

Being Calvary 2025



Hospitals | Home Care | Retirement Living | Residential Aged Care

Message from Damien, Jim, and Michael



DAMIEN BRUCE
**National Chief
Executive Officer**
Calvary Health Care



JIM BIRCH AM
Chair
Little Company of
Mary Health Care Ltd



HON MICHAEL LEE
Chair
Calvary Ministries
Trustee Board

As this year's annual review goes to print, we will be acknowledging 140 years of Calvary with celebrations across our services reflecting the legacy of our founding Sisters we are entrusted to continue.

The theme of our celebrations is "A future of hope" and as we refine our business aspirations and goals, we will do so with ongoing reverence to our Mission of Being for others; the Calvary benchmark for how we treat others and what we seek to achieve in providing safe, compassionate and person-centred care.

In 2024, we reframed our strategic vision to Sharing the Spirit of Calvary through Great, Connected Care. In the past year, Calvary enabled this vision into a living reality. No better example is that of Don, a Launceston Veteran, guided and supported by all four cornerstones of the Calvary Care System. His care was tailored in hospital, transitioning to respite residential aged care, before becoming a Cosgrove Cottages retirement living resident receiving our home care support. Our team collaborated to assist Don as he navigated the complex health system ensuring his holistic wellbeing.

Great, Connected Care is the key to Calvary's future successes. As our Foundress, Venerable Mother Mary Potter said: "We are commencing a work in time that is to influence eternity".

At the same time, we are proud to ensure equitable access to care remains at the forefront of our healthcare system. Evidenced in South Australia when Calvary accommodated 147 vulnerable cancer patients displaced and discarded

through a failing competitor hospital and subsequent bail out, ensuring uninterrupted, compassionate care. And again, when Calvary Lenah Valley Hospital announced expanding maternity services in the wake of another provider closing obstetric services, to maintain choice in care for Tasmanian women.

Underpinning the delivery of our care are our people. This year, we were honoured to be named Australia's most attractive employer of choice and healthcare brand – both gratifying and humbling.

To support our workforce, we continue to invest in new and existing assets, creating environments that meet modern healthcare needs. This year we announced a Calvary John James Hospital redevelopment and renovations to the Lenah Valley maternity unit. We completed upgrades to Calvary North Adelaide Hospital and 47 retirement living unit refurbishments in Victoria and Tasmania, as well as new staff accommodation for our Tiwi Islands Malukunya service.

Technology continues to influence our work. We launched a new website to improve consumer-engagement, along with a large-scale digital transformation enabling compliance with the new Aged Care Act. Known as the Calvary Care System platform, this will support our connected care strategy and ultimately digitally link all our services.

We collectively thank the National Executive Leadership Team, Board and Trustees for their commitment to our Mission, remain eternally grateful to our staff, volunteers, and partners in care for their ongoing efforts, and look forward to the year ahead.

In the lead up to our **140-year celebrations in November 2025**, Calvary recognised many significant anniversaries across our services reflecting our legacy and values:

SEPT
2024

Calvary John James Hospital in Canberra celebrated **30 years of maternity services**. First baby Donna was delivered by midwife Cheryl Guthrie, who continues to work at the hospital. The mums and bubs exercise classes also achieved 10 years.

OCT
2024

Calvary Riverina Drug and Alcohol Centre celebrated its **10-year anniversary**, providing comprehensive treatment for clients with complex health and social needs through in-patient, residential and day programs.

NOV
2024

Calvary Health Care launched a **new website**, making it easier for patients, residents, clients, providers, carers and the public, to digitally connect with our full range of healthcare services.

MAR
2025

From humble beginnings in 1900, **Calvary North Adelaide Hospital** is the bedrock of **Calvary's 125 years in South Australia**. Today, it is best known for its maternity and cancer services, as well as the Mary Potter Hospice providing palliative and end-of-life care.

JUN
2025

South West Rocks aged care home, **The Mariner**, celebrated **15 years since first welcoming residents**. Evolving from a community idea, today more than a dozen founding employees and volunteers remain, including personal care worker, Jenny O'Connor.

