

Healthy Communities



lead • strengthen • support
2011 Annual Review

OUR MISSION

In the spirit of the Sisters of Mercy, Mater Health Services offers compassionate service to the sick and needy, promotes a holistic approach to health care in response to changing community needs and fosters high standards in health-related education and research.

Following the example of Christ the healer, we commit ourselves to offering these services to all without discrimination.

OUR VALUES

Mater staff are dedicated to providing the highest quality health care services through a sincere commitment to Mater's core values of Mercy, Dignity, Care, Commitment and Quality.

Through these values Mater staff promote the professionalism and care that has been a part of Mater since its beginnings.

MERCY—The spirit of responding to one another.

DIGNITY—The spirit of humanity, respecting the worth of each person.

CARE—The spirit of compassion.

COMMITMENT—The spirit of integrity.

QUALITY—The spirit of professionalism.

There is nothing more important in life than your health and the well being of your family and friends. Your life is precious and fragile and when it's challenged, you want the best health services on offer.

At Mater, we're not just doctors, nurses and researchers; we're a community of health professionals. With the strength of an expert medical community we can achieve better outcomes for your health. Working together, Mater offers world class care to **lead, strengthen** and **support** healthy communities.

Mater has been servicing the community for more than 100 years. As a not-for-profit provider, Mater operates hospitals and health centres across south-east Queensland as well as a state-of-the-art medical research institute and pathology and pharmacy businesses.

To learn more about how Mater builds healthy communities locally, nationally and internationally, visit www.mater.org.au





CONTENTS

Messages from Mater	6
Leading the community.....	10
Strengthening the community.....	24
Supporting the community.....	34
Auxiliary reports.....	44
How you can help Mater.....	46
Thank you	47
Mater statistics.....	50

A MESSAGE FROM SISTER SANDRA LUPI RSM



Sister Sandra Lupi RSM

The theme chosen for the sesquicentenary of the Sisters of Mercy Brisbane Congregation in 2011 was 'Living Mercy'. The Living Mercy story of the Sisters and their partners in ministry was told in many and varied ways throughout the year of celebration.

Our founding Sisters Catherine McAuley, Ellen Whitty and Patrick Potter were ready to address the pressing and emerging needs of their time with courage and compassion. This same passion and energy motivates Mater today as it makes a difference to generations of Queenslanders through its innovative clinical programs, education and training, research and mission activities.

The challenge for today is to continue to build on the tradition of 150 years of Mercy mission and to forge ahead addressing new and emerging needs in our world. Mater has taken this challenge seriously in its delivery of health care and research and in the many other outreach services where Mater people assist the community.

Building on 150 years of faith, dedication and selfless service Mater continues its mission through its effective board governance, prudent financial and strategic planning and the professional expertise and dedication of management and staff.

Mater today can be proud of its Mercy women and men—people of common vision working together to make a difference in our community.

Sister Sandra Lupi RSM
Congregation Leader
Sisters of Mercy, Brisbane



A MESSAGE FROM MATER HEALTH SERVICES



Dr John O'Donnell

Professor John McAuliffe

2011 will be forever etched in our national memory for the way it started—fires, floods and cyclones.

When reflecting on the year that was, we concluded that this was a year of community togetherness—from the moment it started we were stunned into silence, brought together in recovery and fused together in solidarity. The disasters demanded a community response like never before and Queensland delivered.

As a health care provider, Mater played a significant and hands-on role, both on campus and shoulder-to-shoulder, at the heart of the disaster zones. We're happy to report that Mater responded with confidence—providing exceptional service and care to Queenslanders across the state.

In honour of the community who showed tremendous strength in 2011, Mater's annual review is dedicated to leading, strengthening and supporting healthy communities. Mater has a rich history in the community and while we honoured our past—celebrating 150 years of the Sisters of Mercy in Queensland, 100 years

of care at our adult hospital and 80 years of paediatric health care—we also look forward to the future, branching further into the community with new health centres and teaming up with other research institutes to provide stronger research outcomes for the community.

Our long history of devoted care has provided a wealth of service to our patients. Some of the highlights for 2011 included supporting the community with our state-of-the-art life-support system for children (Extra Corporeal Membrane Oxygenation, commonly called ECMO); leading the way in a digital world as we prepared for Mater's Shared Electronic Health Record which when implemented will allow mothers to access their health records electronically; and the implementation of many environmental initiatives.

Additionally, in 2011 Mater achieved many exceptional results. Many of our exceptional staff and volunteers were recognised by their peers—such as Caroline Hudson (Executive Director, People & Learning) who was awarded a bronze Vanguard Award for her management training program

or Mary Cardillo (Mater Volunteer, Library Services) who received an Australia Day award for her decade of voluntary contribution to the community. Mater Private Hospital Redland too was proudly recognised by our patients, staff and peers as an exceptional provider of health care—voted best private hospital in Australia for patient satisfaction in 2011.

Achievements aside, at the end of the day what matters to Mater is providing exceptional care for our community. On behalf of the Board and Executive of Mater Health Services, we thank the Mater community—the patients, visitors, staff, volunteers and the Sisters—who are intrinsic to leading, strengthening and supporting a warm and vibrant healthy community which facilitates exceptional care.

Professor John McAuliffe, AM
Chairman
Mater Health Services Board

Dr John O'Donnell
Chief Executive Officer
Mater Health Services

A MESSAGE FROM MATER FOUNDATION



Nigel Harris

Phil Hennessy

The theme for this year's annual review is healthy communities and 2011 was certainly a year that brought communities together.

In January, we witnessed some of the worst natural disasters that Queensland has seen. But out of the devastation came hope, as neighbour helped neighbour and stranger helped stranger in a massive clean-up effort.

The act of helping out a mate—or even a complete stranger—can be described as philanthropy, which in its simplest definition means 'love of mankind'.

At Mater Foundation we were particularly grateful in 2011 to continue to have the philanthropic support of many donors who remained loyal and committed to Mater and who continued to support us in, what was, for many, a tough year.

It is through your generosity that we are able to continue to fund research projects, patient programs and staff training that help Mater

provide exceptional care and which make Queensland a healthier community.

We are particularly proud of the work that is being done at Mater Medical Research Institute (MMRI) with your support. There are no quick wins in research and it takes many years of dedication for a breakthrough to happen. But with your help, our scientists are working on many of the worst diseases and most prevalent health care issues facing us today including cancer, obesity and developmental illness in children.

In 2011, we joined other Mercy ministries in celebrating 150 years of the Sisters of Mercy in Queensland. The Sisters' story is one filled with how 'love of mankind' and communities coming together to help others can make a powerful difference.

We are honoured to be able to continue that story today by ensuring that your generosity to Mater is having the greatest

impact. In the 2010/2011 financial year Mater Foundation recorded a net surplus of \$8 762 642 and we distributed more than \$6 million in grants to Mater.

On behalf of the patients and families who benefit from your generosity, we would like to extend our sincerest thanks to our donors, supporters, partners and volunteer leaders for their continued and much appreciated support in 2011.

Phil Hennessy
Chairman
Mater Foundation

Nigel Harris
Executive Director
Mater Foundation

LEADING THE COMMUNITY

Mater **leads** the health and medical communities, providing world-class care to our patients and their families.



ELECTRONIC RECORDS AT YOUR FINGERTIPS

As a leading provider of maternity and newborn services, Mater was awarded \$7 million funding in 2011 to develop a personally controlled electronic health record (PCEHR), which will be used by expectant mums.

Mater was selected by the Federal Government to participate in the national (PCEHR) project—one of just nine 'wave two' lead sites in Australia to be involved in the Government's \$467m eHealth initiative.

When operational in 2012, the system will be accessed by a vast number of specialists involved from pregnancy to delivery. By allowing Mater's wider health community—including midwives, obstetricians and patients, as well as external health practitioners to access a mother's electronic health record—the system aims to improve patient safety, enhance health care delivery and cut waste and duplication.

