

Every donation enables us to provide great care for you and your loved ones. Your gift, no matter how large or small, will help to save lives.



To contact the Eastern Health Foundation or to make a donation, please:

- ☎ call (03) 9895 4608,
- ✉ email fundraising@easternhealth.org.au or
- 🌐 visit www.easternhealth.org.au/foundation

Location: head office
📍 5 Arnold Street
Box Hill, Victoria 3128

Postal address
✉ PO Box 94
Box Hill, Victoria 3128

General inquiries
☎ 1300 342 255
🌐 www.easternhealth.org.au

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Telephone interpreter service

خدمات الترجمة

傳譯服務

Υπηρεσίες Διερμηνέων

Servizi Interpreti

☎ 131 450

✉ If you don't speak English and would like to find out more about the information in this document, please email consumers@easternhealth.org.au

**WHO
WE
ARE**

Eastern Health
IS ONE OF MELBOURNE'S LARGEST METROPOLITAN HEALTH SERVICES.

We provide a range of emergency, surgical, medical and general healthcare services, including maternity, palliative care, mental health, drug and alcohol, residential care, community health and statewide specialist services to people and communities that are diverse in culture, age, socio-economic status, sexual orientation, gender identity and healthcare needs.



There are a number of ways to provide your feedback

For current patients, please speak to the staff member or the person in charge

- 👤 Speak with a member of our team next time you visit
- ✉ Send an email to feedback@easternhealth.org.au
- 📄 Fill in our online feedback form at www.easternhealth.org.au/contact-us/complaints-compliments-and-comments
- ✉ Write to us at:
The Centre for Patient Experience,
PO Box 94, Box Hill Vic 3128
- ☎ Contact one of our Patient Relations Advisors on **1800 327 837**
Patient Relations Advisors are available Monday to Friday from 9am to 3pm
- 🌐 Via the Patient Opinion website at www.patientopinion.org.au

At Eastern Health we welcome your feedback



3
emergency departments



65 across

21
locations



1,375 million
episodes of patient care



10,306
employees
70% of whom live within the community we serve



51,749
ambulance arrivals
to our three emergency departments – up by 3.4% – that's approximately one ambulance every 10 minutes



652
volunteers
dedicated **118,080** hours of service*
* up until March 2020 when Volunteer Program was suspended due to COVID-19.

A SNAPSHOT OF 2019-20

OUR SERVICES



A total of
1456*
beds

for people requiring inpatient stays, transition care, residential care, acute mental health services, mental health services in community based settings and for drug, alcohol and borderline personality disorder services.

* As at 30 June 2020. Bed numbers are subject to change depending on activity and demand.



167,034
emergency department presentations

that's approximately one person every three minutes



4790
babies born

one baby every 109 minutes



37,921
operations

5.1% less than the previous year*



277,766
specialist clinic appointments

1.7% less than last year*



16,038
patients

admitted for elective surgery – 11.5% less than the previous year*

* Elective surgery and specialist clinic appointments were impacted by COVID-19 restrictions.



4702
people

admitted to mental health inpatient units



288,956

occasions of care provided by mental health community services



Average

76%

of ambulance patients transferred within 40 minutes

OUR COMMUNITY



92

number of nationalities that make up the Eastern Health workforce



24

number of staff who identify as Aboriginal and Torres Strait Islander



Our core community of
812,784*
people live across



2816

square kilometres

in the following municipalities:

Boroondara (Camberwell), Knox (North East and North West), Manningham, Maroondah, Whitehorse (Box Hill and Nunawading), Yarra Ranges (including the Dandenongs, Lilydale and Seville).

* Source Victoria in Future 2019



25%
of patients

originate from non-English speaking countries. The top five languages spoken by our patients, other than English, are Mandarin, Cantonese, Greek, Chin Hakha and Persian.

OUR FINANCIAL PERFORMANCE



Eastern Health has an operating budget of
\$1.18 billion
to deliver healthcare services

1 Healesville Hospital and Yarra Valley Health

Healesville Hospital and Yarra Valley Health offers surgery, acute medical services, palliative care, geriatric medicine, antenatal care, specialist outpatient clinics and midwifery home care. Our community health team also offers a GP clinic, counselling, allied health, Aboriginal health, health promotion, district nursing and wellness programs across the Yarra Ranges.

2 Yarra Ranges Health

Yarra Ranges Health offers a variety of day surgery procedures, oncology and chemotherapy services, and a range of specialist clinical, rehabilitation and outreach services.

3 Box Hill Hospital

Box Hill Hospital offers emergency care, general and specialty medicine, intensive care services, surgery, maternity, paediatrics, specialist outpatient clinics, mental healthcare, allied health services, teaching and research.

5 Wantirna Health

Wantirna Health offers palliative care, rehabilitation, geriatric medicine and specialist clinics. It is also home to a large education precinct which opened in 2014.

6 Maroondah Hospital

Maroondah Hospital offers emergency care, general and specialty medicine, intensive care services, general and specialist surgery, paediatrics, specialist outpatient clinics, allied health services and adult mental healthcare.

7 Angliss Hospital

Angliss Hospital offers emergency care, general medicine, surgery, maternity, paediatrics and rehabilitation.



- ▶ Localities
- ▶ Eastern Health Sites
- Primary Catchment
- Secondary Catchment

Statewide Services

Statewide Services include Spectrum, which provides treatment for people with personality disorders, and Turning Point, which provides treatment, research and education in the fields of alcohol, other drugs and gambling.

Ambulatory and Community Services

Ambulatory and Community Services offer a range of flexible services in home and community settings. These services are designed as a substitute for presenting to an emergency department or being admitted to hospital, as well as treating patients within the community.



Eastern Health has a range of publications with detailed information about our financial and clinical performance, quality and safety, research and other initiatives.

Please visit
www.easternhealth.org.au
for more information