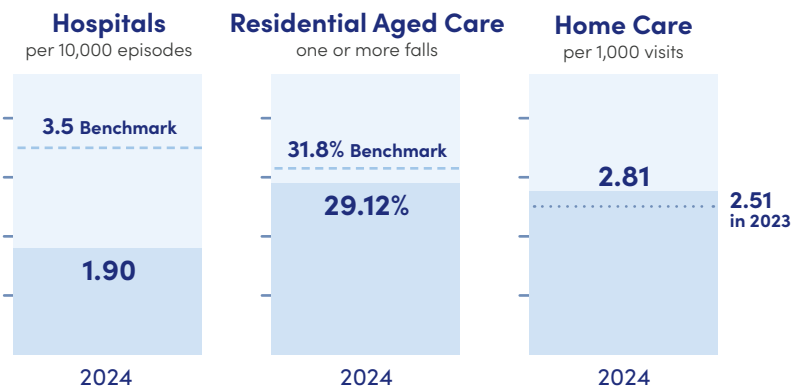
140
YEARS OF CARE

*A future
of hope*

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.



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 **8.8** against a target of 7.

In Hospitals, Calvary had an average Net Promoter Score of **88%** against a target of 80%.

In Home Care **96.54%** of survey respondents cited they were always or mostly treated with respect and dignity.

Finance

In thousands of AUD



Our People

Care from the Heart

The joint recipients of the 2024 Mary Potter Individual Award are, **Claire Putnam**, Calvary Trugo Place Home Manager, and Calvary Haydon volunteer, **Paul Sloane**. Claire is recognised for ensuring every resident, family member, and staff member feels valued and supported, and Paul for his tireless willingness to assist with any activity making him a cornerstone of the community.



Claire Putnam
Calvary Trugo Place
Home Manager



Paul Sloane
Calvary Haydon
volunteer

Dr Clayton Barnes has put regional eye health first for 33 years, including more than three decades at **Calvary Riverina Hospital**. He received the Distinguished Service Medal at the 55th RANZC of Ophthalmologists for his care, as well as training more than 110 registrars in ophthalmology in a rural setting since 2000.



Calvary Mater Newcastle Clinical Nurse Consultant, **Lyndal Moore**, was named Catholic Health Australia's 2024 Nurse of the Year. Described as "Mary Poppins in scrubs", she has been nursing for 32 years and supports young people aged 15-25 years living with a cancer diagnosis.



17,716 PEOPLE

Calvary Health Care is Australia's most attractive employer and healthcare brand for 2025. According to Randstad's Employer Brand Research report, Calvary's commitment to a respectful and inclusive workplace aligns with the desires of the workforce seeking inspirational purpose, values, good training, diversity and inclusion, and strong management.

Research

Calvary is committed to research that aims to improve the health outcomes of our patients, residents and clients, endorsing a Research Governance Framework and Research Action Plan 2024-2026.



338
Hospital
research
projects



12
Residential
aged care
research projects



Calvary Haydon and the University of Canberra undertook a year-long research project trialling a new way to deliver allied health in the residential aged care setting. The outcomes of the project will be released in late 2025.



Calvary Mater Newcastle is the first hospital in NSW named a Centre of Excellence by the Myelodysplastic Syndromes Foundation, recognising its work in the diagnosis, treatment and research of the rare blood cancer.



Calvary is partnering with the University of Sydney to trial and evaluate a reablement approach where occupational therapists and aged care nurses together help residents with mild dementia continue activities, and maintain their independence and function for longer.

Our volunteers



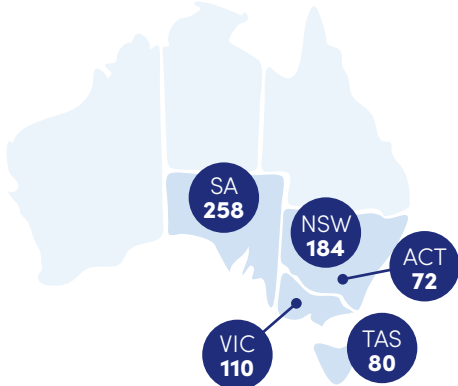
Calvary Health Care Tasmania's volunteer program, comprising more than 70 volunteers from all walks of life, backgrounds, and diverse abilities, won Volunteering Tasmania's award for inclusive volunteering.



More than 50 volunteers bring compassionate care to **Calvary Health Care Kogarah** patients including Julie Spaul, a trained hairdresser, supporting those experiencing hair loss due to illness or treatment through the Wig Library.



