

*Welcome to*  **mater**



### *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.

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# Welcome to Mater

We are excited to welcome you to Mater—a statewide network of more than 12,000 dedicated, compassionate, and highly skilled people who share a deep commitment to care.

The Mater story began humbly, with a small 20-bed hospital on Brisbane's North Quay. From those early days, a tradition of care and compassion was born—one that has grown into a statewide group of hospitals serving communities across Queensland.

Our founders, the Sisters of Mercy, laid the foundation for Mater's enduring Mission: to respond to the needs of the sick and vulnerable with dignity, respect, and excellence. Their legacy continues to guide us today in everything we do. Over the past century, Mater has become Queensland's largest not-for-profit Catholic hospital and healthcare provider, with hospitals in Townsville, Mackay, Rockhampton, Bundaberg, Redlands, Springfield, the Gold Coast and South Brisbane. We also deliver care directly into homes and communities.

Our frontline services are supported by Mater's world-leading research institute, our nationally accredited education and training organisation, and our top-performing foundation. Together, these teams bring collective expertise to enhance patient care, improve services, and enhance the wellbeing of our communities.

As a new member of the Mater team, you are now part of a legacy that spans generations—and a future that is full of promise. Together, we share a common goal: to empower Queenslanders to lead healthier lives.

I congratulate you on joining Mater, and I look forward to the contributions you will make as part of our Mission.

Kind regards,



**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.

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## *Our Mission*

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

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## *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

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## *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 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 Hospital  
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.

# Payroll

## Your payroll number

Every Mater Person is allocated a unique six-digit number called your payroll or employee number. This number is printed on your Mater ID badge and is used to access IT systems including your work laptop (if applicable), Kronos Workforce Central and other platforms such as LEAP and MyHR portal.

## Your pay and entitlements

The pay cycle runs over a two-week period from Monday to Sunday.

Your pay will reach your bank account on Thursday each fortnight (depending on your financial institution), with your payslip emailed to your personal email account.

## Work hours, rosters and timesheets

Kronos is Mater's rostering and time sheet platform. This captures staff members' time and attendance, leave information and rosters.

Mater People are responsible for managing their work and leave information, with approval from their manager. It is important that your work hours in Kronos are reflective of your working and leave hours.

## Salary packaging

Mater has partnered with SmartSalary to provide salary packaging to all Mater employees. This initiative helps to reduce your taxable income and make your salary go further by paying for some living expenses directly from your salary before it gets taxed.

You could be eligible to salary package **a maximum of \$15,900 each year** with payment directly to your mortgage or rent, personal loans, insurance premiums, utilities and other bills. You could also package **up to \$2,500 per year** for meals and entertainment.

There are benefits available above the maximum packaging limit for additional superannuation contributions, professional memberships and subscriptions, and purchasing a car via a novated lease.

**Contact SmartSalary at 1300 476 278 or visit their website at <https://smartsalary.com.au/>**

## Pay advice

Your pay advice will be generated by Mater's payroll system and emailed to you fortnightly. It can also be accessed through 'MyHR' on the Intranet.

At the end of each financial year, your payment summary can be accessed through your personal MyGov account.

Pay Advice

Mater Misericordiae Limited ABN 8306708922

**Name: NURSE, Natasha**  
Employee No: 12345

Entity: MMHS Pay 2 Pay Entry  
Branch: MMHS2 Pay Branch B8  
Pay point: Natasha NURSE  
14 Stratton St  
Newstead QLD 4006

Job title: Registered Nurse      **RN 1.3**      Pos: 10000



Pay classification code

Pay period: 28-NOV-2022 to 11-DEC-2022      Banked: 14-DEC-2022

This pay	Multiplier	Rate	Hours/Units	Amount
<b>Work &amp; Leave</b>				
Normal	RN 1.3	1.0000	39.97380	2878.11
Nrs Ngt 20%	RN 1.3	0.2000	39.97380	135.91
Sat 50%	RN 1.3	0.5000	39.97380	139.91
Total taxable payments				3153.93
<b>Pre tax deductions</b>				
SmartSal Pre	Smart Salary Ref: XXXX			-767.36
Car Parking	Car Parking			-69.00
Total taxable income				2317.57
Tax paid				-492.00
Net pay				1825.57
Residual pay				1825.57

