



mater group strategy

Towards 2025

Since the Sisters of Mercy opened a 20-bed hospital in Brisbane's North Quay more than 100 years ago, Mater has been responding to changing community needs by providing compassionate service through a holistic approach to healthcare.

Now is your chance to write the next chapter in the history of Mater, as we adapt to a rapidly-changing world and improve the health and wellbeing of the people we serve.

This is not just a transitional strategy for Mater as a healthcare organisation. It is a genuine commitment to shift our approach to healthcare.

We'll do it by bringing together our expertise across all of our ministries and aligning a shared vision. Mater Group intends to revolutionise the way in which our community experiences good health and wellbeing, and to make it widely accessible for everybody.

mater group vision

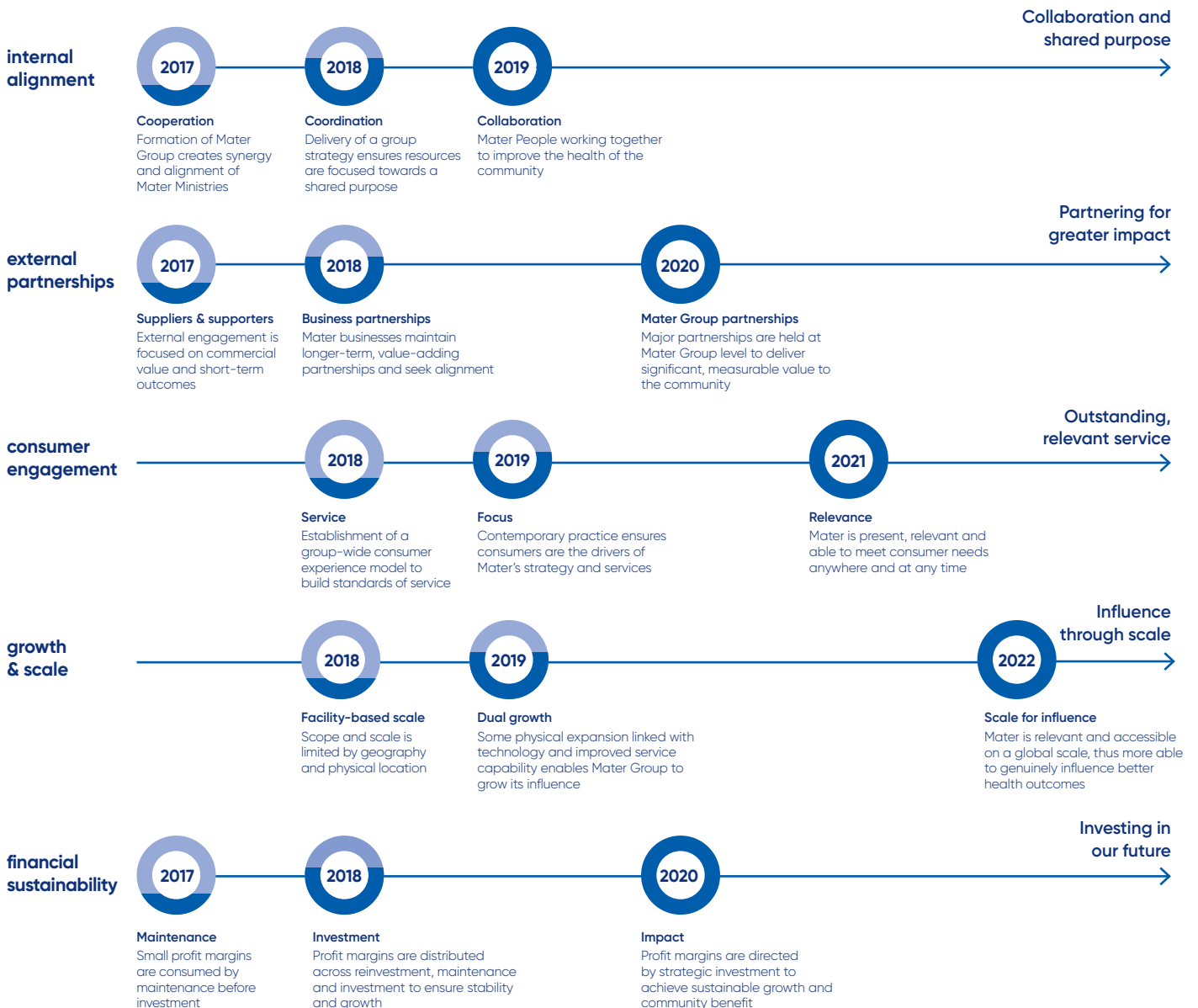
Empowering people to live better lives through improved health and wellbeing

mater group purpose

Collaborating to improve the health of the community

our strategic priorities

In moving toward our vision and enabling our strategic goals, we have identified five themes which consistently link our people and resources to our purpose. By delivering the highest standard of service through their meaningful work every day, Mater People are delivering on our strategy.



Our long tradition in providing healthcare services for the community means we have had the privilege to understand the very special relationship that exists between our patients, their families and their health practitioners.

We always strive to build human relationships at the individual level. We'll always be here for our patients and we look forward to extending our compassionate care beyond the hospital.

our consumer focus

We don't really like the term 'consumer' but we acknowledge that Mater provides so many services for such a diverse range of people, we need to think about our 'customers', 'partners' and 'stakeholders' in different ways.



Enhancing person-to-person relationships through digital and technological improvements. Mater will be present, relevant and able to meet consumer needs anywhere and at any time



Products and services which will be available in your homes and workplaces, or at the park and in cafés—at any time of the day



Improved hospital-based care delivery and educational opportunities



Integration of individualised information with world-class research so you can benefit directly, in your everyday life



Creation of opportunities for individual and group partnerships which have real impact through philanthropy

Mater People

Mater Group's workforce will be the healthiest in Australia. Our own health and wellbeing aspirations reflect the balanced and individualised approach to spiritual, emotional, social and physical health we aim to share with everybody beyond Mater.



We work together to deliver an outcome for our community which is superior to what it would be if we worked alone.



Mater Group is diverse and so is our workforce. We believe in equality, we believe in harmony and we believe in Mercy. All Mater People are aligned to our Mission and Values which help guide our approach to serving others.



Mater People hold each other in high regard, and to a high standard. We encourage people to voice concerns and allow for a psychologically safe working environment. We seek answers to "what's right" rather than "who's right".



Our people 'Thrive with Mater'. They flourish as a human being thanks to high quality leadership, learning and professional development opportunities, meaningful work, and the ability to be innovative every day.

a sustainable business for the future

Mater Group is a not-for-profit ministry of the Catholic Church. We reinvest our profits to meet changing community need. To maintain this approach for another century, we must be a profitable, financially sustainable business.



Investment strategies

- Future-ready systems prioritised over new infrastructure
- New business ventures



Clear financial goals

- Establish a cash position which enables investment
- Develop a rolling budget to improve business benefits tracking



Financial stewardship

- Enhance corporate services through shared services model
- Impactful and wise stewardship of resources by Mater People

enabling our strategy

The core enabler within Mater Group is 'Working Together'—both with other Mater People and external partners. By combining our expertise, we can build strong brand, digital and innovation platforms to bring our Mater Group Strategy to life.



Brand – everything we've done, everything we do and everything we stand for. It is who we are



Digital – no longer limited by infrastructure or location, we take full advantage of data and information technology



Innovation – we adapt to changing markets and allow Mater People to innovate without unnecessary barriers

