



## Eastern Health Foundation



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



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

- call (03) 9895 4608,
- email [fundraising@easternhealth.org.au](mailto:fundraising@easternhealth.org.au) or
- visit [www.easternhealth.org.au/foundation](http://www.easternhealth.org.au/foundation)

### Head office

5 Arnold Street  
Box Hill, VIC 3128

### Postal address

PO Box 94  
Box Hill, VIC 3128

### General enquiries

1300 342 255  
[www.easternhealth.org.au](http://www.easternhealth.org.au)

### Follow us on

easternhealthau  
 easternhealthau  
 eastern-health  
 easternhealthau



### 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](mailto:consumers@easternhealth.org.au)

### There are a number of ways to provide your feedback

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

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



We welcome your feedback



## Eastern Health



Services located across  
**2,816**  
square kilometres



**146,855**  
emergency department presentations  
approximately one person every 3.4 minutes



**1.5 million**  
episodes of patient care  
↑ 8.1% on previous year



**11,920**  
employees  
60% of whom live in the community we serve



**4,100**  
babies born  
that's one baby born every 2 hours



**41,231**  
surgeries  
↑ 15.6% on previous year

Healthier  
together



# A SNAPSHOT OF 2023-24



Please visit  
[www.easterhealth.org.au](http://www.easterhealth.org.au)  
for more information



## EASTERN HEALTH CATCHMENTS

Geographically, Eastern Health covers the municipalities of Boroondara, Knox, Manningham, Maroondah, Whitehorse and Yarra Ranges. Since its establishment in July 2000, Eastern Health has played a pivotal role in the provision of public health services in Melbourne’s east and partners with community healthcare providers, such as general practitioners, community health services and affiliated healthcare agencies.

## OUR PERFORMANCE



1,150

ongoing research projects



543

research papers authored



43,025

ambulance arrivals to our three emergency departments

approximately one ambulance every 12.2 minutes



150,957

patients admitted for acute care

↑ 10.5% on previous year



18,302

patients admitted for elective surgery

↑ 18.4% on previous year



325,762

specialist clinic appointments

↑ 12.2% on previous year



3,709

patients admitted to our mental health inpatient units

↑ 8.5% on previous year



320,557

occasions of service provided by mental health community services

↑ 4.3% on previous year



8,259

patients admitted for acute care aged under 18

↑ 6.7% on previous year

## OUR COMMUNITY



104

nationalities make up the Eastern Health workforce



90

languages in which services were provided



34

employees who identify as Aboriginal and Torres Strait Islander



22,310

patients with a primary language other than English



Eastern Health acknowledges the traditional custodians of the land upon which our health service is built, and we pay our respects to their Elders past and present.



Eastern Health is an inclusive healthcare service.

