



PRESIDENT'S REPORT

Annual General Meeting of Members

Friday, 13 October 2017

I'd like to thank members for their commitment to VHIA as their industrial representative. With all members renewing for 2017/18, VHIA has further strengthened its financial position. Our financial report is published on the VHIA website at www.vhia.com.au – Financial Reports and I recommend it to you.

With a new CEO, Board President and Strategic Plan, the past year has been busy but there's much more to do. Our main priority is to continue to develop and improve our service to members. The new Strategic Plan means there is not only a commitment but a plan to bring this about.

I'd like to thank members for their frank and fearless feedback to us. The *Member Engagement Project* of 2015 identified communication, member engagement and reform as key priority areas for improvement.

VHIA's *Strategic Plan 2017 – 2019* is a response to that member feedback.

Our members must be at the centre of all we do. Over the past year, we've significantly expanded our engagement with members, but there's more to come. Over the coming year and beyond we will be working to meet members' expectations through increased engagement and opportunities for participation.

To support the Strategic Plan, the Board has decided to form a number of sub-committees. One of these will be the Member Engagement Subcommittee, comprised of Board and non-Board members. It will begin during 2018.

We recognise the critical role of engagement and look forward to working with members to make further improvements in this area.

In the year ahead, we'll also be undertaking a member needs analysis. This work is a critical part of our strategic plan. It's important we give members an opportunity to tell us what they want from their industrial representative and not assume we already know.

From next year we'll also be undertaking regular member satisfaction surveys, reporting back to members. This is to ensure that VHIA is a transparent and accountable organisation, responsive to the needs of its members.

Looking further ahead, VHIA will also conduct a Gap Analysis. The purpose of the Gap Analysis will be to identify workforce reform issues. Whilst workforce reform is seldom delivered through enterprise bargaining, it can easily be stymied by it. To meet emerging needs, it's essential that, as a sector, we identify and discuss workforce issues.

Part of the challenge for VHIA will be to develop activities to support these discussions and develop a narrative for our sector outside of bargaining that supports the subsequent bargaining process.

VHIA's members are diverse and geographically disparate. A key focus both this year and next is to ensure all members can access VHIA's services, regardless of location or size. This means delivering more content digitally, using technology more effectively. In addition to monthly HR/IR Manager meetings, twice-yearly Regional and Rural forums in March and September have meant there's always an opportunity to meet with VHIA face to face.

A combined total of 237 member representatives attended the March and September 2017 Member Forums.

Over the past year, VHIA appointed both a Digital Marketing Coordinator and Continuous Improvement Manager. These are new roles for VHIA. Members will have already noticed the introduction of additional service offerings through the VHIA Community App as well as podcasts / video casts. A Communication Strategy paper is currently being developed which I anticipate will result in further improvements.

The role of Continuous Improvement Manager will oversee critical work so that VHIA operates effectively and efficiently to support and represent its members. Although that role has only recently commenced, I look forward to the organisation working towards ISO accreditation.

2017 also saw the Safe Patient Review Taskforce undertake its work. It can be anticipated that any recommended changes to the *Safe Patient Care (Nurse to Patient and Midwife to Patient Ratios) Act 2015* will be known before long. These recommendations concern the next phase of improvement and extension of ratios. As any recommendations emerge, it will be important that VHIA play both a constructive and forthright role.

Emerging issues in 2018 will likely include not only proposed changes to nurse / midwife ratios but family violence and workplace bullying. It will be essential that VHIA work closely with members to identify how best to engage and respond to these matters.

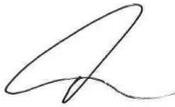
The Board wishes to thank departing Board members Chris McLaughlin and Paula Jeffs, for their contribution to the VHIA Board over the past year. Chris joined the Board in October 2013 and during her time served as Chair of the Remuneration Committee. Paula resigned from the Board after a short period to take up a career opportunity outside the health sector. Ordinarily it would not be possible to single out any particular Board member, but special mention must be made of John Smith of West Wimmera Health Service who retired from that organisation after a remarkable 53 years as CEO.

John was a founding Board Member of VHIA in 1994 and continued on the Board until 2017. He served in many roles including Deputy President and Treasurer and on the Finance, Risk and Audit Committee. Throughout that time, he was a consistent advocate for rural health services.

His contribution both to VHIA and the Victorian health sector is incalculable.

On behalf of the Board, I would like to record our thanks to John Smith. I am also pleased to announce that VHIA's Board Room will be renamed 'The John Smith Board Room' in his honour and as a small, but on-going reminder of his extraordinary contribution to VHIA.

I'd also like to acknowledge and welcome those Board members who have joined us this year, namely; Mark Garwood, Amanda Murphy and Sean Curtain, each of whom has brought dedication and enthusiasm as the organisation continues through a period of change.

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

Dale Fraser
President