



maryvale
private
hospital



A shared direction for our
hospital and community

**Strategic
Plan
2027–31**

We're proudly not-for-profit.
Every dollar we earn is
reinvested into better care,
better facilities and a healthier
Gippsland; for our patients,
our staff and our community.

Caring for our community, close to home.



WELCOME

About this plan

Acknowledgement Of Country

Maryvale Private Hospital acknowledges the Traditional Custodians of Country, the Gunaikurnai people, and recognises their continuing connection to land, sea, culture and community. We pay our respects to Elders past, present and emerging.

Strategic Planning Process

This Strategic Plan sets out the direction for Maryvale Private Hospital over the next five years. It describes the difference we want to make for our patients, our people and the Gippsland community, and the goals that will get us there.

The plan was shaped by the people who know our hospital best. Through stakeholder engagement and a series of workshops with our Board, Executive, staff and doctors, we tested what matters most and where we can make the greatest difference. Our Medical and Community Advisory Committees, and our owner Latrobe Health Services, helped ground the plan in the real needs of our region.

Maryvale Private Hospital
ABN 44 007 374 629
286 Maryvale Road Morwell VIC 3840

Enquiries

All enquiries relating to this strategic plan can be directed to the Chief Executive Officer:

T · (03) 5132 1200

E · enquiry@maryvaleph.com.au

A · 286 Maryvale Road, Morwell VIC 3840

In this plan

- 1** · A message from our Board Chair
- 2** · Our organisation, vision and role
- 3** · Our partnership with Latrobe Health Services
- 4** · Our strategic plan on a page
- 5** · Our goals and objectives
- 6** · Our values



FOREWORD

A message from our Chair

Maryvale Private Hospital was created in 1991 for a simple reason: so that the people of Gippsland could access quality private healthcare without having to travel far from home. More than three decades and 65,000 patients later, that reason still guides everything we do.

This plan looks to the years ahead with confidence and clear intent. Our vision is a healthier and thriving Gippsland, and our role is to deliver choice and exceptional not-for-profit healthcare, close to home.

As a not-for-profit hospital, we are not here to return a profit to shareholders; every dollar we earn is reinvested into better care, better facilities and a stronger service for our community.

To realise our vision, we have set four goals. We will support our people to thrive and lead. We will be an active member of our community.

We will deliver high-quality care that reflects our community's needs. And we will be an agile and sustainable health service, so that Maryvale is here for generations to come.

None of this is possible without our people. I want to thank our staff, our doctors, and our Medical and Community Advisory Committees, for the care and commitment they bring every day. I also thank our owner, Latrobe Health Services, whose shared not-for-profit purpose makes Maryvale possible.

This is an ambitious plan, and it is one we will deliver together; with kindness, collaboration and excellence.



Mr Nathan Voll
*Board Chair, Maryvale
Private Hospital*

“Close to home isn’t just where we are, it’s how we care



OUR ORGANISATION

Who we are



About Maryvale Private Hospital

Maryvale Private Hospital is a 65-bed private acute medical and surgical hospital in Gippsland, Victoria, known for personalised care, a friendly atmosphere and highly skilled staff.

We serve the communities of East Gippsland, Wellington, Latrobe, Baw Baw, South Gippsland and Bass Coast, as well as metropolitan Melbourne.

Our services include weight-loss, orthopaedic, general, gynaecological, plastic, urological, ophthalmology, endoscopy and dental surgery, together with acute medical care.

Visiting specialists consult across paediatrics, respiratory medicine, cardiology, rheumatology and geriatric care.

Since 1991 we have cared for more than 65,000 patients across our region.



About our Owner, Latrobe Health Services

Maryvale is wholly owned by Latrobe Health Services, an Australian-owned not-for-profit private health insurer with more than 100,000 members across the country.

Founded in 1950 by power industry workers to care for the people of the Latrobe Valley, Latrobe Health Services remains a regionally focused insurer that exists to benefit its members and their communities.

In 1991 Latrobe Health Services established Maryvale as Gippsland's only private acute medical and surgical hospital.

Today Maryvale is a key regional health hub, contributing to education and clinical programs including medical and palliative care, surgical, weight-loss, women's and men's health.



