

# Statement of Priorities

2022-23 Agreement between the Minister for Health and Dental Health  
Services Victoria

**OFFICIAL**



Department  
of Health

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The department proudly acknowledges Victoria's Aboriginal communities and their rich culture and pays respect to their Elders past and present.

We acknowledge Aboriginal people as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life and how this enriches us.

We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

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Available at [The Department of Health Statements of Priorities](#)

<<https://www.health.vic.gov.au/funding-performance-accountability/statements-of-priorities>>

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# Background

Statement of Priorities are key accountability agreements between Victorian State Government and Victorian publicly funded health, mental health and ambulance services. The content and process for preparation and agreement of the annual Statement of Priorities is consistent with sections 40G, 65ZFA, 65ZFB and section 26 of the *Health Services Act 1988*.

Statement of Priorities are consistent with the health services' strategic plans and aligned to government policy directions and priorities. For 2022-23, the Statement of Priorities also make reference to [The Department of Health Operational Plan 2022-23](https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23) (Operational Plan) <<https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23>>. The annual agreements support the delivery of, or substantial progress towards the key shared objectives of quality and safety, good governance and leadership, access and timeliness, and financial sustainability.

A Statement of Priorities consists of four main parts:

- Part A provides the strategic priorities for the health service to achieve in the year ahead.
- Part B lists the performance priorities and agreed targets.
- Part C lists funding and associated activity.
- Part D forms the service agreement between each health service and the state of Victoria for the purposes of the National Health Reform Agreement (not applicable to DHSV)

Performance expectations and mechanisms used by the Department of Health (the department) to monitor and manage performance are described in the *Victorian Health Service Performance Monitoring Framework 2022-23* (The Framework).

High standards of governance, transparency and accountability are essential. In this context, the Victorian Government commits to publish Statements of Priorities each year and present data on the performance of our health system in the public domain.

# Strategic Priorities

The department delivers policies, programs and services that support and enhance the health and wellbeing of all Victorians. Through the [Operational Plan](https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23) [≤https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23>](https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23), the department's vision is to create a future where Victorians are the healthiest people in the world. A Victoria where children and people thrive, where workplaces are productive and safe, and where communities are more connected.

The department's job is to support Victorians to stay healthy and safe; and to deliver a world-class healthcare system that ensures every single Victorian can access safe, quality care that leads to better health outcomes for all.

To fulfil these obligations, the department has developed seven strategic priorities in the Operational Plan, to shape the year's direction. Health services will contribute to the department's strategic priorities through signing and enacting the Statement of Priorities.

## Government Commitments

The Budget includes a \$4.2 billion package to support our ongoing pandemic response with:

- \$522 million to support our hospitals to treat COVID-19
- \$1.1 billion to purchase and distribute free rapid antigen tests to schools, hospitals and Victorians with disability
- \$284 million for Personal Protective Equipment
- \$258 million to protect and vaccinate Victorians against COVID-19
- \$110 million for COVID-19 care pathways, including continuing our 28 general practitioner respiratory clinics.

In addition, a further \$1.5 billion is provided to deliver the *COVID Catch-up Plan* to enable record levels of surgical capacity and \$300 million for the Regional Health Infrastructure Fund to boost regional healthcare.

The budget supports healthcare workers by providing training and the extra pair of helping hands they need. Funding will train and hire up to 7,000 new healthcare workers across the sector, helping to relieve pressure on the system and improve care for all Victorians.

There is strong investment in Ambulance Services, Triple Zero services and hiring more paramedics. This includes \$124.1 million to recruit new paramedics and enhance fleet management, rostering and support functions in order to meet growth in demand for ambulance services as well as establishing a second Mobile Stroke Unit to improve access to pre-hospital stroke treatment.

# Part A: Department of Health Operational Plan

The Statement of Priorities are aligned with the *Department of Health Operational Plan 2022-23*<sup>1</sup>.

