

National Mary Potter Award

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

Spirit of Calvary

Being for others



Everyone is welcome.

You matter. We care about you.

Your family, those who care for you, and the wider community we serve, matter.

Your dignity guides and shapes the care we offer you.

Your physical, emotional, spiritual, psychological and social needs are important to us.

We will listen to you and to those who care for you. We will involve you in your care.

We will deliver care tailored to your needs and goals.

Your wellbeing inspires us to learn and improve.

Our Values

Our Values are visible in how we act and treat each other. We are stewards of the rich heritage of care and compassion of the Little Company of Mary. We are guided by these values:



Hospitality

demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend hospitality to all who come into contact with our services by promoting connectedness, listening and responding openly.



Healing

demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.



Stewardship

recognises that as individuals and as a community all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively now and for the future. We are responsible for striving for excellence, developing personal talents, material possessions, our environments and handing on the tradition of the Sisters of the Little Company of Mary.



Respect

recognises the value and dignity of every person who is associated with our services. It is our responsibility to care for all with whom we come into contact, with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.



What is the Mary Potter Award?

The National Mary Potter Award celebrates staff and volunteers who are exemplars of the Spirit of Calvary.

Venerable Mary Potter reminded us, "We have a power within us of doing good, of living our lives for God and the good of those around us."

Named for the foundress of the Sisters of the Little Company of Mary, the recipient/s of this annual national award embody the spirit, passion, drive and enthusiasm for the care and compassion of others ("being for others") that Venerable Mary Potter displayed in her commitment to the care of the sick, the dying and those in need.

What is the outcome or benefit?

The organisation and the wider community understand what Calvary values above all else. Calvary recognises an individual and a team who embody the Spirit of Calvary in the manner of the Foundress of the Sisters of the Little Company of Mary.

The nineteen (19) regional and corporate finalists selected met the following selection criteria:

- Embodies loving kindness – (for instance, lifts everyone's spirits through their presence and actions; never sees a need without doing something about it; goes the extra

distance in the service of others; demonstrably seeks to bring about equality and dignity for all);

- Displays humility and integrity in the work that they do;
- Strengthens relationships (internally and externally, especially within and across teams);
- Makes a difference demonstrating sustained excellence and exceptional commitment in exemplifying the Calvary values of Hospitality, Healing, Stewardship and Respect through behaviours;
- Is a person for others;
- Inspires others;
- Promotes / exemplifies the Spirit of Calvary.

Many thanks, once again, to those who have taken the time to notice and acknowledge the outstanding achievement of their colleagues and the difference they make. It is a great discipline of leadership to notice and encourage the good in each other and one the Sisters consistently maintained as part of their mission with and for others.

Martin Bowles, National CEO

Mark Green, National Director of Mission

Congratulations

In 2023, nominations were received from services across seven states and territories. Heartfelt congratulations to everyone who was nominated, the nineteen (19) finalists, and the three (3) individual and team recipients of the 2023 National Mary Potter Award.



National Mary Potter Individual Award Recipient 2023

Ram Nadarajh

Registered Nurse, Calvary North Adelaide Hospital, SA

Ram goes above and beyond for every patient in his care. He builds outstanding trust and rapport with patients, visitors and colleagues, making everyone feel at home. Nothing is too much trouble for Ram and he does everything possible to ensure that patients have their health care needs met and achieve positive outcomes.

Ram understands the unique needs and concerns of his patients. He is dedicated to a holistic approach to nursing and embodies our Calvary values with grace and passion.

Ram inspires others through the quality of his integrity, respect and care. He makes a significant contribution to the motivation of the whole team, promoting a collaborative culture which also inspires students and novice nurses.

He demonstrates high-level commitment to excellence and innovation. Not only does this impact on the quality of his own care, it sets the benchmark for others. What truly distinguishes him is his remarkable development journey over time, commencing at Calvary North Adelaide Hospital as part of the Graduate Nurse Program and now leading the team as a senior Registered Nurse.

Ram arrives early to every shift and greets everyone with a smile. He tidies the ward and sets up the equipment required for the team before addressing his own personal preparation, ensuring that the ward is ready for a successful shift.

He is an active listener to his colleagues and patients, offering support and feedback and willingly sharing his expertise. He is adaptable and willing to take on responsibilities in addition to his main role. He recognises and appreciates the diverse strengths of his team members, thus fostering a culture of respect and a strong team dynamic.

Ram's dedication is exceptional and his strong sense of responsibility is contagious. He has become a beacon of hope, inspiring others to make a positive impact on the lives of those we serve each day.

Nominated by: Nadia Ventura (Clinical Manager, St Clare Ward, Calvary North Adelaide)

National Mary Potter Joint Team Award Recipient 2023

515 Hospital Assistants

(Paul Payne, Robbie Kingston, Scott Harding, Nate Fenton, Animesh Pradhan, Ben Marion, Shins Emmanuel, Mital Karavadara, Alex Walter).

Calvary Lenah Valley Hospital, TAS

The name '515' comes from the Calvary Lenah Valley pager number for Hospital Assistants working in the Critical Care Unit. This team also provide support for the whole hospital after hours. The 515s are regarded as the "heart and soul" of the hospital, particularly on the night shifts, providing invaluable assistance to Hospital Coordinators.

Their work keeps patients safe and ensures staff have what they need to provide appropriate care, e.g. re-stocking CCU, disposal of waste and linen and relieving other ancillary staff for meal breaks. They play a big role in maintaining safety around the campus, identifying risks and hazards and commencing rectification of these.

The 515s can be contacted by any clinical unit 'after hours' and at any time by any service that requires assistance and is temporarily short of resources. They always endeavour to 'get the job done' as soon as they are able, even when demand and frustration levels are running high.

