

## SERVICE REVIEW OUTCOMES

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### PUBLIC HEALTH

#### DETAILS OF SERVICE

The Public Health Unit is a service unit of Planning and Environmental Services, which is part of the City Development Directorate.

#### SCOPE OF SERVICES

The Public Health unit consists of 11 EFTs (equivalent full time staff) and 8 part time nurses, located at Council's Croydon City Offices. The scope of services considered in this review include;

- Statutory responsibilities as designated under the Food Act 1984, Health Act 1958, Environment Protection Act 1970, Tobacco Act 1987, Local Government Act 1989, Summary Offences Act 1987, Emergency Management Act 1986;
- Food surveillance including registered premises surveillance;
- Hair, Beauty and Body Art Industry registered premises surveillance;
- Tobacco Act compliance;
- Immunisation provision;
- Communicable disease control;
- Food and Water Sampling;
- Swimming pool and spa water hygiene;
- Environmental Management;
- Public Health Education and Planning.

The service managed 810 registered premises under the Food and Health Acts and 14,400 vaccinations during 2002-2003.

## SERVICE REVIEW OUTCOMES

Note: The following is a summary of the activity and outcomes of the Best Value Service Review; a detailed report is available for viewing upon request

Best Value Principle	Key Performance Indicator	Performance Result 2003-04	Target 2004-05	Target 2005-06
Cost Standard	Service cost per Food Act premises	\$280.00	To increase in line with CPI	To increase in line with CPI
Cost Standard	Service cost per Health Act premises	\$143.00	To increase in line with CPI	To increase in line with CPI
Cost Standard	Immunisation cost per vaccination	\$ 12.33	To increase in line with CPI	To increase in line with CPI
Quality Standard	% of annual compliance inspections achieved	92.1%	100%	100%
Quality Standard	% of required food / water samples achieved	93.1%	100%	100%
Quality Standard	% of required food / water samples achieved	93.1%	100%	100%

### Consideration of Best Value Factors in setting cost and quality standards

**Best on offer 208C(a)**

The Food and Health Acts provide compliance standards for inspections and investigations, monitored by the State Government.

In the benchmarking group only three Councils achieved the 100% target the remaining results ranged from 78% to 94% with Maroondah scoring 94% in 2002-2003, this result improved to 98% for the 2003-2004 period progressing Maroondah toward the Best on Offer target of 100%.

**Consideration of Best Value Factors in setting cost and quality standards cont.**

<p><b>Value for money 208C(b)</b></p>	<p>The service compared the average cost of this activity with 8 metropolitan Councils to establish industry benchmarks with the following results.</p> <p>At \$280.00 Maroondah’s service cost per Food Act premise was the third lowest in the group, which ranged from \$239.00 to \$525.00 with the average being \$354.00 indicating value for money.</p> <p>At \$146.00 Maroondah’s service cost per Health Act premise was third lowest in a group, which ranged from \$79.00 to \$166.00 with the average being \$133.00. Not all Council’s provided details for this activity, which will be monitored.</p> <p>At \$12.33 Maroondah’s immunisation cost per Vaccination was the third lowest in the group, which ranged from \$10.70 to \$15.31 with the average being \$12.63 indicating value for money.</p>
<p><b>Community expectation and values 208C(c)</b></p>	<p>The services provided are prescribed in statutory legislation and under the various Acts, which the service monitors and applies thus defining key service expectations, activity and standards.</p> <p>The results of the Customer Satisfaction survey’s forwarded to every registered Food and Health Act premise in the municipality and to every family attending our January immunisation sessions, included both an assessment of the services current performance and feedback on additional needs and services they would like see offered. This input represents the values and expectations of the service users and was assessed and considered as part of the continuous improvement and service planning process. The survey questions included rating customer satisfaction with staff contact, quality of information provided, response times and customer expectations. These are the key inputs in the inspection and immunisation work practices. The 2003-04 survey results showed 88% of respondents were satisfied or very satisfied with the services being provided.</p>
<p><b>Affordability and Accessibility 208C(d)</b></p>	<p>The service has a statutory obligation to ensure that all eligible premises under the Food and Health Acts are identified, regularly inspected and monitored in accordance with the legislation. It also has the responsibility to investigate complaints in relation to food and health act premises and general community health issues prescribed under the legislation.</p> <p>Food and Health act premises are commercial operations and the fees charged by Council have been benchmarked and are in the mid to lower range of fees charged by metropolitan Council’s reflecting a generally accepted affordable standard. The fee structure for scheduled immunisation vaccines is set by the State Government and not subject to Council discretion. Council support the State Governments not for profit position with respect to optional vaccines, which attract a nominal fee.</p>

**Consideration of Best Value Factors in setting cost and quality standards cont.**

**Affordability and Accessibility  
208C(d)  
Cont.**

Statutory legislation ensures all food and health act premises are accessible to the services provided. In relation to general community health enquiries and complaints the service recognises and handles enquiries and complaints on behalf of all businesses, residents and visitors to the municipality.

The fee structure for scheduled immunisation vaccines are set by the State Government and not subject to Council discretion, the majority of vaccines are offered free of charge and there is no booking fees or appointment requirements to ensure ease of access to sessions. Council support the State Governments not for profit position with respect to optional vaccines, which attract a nominal fee. Council currently undertakes immunisation sessions at 6 individual venues across the municipality, and day and evening session to provide alternatives for access for working parents and families who are not vehicle mobile. All premises selected provide a level of access for disabled parents and children.