The electronic health record will store crucial information relating to the mother's health history, previous pregnancy history, birth and breastfeeding preferences, her obstetric management plan, alcohol and drug screening information and allergies and adverse reactions.

Throughout 2011, Mater worked with the Federal Government to ensure our existing systems are compatible to enable a smooth transition for both patients and staff.

Mater has a long track record and experience in delivering eHealth projects as a way of developing and executing new health care processes and models of care. As such, we have a comprehensive suite of clinical information systems which have laid the foundation for the development of Mater's Shared Electronic Health Record.

For more information visit www.mater.org.au

DELIVERING AUSTRALIA'S BEST HOSPITALS

Mater operates seven hospitals throughout south-east Queensland and while we think all are exceptional, it's nice to have this confirmed by our most important critic—the patient.

Mater Private Hospital Redland was named Australia's best private hospital and—for the second year running—the best hospital in the state as part of the nation's largest survey of patient satisfaction conducted by Medibank Private.

Mater Private Hospital Redland topped the list, followed by Mater Mothers' Private and Mater

Children's Private Hospitals, which jointly received the National Silver Award and also the State Silver Award.

The survey analyses more than 22 000 responses across 140 private hospitals throughout Australia.

The annual survey is the largest and most authoritative survey of its type, covering every stage of the hospital experience, from pre-admission, discharge and follow-up to the standard of medical treatment provided, privacy levels, cleanliness and food quality.

Respondents showed high levels of satisfaction with Mater's clinical staff, including the attitude of health professionals and their clinical skills as well as the standard of communication from hospital staff, in particular the explanation of treatment and clarity of doctors and nurses.

Our success in this survey is a testament to the hard work and dedication of our team of staff at Mater and independently reaffirms Mater's key goal—to deliver exceptional care for our patients.



Melissa and Rosie with their children.

CUDDLING MUMS, DADS AND BABIES

Vandra Neylan, a 'cuddle mum' at Mater's Paediatric Intensive Care Unit (PICU), was awarded the Premier's Award for Queensland Seniors in 2011 for her tireless work with sick babies and concerned parents.

The Premier's awards recognise the voluntary contributions seniors make to improve the quality of life of Queenslanders—and Vandra does just that; brightening the lives of babies, mums, dads and staff at Mater.

For the past seven years, Vandra has given back to the community by volunteering at Mater and over the

past few years has used her positive outlook and endless supply of hugs to improve the quality of life at PICU.

Vandra said while it's a very emotional role, being a cuddle mum was her dream job.

"It can be quite traumatic—these babies are desperately ill and sometimes they can't be held at all. But when I can cuddle them and they look at me, sometimes I get a little smile and I think to myself they have such strong spirits and all I want to do is love them. It's a real wake-up call to life for me," Vandra said.

"I cuddle plenty of mums, dads and grandparents too! But I don't mind—I'm always ready and I feel so lucky to be able to do this!"

Vandra said Mater's Volunteer Service provides the support she needs to keep up the cuddles, especially Volunteer Coordinator (and award nominator), Rosie Bratt.

"As a volunteer, I really feel like I'm a part of Mater's team—I feel like I'm really needed. It's a lovely place to work, and I love coming in. They're a really special bunch," Vandra said.

QUINS DEBUT AT MATER

Every mother has a birth story and each is special. On 3 January 2011 Mater played a large role in an extra-special birth when Melissa and partner Rosie welcomed quintuplets to their family of three.

A high-risk prospect for both mum and babies, a 30-strong obstetric and neonatal team were needed to deliver the siblings, who were 26 weeks and four days gestation.

The birth itself took just five minutes, but was preceded by months of meticulous planning, speckled with fears for both mum and quins, including spontaneous miscarriage, high blood pressure, pre-eclampsia, gestational diabetes and growth-related issues because of the constricted environment.

Because of the nature of the pregnancy, Melissa met with Mater's Maternal Fetal Medicine Director Dr Glenn Gardener each

fortnight to monitor the babies and check for signs of early labour.

At just 22 weeks gestation, Melissa came close to losing all five babies as her cervix shortened quickly and dramatically to just seven millimetres. A single stitch prevented Melissa from entering into an early labour which would have likely resulted in the loss of all five babies.

Two weeks later at 24 weeks gestation, Dr Gardener rallied the Mater team for a multi-disciplinary discussion to plan the difficult and resource-intensive delivery.

It was decided each baby required their own medical and nursing staff to handle the resuscitation, as well as obstetricians, midwives and an anaesthetist.

In addition to the medical staff, equipment to house five very

premature babies born within minutes of each other was also required, with two operating theatres and five colour-coded resuscitation bays arranged for the dramatic births.

Just hours before Dr Gardener was due for a post-Christmas break, Melissa went into premature labour.

A prompt but well-planned five minute delivery saw the arrival of Noah, Charlie, Eireann, Evie and Abby, who were then stabilised at the Neonatal Critical Care Unit.

Dr Gardener credited the successful delivery to the communal effort of the Mater team, stating that a mammoth task such as this could not be entered into alone.

MATER TAKES FIRST STEP TOWARDS COMMUNITY HEALTH CENTRES

In 2011 Mater took the first tangible step in its plan to provide localised, community based health care with construction starting on Mater Health Centres at Brookwater and Hope Island.

Mater Health Centres enable Mater private specialists to practice in the medical suites alongside a range of complementary health service providers which could include Mater Pharmacy, Mater Pathology, physiotherapy, podiatry, dentistry and X-ray.

In developing Mater Health Centre Brookwater, Mater has joined forces with Woolworths to deliver an innovative shopping, medical and community facility for the people of greater Springfield—while at Hope Island we have teamed up with developer Halcyon Days to deliver the northern Gold Coast's first multidisciplinary medical centre.

Mater's commitment to community health began with a hospital and later a health centre in Redland. With the construction

of the two new health centres at Brookwater and Hope Island, Mater will continue to lead south-east Queensland to a healthier community and meet greater Brisbane's growing health care needs.

PATHOLOGY EXPANSION

Mater Pathology has grown to provide a greater level of service after opening three new collection centres, a laboratory and offering additional pathology testing.

In 2011 Mater opened three new collection centres—in Alexandra Hills, Capalaba and Annerley. All three centres are staffed by trained phlebotomists who are experienced in the collection of adult, maternity, paediatric and neonatal tests.

Additionally, the laboratory at Mater's South Brisbane campus relocated to the Mater Corporate Services Building in the latter part of the year to a more spacious, state-of-the-art laboratory.

Mater Pathology testing became more responsive to include a number of polymerase chain reactions to get more targeted results for our patients. These microbiology pathology tests are now able to analyse a number of respiratory viruses, including H1N1 influenza (swine flu) and the herpes virus which added to the growing repertoire of molecular tests done by the pathology laboratory. Mater plans to bring more molecular diagnostic tests onsite in the future.

Mater established a pathology service in 1919 and now has more than 20 collection centres across Queensland.

Committed to excellence in diagnostic and consultative services, Mater Pathology provides 24-hour services to Mater's private and public hospitals, as well as to members of the general medical community. All revenue from the service is reinvested back into the improvement of health care.

For more information about Mater Pathology visit pathology.mater.org.au



Mater Private Hospital Brisbane's new look.

NEW LUXURIOUS LOOK FOR MATER

Mater Private Hospital Brisbane opened on Mater Hill in 1910. As time passed, the need for a larger hospital with greater patient capacity and expanded facilities was apparent which resulted in the construction of the current Mater Private Hospital Brisbane, which opened on Vulture Street in 1993.

In 2011 work was undertaken to refresh the building with a view to accentuate its light and bright features and modernise its look and feel for the benefit of patients and visitors.