Shift penalty rates (as per your EA)

Base hourly rate

Hours worked in fortnight (excl. Overtime)

Salary packaging

Final amount banked to your account

Your residual pay of \$1,825.57 has been banked

Employer payments	EmpER SGC	Mercy Super Ref: XXXXXX	331.16
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Employer super contribution

Leave Balances	Hours
Annual Recreation Leave	138.28
Accrued Day Off/ FLEX	0.00
Time In Lieu	0.00
Professional Development Leave	39.88

Leave balances excl. sick leave (can check sick leave through Kronos or MyHR)

Summary	Hours	This period	YTD	This period	YTD
Ordinary time work hours	72.00	2878.11	31516.79	434.00	6534.00
Ordinary time leave taken	0.00	0.00	3098.74	58.00	1058.00
Leave loading	0.00	0.00	0.00	0.00	0.00
Overtime	0.00	0.00	1266.84	1825.57	21563.75
Other hours	24.00	275.82	5965.64	0.00	0.00
Allowances	0.00	0.00	9.39	0.00	0.00
Payouts	0.00	0.00	0.00	0.00	0.00
Other lump sums	0.00	0.00	0.00	0.00	20.00
Total taxable payments		3153.93	37267.05	1825.57	21563.75
Pre tax - super		0.00	0.00	331.16	3675.00
Pre tax - other		836.36	7969.30	0.00	0.00
Taxable income		2317.57	29297.75		

HECS/HELP Loan payment (year to date)



## Mater identification badge

All clinical and non-clinical Mater staff, accredited practitioners and volunteers are required to wear their Mater identification at all times. This identification card includes a photo, full name and position to grant the required security access for your position.

Please do not lend any person, including other staff members your Mater ID badge under any circumstance. This is to ensure the safety of all our Mater People, visitors and patients.

### How do I get it?

Processing identification badges is dependent on each facility. Your manager will either ask you to send them a photo to arrange before your start date or it will be managed on your first day to collect.

### What if I lose it?

A \$20 replacement fee is incurred for lost ID badges, which can be paid via a secure online payment method or deducted from your payslip. In the meantime, please go to the security office of your facility to be issued a temporary card.

### What if it doesn't work?

If you have trouble accessing a facility, please reach out to our security team via email at [campusaccess@mater.org.au](mailto:campusaccess@mater.org.au) or call (07) 3163 8944.

Alternatively, you can log a ticket through the Service Delivery Portal via the Mater Intranet.

## 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.



➤ Scan here for frequently asked questions and to access the staff uniform ordering portal.

# 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

## Welcome Day

To support every new starter, a dedicated program is provided for all new Mater People. Welcome Day helps new employees understand Mater's 'Why', our Mission, Vision and Values and our core organisational expectations and requirements.

Talk to your manager about enrolling in Welcome Day or register your attendance in a local session via LEAP.

## 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.

## 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!

## 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.

## 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

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

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

 Volunteering and social impact opportunities

 Access to discounted fitness providers through the Fitness Passport program.

# Mater in Springfield

Mater has been delivering healthcare services to the people of Greater Springfield since the opening of Mater Private Hospital Springfield (MPHS) in 2015.

As one of Australia's fastest growing urban corridors with rapidly increasing needs for enhanced healthcare services, Mater and the State Government entered a landmark agreement to develop Mater Hospital Springfield (MHS).

At MHS, Mater delivers public healthcare services on behalf of the State Government alongside MPHS at a central healthcare precinct in the heart of Springfield.

In addition, Mater Health Hub, Springfield – located nearby – delivers allied health services and specialist suites.