**Local Employment  
208C(e)**

Maroondah’s Best Value Supporting Local Suppliers policy is a demonstration by Council of its commitment to supporting and promoting local businesses as a means of sponsoring local employment opportunities. A Council wide KPI relating to the policy is the target of 25% of purchasing activity to be directed to local suppliers of goods and services. The initiative also extends to the local advertisement of vacant positions and appropriate tenders. The Public Health unit recognises this policy in its annual purchasing activity.

**Best Value Principle**

**Actions Taken**

**Responsive to Community Needs**

The services provided are prescribed in statutory legislation and under the various Acts, which the service monitors and applies thus defining key service expectations, activity and standards. To better identify community needs an extensive consultation and survey process was undertaken encompassing all premises in the municipality who were registered under Food and Health Act and all families who attended immunisation sessions during the January period. The results of the Customer Satisfaction survey’s shows 88% or respondents as being satisfied or very satisfied with the services being provided. Respondents offered a number of suggestions in areas outside of the statutory requirements, these were all considered as part of the Best Value and business planning process resulting in a number of specific improvements. All of these are summarised in this report in the Continuous Improvement section below.

**Best Value Principle****Actions Taken****Accessible**

The service has a statutory obligation to ensure that all eligible premises under the Food and Health Acts are identified, regularly inspected and monitored in accordance with the legislation. All of these groups represent commercial operations and the fees charged by Council have been benchmarked and are in the mid to lower range of fees charged by metropolitan Council's reflecting a generally accepted affordable standard.

The fee structure for scheduled immunisation vaccines are set by the State Government and not subject to Council discretion, the majority of vaccines are offered free of charge and there is no booking fees or appointment requirements to ensure ease of access to sessions. Council support the State Governments not for profit position with respect to optional vaccines, which attract a nominal fee. Council currently undertakes immunisation sessions at 6 individual venues across the municipality, and day and evening session to provide alternatives for access for working parents and families who are not vehicle mobile. All premises selected provide a level of access for disabled parents and children.

Access to the service and related information is achieved between normal business hours, Monday to Friday from 8.30 am to 5.00 pm via telephone on 1300 882 233, via email: [Maroondah@maroondah.com.au](mailto:Maroondah@maroondah.com.au) or in person at Council's Croydon Office, Civic Square, Croydon or one of two other Customer Service outlets. Council information is available 24 hours, seven days a week from Council's Web site, <http://www.maroondah@maroondah.vic.gov.au>

After hours access can be made via email: [Maroondah@maroondah.com.au](mailto:Maroondah@maroondah.com.au). The Public Health unit is also part of Council's After Hours Emergency services, 24 hour service seven days a week on 1300 882 233

**Continuous Improvement**

The review, consultation and benchmarking process identified a number of issues opportunities to improve the performance and responsiveness of the service.

During the review period the following improvements were initiated;

- Screens have been introduced at vaccination session to shield the injection area from the waiting area; this was a direct result of feedback received in the survey process.
- Immunisation nurses will commence or continue providing vaccinations if Doctors are late or called away from an immunisation session eliminating delays previously experienced. This had been highlighted as an issue by parents in feedback received in the survey process.
- The range of literature provided at immunisation sessions has been increased in response to feedback received in the survey process.

**Best Value Principle**

**Actions Taken**

**Continuous Improvement cont.**

During the review process the following improvements were identified for consideration or introduction as part of the future business planning process;

- The location, frequency and duration of immunisation sessions to be reviewed to improve service levels and reduce wait times at sessions.

The current Food Premises quarterly information brochure produced by the service is to be replicated for Health Act premises after consultation on their requirements and needs. This initiative was identified in the survey process.

**Consultation**

The services provided by Maroondah’s Public Health unit are prescribed in statutory legislation and under the various Acts, which they monitor and apply. Given the mandatory nature of this activity the focus of consultation was with the recipients of the services on the quality and performance of the unit.

Surveys were mailed to all premises in the municipality who were registered under Food and Health Act. Surveys were also forwarded to all families who attended immunisation sessions during the January period. (This period was selected due to the high attendance levels as part of pres-school enrolment activity). Local schools supported by our immunisation team were also surveyed. Over 300 responses were received through this process.

The survey process asked respondents to rate the following aspects;

- Quality of and satisfaction with services provided,
- Satisfaction with and level of support provided by staff,
- Quality and range of support materials provided,
- Administration of statutory responsibilities.

Survey results and feedback were compiled into a management report and assessed as part of this Best Value review and the services annual service planning process. The survey structure and process developed during this Best Value review will be documented in the areas annual service plan as an annual activity.

**Best Value Principle**

**Actions Taken**

**Reporting**

Maroondah’s Best Value Annual Community Report of key findings and key performance target and results will be available to the community via the following methods and access points;

- A copy will be placed on Council’s community web page for public access
- A copy will be available at each of our three Customer Service Centres for public viewing.
- A copy will be available at each of Council’s Public Libraries for public viewing.

Performance reporting against key service indicators is undertaken on a monthly basis and the results documented in Council’s monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document. Each service area has an annual business plan, which is strategically aligned with Maroondah’s Council Plan, and our overarching strategic community plan Maroondah 2025. Annual performance and key achievements of the strategies in these plans is reported in Council’s Annual Report.

Maroondah’s Public Health unit produces a quarterly news bulletin for distribution to all registered food premises with industry advice and updates.