

Welcome to  **mater**

Welcome to Mater

It's my pleasure to welcome you to Mater and to thank you for the important role you play in providing exceptional care to the Gold Coast community.

By joining Mater, you're becoming part of a statewide network of more than 12,000 skilled and compassionate people who are united by a simple goal: delivering outstanding care to Queenslanders, whenever and wherever they need it.

Mater has grown significantly over the past century, evolving into a diverse organisation that includes hospitals across Queensland, a world-leading research institute, a nationally accredited education and training provider, and a dedicated foundation supporting innovation and service delivery. Together, these teams work collaboratively to enhance patient care, drive continuous improvement, and respond to the changing needs of our communities.

As you transition into the Mater network, I want to acknowledge that times of change can be both exciting and challenging. Across Australia, healthcare—particularly in the private and not-for-profit sectors—is facing real pressure. What gives us confidence at Mater is the strength, professionalism, and commitment of our people. You are now a vital part of that strength.

We're looking forward to getting to know you, hearing your ideas, and building on the strong foundations already in place at Gold Coast Private Hospital. This new chapter opens meaningful opportunities for collaboration, professional growth, research, and education, enhancing the way we care for patients now and into the future.

Above all, thank you for the dedication, expertise, and compassion you bring to your work each day. Your contribution makes a genuine difference, and we can't wait to welcome you to the team.

I look forward to what we will achieve together.



Julia Strickland-Bellamy
Group Chief Executive

About Mater

For more than a century, Mater has existed to respond to unmet community healthcare needs, providing compassionate care to those who need it most.

Our Mission, Vision and Values are our constant guide to making appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

Our Mission

We bring God's mercy to our communities through compassionate, transforming, healing ministries.

Our Vision

Empowering people to live better lives through improved health and wellbeing.

Mater believes every individual has the right to access world-class healthcare services, and is committed to supporting good health spiritually, emotionally, socially and physically.

Our Values

We honour and promote the dignity of human life and of all creation.

We act with compassion and integrity.

We strive for excellence.

These values assist us in our decision-making and shape our workplace culture. Our values are reflected in all that we do and are visible to all through the way in which we behave and interact with one another.



Our hospital and healthcare network

We are proud to operate Queensland's largest network of Catholic, for-purpose public and private hospitals and healthcare services, delivering exceptional care and expertise across health, education and research.

Our shared vision is to empower people to live better lives through improved health and wellbeing.

Since being founded by the Sisters of Mercy in 1906, Mater has continued to evolve to address unmet healthcare needs in the communities we serve, from Townsville to the Gold Coast.

Mater Private Hospital Townsville



Mater Private Hospital Mackay



Mater Private Hospital Rockhampton



Mater Private Hospital Bundaberg



Mater Private Hospital Redland

Mater Private Hospital Brisbane
Mater Hospital Brisbane
Mater Mothers' Private Brisbane
Mater Mothers' Hospital



Mater Hospital Springfield
Mater Private Hospital Springfield

Mater Private Hospital Gold Coast

Our subsidiaries

Mater embeds the expertise from its world-recognised research institute, nationally-accredited education and training organisation, and leading philanthropy service to drive improvements and innovations in healthcare services and patient care.



Mater Research is an internationally recognised leader in medical research, which connects its findings from bench to bedside—translating medical research into clinical practice that delivers better outcomes for our patients and the wider community.



Mater Education is a hospital-based, nationally accredited independent Registered Training Organisation, offering a wide range of courses for students. As the only one of its kind in Queensland, this subsidiary of Mater includes courses at all levels, from trainees through to highly-experienced practising clinicians.



Recognised as one of Australia's largest and most impactful fundraising organisations, Mater Foundation raises funds by engaging people and businesses to partner with Mater, improving health through a wide range of fundraising and philanthropy opportunities.

Governance

Mater operates under the canonical sponsorship and civil ownership of Mercy Partners, which services as its Public Juridic Person.

Mercy Partners is committed to ensuring that Mater thrives as a Catholic ministry, one that brings to life the healing, liberating, and life-giving mercy of God in the communities it serves.

The strategic direction and day-to-day operations of Mater remain under the governance of the Mater

Board of Directors and Group Leadership Team. Their stewardship is grounded in a shared commitment to Mater's Mission, Vision and Values which shape the organisation's priorities and fosters a culture of compassion, excellence and service.

A robust governance framework underpins their leadership, ensuring ethical conduct, regulatory compliance, accountability, transparency and continuous improvement.

Uniforms

Mater staff are required to present in a manner that is neat, clean and appropriate, presenting a professional public image.

To reflect our statewide organisation and enhance patient recognition, all uniforms feature the Mater logo. This change also helps reduce waste by allowing for easier transitions between facilities and services without needing new uniforms for each location.