Dental Health Services Victoria will contribute to the Operational Plan 2022-23 by agreeing to the following priorities:

## Keep people healthy and safe in the community:

### Maintain COVID-19 readiness

- Maintain a robust COVID-19 readiness and response, working with the department, Health Service Partnership and Local Public Health Unit (LPHU) to ensure effective responses to changes in demand and community pandemic orders. This includes, but is not limited to, participation in the COVID-19 Streaming Model, the Health Service Winter Response framework and continued support of the COVID-19 vaccine immunisation program and community testing.

### Increase utilisation of the Child Dental Benefits Schedule

- Develop and implement a plan which enables the increase in utilisation of the Child Dental Benefits Schedule to optimise all available funding sources and increase capacity for services provided to children and young people at the Royal Dental Hospital Melbourne and community based public dental services.

## Care closer to home:

### Improving referral pathways

- Develop and deliver the initiative to increase the capacity to deliver specialist dental services to children referred through Smile Squad. This will involve the establishment of regional specialist hubs, enhancement of the capacity of the public specialist system, and contracts with private specialists to deliver services.

## Keep improving care:

### Improve quality and safety of care

- Work with Safer Care Victoria (SCV) in areas of clinical improvement to ensure the Victorian health system is safe and delivers best care, including working together on hospital acquired complications, low value care and targeting preventable harm to ensure that limited resources are optimised without compromising clinical care and outcomes.

### Climate Change Commitments

- Contribute to enhancing health system resilience by improving the environmental sustainability, including identifying and implementing projects and/or processes that will contribute to committed emissions reduction targets through reducing or avoiding carbon

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<sup>1</sup> [Department of Health Operational Plan 2022-23](https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23) <https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23>

emissions and/or implementing initiatives that will help the health system to adapt to the impacts of climate change.

## **Asset Maintenance and Management**

- Improve health service and Department Asset Management Accountability Framework (AMAF) compliance by collaborating with Health Infrastructure to develop policy and processes to review the effectiveness of asset maintenance and its impact on service delivery.

## **Drive innovation**

- Deliver an Innovations Grants Program that will fund the development and implementation of projects which redesign the service system to improve access to dental care for vulnerable Victorians.

## **Improve Aboriginal health and wellbeing:**

### **Strengthen public dental services for Aboriginal people**

- Develop a statewide model of care to deliver public dental services for Aboriginal people, that allows collaborative partnerships to be developed and maintained to enable improvements in Aboriginal oral health with a focus on prevention, early intervention and system enhancements.

## **Moving from competition to collaboration:**

### **Foster and develop local partnerships**

- Strengthen cross-service collaboration, including through active participation in health service partnerships<sup>2</sup> (HSP).
- Work together with other HSP members on strategic system priorities where there are opportunities to achieve better and more consistent outcomes through collaboration, including the pandemic response, elective surgery recovery and reform, implementation of the Better at Home program and mental health reform.

## **A stronger workforce:**

### **Improve workforce wellbeing**

- Participate in the Occupational Violence and Aggression (OVA) training that will be implemented across the sector in 2022-23.
- Support the implementation of the Strengthening Hospital Responses to Family Violence (SHRFV) initiative deliverables including health service alignment to MARAM, the Family Violence Multi-Agency Risk Assessment and Management framework.
- Prioritise wellbeing of healthcare workers and implement local strategies to address key issues.

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<sup>2</sup> All health services are members of a Health Service Partnership. Health Service Partnership members demonstrate inclusivity, partnership and collaboration in ways that are stable and enduring – not person-dependent and time limited. All members take responsibility for participating in the Partnership, reaching consensus-based decisions as a group, taking multiple points of view into consideration and compromising to move forward on broader shared aims.

## Workforce strategies

- Develop and deliver the Jobs Victoria Innovation Fund project that will create 100 sustainable Employment Jobs for the priority cohort and enable delivery of Certificate III training in Dental Assisting; mentoring and wraparound supports. This will include the delivery of project activities as outlined in the agreed Project Implementation Plan (PIP) to meet all reporting requirements and deliver the initiative within the allocated budget.
- Develop and implement a Workforce Strategy to address workforce shortage across Victoria and ensure capacity across the system to deliver dental services.