It is also the Springfield home of Mater Education, where more than 240 students enrol in the Diploma of Nursing course each year. An additional 300 students complete other job-ready healthcare qualifications and certificates at the hub.

## Mater Hospital Springfield

Mater Hospital Springfield is home to a 24/7 adult and paediatric Emergency Department, with direct access to the hospital's Intensive Care Unit.

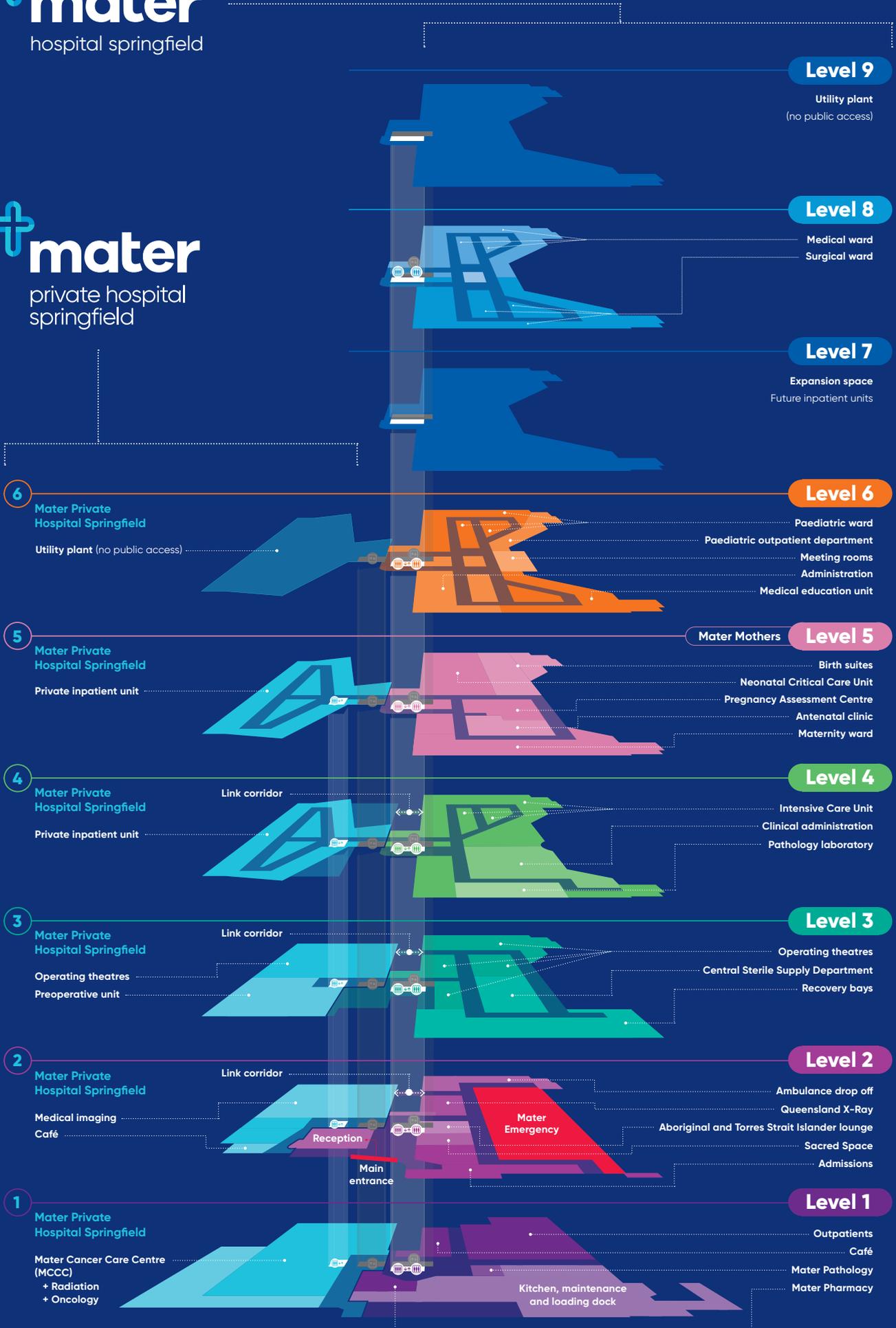
It also provides Mater Mothers' maternity services, a 24/7 Pregnancy Assessment Centre for emergencies and a Neonatal Critical Care Unit for ill and premature babies.

