



## RESULTS

### Macedon Ranges Health

Macedon Ranges Health (MRH) is an award-winning community based not-for-profit organisation dedicated to delivering health, community, welfare, and aged care services. It has been serving the Macedon Ranges Shire and surrounding districts since 1958.

MRH is recognised as a trusted regional provider of high-quality, integrated primary and aged care services. Its vision, "Promoting Wellness Together, Providing Individual Choice," is underpinned by core values: Supporting individual health and care choices, Integrity, Respect, Accountability, and Innovation, reflecting a commitment to excellence, honesty, diversity, performance, and continuous improvement.

With a workforce of over 169 employees, MRH treated more than 11,386 clients, facilitated 5,865 home care visits, and maintains a 96% occupancy rate across its residential aged care facilities. The organisation's volunteer program has grown to 160 participants, making it the largest health volunteer service in the region.

### What We Did

Our partnership with the Studer Group began in 2015, launching the "Hard Wiring for Excellence" program. Fully embraced by staff, the program has driven significant improvements in employee engagement and wellbeing.



Employee Engagement  
Survey results April 2014:

- 53% improvement in communication
- 46% improvement in acknowledgement of good performance
- 38% improvement in recommending MRH as a great place to work



Increased  
Community  
Engagement

Increased  
Volunteers  
by 35%



Significant  
reduction in Falls

Successfully Met  
Accreditation  
Standards



Significant  
increase in  
Community and  
Health Clients



450%  
improvement  
to Operating  
Surplus



## What We Did continued

Over the 2.5 years of our partnership with the Studer Group, MRH has transformed from an organisation at risk of not meeting safety and quality standards and facing financial challenges into one that is fully accredited against both the National Safety and Quality Health Service Standards and Aged Care Accreditation Standards. Financial performance has seen a remarkable turnaround, improving from a \$17,000 surplus in 2013–14 to a \$400,000 surplus in 2016–17—a 450% increase.

The March 2016 MRH Employee Engagement Survey highlighted major improvements since the previous survey in April 2014, including a 53% improvement in communication, a 46% increase in acknowledgment of good performance, and a 38% rise in employees recommending MRH as a great place to work. Together with the Studer Group, we implemented a values-based leadership framework where people are valued and their contributions and ideas are recognised.

MRH has also been recognised externally for its high-quality services, innovation, and community engagement. In January 2016, MRH's Annual Colour Fun Run was awarded "Community Event of the Year" at the Macedon Ranges Shire Council's Australia Day Awards. In June 2016, MRH won two major awards at the Leading Aged Services Australia (LASA) Awards for Excellence: the Service Innovation Award for Community & Home Care and the Community Engagement Award. These achievements reflect the expertise, dedication, and commitment of our staff, volunteers, board, and partners.

MRH is on track for another strong year and remains committed to delivering high-quality health, welfare, and aged care services to the community.



Don Tidbury  
Chief Executive Officer  
Macedon Ranges Health

*"We would like to extend our sincerest thanks for the Australian Healthcare Organisation of Distinction Award. It has been a great pleasure working with Studer Group to achieve the major improvements in organisational performance over the last 2 years".*

**Don Tidbury**  
Chief Executive Officer