The project refurbished several levels of the hospital including wards, waiting areas, patient

lounges, nurses' stations and main reception areas to create a relaxed environment which is supportive of healing in hotel-like surroundings. Earthy, natural colours were incorporated into the colour scheme as research has shown these colours can be more relaxing for patients.



HANDS ON APPROACH TO TRAINING AT MATER

Twenty-eight enrolled nurses commenced their duties in hospital wards in 2011 after completing Mater's new 18-month Diploma of Nursing.

Launched in 2010 the program combines the best of traditional and contemporary programs, providing students with a hands-on approach to nurse education.

This full-time course complements other clinical undergraduate programs on campus and is facilitated by expert clinical educators from hospitals across our campus. Educators step off the ward and into the classroom, giving students the best of both worlds—academic and hospital training combined.

One of the main attractions for students is the exposure to all clinical environments, currently unavailable through other training providers. Additionally, graduates are able to apply for national accreditation to work in any state across Australia.



NURSE AND MIDWIFERY ALUMNI MEMBERSHIP DOUBLES

Ask any nurse or midwife at Mater if they are a member of the Mater Nursing and Midwifery Alumni—an initiative of Mater Foundation—and the chances are they will say yes and are proud to be so.

Today more than 900 members are enjoying exclusive benefits, social and educational opportunities and frequent newsletters after a new free membership structure was established in May 2011.

The alumni links the foundation and traditions of nursing and midwifery at Mater with the future by honouring the values of the Sisters of Mercy, celebrating today's achievements and investing in the future of nursing and midwifery through professional development, which is at the core of Mater's ongoing commitment to exceptional nursing and midwifery.

STAFF MAKE MATER EXCEPTIONAL

One hundred and fifty years ago the Sisters of Mercy began a journey to provide health services and healing to those in our community. As we continue to expand our service within the community, we are honoured to celebrate our staff who are dedicated to this same journey.

Each year Mater celebrates our long-serving staff members and in 2011 we honoured a staggering 574 people for reaching between 10 and 45 years service.

One such celebrated Mater staff member was Carol Dawson, who

joined Mater in 1965 as a Clerk Typist in the Public Office. Over the following years, Carol progressed to Medical Typist and joined the Medical Records Department when it was opened in 1968. For the next 10 years, she held a variety of positions in almost all administrative areas of the hospital and in 1980 Carol was appointed Medical Records Supervisor.

Carol now serves as Manager of Health Records and is an advisor to the curriculum of the Queensland Medical Records Administrators degree.

“Mater has a sense of belonging; it takes all of us to contribute to the welfare of our patients,” Carol said.

“I feel honoured and privileged to be able to work for such a purposeful organisation for all these years.

“When I first commenced at Mater in 1965, there was a Sister of Mercy on each ward and department throughout the hospital. Even though there are now so very few Sisters left, the tradition and their values still remain.”

CROSSWORDS ... AND A CONVERSATION

Each person who works at Mater—from clinical staff, non-clinical staff or a volunteer—becomes a part of the Mater family, playing an essential role in our quest to lead healthy communities.

At Mater, we recognise that volunteers like Mary Cardillo work busily behind the scenes to keep Mater a warm and inviting place for our patients—and so did Minister for Foreign Affairs, Kevin Rudd, at the Australia Day awards for Brisbane’s southside volunteers. Mary proudly accepted the Australia Day award after more than a decade of contributing to the community, nominated by friend and fellow-volunteer Barbara Daly.

Mary began with Mater in 1998—first driving a car transporting patients,

and now a library trolley transporting books, supplying some much needed distraction to patients.

Mary said after spending nearly a decade distributing books, some things remain the same, like the popularity of murder mysteries and crosswords. However technology has started to creep in, with many patients bringing laptops and e-readers.

But Mary said most still prefer the hard copy book—and a conversation.

“I find that patients are not just after a book, they’re also after a bit of a chat—which is good for them, and it’s good for me too.” Mary said.

“Sometimes I go in and I’ll be at the bedside for 30 minutes and still have a book in my hand!”

“I think sometimes a little bit of company is all people need.”

Our volunteers are essential to Mater’s exceptional service. Their efforts make a real difference to the lives of patients, visitors and staff. In 2011 we celebrated:

- ➔ 36 volunteers with 5 years of service
- ➔ 12 volunteers with 10 years of service
- ➔ 5 volunteers with 15 years of service.

TAILORED MANAGEMENT AT MATER

Through the solid and consistent direction given to our staff, Mater is able to lead, strengthen and support healthy communities.

Mater’s People and Learning Executive Director Caroline Hudson was awarded the bronze Vanguard Award at the Chief Learning Officer magazine’s global ‘Learning In Practice Awards’ in California, for her design and delivery of a tailored management program.

Through the management program, Mater ensures managers have the skills and knowledge to perform effectively in their current roles.

The program reflects the organisation’s strategic and operational business objectives, while also supporting alignment, relationship building and improved collaboration of managers and leaders across the organisation.

The Learning in Practice Awards recognise industry leaders who have demonstrated excellence in the design and delivery of employee development programs and winners are recognised as champions of innovation that look to truly transform learning within their organisations.

SUPERHEROES RECRUITED TO LEAD MATER STAFF

Mater’s two newest *SafeQuest* superheroes were unveiled in October—‘Hand Hygiene Man’ and ‘Hand Hygiene Woman’.

The new germ-fighting duo have come on board the *SafeQuest* team to help fight germs and build on the work already being done to promote hand hygiene practices at Mater.

“We’re here to help the *SafeQuest* team remind all Mater staff about the importance of good hand hygiene practices,” Hand Hygiene Man said.

“And we’re seriously impressed to see that hand hygiene rates for doctors at Mater are above the national average!”

The dynamic duo joined Mater’s other *SafeQuest* superhero ‘FLU VAX MAN’, whose passion lies in free flu vaccinations for staff.

**FIGHT GERMS:
CLEAN YOUR HANDS!**





PRESTON JAMES FUND: 'ANYTHING IS POSSIBLE'

Mary Steele believes that community is about people coming together for a common good. The establishment of the Preston James Fund is a perfect example.

The fund was established in memory of Mary's son Preston James Steele-Alston who died on 10 August 2003, age two, in Mater Children's Hospital's Paediatric Intensive Care Unit (PICU).

Preston had been suffering pneumonia from a simple virus, which caused an acute lung injury. This allowed a secondary bacterium to invade his body causing an overwhelming sepsis. Preston was put on life support but died a few hours later.

"Shortly before Preston died, a nurse went to the Royal Children's Hospital to borrow a piece of equipment to make him more comfortable. Afterwards I spoke to the director of the PICU, Dr Bruce Lister, about fundraising so that Mater could buy that equipment themselves," Mary said.

"He told me the hospital was planning on buying the equipment anyway but what they really needed was money to fund research so they could save more lives in the future."

Mary then visited Mater Foundation which helped her to establish the Preston James Fund.

"When I first met with Fundraising Director Lesley Ray I remember telling her what I wanted to do and saying I don't know if this is possible," Mary said.

"Lesley said to me, 'anything is possible'."

"I am so grateful to Lesley and to Mater Foundation for empowering me to do what I wanted to do—to keep my son's memory alive whilst raising funds to help ensure other families don't experience the same tragedy."

Mary was joined by close friend Belinda Gay and a group of women who formed a committee to help with the fundraising.

"The women who first joined the committee were friends of mine who knew Preston. It was a way for them to help with my grief as well as their own," Mary said.

"As time has moved on the committee has changed and now many of the women on the committee didn't know Preston—but they are all passionate and committed to making the world a better place and they feel privileged to do so.

"I am so grateful to all of those women and to my good friend Belinda who has been with me the whole way," Mary said.

