 100,000 callers supported by the 24/7 **Maternal and Child Health (MCH) Line**.

Implemented second year of \$86 million **More Support for Mums, Dads and Babies** package delivering:

- Longer 'Key Ages and Stages' consultations
- More MCH and lactation support for families across Victoria, including at 15 **Aboriginal MCH services**
- 25 Multicultural Storytimes
- 18 Dad's groups
- Baby Bundles to over 35,000 first-time Victorian parents.

Opened **two new Early Parenting Centres** including Bendigo EPC and the Baluk Balert Barring Aboriginal-dedicated EPC in Frankston.



Investing in infrastructure

*Total investment of **\$1.7 billion** in health infrastructure in 2024-25*



\$15b

Health infrastructure projects underway including at the **New Footscray Hospital**, **Frankston Hospital**, **Ballarat Base Hospital** and **Northern Hospital**.



138

Grant funded infrastructure projects completed valued at more than \$153 million



5

Upgraded ambulance branches in Manor Lakes, Maribyrnong, Ocean Grove, Euroa and Yarram.



1200 Kw

1,200 kilowatts of rooftop solar capacity across five health services, delivered hundreds of thousands of dollars in lifetime energy costs.

Thank you



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