Combined with Mater Private Hospital Springfield, there are more than 240 beds in the healthcare precinct for both public and private patients.

## Key specialities

- ✔ Breast Surgery
- ✔ Chemotherapy and Radiotherapy
- ✔ Ear, Nose and Throat Surgery
- ✔ Emergency Medicine
- ✔ Endocrinology
- ✔ Gastroenterology
- ✔ General Medicine
- ✔ Gynaecology
- ✔ Haematology
- ✔ Intensive Care
- ✔ Maxillofacial Surgery
- ✔ Medical Oncology
- ✔ Obstetric Medicine
- ✔ Ophthalmology
- ✔ Orthopaedics
- ✔ Paediatrics
- ✔ Plastic and Reconstructive Surgery
- ✔ Urology





## Mater Hospital Springfield

**186** beds

**6** operating theatres

**9-bed** Intensive Care Unit

**24/7** Emergency Department

**24/7** Pregnancy Assessment Centre (PAC)

**16-bed** maternity ward

**6** birthing suites

**12-bed** paediatric ward

**16-bed** Neonatal Critical Care Unit

## Mater Private Hospital Springfield

**80** beds

**4** operating theatres

**15** Mater Cancer Care Centre treatment pods

Day Surgery Unit

Mater Pathology

Medical imaging

## Mater Health Hub, Springfield

Specialising in women's health, sports injury and rehabilitation, paediatrics, cancer care and chronic condition management, services offered at Mater Health Hub, Springfield include:

- Musculoskeletal physiotherapy
- Men's health services
- Women's health services
- Antenatal and postnatal physiotherapy
- Paediatric occupational therapy and speech pathology
- Respiratory physiotherapy
- Nutrition and dietetics
- Fourth Trimester Essentials (antenatal group for new mothers)

## MHS catchment area



### Springfield to Redbank

Augustine Heights	4300
Bellbird Park	4300
Brookwater	4300
Camira	4300
Carole Park	4300
Collingwood Park	4301
Gailes	4300
Goodna	4300
New Chum	4303
Redbank	4301
Redbank Plains	4301
Springfield	4300
Springfield Central	4300
Springfield Lakes	4300
Spring Mountain	4300

### Forest Lake to Oxley

Darra	4076
Doolandella	4077
Durack	4077
Ellen Grove	4078
Forest Lake	4078
Inala	4077
Oxley	4075
Richlands	4077
Sumner	4074
Wacol	4076

### Centenary

Jamboree Heights	4074
Jindalee	4074
Middle Park	4074
Mount Ommaney	4074
Riverhills	4074
Seventeen Mile Rocks	4073
Sinnamon Park	4073
West Lake	4074



# Springfield facilities and amenities

## Car parking

Mater People working at Springfield have access to discounted car parking on site.

There are two options for requesting on site car parking:

1. Advise security on collection of your Mater Identification Badge that you would like access to parking on site. A pass will be organised for you; or
2. Email [carpark.management@mater.org.au](mailto:carpark.management@mater.org.au) to request a parking pass to be sent to the Mater Hospital Springfield reception for you to collect.

Other parking options near Mater's Springfield hospitals include:

- Street parking - subject to Ipswich City Council signage restrictions.
- Metred car parks - Parkside #1, Mary Mackentroth Lane, Springfield Central Sports Complex, 44 Sportstar Drive and Education City Springfield car park on Sinnathamby Boulevard.

