



Candidate Information

Chief Executive
Officer

BESTCARE
@ Benalla
HEALTH



About Benalla Health

Benalla Health is a major public healthcare provider located in Victoria's Hume Region, delivering a broad array of health services across Aged Care, Primary Health, and Acute Services in support of its community.

Benalla Health primarily serves the population of Benalla Rural City (approximately 14,500 people) and parts of surrounding areas. Our catchment includes a mix of town and rural residents.

Benalla Rural City has significantly more people aged over 60 compared to the broader region. This aging demographic means increasing demand for age-related healthcare services (chronic disease management, geriatric care, home support, etc.). We also have pockets of socioeconomic disadvantage: about 37% of local households were in the lowest income quartile in 2021, higher than regional Victoria's proportion.

Our vision - Healthy, thriving and resilient communities in and around Benalla.

Our purpose - Best Care, Every Person, Every Time; Best Care is provided by front line staff (including volunteers) who are engaged in and committed to providing Best Care for each patient, resident, consumer every day, every time.

Benalla Health is an active member of the Hume Local Health Service Network (LHSN), a new integrated network of hospitals in our region including Goulburn Valley Health, Northeast Health Wangaratta, Albury Wodonga Health and others.

Through this network, we are partnering on service planning, clinical support, and patient referral pathways to ensure our community has seamless access to the right care, whether locally or at larger regional centers. We also collaborate with primary care providers and community organisations – for example, the Benalla Community Care – Ray Sweeney Centre is a joint initiative between Benalla Health and Benalla Rural City Council, co-locating community health services and social support programs in a single hub.

Benalla Health provides a range of acute, residential aged care, community health and urgent care services, and employs more than 330 staff.

Benalla Health's history and heritage illustrate the community's commitment to supporting a local health service. We will continue to be a thriving, connected and trusted health service focused on effectively meeting the healthcare needs of the people of our community.



Healthy Communities

Allied Health

- Chronic Disease Management
- Diabetes Education
- Dietitian
- Exercise and Rehabilitation Groups
- High Risk Foot Clinic
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Therapy
- Social Work/Counselling
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Orthopedic Rehabilitation

Health Independence Programs

- Sub-Acute Ambulatory Care Program (SACS)
- Hospital Admission Risk Program (HARP)
- Post-Acute Care (PAC)
- Better@Home

Home Nursing Service

- District Nursing Service
- Hospital in the Home
- Palliative Care

Support Groups

- Diabetes
- First Time Parents Groups

Hospital Services

- Acute Inpatient Services
- Perioperative Services
- Day Procedure Unit
- Urgent Care Centre
- Education
- Quality
- Infection Control
- Pharmacy

Maternity Services

- Antenatal Clinic
- Breast Feeding Support
- Domiciliary

Residential Aged Care

- Morrie Evans Wing

Other Services

- CT Scan, Ultrasound, X-Ray
- Planned Activities Program
- Mental Illness Fellowship
- Visiting Medical Officers
- Pathology
- Psychology Services
- Amplifon Hearing

Community Services

A department of the Benalla Rural City Council provides the following services:

Ray Sweeney Centre

- Family services
- Economic Development and Sustainability
- Maternal and Child Health service
- Child support
- Family liaison
- Aboriginal Patient and Family Support Officer

Other Visiting Services Include

- Audiology - Hearing Australia
- Breast Care Nurse - McGrath Foundation
- Community Interlink
- Dental Technician
- Mental Health Services
 - Albury Wodonga Health / Wellway Benalla Wangaratta Mansfield Mental Health and Wellbeing local



Our Values

Compassion

We demonstrate compassion by listening respectfully, accepting people without judgement, having sound communication skills, being sensitive to others' needs and showing concern for all.

Empathy

We demonstrate empathy by being mindful of others, taking the time to listen, being considerate and understanding, providing encouragement to others and understanding the needs of those we interact with.

Accountability

We demonstrate accountability by taking responsibility, delivering on our promises, acknowledging and rectifying our mistakes, always working to the best of our ability and understanding and adhering to policies and procedures.

Respect

We demonstrate respect by maintaining confidentiality and privacy, being courteous and polite to everyone, treating everyone equally, valuing everyone's contribution and being punctual and responsive.

Excellence

We demonstrate excellence by being professional and enthusiastic, being prepared to listen to new ideas, taking pride in our appearance, participating in on-going education and challenging each other to improve and be innovative.



Why Benalla is a great choice

About 14,000 people live in Benalla and the surrounding district, about two hours' drive north-east of Melbourne via the Hume Freeway. Benalla is built on both sides Broken River, which generally flows in a northerly direction through the town. Damming the river near the railway at the northern end of town created Lake Benalla.