## Part B: Performance Priorities

The *Victorian Health Services Performance Monitoring Framework* outlines the Government's approach to overseeing the performance of Victorian health services. Changes to the key performance measures in 2022-23 strengthen the focus on high quality and safe care and cultural safety.

Further information is available at the [Funding, Performance and Accountability webpage](https://www.health.vic.gov.au/funding-performance-accountability/performance-monitoring-framework) <<https://www.health.vic.gov.au/funding-performance-accountability/performance-monitoring-framework>>.

### High quality and safe care

Key Performance Measure	Target
<b>Infection prevention and control</b>	
Compliance with the Hand Hygiene Australia program	85%
Percentage of healthcare workers immunised for influenza	92%
<b>Patient experience</b>	
Patient satisfaction at the Royal Dental Hospital of Melbourne, as measured by the Patient Reported Experience Measure Survey (PREMS)	85% positive experience

### Strong Governance, leadership and culture

Key Performance Measure	Target
<b>Organisational culture</b>	
People matter survey – Percentage of staff with an overall positive response to safety culture survey questions	62%

## Timely access to care

Key performance measure	2022-23 Agencies Target	2022-23 RDHM Target	2022-23 Statewide Target
<b>Emergency care</b>			
Percentage of Dental Emergency Triage Category 1 clients treated within 24 hours	90%	90%	90%
Percentage of Dental Emergency Triage Category 2 clients treated within 7 days	80%	80%	80%
Percentage of Dental Emergency Triage Category 3 clients treated within 14 days	75%	75%	75%
<b>General and denture care</b>			
Number of hospital initiated postponements per 100 scheduled appointments.		3	
Average recall interval for high caries risk eligible clients aged 0 – 17 years (months)			12
Average recall interval for low caries risk eligible clients aged 0 – 17 years (months)			24
Waiting time for prosthodontics, endodontic, and orthodontics specialist services patients (months)		15	
Waiting time for other dental specialist services patients (months)		9	
Waiting time for general care (months)			23
Waiting time for denture care (months)			22
Waiting time for priority denture care (months)			3
<b>Activity</b>			
Total number of individuals treated <sup>3,4</sup>			365,000
Priority and emergency clients treated <sup>3,4</sup>			273,800
Dental Weighted Activity Units (DWAUs) <sup>3,4</sup>			351,488

<sup>3</sup> Targets reflect additional activity to be delivered under the *Federation Funding Agreement – Schedule on Public Dental Services for Adults*.

<sup>4</sup> Targets exclude services provided via the *Child Dental Benefits Schedule*.

## Oral health promotion

Key performance measure	Target
Children participating in Smiles 4 Miles	49,000

## School Dental Program

Key performance measure	Target
Schools visited by Smile Squad (annual by December) <sup>5</sup>	200
Students examined by Smile Squad (annual by December) <sup>5</sup>	10,000
Students receiving treatment by Smile Squad (annual by December) <sup>5</sup>	1500

## Effective financial management

Key performance measure	Target
Operating result (\$m)	0.00
Average number of days to paying trade creditors	60 days
Average number of days to receiving patient fee debtors	60 days
Adjusted current asset ratio	0.7 or 3% improvement from health service base target
Actual number of days available cash, measured on the last day of each month	14 days
Variance between forecast and actual Net result from transactions (NRFT) for the current financial year ending 30 June.	Variance ≤ \$250,000

<sup>5</sup> School Dental Program targets align with Budget Paper No. 3 *Service Delivery*. Additional negotiated deliverables are in accordance with agreed arrangements.

## Part C: Activity and Funding

The performance and financial framework within which state government-funded organisations operate is described in *The Policy and Funding Guidelines – Funding Rules*. The Funding Rules details funding and pricing arrangements and provides modelled budgets and targets for a range of programs. The [Policy and Funding Guidelines](https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services) webpage <<https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services>>.