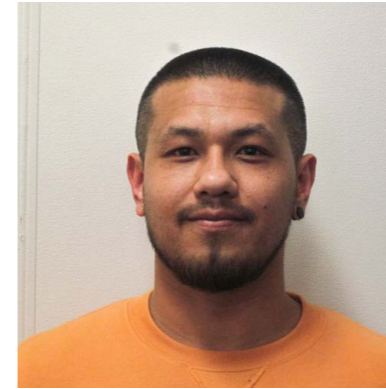
The 515s have developed into a team who actively participates in all Code situations and assists our most critically-ill patients.

This group will always have an appropriate answer if people have queries about ways to tackle tricky situations. During shift handover, they provide information about significant issues or patient situations across the whole campus. They are committed to regular training in order to be able to offer the best support to staff and patients.

As one of the 'Code' teams, 515s assist staff and patients in emotionally and physically demanding situations. While they are a discrete team within the hospital, the 515s are part of everyone's team and make an essential contribution across the whole hospital.

Many Calvary Hobart staff have worked as 515s, including one leading orthopaedic surgeon and two current team members who are about to qualify as nurses. The 515 Team includes some senior members who have almost fifty years of experience in the role including Paul Payne who has worked for Calvary for 24 years.

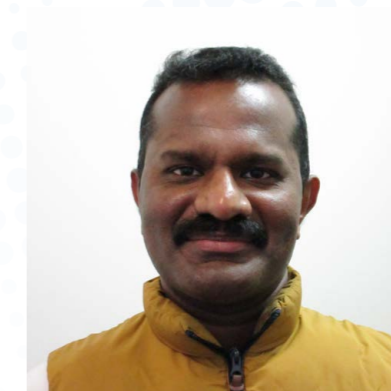
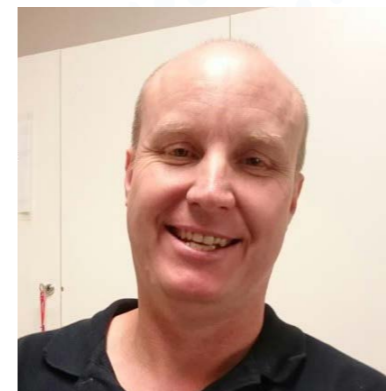
Nominated by: Ellen Carman, Hospital Coordinator, Calvary Lenah Valley Hospital



Above L-R: Animesh Pradhan, Robbie Kingston and Nate Fenton



Above L-R: Scott Harding, Alex Walter and Mital Karavadara



Above L-R: Paul Payne, Shins Emmanuel, and Ben Marion



Top L-R: Francine Davis, Jennifer Tekkel
Middle L-R: Elizabeth Lea, Ginny Davies and Jan Schurmann
Bottom L-R: Jennie Roche and Di Patterson
Absent: Geri Bak, Jill Robshaw and Lynette Anderson.

National Mary Potter Joint Team Award Recipient 2023

Mums and Bubs Volunteers

(Ginny Davies, Lynette Anderson, Francine Davis, Elizabeth Lea, Jill Robshaw, Di Patterson, Jennie Roche, Jen Tekkel, Jan Schurmann, Geri Blake).

Calvary John James Hospital, ACT

This dedicated team of volunteers, some of whom have been contributing their time for many years, assists mothers and their babies in our post-natal exercise classes, where they play a crucial role in caring for infants while their mothers engage in exercises supervised by the Maternity Physio team.

Their presence enhances the overall experience for mothers and babies, ensuring the smooth operation of these classes. They offer a unique experience not found elsewhere in Canberra and their contribution extends beyond practical assistance with childcare. They reduce mothers' anxiety through their caring interactions and foster a warm and supportive environment that allows mothers to connect with each other as well as the physiotherapists and volunteers. Their impact is significant, as evidenced by the return of many mothers with subsequent babies. Some mothers even align their exercise schedule to coincide with specific volunteer's days. They bring laughter and joy to everyone in the class, including the physiotherapists.

The consistent presence of volunteers allows the physiotherapists to focus more attentively on the mothers, ensuring exercises are performed correctly and safely. The value they provide is consistently reflected in enthusiastic feedback from the participating mothers.

The group has also made significant contributions to Maternity patients and their families in other ways. During the Covid-19 lockdown, parents of premature twins contracted Covid and were unable to visit the hospital for a 14-day period. A dedicated Mums and Bubs volunteer was granted special permission to come into the hospital to cuddle the twins, a process that is strongly linked with promoting weight gain in premature infants.

Through their unwavering commitment, these volunteers exemplify our goal of 'Being for Others.' Their continuous gift of time and responsiveness is very significant for the mothers participating in the program, some of whom find themselves without family supports in Canberra. They provide a source of comfort and love to both the babies and their mothers and foster a sense of family within the hospital setting. Their dedication creates a lasting impact on those they serve.

Nominated by: Jennifer Garrett, Senior Maternity Physiotherapist, Calvary John James



National Mary Potter Award Finalist 2023

Jennifer Aitken

Laundry Assistant, Calvary Brighton Le Sands, NSW

Jennifer has consistently gone above and beyond, ensuring that our residents' wellbeing is a top priority. She has developed a heartfelt connection with all our residents, treating them with the utmost respect. She takes the time to engage with them and listen to their stories, while providing a compassionate and empathetic presence. Her interactions with residents extends beyond the laundry room and they often light up when they see her, a testament to her dedication to make their experience at Calvary Brighton Le Sands as positive as possible.