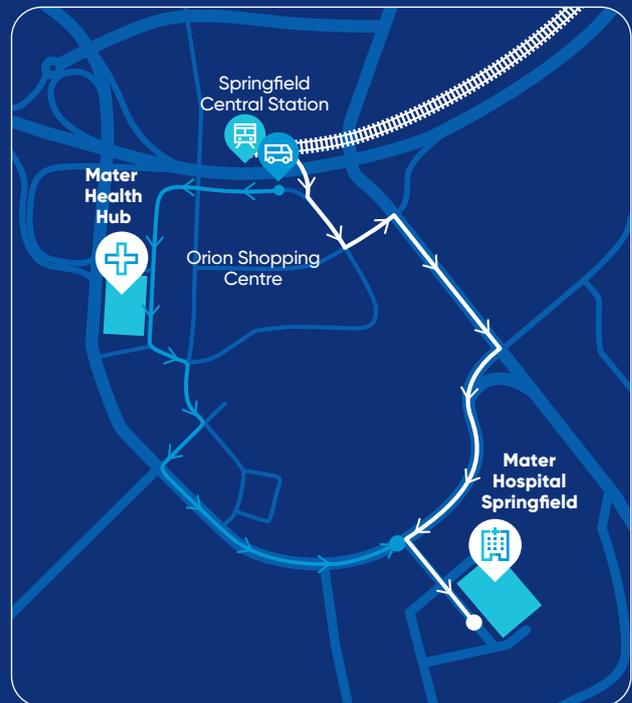
## Child Care

There are more than 20 early childhood centres in Springfield. *Kindy Patch Springfield* and *Guardian Childcare Springfield Central* are within walking distance to Mater's hospitals in Springfield.

## Tea rooms

MPHS and MHS both offer staff tea rooms, equipped with a microwave, kettle and tea/coffee supplies.

## Public transport



Springfield has two train stations including Springfield and Springfield Central.

The closest station to Mater's hospitals is Springfield Central, located on Sir Llew Edwards Drive, Springfield Central.

The Redcliffe Peninsula Line travels through Brisbane's northern and western suburbs as well as the Brisbane CBD. You can find the journey map on the Translink website.

A loop bus is available from Springfield Central station and stops on Health Care Drive, opposite Mater.



# Work health and safety

Mater is committed to providing a safe and healthy work environment to prevent work-related injuries and ill health through identifying and eliminating or reducing the risk of work health and safety hazards, including psychosocial hazards, to an acceptable level.

Mater uses Cgov for the reporting of incidents, near misses and events.

Our framework for injury prevention includes:

- Incident management reporting within 24 hours
- Hazard and risk management reporting
- Psychosocial hazards management
- Workstation ergonomics
- Health and safety representatives
- Audits and inspections.

Mater's injury management process includes:

- 1 Report it
- 2 Seek treatment
- 3 Communicate and participate
- 4 Rehabilitation

Find more information on Mater's work health and safety processes and procedures on the Intranet.

Contact the health and safety team on (07) 3163 8190 or [WHS-SEQ@mater.org.au](mailto:WHS-SEQ@mater.org.au)

## Fire safety

Mater people are required to complete a fire safety eLearning module on their commencement date. This module provides instructions on essential fire safety practices and equips participants with the knowledge and skills necessary to act effectively in the event of an emergency.

## Emergency procedures and codes

In the case of an emergency, the incident will be classified by one of the below emergency codes. Every Mater Person must familiarise themselves with the emergency codes. These codes are also listed on the back of your staff ID.

Code Type	Example Scenario
<b>Red</b> Fire emergency	• Fire
<b>Yellow</b> Internal Emergency	• Service lifts/emergency buzzers not working • Extreme weather event • Planned disruption (e.g. mobile phone outage) • External calls unable to be received
<b>Orange</b> Evacuation	• Suspicious package detected by security, necessitating evacuation
<b>Purple</b> Bomb threat	• Threat (e.g. bomb, non-specific)
<b>Black</b> Personal threat	• Personal threat (e.g. patient threatens violent behaviour) • Suicide
<b>Brown</b> External emergency	• External crisis (e.g. global pandemic, incident at another maternity facility, maternity patients diverted to Mater, Emergency at nearby Queensland Health facilities) requiring Mater support)
<b>Blue</b> Cardiac arrest	• Cardiac arrest/heart attack

# Clinical governance

Exceptional standards of care. Every time.