New starter allocation

During onboarding, all eligible new starters will receive instructions on how to access the uniform portal to easily order a complimentary allocation of uniforms – everything needed to ensure new starters are ready for their first day with Mater!

If you would like more than your starter allocation, you can purchase more through the ordering portal.

Your starter allocation includes:

Full-time staff: Three uppers, three lowers, and one outerwear item.

Part-time staff: Three uppers, two lowers, and one outerwear item.

Casual staff: Two uppers, one lower, and one outerwear item.



Understanding our uniform colours

At Mater, we have colour-coded uniforms to ensure patients and visitors can easily distinguish between different clinical roles.



Red

Nursing and Midwifery Unit Manager
Nurse Manager and Practitioner
Clinical Nurse and Midwife Consultant
Clinical Nurse and Midwife Specialist
Registered Nurse L3



Aqua

Education Coordinator
Clinical Facilitator



Blue

Registered Nurse
and Midwife L2



Turquoise

Registered Nurse
and Midwife L1



Orange

Enrolled Nurse



Purple

Assistant in Nursing



Turquoise (full)

Allied Health



Aqua (full)

Student

People at the heart

Career development and performance

LEAP stands for Learn, Engage, Apply, Perform and is Mater's learning, career development and performance platform. This system captures personal and organisational goals, progress check-ins, annual performance reviews and recognition.

LEAP is used to recognise Mater People for their work by giving them an "impression" from a category, aligning with Mater's strategic plan. You are encouraged to use impressions to provide peer-to-peer recognition and celebrate each other to foster a feedback and recognition culture.

Mater People have access to professional and personal development learning modules through the Goals and Learning Hub on LEAP. This includes leadership and management, health and wellbeing and certain certifications that can be completed at any time.

Long Service Awards

Mater's Long Service Awards are an opportunity to celebrate and recognise the dedication, loyalty and contribution of longstanding Mater People. These ceremonies are held in each region annually with staff who have served for five-year increments from 10 years onwards recognised for their service.

Mater People Awards

A celebration of excellence among your peers – those who embody our Mission and Values, go the extra mile and inspire us with their passion, commitment and achievements.

Held annually, this ceremony invites everyone to recognise and celebrate our people – bringing together Mater's ministry partners and sponsors for a night of celebration and recognition.

Nominations open for staff to recognise their peers in June each year – keep an eye out!

Fitness Passport

All Mater People have access to discounted health and wellbeing services across Queensland through the Fitness Passport program. This opt-in membership allows access to hundreds of gyms, pools and fitness classes for a reasonable weekly fee. Find more information on the Intranet.

Employee Assistance Program (EAP)

Mater People have access to free and confidential support through our Employee Assistance Program (EAP) with Converge. This program offers support services across a wide range of personal, work, health, family and life, which includes counselling for financial and career coaching, nutrition and lifestyle guidance and mental wellbeing.



Employee benefits

Across Queensland, Mater People have access to:



Professional development opportunities



Volunteering and social impact opportunities



Salary packaging of up to \$15,900 a year



Access to discounted fitness providers through the Fitness Passport program.



Wellbeing resources and access to an Employee Assistance Program (EAP)

Workplace culture

Mater is committed to creating an inclusive workplace where every person feels valued and respected—a place where everyone can thrive.

Our Mission and Values underpin our behaviour with patients, visitors, colleagues and others.

Code of Conduct

All Mater people are required to abide by the Code of Conduct and policies relating to ethical conduct, privacy, discrimination and harassment.

The Code of Conduct provides Mater People with guidance on values-aligned behaviour underpinned by compassion, dignity, integrity and excellence.

Workplace bullying and discrimination

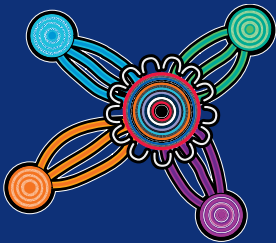
The impact of bullying and discrimination in the workplace can be significant.

Mater requires all Mater People to comply with the Code of Conduct, and to demonstrate appropriate behaviour at all times.

More information about Mater's workplace-related policies and procedures can be found on the Intranet, including the Social Media Procedure, resolution of sexual harassment complaints, workplace complaint resolution and Inclusive Workplace Policy.







Acknowledgement of Country

Mater acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waters where we live and work. We respect their historical and continuing spiritual connections to country and community and pay our respects to their Elders, past, present and emerging. As health, education and research ministries, we commit ourselves to the ongoing journey of reconciliation.

The Heart to Heal, The Strength to Grow.

Our spirit is strong, it thrives as we embrace those whom we must always care for. Our journey has been long and we will continue to flourish as we open our hearts to those who walk with us. Always.

This artwork concept and narrative was developed by David Williams. David is a proud Wakka Wakka artist at Gilimbaa.