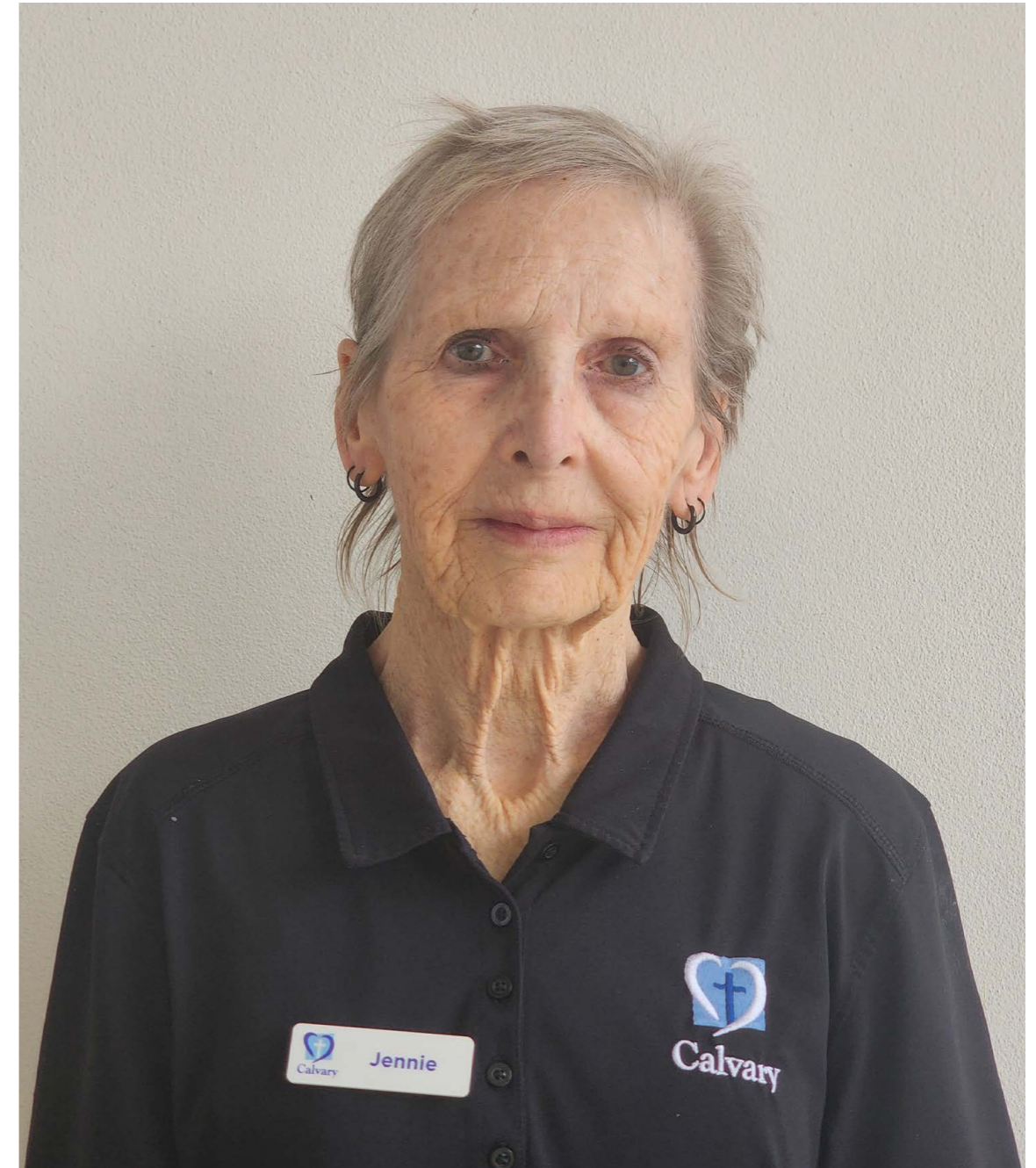
Jennifer's humility and integrity are exemplary. She inspires everyone she works with through leading by example. Her positive and kind demeanour foster a sense of community among the staff and her ability to connect with residents, even during challenging times, sets a standard for compassionate care. Her ability to instil a sense of purpose and dedication in her colleagues is truly inspiring.

Jennifer's commitment to her responsibilities have led to significant improvements in the laundry department. Her attention to detail ensures residents receive clean and well-maintained linen. She consistently achieves high standards of cleanliness and efficiency.

Jennifer is always willing to lend a helping hand and support her team members, fostering a harmonious working environment. Her ability to work effectively within the team contributes to the overall success of the facility.

Jennifer's commitment to Calvary Brighton Le Sands has been unwavering for over 25 years, exemplifying the values of Hospitality, Healing, Stewardship and Respect that everyone holds dear and making a lasting impact on the community.

Nominated by: Dilip Giri, Home Manager, Calvary Brighton Le Sands





National Mary Potter Award Finalist 2023

Maddison Bahnert

Perioperative Services Manager, Calvary Bruce Private Hospital, ACT

Under the management of Maddi Bahnert, patient experience at Calvary Bruce Private Hospital has undergone a transformative shift. Theatre capacity in 2023 surged from 50% to over 90%. This significant improvement ensured a greater number of patients received more timely access to elective surgeries.

The enhanced theatre capacity had a positive impact on patient outcomes and satisfaction and demonstrates Calvary's commitment to providing quality health care services in the Canberra region.

Maddi has demonstrated exceptional leadership skills. She listens to her staff without bias and takes proactive steps to address and follow through any issues of concern. Her approach is characterised by a genuine concern for the wellbeing of her team, and she is dedicated to ensuring that everyone is heard and adequately supported in their roles.

Maddi's leadership encourages her nursing team, providing vision and guidance that renew individual team members' sense of purpose and dedication. She inspires and connects, with humility and integrity, fostering an environment in which each team member feels valued, supported and motivated to contribute their best.

She was able to navigate the challenges of increasing surgical volume adeptly, addressing staff concerns and steering the whole team towards more efficient outcomes. Her capacity to foster a collaborative environment, coupled with a commitment to addressing and resolving workplace concerns has played a pivotal role in reshaping team dynamics. The improved morale among staff is a testament to her leadership. She has turned a challenging workplace situation into one that promotes a sense of unity, support and shared purpose.

Maddi's ability to navigate the business, operational and human aspects of management with dedication and compassion reflects a genuine commitment to upholding the Spirit of Calvary, creating a workplace culture characterised by empathy, resilience and a shared commitment to excellence.

