



PRESIDENT'S REPORT
ANNUAL GENERAL MEETING OF MEMBERS
FRIDAY, 15 OCTOBER 2021

After five years, I am stepping down as VHIA President, although I will remain a Board member. It has been a privilege to hold that role during a period of significant change for the organisation.

We conducted our first Member Satisfaction Survey in three years, with an increase in member participation compared to the previous survey. The results of that Survey demonstrated substantial improvements in member satisfaction, whilst reminding us that some members feel better served than others and that further development is still necessary.

The results of that survey will now inform the Strategic Planning process which is currently underway.

The organisation has retained its ISO-9000 accreditation following an assessment in February and work continues to develop VHIA's systems and processes so that it can best serve members. The new VHIA website, which was introduced on 1 July last year, has been a success with a twelve-fold increase in traffic as against the previous website.

The financial performance of the organisation was positive which, in part, was a result of grants and tax relief associated with the pandemic. Even though the pandemic has resulted in significant shifts in how VHIA staff perform their work, it has been pleasing to see that member engagement has increased, rather than decreased, over this period.

I wish to record my thanks to the other members of the VHIA Board for their continued commitment to the organisation. I wish also to thank departing Board members Felicity Topp (Peninsula Health) and Jacque Phillips (NCN Health Services) for their contributions and, in particular, Felicity's support as Deputy Chair. Adam Horsburgh (Austin Health) is a welcome addition.

Finally, I would like to record my appreciation and thanks to the dedicated and hardworking VHIA staff, without whose skills and work we would not be the organisation we are today.

They are a small team but constantly go above and beyond for our members.

A handwritten signature in blue ink, appearing to be 'Dale Fraser', written in a cursive style.

Dale Fraser
President