Mater is committed to ensuring patients are at the core of all we do across our facilities, and that we always deliver the highest-quality care.

To ensure our facilities continue to meet national standards we undertake an annual audit through a short notice assessment process in accordance with the Australian Commission of Safety and Quality in Health Care requirements under the Australian Health Service and Quality Accreditation (AHHSQA) Scheme.

Mater receives 24 hours' notice prior to the assessment team arriving on-site to complete the assessment.

To ensure Mater remains accreditation-ready, Mater People are required understand the National Safety and Quality Health Service (NSQHS) Standards



**Clinical governance** – to implement a clinical governance framework that ensures patients and consumers receive safe and high-quality healthcare.



**Partnering with consumers** – to ensure consumers are partners in the design, delivery and evaluation of systems and services and that patients have the opportunity to be partners in their own care.



**Preventing and controlling healthcare-associated infection** – to reduce the risk of preventable healthcare-associated infection, effectively manage infections if they occur, and support effective antimicrobial stewardship.



**Medication Safety** – to ensure clinicians safely prescribe, dispense and administer appropriate medicines to informed patients, and monitor medicine use.



**Comprehensive care** – to ensure timely, purpose-driven and effective communication and documentation that supports continuous, coordinated and safe care for patients.



**Blood management** – to ensure that a patient's own blood is optimised and conserved, and that any blood products that patients receive are appropriate and safe.



**Recognising and responding to acute deterioration** – to ensure that acute deterioration in a patient's physical, mental or cognitive condition is recognised promptly, and appropriate action is taken.



**Communicating for safety** – to ensure timely, purpose-driven and effective communication and documentation that supports continuous, coordinated and safe care for patients.



➤ Scan here to learn more about the national standards.

# 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.





## Infection management

Mater's infection management team ensures safe practices and environments for patients and Mater People through innovative, evidence-based prevention and control measures.

Policies, procedures and resources on infection management

at Mater can be found in the Mater Policy and Procedure Library. They include:

- Vaccinations and boosters
- Needlestick, sharps, splash blood or body fluid exposure
- Hand hygiene performance reports

- Healthy Hands
- Staff counselling

Infection management can be contacted at 07 3163 1071 or email [Infection.Control@mater.org.au](mailto:Infection.Control@mater.org.au).

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## Mater Advocacy and Protection (MAP) Unit

Responsible for Mater's statewide clinical protection and domestic and family violence process the MAP Unit leads policy and practice change to support compliance with all state and federal legislation at Mater hospitals.

The MAP Unit provides statewide frameworks and flowcharts to support Mater People with:

- Creating a care and treatment order for a child
- Extending a care and treatment order for a child
- Child Safety or Queensland Police Service attending a Mater facility
- Domestic and family violence process
- Responding to child protection concerns
- Discharge escalation pathway for a child at risk
- Reporting a belief of a sexual offence against a child under the age of 16
- Clinical response to elder abuse.

The MAP Unit can be contacted at 07 3163 8936 or email [cplo@mater.org.au](mailto:cplo@mater.org.au)

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## Modern slavery

Since the commencement of the Modern Slavery Act 2018, Mater has undertaken significant work to mitigate the risk of modern slavery within our supply lines. The Modern Slavery Act defines modern slavery as including eight types of serious exploitation: trafficking in persons, slavery, servitude, forced labour, debt bondage, child labour, forced marriage, deceptive recruiting for labour or services.

Although most instances of modern slavery occur offshore, it's estimated there were more than 1,500 modern slavery victims in Australia between 2015 and 2017.