In honour of Mary's tireless work through the Preston James Fund, she received the 2011 Betty McGrath Award from Mater for her efforts. This award recognises the special contribution made by Mater supporters, through fundraising and volunteering commitments.

To donate to the Preston James Fund visit
www.materfoundation.org.au



100 years on, Mater Adult Hospital continues to provide exceptional care to the community.

SPIRIT OF THE COMMUNITY

A century of community health

On 2 February 1911, Mater's first public hospital was opened to address the health care needs of Brisbane's growing community in South Brisbane.

In 2011, a century later, Mater Adult Hospital is an integral part of the community, providing exceptional health care to hundreds of thousands of patients

from across Queensland.

Unlike its private equivalent, which opened five months earlier, the public hospital opened without fanfare or special celebrations. Opening as a two-storey 40-bed facility, Mater Adult Hospital featured an operating theatre, sanitary block and two wards on each floor. Patient care

was supervised by 12 honorary physicians and surgeons and a resident medical officer on campus at all times.

In its first three years, Mater treated more than 3000 patients with its four ten-bed wards consistently full. By the mid-1920s, the original 40 beds had trebled to 120, and almost

2000 patients were treated each year and honorary surgeons were undertaking hundreds of operations for patients.

In October 1975, Queensland's Health Minister, Dr Llew Edwards, announced that the government would fund a new Mater Adult Hospital, which was opened in 1981, at a cost of \$28 million.

Today, Mater Adult Hospital provides a 24-hour emergency department, intensive and coronary care units, day surgery and oncology units, respite care and busy medical, cancer and surgical units for adults from Queensland and northern New South Wales.

Since its inception, Mater Adult Hospital has been an integral part of the community which is testament to the foresight of the Sisters of Mercy and the exceptional care provided by Mater's staff.

STRENGTHENING THE COMMUNITY

Mater stays true to its mission and values, **strengthening** communities both locally and abroad.

WHEN DISASTER STRIKES

2011 began with a crisis. In January, many people across Queensland faced what has been described as the state's most significant ongoing natural disaster—severe flooding in south-east Queensland followed by Cyclone Yasi in the north.

Mater staff joined their fellow Queenslanders in concern, holding their breath as the floodwater rose and fell, taking whole suburbs with it and leaving trails of destruction in its wake.

Once the water went down in south-east Queensland and a recovery plan was prepared, a swirling storm cloud looked set to swallow the rest of the state.

Cyclone Yasi devastated North Queensland and all anyone could do was take cover.

In the aftermath of the disasters, the community banded together to re-build their

homes and businesses in one of the strongest demonstrations of human solidarity in decades.

As a service provider in the most significant natural disasters in decades, Mater played an integral role in providing health services to the residents of Queensland—opening its doors to the disaster's victims, spanning from Brisbane to Toowoomba, Grantham and North Queensland.

Mater assisted with paediatric, neonatal and maternal transfers, which were carried out by our neonatal retrieval team and offered further support across our wide array of health services.

The team at Mater were glad to be able to serve the Queensland community in its time of need.



CHAOS IN CHRISTCHURCH

Mater urologist Dr Stuart Philip found himself caught in the Christchurch earthquake in February, and took the brave step to volunteer on the ground, rescuing people from buildings and providing medical care to victims.

Dr Philip, who was visiting New Zealand for a conference with fellow doctors and nursing staff from Mater, knew Christchurch well after growing up in the earthquake-prone city and studying medicine there.

"When the earthquake hit it was chaos for a minute or so followed by a disconcerting calm," Dr Philip said.

"The conference centre we were in was evacuated and 300 of us found ourselves out on the street, surrounded by dust and the distant echoes of sirens.

"I immediately set off for the nearest police station thinking that it might be a place where we could be dispatched to help.

"It was obvious from the surrounding destruction and 'walking wounded' that there would be major casualties."

Dr Philip was sent by local authorities to the Pyne Gould Guinness building, where he played a part in the rescue of 12 people.

"Incredibly, some were extricated with not a scratch on them and in one case still clutching an unbroken coffee mug that she had been drinking from at the time of the quake!," Dr Philip said.

"Others had horrendous injuries including fractures and amputations. As was widely reported, one gentleman had to have both legs amputated on site to save his life—there was never such a welcome sight as an anaesthetist arriving to help with a backpack full of anaesthetic medications.

"Of course, not everyone could be saved.

"I know that we did all we could for those people and hopefully made a difference in keeping them comfortable. It is the people that couldn't be saved that I think about the most."

EVERY CLOUD ...

A Rockhampton family who were affected by Queensland's devastating floods found dry land after winning a million dollar Mater Prize Home in Kingscliff.

Alan and Michelle Ebert said moving into the luxury home in January 2011 was a dream come true after receiving the life-changing news in the final days of 2010.

"We have always struggled for everything that we own and have been living in government housing the size of the Mater Prize Home's lounge room," Michelle said.

"When we bought \$100 worth of tickets and signed up as a VIP member we were simply hoping to raise money for research and sick babies and children at Mater.

"I never thought we'd win anything like this or own a home so I encourage everyone to buy a ticket for a chance to win and help Mater patients at the same time."

Proceeds from Mater Prize Home Lotteries support Mater patients and fund vital research at Mater Medical Research Institute.

Since the Mater Prize Home lottery began there have been hundreds of lucky winners, like Alan and Michelle, who also hoped to simply make a difference. Thanks to everyone who buys a lottery ticket, more than half a million patients at Mater benefit each year.

**For your chance to win,
purchase a lottery ticket at
www.materprizehome.com.au**

SUPPORTING FAMILIES IN THE HOME AND COMMUNITY

Mater offers home and community based support to children and adolescents through its DART (Domiciliary Acute Care & Rehabilitation Team) Service—assisting more than 700 families each year, usually at no charge to the family.

The specialist team works in patient homes and community settings, such as schools, to provide acute treatment, nursing care, allied health therapy and social support. This service not only provides compassionate and convenient assistance to patients and their families, it also helps us deliver timely patient access to acute

hospital treatment in the home.

In 2011 Mater Foundation was able to provide \$28 000 to develop a library of specialised equipment and resources thanks to a number of generous donors. This extra financial support enabled Mater to purchase items that facilitate essential patient care and function, social interaction and rehabilitation therapy for our community based patients and families.

Mater supporter Heather Craig contributed a generous donation towards the equipment library to help children in need. With money she inherited from her mother's

Will, Heather said she was happy to make a donation.

"I gain great satisfaction in knowing the difference I am making and that my donation is helping to keep children out of hospital by having the equipment they need available in their home," Heather said.

Heather's support, along with the support of other donors has resulted in more essential clinical care and monitoring in-home, including in-home equipment trialling, free short term equipment loans to patients, and an improvement to our range of patient therapies.



Each year Mater donates pre-loved medical equipment to communities in need.

STRENGTHENING MEDICAL COMMUNITIES ABROAD

Mater's care reaches near and far. In an effort to strengthen and improve the health and quality of life for vulnerable communities abroad, Mater donated much-needed pre-loved medical equipment, furniture and toys to two African hospitals.

Both the patients and medical staff of Mater Hospital in Nairobi and the Mater operated Mutomo Hospital in the remote Kitui South district of Kenya were delighted with the donation shipments which included medical supplies and general humanitarian aid items.

The 2011 shipment to Kenya included hospital beds, operating room tables, anaesthetic machines, trolleys, general ward furniture, hospital linen, examination tables, as well as toys, sports equipment and educational supplies which were welcomed by the schools operated by the Sisters of Mercy in the Mukuru slum in Nairobi.

In addition, a complete Shimadzu X-ray room was donated to the Mater Hospital in Nairobi.

Shipments to Uganda included both hospital and humanitarian aid

items such as mosquito nets and nappies and baby clothes for local orphanages.