Nominated by: [Cathryn Hibbard, Registered Nurse, Calvary Bruce Private Hospital](#)



National Mary Potter Award Finalist 2023

Jill Barclay

Lifestyle Coordinator, Calvary Capel Sands, VIC

Jill always puts the residents first in everything she does and will advocate for them when they cannot. During Covid-19 outbreaks, Jill checked daily that residents were safe and comfortable and had everything they needed, as well as ensuring their mental health was not deteriorating as a result of isolation.

Jill's door is always open to residents, families and staff. She is a person who welcomes others without judgment and offers a consoling presence when people are struggling. She leads by example and encourages her team with her patience and 'can-do' attitude. Jill inspires those around her to be the best they can be. She helps people lift to the next level by believing in them, identifying relevant training and supporting people to take their next steps.

Jill inspires confidence in her team that they can get things done together and always pitches in to help. She rolls up her sleeve and provides practical assistance whenever it is needed. She goes above and beyond to ensure the team is supported while always ensuring her own work is delivered to a high standard.

She has provided outstanding support to the Memory Support Program which enriches the lives of residents. She ensures her knowledge and experience is well communicated to all who work within this program, thus ensuring the program benefits from everyone's enthusiastic contribution and can be sustained into the future.

Jill is a valued part of the management team and ensures everyone has the information they need to do their job and to work effectively with others.

She is compassionate, caring and committed. Her presence with end-of-life patients is outstanding. She attends closely to the needs of families and provides much-needed support. When a resident has no family, she sits with them herself because, like Venerable Mary Potter, she believes 'no one should die alone.'

Nominated by: Lynette Shelley, Lifestyle Assistant/cleaner, Calvary Capel Sands





Left: Shannon Thompson - Right: Piera Cantelmi

National Mary Potter Award Finalist 2023

Piera Cantelmi

Administration Assistant, Learning & Development Centre, Calvary Bethlehem, VIC

Piera works in an administrative role and does not have direct patient contact but is always thinking about how we can improve the patient experience. This is reflected in her contribution to LDC meetings, her organisational knowledge of what has happened in the past and how this might be utilised in new initiatives.

She makes a difference by inspiring others and connecting with humility and integrity. She is the central point of contact for the organisation around education and training, including E-Learning, and she is always available to assist with a smile. She has an amazing capacity to ensure people feel heard, and she follows up all requests in a timely manner.

She offers sound advice and has the ability to bring people together to share ideas in a respectful manner. "That was a great idea! Have you also considered this?" is a characteristic response from Piera.

Piera is always considering how to do things in a better way. These improvements are not always immediately visible, but they make a strong contribution to helping the department and the hospital function more efficiently and effectively. They may be as simple as addressing the filing system or the way education sessions are advertised but they all contribute to overall quality improvement.

Piera is the heart of LDC. She is always supportive and ensures important personal occasions are remembered and celebrated by the whole team. She is highly organised and process-driven and is always happy to assist the team as well as other staff within the hospital.

Piera's commitment to her role at Calvary Kooyong precinct is reflected in the way she consistently works at full capacity, and always with a smile. She strongly exemplifies the Spirit of Calvary through her caring approach to all she encounters. I will often see her assisting visitors or patients with directions or answering questions. She is an empathetic listener to any staff who come to her for support and always maintains confidentiality. She is greatly respected for this and highly valued not only by the LDC team but by staff across the whole organisation.

Nominated by Cath McMahon: Education Coordinator, Calvary Bethlehem

National Mary Potter Award Finalist 2023

Reshma Gadiyar

Manager Performance and Benchmarking, Design and Architecture, National Office

Reshma is instrumental in improving the experience of the people in our care by supporting those responsible for the coordination and delivery of services. Through her highly-developed analytical skills, Reshma contributes to the collection, compilation and review of data in order to measure the impact of our work and thereby design appropriate service improvements.

Reshma's behaviour reflects her commitment to the Spirit of Calvary in all her collegial interactions and she is an excellent role model for other personnel. She has a gentle way of listening and engaging others. She is patient, asks appropriate questions, understands what is needed from a business perspective and comes up with practical solutions to problems. Her encouragement of others is exemplary.

Reshma is modest about her work but generous in her praise of others, inspiring others to get their best results. She is also generous with her time when offering assistance to her colleagues.

The most recent examples of Reshma's sustained and exceptional commitment were in the development of a SmartSheet to capture national Pastoral Care metrics and the new Mission Governance SmartSheet. In addition to the technology skills demonstrated in these projects, Reshma exemplified the Spirit of Calvary in the way she encouraged and gently supported people into a new way of capturing this data to best demonstrate the extent and impact of our mission across Calvary. She has also mapped, measured and assessed performance in the home care space to assist General Managers to make informed business decisions and plan future directions.

When Reshma joined Calvary in 2019, she was inspired by the story of Venerable Mary Potter and the Sisters of the Little Company of Mary. She demonstrates commitment to their legacy and to the mission and values of Calvary in her every interaction. Her gentleness and support inspires others to do their best work.

Reshma epitomises the phrase, 'some people light up a room just by entering it.'

Nominated by: [Gayle Alexander, National Manager, Mission Integration](#)



Left: Gayle Alexander (Retired National Mgr Mission Integration) - Right: Reshma Gadiyar



National Mary Potter Award Finalist 2023

Suzie Henriksen

Registered Nurse, Calvary Barongarook Gardens, VIC

Suzie is a vibrant, passionate RN whose dedication towards our residents is paramount. They are like family to her, and she goes above and beyond to ensure their needs are met. She always makes sure they are treated as individuals and adapts a personalised approach to each and every one.

Suzie connects with her whole team and is a great morale-builder. She is an inspiring role model who staff members can go to freely to ask for advice or support. She demonstrates integrity, humility and a strong work ethic. She actively responds to feedback and is dedicated to finding better ways to do things if improvement is required.

