

WESTERN REGION HEALTH CENTRE

CREATING HEALTHY AND
CONNECTED COMMUNITIES
IN MELBOURNE'S WEST
THROUGH THE DELIVERY
OF HIGH QUALITY
ACCESSIBLE COMMUNITY
AND HEALTH SERVICES.

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...UNDERSTANDING OUR

...COMMUNITIES' N

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**HEALTH. WESTERN
WELLBEING. REGION
EVERYONE. HEALTH
CENTRE**

Creating healthy and connected communities

Western Region Health Centre (WRHC) is a non-profit community health organisation that provides a broad range of services including community and allied health, medical, dental, counselling, support, and outreach, to people and communities in Melbourne's west.

Western Region Health Centre acknowledges the traditional Aboriginal custodians of the land on which we are located. We pay our respects to these custodians, their culture, and their elders past and present.

WRHC employs around 450 staff and delivers services from multiple sites across six local government areas of Victoria - Hobsons Bay, Maribyrnong, Brimbank, Melton, Wyndham, and Hume.

On a statewide level WRHC delivers the specialist refugee health (nursing) program, and the multiple and complex needs initiative.

Our programs and services, targeted to specific individual and community needs, actively cater for clients with a range of abilities and cultural backgrounds. Our clients come from 120 countries and 70 language groups.



Our Strategic Plan guides our work to 2015

Our Vision

To create healthy and connected communities in Melbourne's West through the delivery of high quality, accessible community and health services.

Our Principles

Our work is underpinned by a human rights-based approach that values:

- **Participation:** We work to improve access to our services by creating opportunities for active and meaningful participation.
- **Accountability:** We have strong systems that are open and transparent and we actively encourage and respond to feedback.
- **Non-discrimination and attention to vulnerable groups:** We work with the most disadvantaged people to improve their health and wellbeing.
- **Empowerment:** We work alongside a strong and well-connected community that is supported to have a voice.
- **Linking practice to human rights standards:** Our work promotes and protects the rights of staff, consumers and the wider community.

Our Goals

To listen to the people we work with

To understand our communities' needs

To build environments that promote health and wellbeing

To lead change for people and communities

Outcomes

- Communities and clients are actively involved in our services.
- Our staff feel valued, supported and satisfied.
- We are flexible and responsive to need.
- Our services are accessible, safe, and welcoming.
- We deliver quality services that are well connected.
- Evidence informs our directions and decisions.
- Our work improves health and wellbeing.
- We are a leading contributor to health promotion, planning and research.
- We engage in partnerships that help us achieve our vision.
- We develop our staff and communities.
- We invest in infrastructure that supports the sustainability of our work.
- We advocate for the needs and rights of our community and clients.
- We show a commitment to learning, innovation, and improvement.
- We demonstrate the effectiveness of our work.
- We have strong organisational systems and leadership.

Founded on a proud history

Western Region Health Centre was established by the Australian Meat Industry Employees Union in Footscray in 1964 as a Trade Union Clinic and Research Centre. Throughout its history WRHC has had at its core the provision of free health services to the working people of the western suburbs.

Originally, in the days before Workplace Safety, WRHC provided a range of medical services including treatment of industrial accidents and diseases, research into the cause of such accidents and diseases, and possible solutions.

In the 1970s it became a non-profit Company and changed its name to Western Region Health Centre. WRHC's services have changed over time with medical services now one of many services provided to the community.



Find out more
www.wrhc.com.au or
call 03 8398 4100

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