The equipment, no longer required in Queensland's hospitals, is sorely needed in the hospitals of Kenya and Uganda and is channelled to countries year on year to help build a healthy community.

Since 2005, Mater has sent containers filled with used medical equipment and supplies to Papua New Guinea, Uganda, Kenya and Laos.

MEETING REFUGEE HEALTH CARE NEEDS

In Queensland, we are lucky to have access to high quality health care. However, language and cultural barriers and a general lack of understanding can cause significant problems for multicultural communities, in particular refugees, in accessing health care.

As part of our Mission to show compassionate care to all, Mater, in partnership with refugee communities, key stakeholders and service providers, spearheaded the 'Refugees and Primary Health

project'. The project aimed to help primary health care practitioners improve their service to refugees.

The three year project, which wrapped up in 2011, offered a range of training opportunities to primary health care staff to help them understand the challenges of providing health services to refugees. A number of training events and presentations were facilitated by Mater staff and key stakeholders about protocols and tools available in the primary care

setting. In the project's final year, a DVD was produced to assist primary health care practitioners to understand how to best provide health care for refugee communities in Queensland.

Mater provides more than 1200 interpreter services per month and ran 40 education sessions on cultural responsiveness in 2011.

FELLOWSHIP WINNER OFF TO LONDON AND COPENHAGEN



Fellowship winner, Ester Barter.

The managing therapist from Mater's Department of Urology and Continence won the prestigious Peter Mitchell Winston Churchill Fellowship in 2011. Ester Barter was stunned to be awarded the prestigious Fellowship after being nominated by urologists Dr David Winkle and Dr Geof Hirst.

Each year fellowships are awarded for Australians to travel overseas to meet leaders in their field, learn new approaches and return to Australia with new ideas.

Ester plans to use her fellowship to study innovative care models for incontinent patients in the UK and Denmark as well as establish a professional network to enable the ongoing exchange of knowledge

and experience at an international level. Armed with this knowledge, Ester will develop an innovative model of care specific for Mater's patient population which will help us provide more efficient services and support to those in need.

The Churchill Trust was set up in 1965 following the death of Sir Winston Churchill, to commemorate and honour his memory. To this day the trust stands as Australia's largest public fundraising appeal—raising more than \$4.3 million in a single day.



Mater Children's Hospital offers therapy to develop skills in children with hearing loss.

HELPING CHILDREN TO HEAR

In 2011 Mater Children's Hospital speech pathologist Inge Kaltenbrunn was recognised for achieving the highest level of professional standards available in the field of oral rehabilitation for children with hearing loss.

Inge was awarded the prestigious 'Listening and Spoken Language Specialist Certified Auditory-Verbal Therapist' qualification from the Alexander Graham Bell Academy, after successfully completing the high-level requirements from the United States-based institution.

As the only speech pathologist in Queensland's public sector to hold the qualification, Inge is passionate about applying different therapy approaches to develop the communication skills of children with hearing loss.

"The Auditory-Verbal Therapy Approach is an intervention approach for children with hearing loss," Inge said.

"It focuses exclusively on the development of these children's spoken language skills through early diagnosis of hearing loss, immediate audiological management (the fitting of state-of-the-art hearing technology) and early communication intervention.

"Parents are guided and coached to help their child use hearing as the primary sensory modality in developing spoken language without the use of sign language or emphasis on lip-reading.

"Educating children with hearing loss in regular schools with their normal-hearing peers is also promoted."

Inge said the ability to provide Auditory-Verbal Therapy helped to expand the range of intervention services available to patients and their families at the Mater Cochlear Implant Clinic and Mater Children's Hospital.

The 'Listening and Spoken Language Specialist Certified Auditory-Verbal Therapist' qualification is a three year program which requires the participant to hold a Master's degree in Speech Pathology or Audiology, 900 clinical hours using the approach, 80 hours post graduate study in the field of hearing loss and a written exam.

Inge received clinical mentorship through the Hear and Say Centre in Auchenflower.

CHILDCARE BOOST AT MATER

Mater's new childcare centre was officially blessed by the Most Reverend Joseph Oudeman OFMCap DD, Auxiliary Bishop for Brisbane and opened by Congregation Leader, Sisters of Mercy Brisbane, Sr Sandra Lupi RSM on 5 August 2011.

With more than 7000 staff now based at Mater's South Brisbane campus there was a clear need for an expanded childcare facility. The new centre offers 186 places across nursery, toddler and kindergarden age groups for Mater families.

The first-class five-storey facility incorporates outdoor play areas at each level to maximise fresh air and natural light for the children. The centre also features an onsite kitchen facility to enable freshly cooked meals daily.

TEXT FOR TIMELY APPOINTMENTS

Failure to attend appointments not only causes concern for patient care, but results in inefficiencies in the operation of our clinics. To address this issue Mater trialed a text message-based reminder system to help reduce the number of patients who failed to attend appointments at outpatient clinics.

The text was sent 48 hours before the appointment which empowered the patient to decline or rearrange the appointment, therefore helping to provide greater service to patients and increase access to speciality services.

After an initial trial in the gastroenterology and ear, nose and

throat clinics, Mater rolled out the SMS reminder service to all suitable clinics in the Mater Adult and Mater Children's hospitals.

Prior to the trial, the selected clinics had an average failure to attend rate of 20 per cent. As a result of the trial, it is now below the industry benchmark of nine per cent.

MATER AND MICROSOFT COLLABORATE ELECTRONICALLY

The signing of an agreement with Microsoft in November 2011 provided Mater an opportunity to further pursue its 'smart hospital' strategy.

The memorandum of understanding outlines the collaborative intent of Mater and Microsoft to develop a strategic alliance to improve health care outcomes through the adoption

of information and communications technology.

Mater has a long track record and experience in delivering eHealth projects, as an enabler for changing health care processes and supporting new models of care and this new agreement will help us achieve improved patient outcomes.

Key features of the agreement include providing Mater with access to Microsoft global resources specifically in the areas of portal technology and unified communication and electronic collaboration. This will also provide Mater's software developers with enhanced access to technical resources within Microsoft.

HEALTHY COMMUNITY INTRODUCED

Building healthy communities is important to Mater. Not just within the bounds of our campuses, but also in the wider community.

That's why, as part of the organisation's future development strategy, we launched a new

quarterly magazine, *Healthy Community*, in both South Brisbane and Redland.

The publication offers helpful advice to the general public on living a healthy lifestyle and features community-focused

information on Mater's services and staff in an easy-to-read and colourful format. *Healthy Community* is mailed to suburbs surrounding the South Brisbane and Redland campuses and is also available online.

CARING FOR THE ENVIRONMENT



The Sisters join Andrew King in sustainable gardening.

Not only does Mater offer exceptional care to its patients, but we are extending that care to the environment through a number of green initiatives.

Over the past three years Mater has been measuring its carbon footprint and the results meet both Federal and State requirements.

However, like many organisations, there's always room for improvement and we've used this data to investigate ways to boost sustainability.

Mater started with the 'turn it off' campaign, encouraging staff to switch off lights, computers, air conditioners and chargers when not in use. This was followed by the launch of recyclable coffee cups—more than 1600 Mater staff are now proud owners of a Mater 'keep cup', which also entitles coffee discounts at all Mater cafes. In addition, more than 50 presentations were held on sustainability at Mater, which included an emphasis on more sustainable printing practices. Mater also planted vegetables and herbs at the Sisters of Mercy convent to service cafés across the campus.

We intend to reduce our car fleet by 15 per cent over the next two

years and cars will be selected with a greater focus on their fuel-efficiency and lower emission rates. As a healthier and more sustainable option, bike riding was encouraged among staff by increasing secure parking spaces and lockers for staff cyclists.

Mater has introduced a campus-wide temperature policy which will help reduce our energy load, while also conducting campus-wide lighting audits and replacing chillers. In 2011 a new waste contract was developed which when implemented will improve recycling and segregation of waste.