Mater has an ethical responsibility to be part of the solution to modern slavery. We are doing this in two ways – firstly, by reviewing our supply chain operations to ensure all our suppliers

comply with our Supplier Code of Conduct and secondly, by raising awareness among our people, especially those on the frontline, to recognise the signs and help us mitigate against the issue. Mater has a zero tolerance position towards modern slavery.



## Aboriginal and Torres Strait Islander Liaisons

This dedicated team was established in 1997 to ensure Aboriginal and Torres Strait Islander people are supported both as patients and staff members, and ensure they feel supported to make informed decisions.

Referrals for this service are not required but are welcome to ensure those who are new to the service have the best possible experience. This service also offers access to culturally appropriate services such as social workers and transport to and from appointments.

# Check lists

## Weeks 1 and 2

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- Learn how your team works and collaborates, and the tools that are used e.g. Email, Microsoft Teams, team meetings
  - Ask your Manager or Welcome Partner / Preceptor for local key contacts e.g. Security, DTI, People and Learning, Payroll
  - Review and familiarise yourself with your role description and those of your team/s if you are a Manager
  - Start to attend regular team meetings
  - If you are to be working remotely in your role, review and complete the Working Safely from Home Policy form and share with your Manager
  - Learn more about Mater and read the Mission and Values Mater's organisational structure
  - Set initial performance goals with your Manager and record the check-in in LEAP
  - Check if you receive the "Mater Matters" newsletter on Monday mornings by email. Please notify the DTI Service Desk if you do not receive this
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## Month 2 to 6

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- Continue to check in with your Manager on your performance. Track your progress against your goals and complete in LEAP
  - Find Mater's suite of brand guidelines and templates (if required for role).
  - Continue to check in with your Welcome Partner or Preceptor to debrief on any questions as you learn more about Mater
  - Read Mater's approach to Reconciliation Action Planning and the services offered by the Aboriginal and Torres Straight Islander Liaison service
  - Continue to build relationships within and outside of your team. Consider who your Manager and Welcome Partner or Preceptor could introduce you to
  - Review the Career Development Procedure and work with your Manager to establish a learning plan with agreed objectives
  - Prepare for your probation review. Check the guide in LEAP to help you prepare as you consider your achievements and what you would like to achieve
  - Pay it forward and connect with a new starter
-

## Our Catholic *heritage*

Mater's story is deeply rooted in the legacy of the Sisters of Mercy, who opened the first Mater hospital in Queensland in 1906. Their vision was bold and compassionate: to ensure compassionate, high-quality healthcare is accessible to everyone, regardless of their circumstances.

From those humble beginnings, they built a network of hospitals across Queensland, championed the introduction of Medicare, and led the way in caring for people living with HIV. Their pioneering spirit continues to inspire us every day.

As a Catholic, for-purpose ministry of Mercy Partners, Mater remains committed to the values entrusted to us by the Sisters of Mercy. We uphold the dignity of every person—from conception to end of life—through compassionate, high-quality care that reflects our Catholic ethos.

We do not participate in treatments where the primary intent is to end life, including Voluntary Assisted Dying (VAD). However, we respect individual choices and support patients in accessing alternative providers.

We provide palliative care with deep compassion, walking alongside those with life-limiting illnesses.

In keeping with our Catholic heritage, Mater does not perform elective pregnancy terminations or sterilisation procedures. However, we continue to care for women and couples with empathy and respect, ensuring that those facing urgent medical circumstances or personal distress receive appropriate support, guidance and referral to specialist services when needed.

Every Mater Person is guided by the Code of Ethical Standards for Catholic Health and Aged Care Services in Australia. This ensures our care is not only clinically excellent but also grounded in our Catholic principles.

By joining Mater, you carry forward the legacy of the Sisters of Mercy—championing compassionate, high-quality care grounded in our enduring Catholic values.