### Dental Health Services Victoria funding summary for 1 July 2022 – 30 June 2023

Funding Type	Activity	Budget (\$'000)	Measure and Target 2022-23
Oral Cancer Screening & Preventions Program	16454	284,490	Implement negotiated deliverables
Service System Resourcing and Development <sup>6</sup>	27010	13,849,653	Reported in Annual Report
Annual Provisions/Minor Works	27011	1,070,078	Reported in Annual Report
Oral Health Promotion	27017	2,098,448	Implement negotiated deliverables
RDHM Dental Care	27019	30,662,157	Individuals treated/DWAU
Workforce, Resourcing and Development	27020	2,699,631	Report on implementation of DHSV Workforce Strategy
Community Dental Care	27023	121,909,216	Individuals treated/DWAU
<b>TOTAL</b>		<b>172,573,672</b>	

<sup>6</sup> Includes funding under the following activities and activity numbers: Acute activity – Admitted Patients (11008); Dental Services Purchasing (27024); Clinical Leadership and Governance (27025); Capital Planning and Development (27026); Regional Service System Support (27028); Data Management and IT (27029).

Federal Funding Agreement (FFA)*	Funding 2022-23 (\$)	Measure and Target 2022-23
Service delivery Q1	6,200,000	FFA Service Funding (Commonwealth Department of Health reporting requirements, including DWAUs)
Service delivery Q2	6,200,000	
Service delivery Q3	6,200,000	
Service delivery Q4	6,200,000	
<b>TOTAL</b>	<b>24,800,000</b>	

\*Funding allocation for 2022-2023 from the *Federal Funding Agreement on Public Dental Services for Adults to 30 June 2023*. Actual cashflow in 2022- 2023 is in accordance with agreed arrangements.

Jobs Victoria Innovation Fund	Funding 2022- 2023 (\$)	Measure and Target
Dental Assisting Traineeships Program	3,000,000	100 Dental Assisting Traineeships
<b>TOTAL</b>	<b>3,000,000</b>	

School dental program	Funding 2022- 2023 (\$)	Measure and Target 2022-23
Smile Squad school dental program	37,650,979*	Implement negotiated deliverables*
Specialised services strategy	5,340,771*	Establish 3 regional hubs Increase public specialist capacity Initiate contracts with private specialists
<b>TOTAL</b>	<b>42,991,750*</b>	

\*Funding allocation for 2022-2023 is an estimate and subject to negotiated deliverables. Actual cashflow in 2022-2023 will be determined and acquitted based on actual activity and costs.

**Please note:**

- In situations where a change is required to Part C, changes to the agreement will be actioned through an exchange of letters between the department and the health service's Chief Executive Officer.

# Accountability and funding requirements

The health service must comply with:

- All laws applicable to it;
- The *National Health Reform Agreement*;
- All applicable requirements, policies, terms or conditions of funding specified or referred to in the Department of Health *Policy and Funding Guidelines 2022-23*;
- Policies and procedures and appropriate internal controls to ensure accurate and timely submission of data to the Department of Health;
- All applicable policies and guidelines issued by the Department of Health from time to time and notified to the health service;
- Where applicable, all terms and conditions specified in an agreement between the health service and the Department of Health relating to the provision of health services which is in force at any time during the 2022-23 financial year; and
- Relevant standards for programs which have been adopted e.g. International Organisation for Standardisation standards and AS/NZS 4801:2001, Occupational Health and Safety Management Systems or an equivalent standard.
- Where applicable, this includes the National Safety and Quality Health Service Standards ('NSQHS standards') as accredited through the Australian Health Service Safety and Quality Accreditation Scheme.
- Specific to DHSV: in relation to the School Dental Project Plan, as agreed and specified by both parties, including meeting the requirements outlined in the School Licence Agreement.
- Any other relevant, applicable statutory, regulatory or accountability rules, policies, plans, procedures or publications.

# Signing Page

The Minister for Health and Ambulance Services and the health service board chairperson agree that funding will be provided to the health service to enable the health service to meet its service obligations and performance requirements as outlined in this Statement of Priorities.



Hon Mary-Anne Thomas MP  
Minister for Health  
Minister for Health Infrastructure  
Minister for Medical Research  
Date: 28/02/2023



David Stevenson  
Chairperson  
Dental Health Services Victoria  
Date: 28/2/2023