Suzie's confidence has grown significantly over the last ten months. She brings a positive approach to all tasks and difficult situations, instilling trust in her team and keeping their spirits uplifted. She worked extremely hard during Covid-19 outbreaks to keep residents safe, taking on extra shifts if required, and always being there for others.

Suzie radiates compassion and sincerity. Nothing is too much to ask her to do. She always puts the care of others first and inspires a positive attitude in all our staff by her own cheerful nature, caring leadership style and dedication to our residents.

Nominated by: Natasha Blakley, Home Manager, Calvary Barongarook Gardens

National Mary Potter Award Finalist 2023

Sally Jarvis

Nurse Unit Manager, Calvary Hobart Maternity, TAS

Calvary Hobart Maternity has been an iconic service of Lenah Valley Hospital for over 80 years. Being a 'Calvary baby' in Hobart is a title cherished by the community. Sally Jarvis has been the manager of this unit for over 10 years. In this time, she has demonstrated consistently high-quality and safe patient care, both as a manager and as a clinical midwife. She and her team have built a maternity service with an excellent reputation.

Due to an international midwifery shortage, Calvary Hobart Maternity has recently had to grapple with the risk of closure but Sally has developed a positive plan to promote the ongoing viability of the unit.

She has been ready to fill any clinical gap over the last two years, stepping in countless times to take on extra shifts in addition to her contracted hours in order to ensure adequate staffing and clinical safety within the Unit.

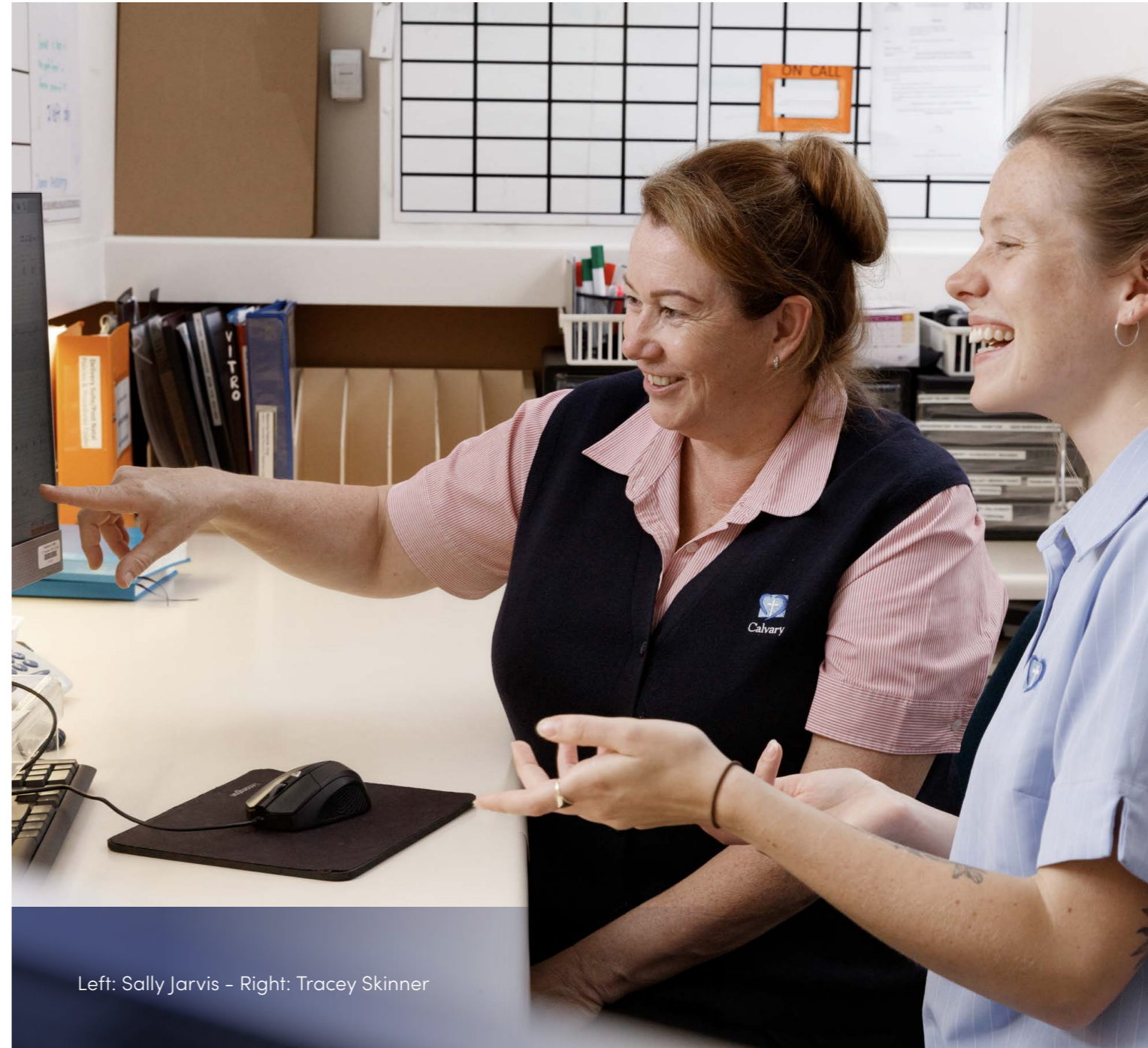
She has advocated strongly for the Maternity Unit and sourced stable agency midwives to fill the staffing deficit. She provided consistent mentorship and supervision to agency staff, who rotate every six weeks, thus ensuring these staff were equipped to provide the same quality of patient care as our regular Calvary staff.

Sally is an excellent midwife who demonstrates and models safe, person-centred care. She is highly regarded within the midwifery community in Hobart. She is also a valued team member of the leadership group at Lenah Valley hospital. The Nurse Unit Managers in her team know they can rely on her for expert assistance whenever it is required.

Sally has a gentle spirit and is deeply respected by those who work for her as one who will listen and encourage their growth in midwifery. She is a source of wisdom and support for other Nurse Unit Managers and Area Leaders.