These collective efforts were recognised when Mater received the 2011 Business South Bank Sustainability Award for our comprehensive approach to water, energy and waste management across campus.



SPIRIT OF THE COMMUNITY

80 years for Mater Children's Hospital

A lot has changed in the past 80 years but one thing that has remained the same is Mater's dedication to exceptional service and quality treatment of its patients.

2011 marked 80 years since Mater Children's Hospital officially opened its doors. When the hospital started

treating children in July 1931, its 80 beds were occupied immediately and in its first year of operation the hospital admitted more than 1200 patients and saw more than 7000 outpatients.

Now Mater treats in excess of 100 000 children each year, including approximately 42 000

emergency presentations and 58 000 outpatient visits.

To mark this milestone a special celebration was held with the Sisters of Mercy and guests to thank staff, patients and medical officers for their ongoing contribution and support.



SUPPORTING THE COMMUNITY

Through care and compassion, Mater **supports** a healthy community.

Breast cancer survivor Katie Deal (pictured with son Joshua) supported Mater chicks in pink in 2011.

OFFERING MOTHERS A CHANCE TO LIVE ON

As a breast care nurse at Mater, Jenny Stevens saw first-hand the impact a terminal breast cancer diagnosis could have on a family. She just never thought it would happen to her.

But in 2009, four years after being diagnosed with breast cancer, doctors gave Jenny the news she feared most—the cancer had spread to her liver and bones.

“I had watched other women with terminal cancer put together letters and information for their children. I kept thinking I wanted to do it but when I’d actually sit down to start, I’d think ‘no, no, no,’” Jenny said.

In 2011, Mater developed the ‘Mummy, Memories and Me’ program, which helps give mothers a sense of peace and relief knowing the

bonds with their children will be maintained. The program, which employs a dedicated counsellor, helps terminal breast cancer patients put together their ‘memory boxes’, recording memories and advice for their children.

With professional help, Jenny was able to start the heartbreaking task of recording memories and advice for her two children, aged eight and 10.

“It’s hard writing to your children but it’s important for me that there are memories left behind and memories recorded of me for my family,” Jenny said.

“I want these boxes to be a support for them growing up; I want to provide something that will be comforting when times are tough and upsetting.”

BREAST EVER BRUNCH: RAISING MONEY FOR BREAST CANCER

In 2011 Mater Foundation launched a new Mater chicks in pink fundraising campaign—Breast Ever Brunch—to help women do what they do best; be a mother, wife, daughter, sister or girlfriend while they undergo breast cancer treatment.

The idea behind Breast Ever Brunch is simple: gather family and friends for brunch and raise funds for breast cancer services and research at Mater.

The campaign was hugely successful with more than 50 brunches being held across Queensland and Australia.

TWIN SMILES

For beautiful three-year-old twins Alex and Bronte, Mater feels like a second home—both have been in and out of hospital regularly since they were born three weeks premature.

At just one day old, the siblings were transferred to Mater's Neonatal Critical Care Unit for an operation. Two weeks later, when it was time to go home, new parents Carlyn and Paul were hit with another blow—Bronte and Alex had cystic fibrosis.

The life-threatening disease would bring the twins back to Mater several times a year.

Unfazed by their tough start to life, the twins are bubbly, energetic and love getting into mischief—which made them the perfect faces for the 2011 Mater Little Miracles Easter Appeal which raised funds for seriously ill babies and children.

Cystic fibrosis is the most common life-threatening, recessive genetic condition affecting Australian children. It clogs the lungs and pancreas and many other organs in the body, making it difficult for sufferers to breathe. While there is no current cure for this disease, the twins' condition can be managed with physiotherapy, exercise and medical treatment.

"Thanks to the amazing care of Mater staff and ongoing treatment, my babies are being helped to breathe easier," Carlyn said.

"You never know when you're going to need the specialised care of a place like Mater."

Support our
Mater Little Miracles at:
www.materfoundation.org.au



Alex and Bronte, the faces of Mater's Easter Appeal.



IGA Narangba dress up for Mater little Miracles Easter Appeal.

IGA: SUPPORTING MATER AT EASTER

Now a key sponsor, IGA began supporting the Mater Little Miracles Easter Appeal eight years ago to help raise funds for seriously ill babies and children cared for at Mater.

"Mater provides outstanding care and treatment to so many people across Queensland and northern New South Wales and IGA is proud to be able to help out where we can," IGA State Board Retail Chairperson Roz White said.

In 2011, stores from as far afield as Port Douglas in far north Queensland to Kyogle in northern New South Wales supported the Mater Little Miracles Easter Appeal by selling Miracle MaX merchandise and fundraising through sausage sizzles,

dress up days and encouraging customers to donate.

"The Mater Little Miracles Easter Appeal gives our staff the opportunity to have fun while supporting a good cause. Staff had a lot of fun with the pirate and fairy theme—the dress up days were hilarious," IGA Mt Coolum store manager Brad Bateman said.

Since 2003, IGA has raised \$1.335 million for the Mater Little Miracles Easter Appeal.

The Mater Little Miracles Appeal was also supported by Bendigo Bank, Guardian Pharmacy, Pizza Capers and Channel Nine.



LIFE SUPPORT FOR CHILDREN

2011 marked Mater's third year of providing life support treatment to children via the Extra Corporeal Membrane Oxygenation (ECMO) machine. Mater remains the only paediatric hospital in Queensland to offer this life-saving service.

ECMO provides both cardiac and respiratory support to patients whose heart and/or lungs are so severely diseased or damaged that they can no longer function.

Through the administration of ECMO, 15-month old William Morrison was kept alive following his diagnosis of leukaemia and chemotherapy treatment.

William's parents credit the ECMO machine, as well as the delicacy and dedication shown by Mater staff, for their son's survival in his fight against cancer.

"When William was put on ECMO we knew it was our last and only hope," William's mum, Kylie said.

"The chemotherapy, although crucial and having to continue no matter what, was almost secondary to us as it was the ECMO machine, and the delicate balancing act staff had to master, which was going to keep our little boy alive.

"The team at Mater were incredible and spending most of the 24/7 care with these amazing people certainly helped us keep our hope alive ... and our sanity!"

"We are forever indebted to them for saving our boy, to give him the chance now to fight his cancer."

William was the first child in Australia to receive ECMO whilst undergoing chemotherapy in 2011.

Since its inception at Mater, 68 children have been treated using ECMO.

William with parents Warwick and Kylie

PARENTS' PAPERBACKS FOR MENTAL ILLNESS

Mater supports mental health through a number of specialised programs and associations with community groups, as well as connecting with Queensland's wider health community.

As part of our acknowledgement and celebration of Mental Health Week (9 to 15 October), Mater launched two illustrated books

developed by members of the Parent Trail Group, a creative therapy group that supports parents living with a mental illness.

The two tales, *'The magic journey into heart forest'* and *'Watchful Wylie and her forest friends'* are an impressive culmination of the group's key focuses—art and metaphorical bush walking.

The Parent Trail Group uses the metaphor of bush walking to assist parents to focus primarily on safety for both themselves and their families.

The Parent Trail therapy group was launched in 2009 and supported 40 parents living with a mental illness in 2011.

THE ART OF HEALING ILLNESS



Mater offers art therapy classes to help patients find focus and enjoyment through art.

For the past few years the national fundraising initiative 'Dry July' has selected Mater as one of its Queensland beneficiaries, providing hundreds of thousands of dollars to assist cancer patients each year.

By giving up alcohol for a month, Australians are able to support cancer patients who have had to give up more than just alcohol to overcome enormous health obstacles.

In 2011 a portion of the funds donated by Dry July funded art therapy classes to help patients like Charmane Polzin, who was receiving treatment for non-Hodgkin's lymphoma, find focus and enjoyment through art.