# Abbreviations

<b>ADO</b>	Accrued Day Off	<b>MMS</b>	Mater Mothers' Springfield
<b>AIN</b>	Assistant in Nursing	<b>MPHB</b>	Mater Private Hospital Brisbane
<b>AOPS</b>	Ambulatory and Outpatient Services	<b>MPHBg</b>	Mater Private Hospital Bundaberg
<b>BAU</b>	Business as Usual	<b>MPHGC</b>	Mater Private Hospital Gold Coast
<b>CMBD</b>	Commonwealth Medicare Benefits Schedule	<b>MPHM</b>	Mater Private Hospital Mackay
<b>CNQ</b>	Central and North Queensland	<b>MPHRd</b>	Mater Private Hospital Redland
<b>CPU</b>	Child Protection Unit	<b>MPHRn</b>	Mater Private Hospital Rockhampton
<b>CSSD</b>	Central Sterilisation Services Department	<b>MPHS</b>	Mater Private Hospital Springfield
<b>DCS</b>	Director Clinical Services	<b>MPHT</b>	Mater Private Hospital Townsville
<b>DTI</b>	Digital Technology and Information	<b>NCCU</b>	Neonatal Critical Care Unit
<b>ED</b>	Emergency Department	<b>NPS</b>	Net Promoter Score
<b>EMR</b>	Electronic Medical Record	<b>NUM</b>	Nurse Unit Manager
<b>HITH</b>	Hospital in the Home	<b>OT</b>	Occupational Therapy
<b>ICU</b>	Intensive Care Unit	<b>PHO</b>	Principal House Officer
<b>JHO</b>	Junior House Officer	<b>PIP</b>	Performance Improvement Plan
<b>LOS</b>	Length of Stay	<b>QCH</b>	Queensland Children's Hospital
<b>MASS</b>	Medical Aid Subsidy Scheme	<b>QH</b>	Queensland Health
<b>MCCC</b>	Mater Cancer Care Centre	<b>RM</b>	Registered Midwife
<b>MCPB</b>	Mater Children's Private Brisbane	<b>RN</b>	Registered Nurse
<b>MFM</b>	Mater Centre for Maternal Fetal Medicine	<b>RMO</b>	Registered Medical Officer
<b>MHHS</b>	Mater Health Hub, Springfield	<b>SME</b>	Subject Matter Experts
<b>MHB</b>	Mater Hospital Brisbane	<b>SEQ</b>	South East Queensland
<b>MHS</b>	Mater Hospital Springfield	<b>SHO</b>	Senior House Officer
<b>MMH</b>	Mater Mothers' Hospital	<b>SMO</b>	Senior Medical Officer
<b>MMPM</b>	Mater Mothers' Private Mackay	<b>SP</b>	Speech Pathology
<b>MMPB</b>	Mater Mothers' Private Brisbane	<b>SW</b>	Social Work
<b>MMPGC</b>	Mater Mothers' Private Gold Coast	<b>VMO</b>	Visiting Medical Officer
<b>MMPRn</b>	Mater Mothers' Private Rockhampton	<b>WHPPD</b>	Workhours Per Patient Day
<b>MMPT</b>	Mater Mothers' Private Townsville	<b>WHS</b>	Work Health and Safety



# Key contacts

## HR Helpdesk

### South East Queensland

(South Brisbane, Redland, Springfield)

Log a ticket through the Mater HR Service Desk Portal or

 (07) 3163 8511

For payroll queries:

 23.HRM@mater.org.au

 (07) 3631 8511

### North Queensland

(Townsville)

 hr-nq@mater.org.au

 (07) 4727 4591

For payroll queries:

 payroll@mater.org.au

 (07) 4727 4560

### Central Queensland

(Bundaberg, Mackay, Rockhampton)

 (07) 4931 7481

For payroll queries:

 payroll-cq@mater.org.au

 (07) 4931 3355

## Security

For all campus access queries:

 CampusAccess@mater.org.au.

## Car parking

For all **car parking** queries:

 CarPark.Management@mater.org.au