She is tenacious in her leadership and constantly drives for improvement. Like Venerable Mary Potter, she is striving to meet high standards of care despite many obstacles. She is always there for her patients and her staff.

Nominated by: Leah Magliano, Director of Clinical Services, Calvary Lenah Valley Hospital



Left: Sally Jarvis - Right: Tracey Skinner



National Mary Potter Award Finalist 2023

Lyndal Moore

Clinical Nurse Consultant - Hunter and Northern NSW Youth Cancer Service, Calvary Mater Newcastle, NSW

Patient experience is at the core of the service Lyndal delivers to every Adolescent and Young Adult (AYA) patient in our service. She connects with authenticity, empathy and a common-sense approach and has a magical sense of humour, which really delights patients.

Lyndal is constantly thinking of what she can do to lighten the load on patients. For example, she will decorate inpatient rooms with fairy lights, ensure patients have the food and drink they prefer and takes the time to truly be present with someone when they have received unwanted news.

Her personal values genuinely align with the values of Calvary. She ensures everyone is welcomed and no one feels alone. She heals and stewards by using her expertise in the specific needs of AYA patients. She extends a high level of respect and dignity to all patients and their families by actively listening and understanding their individual needs, feelings and wishes, and by involving them in decision-making.

Lyndal's empathy and innate ability to connect with people on a profound level truly sets her apart. She approaches each day with humility and integrity, always putting the wellbeing of her patients and their families above all else. Her genuine kindness, compassion and unwavering support creates a nurturing environment that fosters hope and healing. She influences others with her compassion, inspiring them to approach their work in the same way. Lyndal's presence is a shining example of how one individual can make an indelible difference to both patients and colleagues through the power of genuine, unwavering dedication to the care of others.

Lyndal has contributed to numerous conferences and research publications. She has been a member of the AYA Steering Committees and a spokesperson for the Clinical Trials Refer app, promoting AYA participation in potentially life-saving clinical trials. She regularly collaborates with Calvary Mater Newcastle (CMN) oncologists, sharing her specialised knowledge of this demographic and has provided AYA-specific training on the hospital wards and to Palliative Care staff. She also provides annual training to paediatric nurses at the neighbouring John Hunter Children's Hospital.

Anyone who has come into contact with Lyndal will attest that her commitment and dedication to the care of AYA Cancer patients exemplifies the Spirit of Calvary. She truly embodies 'being for others'.

Nominated by: Emma Goddard, Youth Cancer Service - Clinical Liaison Psychiatry, Hunter and Northern NSW Youth Cancer Service



National Mary Potter Award Finalist 2023

Naomi Munroe

Assistant in Nursing/Personal Care Worker, Calvary Noosa, QLD

Naomi consistently places the resident's experience at the centre of the care she provides, which is tailored to each resident's specific needs, preferences and goals. She engages in regular, open and ongoing communication. She takes the time to share stories, listening and validating the experience of each resident while valuing their individuality. She collaborates with, and includes residents in decision-making while respecting their choices and autonomy.

Naomi exudes compassion and care, providing both emotional and physical care while maintaining dignity, respect, safety and comfort to all those with whom she engages.

She inspires her colleagues, setting high standards and leading by example, while modelling professionalism, integrity and a positive attitude.

Naomi is always there to mentor and share her knowledge and to provide the support and guidance that enables others to deliver their best care to residents. She recognises and encourages others and acknowledges the contributions of her co-workers. Her positive reinforcement motivates others to excel.

Naomi promotes diversity and inclusion, ensuring all voices are heard and respected. She celebrates difference and creates an environment in which everyone feels valued.

Naomi has been one of the driving forces behind a recent decline in resident complaints and an increase in compliments. She takes a proactive approach to solving problems, offers solutions, and demonstrates a determination and ability to overcome obstacles.

Naomi is a well-respected team member. Communication is the cornerstone of her collaboration efforts. She is a good listener, expresses her ideas clearly and always asks questions when needed. She is reliable, dependable and consistent, keeping commitments, meeting deadlines and following through on her tasks and responsibilities.

Naomi engages in all areas of the home to support the team. She always has a warm smile on her face, cares without judgment, is respectful and dignified, and truly walks alongside those for whom she cares.

Nominated by: Frances Fraser, Home Manager RN, Calvary Noosa





Left: Anson Lin – Right: Irish Perera

National Mary Potter Award Finalist 2023

Kalusayakkara (Irish) Perera

Team Leader (EN), Flora McDonald Lodge, SA

Irish has demonstrated exceptional dedication and commitment to fostering a culture of respect and responsiveness within Calvary Flora McDonald. He upholds the highest standards in his interactions with residents, colleagues and family members. His empathetic approach to caregiving enriches the lives of our residents in our Memory Support Unit and sets a shining example for others to follow.

One of his key attributes is his ability to treat each resident with dignity. This has made a significant difference to residents living with dementia. Their families and friends can enjoy peace of mind, knowing that their loved ones are being well cared for. Whether providing personal care, engaging in recreational activities or simply sharing a conversation, Irish approaches every interaction with genuine warmth and courtesy. He has an exceptional ability to communicate sensitively, taking the time to listen closely and respond to the individual needs and preferences of each resident. This level of attentiveness not only enhances the quality of care that we provide but also contributes significantly to the overall wellbeing and satisfaction of our residents.

Irish consistently demonstrates a collaborative and considerate attitude towards his colleagues. He actively contributes to a positive work environment, fostering a sense of camaraderie and teamwork. He has been proactive in seeking ways to improve the overall experience for residents and their families by actively participating in initiatives such as the non-pharmacological trolley that promote inclusivity, diversity and cultural sensitivity, ensuring that the aged care facility remains a place where everyone feels valued and respected.

Irish exemplifies Calvary's values. His dedication to creating an environment in which residents feel dignified, heard and valued is truly commendable.