OUR VISION

A healthier and thriving Gippsland



OUR FOUNDATION

Our shared value framework with Latrobe Health Services

Maryvale Private Hospital is wholly owned by Latrobe Health Services, the not-for-profit health insurer that established the hospital in 1991 to serve its members and the broader Gippsland community. Today, the hospital services over 6,000 patients a year from across the region.

A strong values-based relationship exists between the two organisations, LHS and MPH, with a united commitment to support rural and regional communities' health and wellbeing.

Maryvale plays a crucial role in the region — most directly through the regional clinical capability we build, the coordination we provide between public and private health services, the local employment we sustain, and the access to high-quality care we deliver for Gippsland residents.

This Strategic Plan is how we make that contribution deliberate rather than incidental. Each of our four goals is designed to deepen the value we return to the Gippsland community — building clinical capability, strengthening our community partnerships, sustaining local employment, and improving access to care close to home. We will measure that value, report it to our owner, and grow it over the five years ahead.

The partnership with Latrobe Health Services is foundational to this strategy. It distinguishes Maryvale from corporate hospital operators, grounds us in a shared not-for-profit purpose, and creates opportunities for mutual benefit that no other ownership model could provide.



Our strategic plan on a page



OUR VISION

A healthier and thriving
Gippsland

OUR ROLE

To deliver choice and exceptional
not-for-profit healthcare, close
to home.

Our goals

01

Our people thrive and lead

We care for the people
who care for you;
supporting our teams to
learn, grow and lead.

02

We are active in our community

We work hand in hand
with local practitioners and
partners, and help bring
great people to live and
work in Gippsland.

03

Exceptional care, close to home

We focus on timely,
high-quality treatment
and a caring experience
that reflects our
community's needs.

04

Strong for the long term

We make thoughtful
decisions and invest wisely,
so we can keep delivering
exceptional care for
generations to come.

What success looks like by 2031

A larger share of
the Gippsland
market · Keeping
treatment local

7,000
admissions

Trusted
by our Visiting
Medical Officers

Empowered
a confident,
capable team

Sustainable
reinvesting in care
for the long term

OUR GOALS

Our goals and objectives

01

Our people thrive and lead

Our people are the essence of our culture and our care. We support our teams to learn, grow and lead, so they can do their very best work.

OBJECTIVES

- 1 · Our people have the skills, motivation and clarity they need to succeed.
- 2 · We invest in our people's capability and career opportunities.
- 3 · Our people are adaptable and are inspired to solve the problems they see.

02

We are an active member of our community

We're proud of Gippsland. We work alongside local practitioners and partners, and help bring great people to live and work in our region.

OBJECTIVES

- 1 · We are part of a vibrant network of medical practitioners.
- 2 · We support our staff so they can enrich our community.
- 3 · We partner with our region to attract people to live and work in Gippsland.



03

We deliver high-quality care that reflects our community's needs

You deserve quality care without travelling far. We focus on timely, high-quality treatment and a caring experience for you and your family.

OBJECTIVES

- 1 · We provide people with the choice of local, timely, quality, not-for-profit healthcare.
- 2 · Our patients receive exceptional care.
- 3 · Our patients and their families have a positive experience.

04

We are an agile and sustainable health service

We make thoughtful decisions and invest wisely, so Maryvale can keep delivering exceptional not-for-profit care for generations to come.

OBJECTIVES

- 1 · We understand our business.
- 2 · We make considered business choices that lead to our success.
- 3 · We invest so we can continue to deliver exceptional care.

Our values

Three values guide how we treat our patients, our community and each other.

Kindness

We go out of our way to act with kindness and compassion with every interaction we have.

Always remembering that our patients are the reason we are here.

Making time for people, understanding their needs and responding with compassion.

Being inclusive and building trust by respecting people for who they are.

Bringing a positive attitude, especially when things get tough.

Collaboration

We work together, knowing we achieve more as a team than as individuals.

Going out of our way to support others and asking for help when we need it.

Speaking up when we get something wrong, knowing we can all learn from it.

Investing time and energy into building strong relationships.

Working across teams with no silos, sharing information and support.

Excellence

We strive for excellence in all we do, with a sense of purpose and accountability.

Having the courage to embrace change and find opportunity in challenge.

Being accountable for our actions and following through on our commitments.

Continually learning, improving and sharing our knowledge.

Going above and beyond, knowing our actions make a real difference.







maryvale
private
hospital

Caring for our community, close to home.