



Frequently Asked Questions

CONSULTATION

Q: What community consultation took place before the redevelopment planning began?

A: Extensive consultation with staff and the community occurred between October 2012 and January 2013 to gain feedback on the draft *Eastern Health Strategic Clinical Service Plan 2012-2022*. Engagement included open community and staff forums, online feedback surveys and emails. Modifications to the service plan were made following feedback from the community.

Q: What community consultation is planned for the rest of the project?

A: Eastern Health has made a commitment to involve the community via a formal stakeholder engagement strategy. Consultation began in June 2014 and we continue to involve community members via the Healesville Redevelopment Liaison Group (there are seven community members on this group) and in multiple other ways. Regular newsletters are sent to local households, as well as information displays at locations in the community.

Q: What is the redevelopment liaison group?

A: The Healesville Redevelopment Liaison Group (HRLG) works in partnership with Eastern Health to promote and enhance community participation and consultation. It will act in an advisory capacity to Eastern Health during the redevelopment of Healesville & District Hospital and Yarra Valley Community Health. The HRLG will act as a conduit to the wider community, and provide advice on additional communication and engagement options and opportunities.

The group has been meeting regularly since August 2014 and will continue to meet until the redevelopment is complete. The meetings are independently chaired by David Bryson. The external architect and project manager attend meetings on an as-needs basis.

Community members are:

Craig Anderson
Jeanette Cox
Belinda Gillam Derry
Kerri Goding
Barbara Honan
Richelle Hoogenraad
Eddie Thomson

Staff members are:

Lisa Lynch, Chief of Clinical & Site Operations, Yarra Ranges
Mark Hoffman, Manager of Capital Projects
Pam Hughes, Director of Nursing, Midwifery & Operations, Yarra Ranges
Michelle Fleming, Manager of Community Health
Tanya Hendry, Manager of Consumer Participation & Patient Experience
Michele Goding, Associate Program Director, Ambulatory & Community Services

Q: Has the community consultation been authentic and meaningful?

A: Yes. Eastern Health has developed a stakeholder engagement strategy that identifies actions on how we can engage and inform the community. Eastern Health is strongly committed to consumer participation across the entire organisation and works hard to ensure that this is active and meaningful.

Q: What does Eastern Health think about the business case for Healesville & District Hospital to secede from the organisation?

A: We will continue to work with the Save Healesville Hospital Action Group to ensure the redeveloped hospital and community health centre meets the current and future needs of the community.

Q: Has the data required to do an independent business case been released?

A: The data was released less than 35 days after receiving the written request. An offer to meet with the appointed consultant as early as May 2014 was declined by SHHAG because the group considered it "premature".

Q: How can I find out more about the project?

A: You can stay informed about the project by viewing posters on noticeboards throughout the community and by viewing the plans on display in our two community health centres and the GP clinic.

Latest project newsletters and media releases are available on the project website at www.easternhealth.org.au. You can also follow Eastern Health on Twitter and Facebook, where we will post regular updates.