Legend

- Close to meeting target
- Target met
- Target not met
- Increased from past FY
- Decreased from past FY

AOD Balanced Scorecard - FY22/23

Select a single contract:

Contract

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Glossary

Improved Health Equity

How we **target our funding to care for people** who otherwise may not be able to easily access appropriate services.

	Target	Past FY	FYTD	On Track?
% of clients who reside in low socio-economic areas*	>50%	21%	21%	⊗
% Aboriginal Clients	10.9%	12%	13% ↑	✓

Improved Patient Experience

How we **safely capture** and **respond to patient feedback** on their experience.

	Target	Past FY	FYTD	On Track?
% clients felt satisfied with the service provided	>70%			

Improved Health Outcomes

How we **demonstrate the outcomes services** are achieving for the patients we care for.

	Target	Past FY	FYTD	On Track?
Outcomes Compliance	>70%	74%	68% ↓	!
% clients who demonstrate clinical improvement	>50%			