Benalla is the gateway to Victoria's High Country, which is great for those who love hiking and skiing.

It is also located close to some of Australia's best wineries.

It is home to Australia's largest gliding club, attracting pilots from around the globe to experience the area's world renowned flying conditions.

Other highlights of this beautiful town are:

Benalla Art Gallery: One of the best regional galleries in Australia with works by Arthur Streeton, Frederick McCubbin, Fred Williams and Sidney Nolan. Surrounded by beautiful botanical gardens and Lake Benalla, the Art Gallery precinct is a Benalla 'must do'.

Winton Wetlands: The restoration of Winton Wetlands is the largest wetland restoration project in the southern hemisphere. You can circumnavigate Lake Mokoan or enjoy the peace and tranquility of the bush with a network of bike paths snaking through the reserve. Grab lunch and a coffee at the Mokoan Hub while you're there.

Gliding over Benalla: The Gliding Club of Victoria is the largest Gliding Club in Australia. There are intensive seven day 'learn to glide' packages or half hour bookable joy flights, making Benalla the ideal place to learn how to fly.

Wall to Wall Festival: World class street art is the legacy of the Benalla Street Art Festival. Search for the soul of the city on walls and buildings around Benalla.

Helpful sites: Information on what to see and do: <http://www.enjoybenalla.com.au/>

Tourism information: <http://www.victoriashighcountry.com.au/>

Information about Benalla Region current events: <http://www.highcountryharvest.com.au/>



About The Role

The Chief Executive Officer is responsible for implementing the strategic direction of Benalla Health's Service as determined by the Board. Benalla Health must maintain its excellent reputation, meet statutory regulations and comply with the Victorian Department of Health (DH) policies and procedures.

The Chief Executive Officer:

- Is responsible for the operational management of Benalla Health, and implements decisions, resolutions and directions of the Board.
- Ensures Benalla Health observes and complies with the requirements of the appropriate Federal and State legislation, Health Service By-Laws and directions of the DH.
- Exercises the powers delegated by the Board to administer and direct as appropriate the activities of Benalla Health.
- Works to advance the objectives of the Health Service and the Hume Local Health Service Network (Hume LHSN) and to attain the service objectives specified in the Health Service Agreement, Benalla Health's Statement of Priorities and the Hume LHSN Statement of Expectations.

- Promotes Benalla Health in the communities it serves.

Direct Reports:

- Executive Director People and Culture
- Executive Director – Clinical Services
- Executive Director – Finance and Corporate Services
- Executive Director – Medical Services
- Executive Officer

External Relationships:

Consumers; Families; Carers; Visitors; Department of Health; Government Stakeholders; Other Health Services, particularly the Hume Local Health Service Network.



Key Selection Criteria

- Tertiary Qualifications in Commerce, Business Management or Health with relevant Postgraduate Qualifications and/or Technical Qualifications. Membership of a relevant Professional College/Association is desirable.
- Strong leadership skills with a proven ability to successfully lead culture and organisational change, manage and motivate staff, promote the creation of positive workplace, wellbeing and develop teams.
- Ability to negotiate, advocate and work with a wide cross section of stakeholders and foster strong collaborative partnerships and working arrangements with other health services providers.
- Contemporary and detailed knowledge of the health sector including current developments in hospitals, residential aged care, primary health and community service sectors; and the importance of preventative measures and increased level of services delivery closer to the home.
- Excellent understanding of principles of evaluation, clinical governance and risk management in a health service.
- A proven record of sound financial and human resources management.
- Sound understanding of public health governance in general and experience working with a Board of Management in particular.
- Understanding of the role of the Health Service in responding to community needs within a rural community and a proven capacity to achieve strong community engagement with the service.
- Ability to effectively manage relationships with medical staff and other clinical providers supporting the health service.
- Contemporary understanding of the digital health paradigm shift potential, and drive towards real-time data analytics adoption.

Remuneration

The role is Full Time.

A three (3) year contract with a competitive remuneration package dependent on experience and qualifications will be negotiated with the successful applicant. The remuneration package will be based on the Health Executive Employment and Remuneration (HEER) Policy (v2.0). Annual Remuneration Statement for Victorian Public Health Sector Executives – 1 July 2024. Benalla Health is a Group 4 entity under the current HEER policy.

The TRP is inclusive of:

- Base Salary
- Superannuation

Other benefits:

- Salary packaging benefits
- Relocation support

How to Apply

Applications should include a:

- Covering Letter
- Current CV
- Statement addressing the Key Selection Criteria; and
- Completed Application Form (available on the HRS website).

Applications can be lodged online via the HRS web site or by email at:

hrsa@hrsa.com.au

Applications Close: 22 February, 2026

Further Information

Jo Lowday
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The kind of
expertise that
only comes
from years of
experience.