Nominated by: Anson Lin, Home Manager, Flora MacDonald Lodge

National Mary Potter Award Finalist 2023

Jaspreet Singh

Head Chef, Calvary John James Hospital, ACT

Jaspreet's commitment to personalised care has led to significant improvements in patient satisfaction. His culinary expertise demonstrates a commitment that goes beyond mere meal preparation.

His dedication is evident in a meticulous approach to tailoring meal plans, ensuring they not only meet individual dietary preferences, restrictions and cultural needs but also contribute to the overall wellbeing of each person.

Jaspreet's proactive engagement with patients and their families has transformed the dining experience into a patient-centred one, with feedback actively shaping the menu. Jaspreet stays abreast of culinary trends and evolving nutritional guidelines and is committed to continuous improvement.

Jaspreet connects well with others and inspires his colleagues to strive for high standards of care and service, while maintaining humility and integrity in all his interactions and actions. He leads by example, actively engaging with his team, fostering camaraderie and promoting a shared sense of purpose. His approachability and open-mindedness creates an environment in which every voice is heard and ideas are freely exchanged. Through his honesty and strong work ethic, he builds trust among his colleagues and promotes a culture of excellence.

Jaspreet possesses a commendable ability to communicate, collaborate and empathise, and actively seeks out opportunities to support his peers. Whether sharing his culinary expertise or lending a helping hand during busy periods, he exemplifies dedication to team success. He is a true team player, while setting a high standard for team endeavour.

Jaspreet's consistently demonstrates a positive attitude, respect for others and commitment to productive collaboration and innovation. Always ready to assist his colleagues and consistently placing the client, resident and patient experience at the heart of care, Jaspreet is a true exemplar of the enduring Spirit of Calvary.

Nominated by: Shankar Baral, Hospitality Services Officer, & Dipen Dahal, Hospitality Assistant, Calvary John James Hospital





National Mary Potter Award Finalist 2023

Nadia Stankevicius

Lifestyle Coordinator, Calvary Trevu House, SA

Nadia is totally committed to the residents of Trevu House and their families. In addition to her role as Lifestyle Coordinator she has taken on the role of Health and Safety Representative and completed training to become our Mental Health First Aid Officer. She has supported residents, families and staff through multiple challenges over the last few years.

Nadia consistently displays a high degree of integrity which is evidenced by the trust that staff members have in her ability to help them if they are struggling with any problems in their own lives. She works closely with the Pastoral Care Manager and Psychologist in identifying the need for coordinated care as a part of our program of providing residents with appropriate emotional support and guidance.

Nadia puts in all the necessary hours to create an amazing program for our residents, including the acquisition or construction of (sometimes outrageous!) costumes and props to complement programmed activities. Some of these activities have included a surprise visit from the Gingerbread Man, the Trevu House Christmas stall, a 1900s-themed day with lawn croquet, tea and cake, Halloween celebrations, a Mad Hatters Tea Party, a visit to the local men's shed with members of our ROMEO cohort (Retired Old Men Enjoying Outings), a JULIET (Just Us Ladies Intentionally Enjoying Tea) bus trip and a Carnival Show Day.

During the Covid-19 outbreaks of 2021 and 2022, Nadia went above and beyond to help care staff out on the floor, assisting with showering and feeding as well as providing mental stimulation through multiple activities to relieve the isolation of lockdown, including keeping lines of communication open with loved ones.

Nadia embodies the Spirit of Calvary in her selfless 'rallying of the troops' when challenges have emerged in order to provide continual high-quality support to our residents and their families. She has been an outstanding and dedicated employee since she commenced here in June 2015.

Nominated by: Di Beecroft, Home Manager, Calvary Trevu House

National Mary Potter Award Finalist 2023

Anne Thomson

Nurse Unit Manager, Coronary Care Unit and Cardiology Department, Calvary Mater Newcastle, NSW

Anne consistently places the experience of her patients and their carers at the core of her work. Whether it be in the investigation of adverse patient outcomes or feedback from patients and carers, Anne always focuses on the opportunities and learnings to provide improved cardiac patient outcomes through continuously auditing, monitoring and evaluating existing care. Anne also instils enthusiasm in other team members to identify opportunities for improvement.

Anne's respectful communication style, her collaborative approach to problem-solving and her willingness to engage with other specialties and external service providers ensures patient care is delivered promptly and within best practice guidelines.

She demonstrates sustained excellence and exceptional commitment, exemplifying the values of Hospitality, Healing, Stewardship and Respect and inspires adherence to these values in her team.

She supports the team to work together to provide the best possible care through her positive approach to change, and the changes she has implemented have significantly improved safe, personalised care delivery for all cardiology patients. She recently led a review and restructure of cardiac outpatient services at Calvary Mater Newcastle (CMN) which resulted in significantly improved waiting times, enhanced patient experience and other service developments in line with best practice.

Anne's colleagues speak highly of her gentle, approachable and caring leadership style and her dedication to passing on her expertise through teaching others. She will always take the time to assist staff who are seeking access to her advice and expertise.

Anne has worked at the Mater for over 37 years, assuming the role of Coronary Care Nurse Unit Manager for the Coronary Care Unit and Cardiology Department in 2014.

Not only has Anne demonstrated exceptional commitment to her patients, colleagues and the hospital, she exemplifies the spirit of 'being for others' in all that she does. She is a kind, gracious, caring and thoughtful leader and an extremely skilled and knowledgeable clinician. She demonstrates unwavering support for her staff and diligently pursues the best outcomes for her patients.

Nominated by: Jeanette Upton, Quality Manager, Calvary Mater Newcastle





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Leigh Wilson

Leigh's team members are not patient-facing but he tells them to "think of every box you tape up for distribution as if it's a bandage on a patient." The attitude and diligent care expressed in this instruction says it all.