"I'm not an artist but I've found that the colour and shapes have been a way to express myself and

provides an outlet to release what is bothering me," Charmane said.

"The classes have helped me to work through problems, clear my thinking and centre on myself."

Mater's art therapy classes provide more than just pretty pictures—patients are encouraged to concentrate on the process and foster creative expression while improving their quality of life through self-esteem and relationships with others.

Through Dry July's support, Mater is able to help its cancer patients, which includes more than 7000 inpatients and 12,000 outpatients annually.

STRETCHING FOR STRESS REDUCTION



Yoga offers benefits to Mater patients.

Mater cares for people. Taking a holistic approach to health, our care extends past treatment and we're constantly looking to improve the quality of life for our patients—which can come in many and often unlikely forms.

Research shows that cancer patients who practice yoga experience lower stress, improved arm mobility and strength as well as greater flexibility. With this in mind, Mater introduced free yoga sessions to breast cancer sufferers at the Redland campus. The yoga teacher creates the exercises especially to support patients after breast cancer surgery.

The weekly sessions, funded by Mater chicks in pink program, are available to all breast cancer patients irrespective of where they were treated.



Improved patient transport, thanks to community fundraising.

COMMUNITY SUPPORT ENABLES PATIENT TRANSPORT

Thanks to the generous support of the Bayside community, Mater purchased a vehicle for its Redland campus in June 2011 to help transport patients and support home visits by occupational therapists.

Long-time Mater supporter and Redlands Sporting Club President Don Seccombe approached Oldmac Toyota after hearing that patients could benefit from transport and home visits.

The purchase of a Toyota Corolla Seca was made possible thanks to generous donations from Mater Foundation, Redlands Sporting Club, the Mater Private Hospital Redland Ladies' Auxiliary and Oldmac Toyota.

ENTERTAINMENT AT YOUR FINGERTIPS

Entertainment can sometimes be the best medicine, or at least a good distraction, when tending to your health needs.

In 2011, Mater introduced the 'patient entertainment system' to

its South Brisbane campus offering patients access to digital television, select cable channels, movies on demand, music, audio books, radio, internet as well as general health information—all from the convenience of their bedside.

Designed in-house, the state-of-the-art entertainment system has been a great success for patients and has attracted commercial interest from across the world.

SLEEP STUDIES REACH REDLAND COMMUNITY

Mater expanded its sleep unit to Redland in 2011 offering sleep study assessments to the bayside community.

The Queensland Sleep Disorders Unit offers a range of diagnostic testing to diagnose and treat

obstructive sleep apnoea—including snoring—as well as a wide range of more complex sleep disorders.

The Queensland Sleep Disorders Unit first conducted sleep studies in 1995 and have four

laboratories in Brisbane along with regional centres in Bundaberg, Rockhampton, Townsville and Cairns.



SPIRIT OF THE COMMUNITY

150 years of the Sisters of Mercy in Queensland

In a year filled with celebrating milestones, Mater also marked 150 years of the Sisters of Mercy in Queensland. The sesquicentenary theme of Living Mercy encompassed the past, present and future.

In May 1861, after sailing from Ireland, Mother Mary Vincent Whitty and five Sisters arrived in

Brisbane to establish the Brisbane Congregation.

Their vision was to continue the work of Dublin's Mater Misericordiae Hospital, in which Mother Vincent Whitty had been deeply involved in planning.

Upon their arrival, the Sisters' work began immediately—home visits to the acutely ill, educating

young women and helping those in need. Within a month, the Sisters were supervising and teaching in St Stephen's School. Education was seen to be the most urgent need and by the end of the first year All Hallows' school—the first girls' school in Queensland—had been established.

The pioneering endeavours of the Sisters of Mercy have been translated into modern ministries continuing to serve the needs of the community today and into the future: Mercy Aged Care Services, Mercy Disability Services, Mercy Family Services, Holy Cross Laundry and Mater Health Services, to name a few.

The Sisters worked tirelessly to raise funds to establish Brisbane's first Mater hospital. While it had always been a vision of Mother Vincent Whitty to establish a Mater hospital, she sadly passed

away in 1893 before her vision could come to fruition.

Within a year of her death, Mother Vincent Whitty's successor, Sister Mary Patrick Potter, purchased 10 acres of land high on a hill overlooking South Brisbane and Woollongabba—the area now known as Mater Hill. And so Mater's long history in Brisbane began.

More than one hundred years on, Mater has seen continuous growth and change—thanks to the vision of the Sisters of Mercy, the commitment of our exceptional

people and the support of the community.

The Sisters still play an integral role in the shaping of Mater; an organisation that spans two campuses, employs more than 7000 people and provides a wide variety of health services.

Yet despite our growth, the Sisters' proud traditions and values live on in our organisation and our people.

For more information about the Sisters of Mercy in Queensland visit www.livingmercy.org.au



MATER MOTHERS' HOSPITALS AUXILIARY REPORT

On the first Wednesday of every month a dedicated group of ladies meet. They are the members of the Mater Mothers' Hospitals Auxiliary, some of whom have been supporting the Auxiliary for more than 30 years.

In 2011 we had another successful fundraising year with our baby shop located on level 5 of Mater Mothers' Hospital, raffles and our very popular craft and cake stalls.

We could not have achieved our tremendous results without the ongoing support of all the ladies and gentlemen who give up so much of their time and resources with shop time, cooking, making jams and pickles, hand crafted items as well as knitting and sewing.

Through our fundraising efforts we were delighted to be able to

provide \$24 222 in assistance to Mater Mothers' Hospitals. These funds supported a range of programs including supporting babies with Velo-Cranio Facial Syndrome (VCFS) and producing information booklets designed to help families faced with the devastation of losing a child.

Our baby shop is open Tuesday from 8.30 am to 1.30 pm and Thursdays from 10 am to 1.30 pm. We are always looking for new members to carry on with the wonderful work of the Auxiliary by donating their time and talents to assist this worthwhile cause. If you can spare a few hours a week, we would love to hear from you.

Shirley Kennedy
President
Mater Mothers' Hospital Auxiliary

MATER PRIVATE HOSPITAL REDLAND AUXILIARY

2011 was another busy but very successful year for Mater Private Hospital Redland Auxiliary. We held four bus tours—Mooloolaba, Beaudesert, Caloundra and Mt Tambourine—for the local community, our regulars from the Dutch Village as well as volunteers and friends.

For the first time we held a Christmas in July fundraising event. The event, which starred Elvis, was held at the Redlands Sporting Club and was a great success. A big thank you to our fantastic Elvis impersonator and his Blue Cats Band for keeping us entertained.

Since 2004 Mater Private Redland Auxiliary has been able to give Mater Private Hospital Redland more than \$82 000 for the purchase of equipment and furniture to enhance patient care.

In 2011 we helped fund a new transport vehicle to take patients from the hospital to the new X-ray department facilities located across the road. The vehicle, which was also funded with the help of Mater Foundation and Redlands Sporting Club, has made a real difference.

Sister Marcia Maranta RSM
President
Mater Private Hospital Redland Auxiliary

AUXILIARY REPORTS

MATER ADULT HOSPITAL AUXILIARY REPORT

As current president of Mater Adult Hospital Auxiliary, I'm proud of the long-association the Auxiliary has had with Mater and the difference we have made to patients.

In 2011 we were able to come to the assistance of the palliative care department by funding three additional syringe drivers to help provide continuous medication to patients travelling between hospital and their homes.

The highlight of the year and our signature event was our St Patrick's Day Concert and our morning tea at Sebel and Citigate Hotel. It was a wonderful and uplifting morning of entertainment. Our mid-year function, held at Tattersall's Club in July, was also a particularly interesting and enjoyable occasion due to our guest speaker, Channel Nine personality and news reader, Andrew Lofthouse.

