

BEING CALVARY

2024



Hospitals | Home Care | Virtual Care | Retirement Living | Residential Aged Care



Message from **National CEO**

MARTIN BOWLES AO PSM

CALVARY HEALTH CARE NATIONAL CHIEF EXECUTIVE OFFICER

When our six founding Sisters sailed into Sydney in 1885, they had little knowledge of the healthcare legacy they would create. The Sisters' story of enduring care for the physical and spiritual health of so many Australians continues to underpin the Spirit of Calvary and our mission of being for others.

Our work the past year has focussed on ensuring we remain an economical and socially sustainable not-for-profit healthcare provider, leading to our organisation-wide strategic vision for great, connected care.

We continue to build capability across our 18,000-strong workforce, partnering with tertiary educators for placements, traineeships, on-the-job training and career development pathways. We welcomed 66 nurse graduates, 103 aged care and 15 home care trainees, and 115 international recruits across a number of roles.

This year we reviewed how to manage, consolidate and expand our services, implement reforms addressing regulatory compliance, introduce new models of care and embrace new technology to make seamlessly connected care a unique signature of the Calvary Care System.

We continue to invest in new and existing assets. This includes a \$10.8 million, 14-bed expansion of our Hyson Green mental health unit, the \$4.75 million state-of-the-art oncology Connery Centre, and a renewed Memorandum of Understanding for the stage three co-located private hospital in Elizabeth Vale.

This year we introduced our new PEARS model of care. The principles-based person-focussed model outlines Calvary's vision for aged care. Supporting this was a \$1 million expansion of our George Vowell home, to provide active support for residents living with dementia.

Technology is a major enabler of our strategy, and we are developing an unique digital platform. The Calvary Care System platform will provide a seamless and compassionate healthcare experience for people, enabling access to appropriate care in the place where an individual wants or needs to be.

We have an obligation to manage our resources responsibly. Calvary has taken its strongest step yet in the sustainability arena reaffirming our stance to eradicate modern slavery and aiming to reduce our carbon footprint by at least 43% by 2030.

During a period where cost of living pressures are present for all, Calvary continues to put our patients, residents and clients at the centre of all our decisions. We are proud that people choose to come to Calvary for their care.

I thank all staff and volunteers for their ongoing contributions to provide quality care across our Calvary services. The support of our Board and Trustees is also appreciated as we embark on a transformation that reflects the legacy of our founding Sisters.



The beginnings of Calvary in Australia

Responding to a request from Cardinal Moran, Venerable Mary Potter sent our six founding Sisters to Australia. The Sisters sailed into Sydney on the SS Liguria on Wednesday, 4 November 1885 and became involved in caring for the sick, the poor and the dying with a home nursing visit the day after they arrived.

The Little Company of Mary pioneers had little knowledge of the healthcare legacy they would create. Theirs is a story of enduring care for the physical and spiritual health of so many Australians.



THE NATIONAL MARY POTTER AWARD
CELEBRATES STAFF AND VOLUNTEERS
WHO ARE EXEMPLARS OF THE

Spirit of Calvary

The 2023 Individual Award recipient is **Ram Madarajh**, a Calvary North Adelaide Hospital Registered Nurse. He is recognised for understanding the unique needs and concerns of his patients, and his dedication to a holistic nursing approach that embodies our Calvary values with grace and passion.



BEING FOR OTHERS



HON MICHAEL LEE
CHAIR

Calvary Ministries Trustee Board

“ *The significance of this commitment to the Spirit of Calvary has been remarkable again this past year and reminiscent of our founding six Sisters, who embraced change across the communities they served, seeking opportunities to further the mission of Being for others.*

Calvary Ministries exercises a stewardship role over the health, aged and home care services delivered by Little Company of Mary Health Care Ltd.



JIM BIRCH AM
CHAIR

Little Company of Mary Health Care Ltd

“ *Our refocussed strategy to deliver great, connected care, will prioritise caring for our communities where and how they desire as best as possible, while also ensuring there is a connected service within the Calvary Care System to support them as their healthcare needs change.*

The LCMHC Board of Directors is accountable to Calvary Ministries Trustee Board.

Finance

In thousands of AUD

TOTAL REVENUE

\$ 2,114,096

TOTAL EXPENDITURE

\$ 2,257,554

NET ASSETS

\$ 146,783

2024

Philanthropy at Calvary

The care we provide to our patients, residents and clients is enhanced by the volunteers who dedicate their time, donors who financially support us, and grants that contribute to uplifting our services.

“

*Donations,
no matter how
large or small,
make a
difference.*



Our SA Hospitals host intergenerational volunteers who support our patients. Emma Carrabba, began volunteering at **Calvary Central Districts Hospital** as soon as she turned 18. Her grandmother Lyn Beeby, volunteers at **Calvary North Adelaide**.



A \$450,000 refurbishment of a cottage at the **Calvary Riverina Drug and Alcohol Centre**. Part-funded by a Network of Alcohol and other Drugs Agencies grant, the cottage is used for transitional housing by clients completing the residential program.



Tomago Aluminium donated \$14,000 to the **Calvary Mater Newcastle** to support the haematology department's research to identify new cellular targets that can be used for drug development and predicting the best treatment for each patient.

How to volunteer

The rewards for our volunteers are as rich as the care they give to our patients, clients and residents. Volunteers are matched to services that draw on their diverse range of skills and interests.

**IF YOU ARE INTERESTED
IN VOLUNTEERING APPLY HERE:**

www.calvarycare.org.au/careers/volunteers

How to donate

All donations make a difference. Many supporters choose to leave a bequest to us in their will. You can nominate where your bequest is directed or you can make a general contribution.