Leigh has proved himself to be a leader with enormous heart and vision, stepping up to assist in difficult times and to cover for his colleagues in times of need. When he took up a leadership role at short notice, following a family emergency in the previous manager's life, he proved himself to have wisdom, patience and intelligence, bringing together the team who were distressed on behalf of their former manager, while meeting complex supply and procurement objectives during a time of system challenge and change.

Leigh has continued to address change management as a newly appointed manager reporting to the Corporate Governance Committee, always ensuring a succinct and professional capture of key indicators of system compliance, such as staff appraisals and mandatory training, staff morale, environmental sustainability initiatives and mission projects.

Leigh's courage and perseverance have been a great support to his colleagues in a time of deep personal and organisational need. His leadership has enabled the hospital to keep delivering excellent care to our patients with the necessary equipment and consumables during a very challenging time. This truly demonstrates the Spirit of Calvary that originated with Venerable Mary Potter and the Sisters of the Little Company of Mary. Like them, Leigh did not back away from a difficult situation but stepped up bravely and led his team with sensitivity to their needs, while inspiring them to go the extra mile in meeting the needs of our patients.

Nominated by: [Tony Brennan, Director of Mission, Calvary Hobart, TAS](#)



Left: Samantha Cookson – Middle: Christine Williams – Right: Ingerlise Svaleng

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Samantha Cookson, Christine Williams & Ingerlise Svaleng

National Internal Communications Team, National Office

The National Internal Communications Team has been pivotal in supporting the roll out of the 'Speak Up for Safety' Campaign, in particular, the Feedback System. They have also been pivotal in supporting the refresh of the STAR Awards (which focuses on projects that improve patient safety) and the development and implementation of World Consumer Safety Day campaigns.

The National Internal Communications Team consistently go above and beyond to make sure that the projects we deliver reach the right networks and are engaging for our teams across all regions. They understand and comprehensively implement what we need to do to recognise site-based teams for the great work that they are doing.

They give sound advice to other teams such as Clinical Governance, leveraging their skill and experience and pulling together tools and resources to support the effective delivery of key messages. This is usually done within tight time frames but the team approaches every project in a positive 'can-do' manner.

They have also provided valuable assistance in identifying how we can embed and weave a culture of safety into areas where this focus needs greater emphasis. They consistently think broadly about what will make Calvary shine and demonstrate the value we add to people's lives.

The National Internal Communications Team puts Calvary's values at the centre of everything they do, providing excellent outcomes delivered via collaborative, thoughtful and creative processes that demonstrate wise stewardship over the use of resources.

Speak Up for Safety would not be where it is now without their expertise, hard work and support.

Nominated by: Jane Graham, National Manager Consumer Safety Culture



Interventional Suites Team based at Calvary Adelaide Hospital, SA

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Interventional Suites Team

Calvary Adelaide Hospital, SA

The Interventional Suites Department has an excellent work culture and comprises highly skilled staff members who support each other and share all their learnings. The team embraces the opportunity to keep competencies up to date through positively engaging with many learning and development opportunities. They also participate enthusiastically in social events which promote team bonding and encourage good working relationships.

The whole team communicates well with patients, families and health care professionals and receives outstanding patient feedback on their service evidenced in comments such as:

“Right from entry at Reception, then through my stay, all of the staff encountered were extremely caring and helpful, not only to me but also to my wife. It was noticeable that staff looked out for each other to help make a pleasant and professional working environment.”

The Clinical Nurses and Manager work diligently to improve workflows and the quality of clinical care by holding monthly meetings in which everyone’s feedback and ideas are sought and actively incorporated.

The team is very diverse and includes people from many different backgrounds, all of whom work together with respect and active acknowledgement of each other’s contributions. The team are also very responsive to the varying cultural needs of their patients. They expect and maintain good relationships with the doctors and other hospital teams including radiographers, cleaners and patient support workers. They demonstrate high levels of respect for all these roles, thereby creating dynamic and effective partnerships of care for all their patients.

Nominated by: Tanya Brooks, General Manager, Calvary Adelaide Hospital



Hyson Green, Nottingham

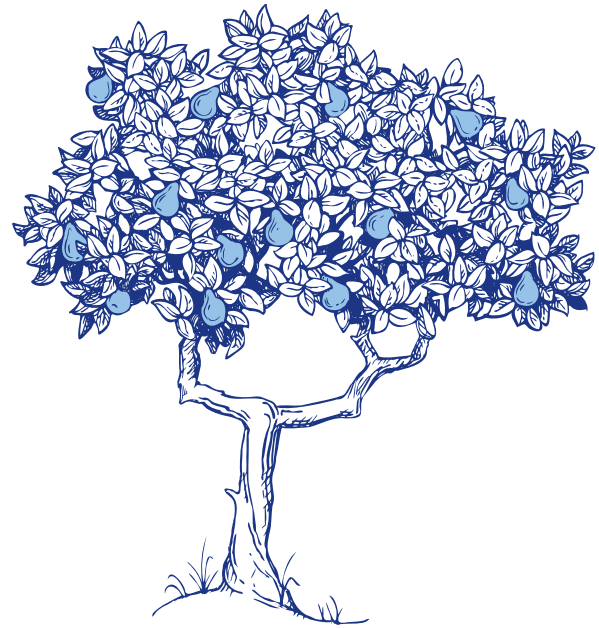


Illustration of the drawing of the pear tree by Marie Angel, great-niece of Venerable Mary Potter.

Mary Potter and the early Sisters had a pear tree in the garden of the first convent of the Little Company of Mary (LCM) at Hyson Green in Nottingham, England. As the beautiful tree grew, so too did LCM. The first LCM Sisters sat under this pear tree to pray, to plan and to celebrate. From the wood of this tree a crucifix was crafted that now hangs in the LCM Heritage Centre in Nottingham.

For Calvary, the pear tree is a symbol of our commitment to continue the mission and vision of Mary Potter by being a source of hope, healing and nurturing to the people and communities we serve.



Hospitals
Home Care
Virtual Care
Retirement Living
Residential Aged Care