



Spotlight on ...

Merri Health creates healthy, connected communities through local health services for people at every age and stage of life.

Annual Report and Quality Account 2019 Summary version

Achievements and milestones

Chair's summary report

- As an active participant on the Community Health Taskforce, Merri Health completed its review and the finalised report was delivered to Government in July 2019
- We received a bronze award for our 2018 Annual Report from the Australasian Reporting Awards, and as part of our commitment to continuous improvement, have made several changes throughout this year's report
- Our newly developed Better Care and Services Framework was launched in early 2019 contributing to increased transparency, accountability and reporting and driving a culture of good governance

Carlo Carli
Chairperson

Premier's Primary Health Service of the Year

In late 2018, Merri Health was announced Premier's Primary Health Service of the Year!

Recognising Victoria's leading healthcare providers, the award celebrates high quality care, innovation and the contribution the workforce makes in supporting the health of Victorians.

As a non-for-profit health provider, support for all Victorians with tailored solutions is at the forefront of our work. This year's report is dedicated to this achievement and the work we provide in the community.



CEO's summary report

- Continued service growth with two new sites in Craigieburn and Preston South
- Achieved our highest participation rate in our sixth staff climate survey with an 88% response rate, and a highly engaged organisation in a 'culture of success'
- Addressed safety issues across the organisation that saw a 76% positive employee rating
- Responsive care: 97% of our clients rated the care they received as positive [Victorian Healthcare Experience Survey 18/19]
- Merri Health awarded Employer of Choice for Gender Equality citation from the Workplace Gender Equality Agency

Nigel Fidgeon
Chief Executive

1. Inclusive and responsive services

Reconciliation Action Plan

Successful completion of our first plan, June 2017–July 2019. We are now in the stages of planning our 2019–2022 plan.

Rainbow pride — LGBTIQ+ communities

- Ongoing LGBTIQ+ working group with staff and community representation guiding our work
- Ongoing training and education including first in-house training developed and run by an LGBTIQ+ identifying staff member
- Upstander training at local schools
- Addressing family violence and gender equity
- Committed to Building a Respectful Community initiative
- Involved in sector-wide response to the prevention of violence via INCEPT project
- Offered our leadership team online training on Responding to Family Violence in the Workplace
- Supported 2419 Victorians via our Victims Assistance Program
- Supported young people and their families attending the Melbourne Children's Court as a result of the young person allegedly using violence in the home

Responding to cultural and linguistic diversity

- Developed a community participation register to support consumer experience in organisational planning
- Committed to ongoing diversity training for staff
- Supported Word Play — pilot success sees literacy program for migrant families embedded into Moreland City Libraries' regular programming in Fawkner
- Supported Count Me In 2, sport participation for refugee and migrant women and girls

2. Partnering with consumers

- Established Hello, Fawkner!, a place-based approach to improve social connections in Fawkner. Project supported Harmony Day celebrations and the funding of three community projects via its Great Ideas program
- Continued Be Merri health and wellbeing festival, taking health services on the road to Craigieburn, Coburg, Fawkner, Broadmeadows, Preston and Brunswick West
- Supported the transition of the Urdu-speaking women's group to be overseen by a volunteer community committee
- Came together with 13 health organisations to run the Consumer and Carer Networking Forum, connecting and upskilling consumer representatives from across the north west
- Improved our feedback process in partnership with a consumer, as part of the Collaborative Pairs project

3. Safe and quality services

- How we performed
 - Compliments — did well for treatment/care of clients by clinicians and administrative staff, positive clinical outcomes for clients, and our aged care service
 - Complaints — need to improve communication, accessing a service and service availability
 - 58% increase in the number of compliments received in 2018/19
- Introduced feedback kiosks available in multiple languages — 93% provided positive feedback within the first four weeks
- Improved our dental service and processes to be more child-friendly following client feedback
- Improved health professional referrals via an online solution on our website
- Led whole-of-sector response to elder abuse with the establishment of networks in the north and west metropolitan area

4. Continuity and better care

- Rolled out Australia's first trial of Family Foundations, offering free support for new parents via qualified and experienced parent coaches
- Offered extensive carer support via Active April initiative (40 carers supported), art therapy for dementia (500 carers supported), after-school and school-based support for young carers, peer-support initiatives, free education and workshops, and carer celebrations; carers lunch (101 carers), Koorie carers lunch (56 carers) and young carers/family event at Luna Park (230 people, family and carers)
- Committed to healthy ageing
 - 436 older people supported via our aged specialist services
 - 287 older people supported via our newly introduced Rapid Reablement program, helping to keep people moving and improving their independence
 - 139 older people supported via our newly introduced memory and dementia support program



1
named Premier's Health
Service of the Year 2018

10
sites

44
years of serving
the community

386
staff members

99
volunteers

229,156*
service instances

97%**
of clients rated their
care as positive

\$39,607,000
total revenue

* There are many other client systems that are not included in this total.
** Merri Health results from the Victorian Healthcare Experience Survey 2018/19.