**IF YOU WISH TO DONATE
PLEASE EMAIL:**

bequests@calvarycare.org.au

Clinical governance and safety

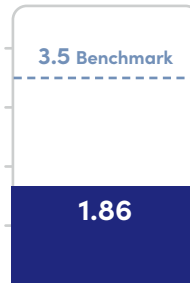
Calvary is committed to reducing consumer harm while maximising independence and wellbeing. Falls monitoring demonstrates the effectiveness of falls prevention strategies in our services.



Calvary recorded fall rates in hospitals and residential aged care **lower than the industry benchmarks**. While there is no industry benchmark for home care, Calvary records falls comparisons across services year on year.

HOSPITALS

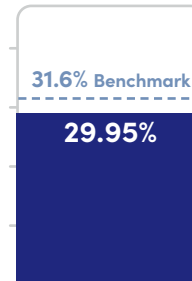
per 10,000 episodes



2023

RESIDENTIAL AGED CARE

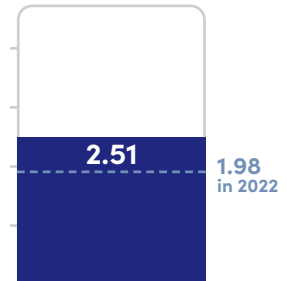
one or more falls



2023

HOME CARE

per 1,000 visits



2023

Consumer feedback

Calvary supports a culture of open and transparent partnership with consumers and the community and **we welcome patient, resident and client feedback.**



In Aged Care, Calvary had an overall satisfaction rating of **8.7** against a target of 7.



In Hospitals, Calvary had an average Net Promoter Score of **88.32%** against a target of 60%.



In Home Care **98.86%** of survey respondents cited they were always or mostly treated with respect and dignity.



In Virtual Care, the My Home Hospital service delivered by our joint venture with Amplat Health, recorded an average Net Promoter Score of **88%**.

FAST FACTS



HOSPITALS

Calvary provides hospital services across ACT, NSW, SA, TAS and VIC



8,144

Employees



219,758

Admissions



13

Hospitals



9.22 days

Average length of stay



27,402

Emergency presentations



143,077

Surgical procedures



VIRTUAL CARE

1

Virtual hospital in partnership with Amplat Health



Oncology staff from Calvary Central Districts relocated to the new \$4.75 million **Connery Centre** in South Australia. The enhanced oncology service includes 18 oncology chairs and three treatment rooms designed and equipped to deliver chemotherapy, day haematology and other oncology treatments.



An expansion of the **Hyson Green** unit at **Calvary Bruce Private Hospital** will benefit Canberrans needing mental health care and support. The 14-bed extension caters to inpatients and outpatients, including bedrooms and day-to-day treatment rooms, communal spaces and offices on the second level.



Calvary St Vincent's Hospital in Launceston conducted its first vNOTE procedures; a new hysterectomy reducing time in hospital, faster recovery, less pain and no visible scarring. This is the latest advancement in minimally invasive surgery and another option for women needing surgery to remove reproductive organs.



RESIDENTIAL AGED CARE

Person-centred care is provided in Calvary homes across ACT, NSW, VIC, SA, TAS and QLD



7,568
Staff in
homes



86
Average age
of residents



5,698,554
Care hours



61
Homes



4,841
Residents



In a first for Calvary in Australia, residents at **Calvary Riverside Views** in Launceston are co-designing aspects of their care, experience and life in their aged care home as part of the new Calvary PEARS model of care.



Partnering with University of Sydney, **Calvary Ryde** commenced trialling and evaluating I-CHARP, a reablement program helping residents with mild to moderate dementia remain healthy and independent supported by occupational therapists and nurses.



A 19-bed fully refurbished wing at **Calvary George Vowell** in Mount Eliza opened, offering a contemporary design supporting modern models of care including the Montessori memory support program for residents living with varying levels of dementia.



HOME CARE



1,293
Employees



908,971
Care hours



18,598
Clients



A 104 year-old Canberra woman has been supported by Calvary Home Care for more than ten years, allowing her to live close to her two children and maintain her independence.



**RETIREMENT
LIVING**



495
Residents



17
Retirement villages



514
Units

Retirement Living at Calvary respects the freedom to live independently. These villages are often co-located with an aged care home making transitions to full-time care easier when needed and supported by other partners in care.

A GP clinic at Calvary's landmark **Calvary Kooyong** retirement living, health and aged care precinct is the latest step to delivering integrated living with a primary health clinic supporting residents to live well and in place as they age.

CARE FROM THE HEART



**OUR TEAM OF 18,000 CARING
PEOPLE ACROSS AUSTRALIA LEARN
WITH PURPOSE AND DRIVE POSITIVE IMPACT.**

Calvary is the local employer of choice for young people of South West Rocks wanting to work in aged care, with eight embarking on a six-month Assistant in Nursing traineeship that led to a permanent position with **The Mariner**.

Experienced paramedic and nurse, Larry Dunnett is the first male student midwife at **Calvary Lenah Valley Hospital**, and the second person to undertake a new fast-tracked Graduate Diploma in Midwifery program.

Calvary Riverina Hospital offers the Calvary OnePlus Graduate Nurse Program, which provides new nurses with comprehensive education and on-the-job training across a variety of practices, with an educator available in each ward.





For more
information,
scan the
qr code



CALVARY NATIONAL OFFICE

Level 15 | 345 George Street | Sydney NSW 2000

p: 02 9258 1700 w: calvarycare.org.au



Hospitality



Healing



Stewardship



Respect