We are most grateful to our friends and donors for their continued support of our fundraising efforts and we look forward to another rewarding and successful year in 2012.

Terry Pender
President
Mater Adult Hospital Auxiliary

HOW YOU CAN HELP MATER

Make a donation

Whatever the amount, all donations make a positive impact. A gift to Mater could support a life-saving research project, enhance patient care or help a family in need.

Make a monthly donation

A growing number of people are supporting Mater with a regular monthly gift by direct debit or credit card, or through payroll deductions. Become a monthly donor and you will help ensure we can fund life-changing research and health care programs. From as little as \$5 per month you can make a real difference.

Mater Endowment Fund

The Mater Endowment Fund provides a permanent self-sustaining source of income for world-class health care and research projects at Mater for generations to come. Mater is committed to building the Mater Endowment Fund. In 2014 Mater Foundation will celebrate its 25th anniversary and with your generous support we aim to have a \$20 million capital base.

Leave a gift in your Will

A gift in your Will can help ensure that Mater continues to provide exceptional care for future generations.

Buy a lottery ticket

By buying a ticket in Mater lotteries you can change both your life and the lives of patients at Mater. The Mater Prize Home lottery gives everyone the opportunity to win a million dollar home for only \$2. The Cars for Cancer lottery gives you the chance to win a high-performance car whilst helping cancer research and treatment. The Cash for Kids lottery raises funds for Mater Mothers' and Mater Children's Hospitals and the Mater chicks in pink lottery supports breast cancer services and research at Mater.

To support Mater please visit
www.materfoundation.org.au
or call 07 3163 8000

THANK YOU

Mater would like to thank our committed board and committee members for their hard work throughout 2011.

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Betty McGrath Award 2011 recipient

Mary Steele



THANK YOU

Mater would like to thank our supporters for their contributions throughout 2011. Your support allows us to continue providing exceptional care to Queenslanders.

Donors

\$100,000+

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Golden Casket
Estate of Leonard Hansen
IGA
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The Olivia's Lunch Committee
Plantation Homes
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Aquila Resources Limited

Mr Darby & Mrs Frances Ashton
Mr Chris Athanasiou
Atlas Heaving Engineering
Baguette Restaurant
Mr Alain Bailly
Mr Peter Barnwell
Mr Emanuel Baveas
BCS Group
Mr Kent Beasley
The Bernborough Club
Bentley Systems
Bidvest
BJC Investments Pty Ltd
Mr Gavin & Mrs Karen Bird
Blue Sky Careers Pty Ltd
Mr Douglas & Mrs Gillian Boog
Ms Joan Bremner
Brisbane Automatic Gate Systems
Brisbane Boys College
Brisbane Doll Society Inc
Brisbane Road Runners Club
Mr Russell & Mrs Kay Brothers
Brookwater Golf Club
Mr Rick Brown
Mr Rob Brown
Brown Forman
BubHub
Mr James Bullock
Caelli Constructions
Canungra Hang Gliding Association
Mr Bob & Mrs Pam Cambridge
Cardno
Mr Bernard Carney
Mr David Cavallo
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Mr Ryan Chapman
Mr David Chen
Ms Anna Cheng
Mr Andy Wen-Yen Chien
Mr Brett Clark, ePharmacy/Chemist Warehouse
Mrs Angela Clarke
Coffee4Kids Foundation
Mr David Colahan
Mr Frederick Collard
Dr David Colquhoun
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Ms Cathy Conway
Coomera Property Development Co.
Mr Ian Corazzol
Mr Peter Cornish
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Covidien
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Curves Carina
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Dell 'Ugo Southbank
DHL Global Forwarding
Ms Michelle DiGeronimo
Miss Dawn Douglas
Downer EDI Mining
Mr Shane Downey
Mr Craig Doyle
Mr Greg Dring
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Mr Peter Dyer
ECOMED Technical Pty Ltd
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Ernst & Young
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Ms Brooke Evans
Dr Megan Evans
Mr Matt Farr
Ms Kate Farrar
Mr Peter & Mrs Ursula Farrelly
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Andrea Fernleigh
Mr Paul Ferrari
Mr Dion & Mrs Sharyn Firmin
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Mr Mark Frawley
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Mr John Gambaro
Mr Tony Ganter
Dr Frank & Mrs Lisa Gatto
Geebung-Zillmere RSL Club
Ms Libby Glasser
Mrs Maureen Gleeson
Ms Natalie Gordon
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Mr David Grace
Ms Kelly Grace
John & Lois Griffin
Mr Michael Groom
Dr Margaret Harris
Mr Nigel Harris

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Mr Derek Hawkins
Mr Paul Heenan
Helping Hand Group Auction Services
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Dr Carrie Hillyard
HMG Hardchrome Pty Ltd
Mr John Hollamby
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Hopper Transport
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IGA Express Flagstone
IGA Mackay Supa Hatties
IGA Monto
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Ms Nicole L'Efevre
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Mater Private Hospital Redlands Auxiliary
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Dr Kerry McMahon
Ms Rhonwyn McSweeney
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Dr Mark Norrie
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Mr David Tynan
Ultrasound Pty Ltd t/a Queensland X-Ray

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Ms Karen Wu
Wilson HTM
Xstrata Coal Oaky Creek
Yong Foundation
Mr Darren Young
Mr James & Mrs Evelyn Young
Dr Felice & Mrs Margreel Zaccari

Gifts in kind

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Ahura Resorts
Ballandean Estate Wines
Brisbane Convention & Exhibition Centre
Brisbane Lions Football Club
Brita Water Filter Systems
Chalk Hotel
Channel Nine
Curves
Mr Tony Foster
goa Billboards
Golden Casket
Mrs Cicely Hill
Icon Print
JCDecaux
K & V Enterprises
Kellies Antiques
Lions Nathan
LJ Hooker Land Marketing
Mancorp Quality Homes
Mr Jim Olsson
Mr Cesar Perilla
The Prop House
Quest Community Newspapers
realestate.com
Robert Clark Creative
Sea Breeze Trading P/L
Six String Design
Mr Frank & Mrs Jillian Winters
Zupps/Suzuki



MATER STATISTICS

Mater patients	Patient discharges	Patient days	Theatre patients	Beds
Mater Private Hospital Brisbane	27,323	95,275	11,367	328
Mater Private Hospital Redland	6,326	12,268	3,799	71
Mater Mothers' Hospital	9,386	36,807	3,595	121
Mater Mothers' Private Hospital	5,860	34,730	2,345	128
Mater Children's Hospital	17,435	42,976	6,025	139
Mater Children's Private Hospital	4,863	9,412	2,877	39
Mater Adult Hospital	20,467	55,651	6,255	198
TOTAL	91,660	287,119	36,263	1024

Emergency attendances	
Mater Adult Hospital Emergency	35,475
Mater Children's Hospital Emergency	43,102
Mater Private Emergency Care Centre	18,274
TOTAL	96,851

Births	
Mater Mothers' Hospital	4,971
Mater Mothers' Private Hospital	4,554
Mater Mothers' Private Redland	396
TOTAL	9,921

Outpatient clinical	
Mater Mothers' Hospital	66,667
Mater Children's Hospital	60,909
Mater Adult Hospital	69,476
TOTAL	197,052

Mater Foundation funds	
Capital works	\$ 515,003.00
Clinical programs and support	\$ 353,739.24
Education	\$ 192,627.60
Equipment	\$ 698,583.66
Mission	\$ 131,442.70
Research	\$ 4,118,560.14
TOTAL	\$ 6,009,956.34





Exceptional People. Exceptional Care.

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Mater Misericordiae Health Services Brisbane Ltd
Raymond Terrace, South Brisbane Qld 4101
Telephone 07 3163 8111



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