704
Calvary volunteers



Partnerships



Calvary Lenah Valley Hospital's private emergency department returned to operating 24 hours, seven days a week in partnership with Care 24-7, Australia's leading provider of specialist-led private hospital emergency departments, extending its existing partnership with Calvary in Adelaide since 2021.



Calvary Adelaide Hospital partnered with UniSA, which designed a perioperative escape room specifically for nursing staff at the hospital. The simulated experience is an Australian-first for private hospitals and puts nurses to the test solving complex scenarios and responding to emergencies.



Calvary Bruce Private Hospital partnered with Rotary Oceania Medical Aid for Children (ROMAC) to deliver life-changing surgery for Vanuatu's Habib Sakama Tom. The 17-year-old from Tanna Island had a complete hip replacement improving mobility and alleviating pain.

Infrastructure

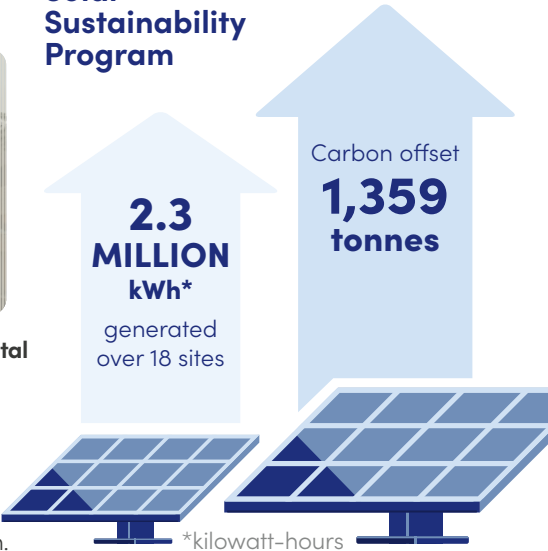


A \$450,000 cottage refurbishment part-funded by Network of Alcohol and other Drugs Agency, is providing transitional housing for clients of the **Calvary Riverina Drug and Alcohol Centre** to continue their recovery in a safe and supported environment.



The proposed **Calvary John James Hospital** redevelopment will replace ageing infrastructure with a modern hospital comprising 98 beds, including maternity, special care nursery and adult intensive care, ten operating theatres, endoscopy facilities, and a rehabilitation gymnasium.

Solar Sustainability Program



FAST FACTS



HOSPITALS

Calvary provides private hospital services across ACT, NSW, SA and Tas, and operates public hospitals in NSW and Vic.



5,951
Employees



197,975
Admissions



10
Private Hospitals



3
Public Hospitals



4 days
Average length
of stay



31,925
Emergency
presentations



143,145
Surgical
procedures



2,509
Births

N.B. Data is reflective of our private hospitals



The **Calvary Lenah Valley Hospital** performed its 1000th cardiothoracic surgery on patient Ian Rowbottom in July 2024. He met the hospital's first patient, Toni Bird, who was 57 when she had a quadruple coronary artery bypass in July 2018.



Calvary Mater Newcastle is the first hospital in Australia to implement an MRI-only planning approach for radiation therapy, marking a significant advancement in the treatment of prostate cancer. Efforts are underway to expand its use to treat other cancers.



Calvary Riverina Hospital gynaecologist, Dr Marlene Bothma, performed Wagga Wagga's first laparoscopic hysterectomy with ICG fluorescence mapping and sentinel node mapping for endometrial cancer, removing the need for travel to a capital city for treatment.



HOME CARE

In ACT, NSW, NT, SA, Tas and Vic, Calvary delivers a range of home care services enabling independence, improving social connections and promoting positive health and wellbeing.



1,211
Employees



18,620
Clients



929,201
Hours of care



A partnership between Calvary Health Care Home Care in Flinders Far North and Independence At Home is delivering significantly enhanced occupational therapy (OT) services for clients in hard-to-reach locations to remain safe and well in their own home.



Lucia Alesiani no longer struggles carrying laundry at her retirement village thanks to her home care support package. To improve her quality of life and ensure ongoing independence, her package helped deliver a hideaway laundry within her unit.



Calvary opened a new Mid North Coast Home Care Service Centre in Forster, to support the increasing demand for services that will help more older people in the region stay in their homes and their communities for longer.



RETIREMENT LIVING

Calvary provides retirement villages and senior rentals in ACT, NSW, SA, Tas and Vic, enabling older Australians the freedom to live independently.



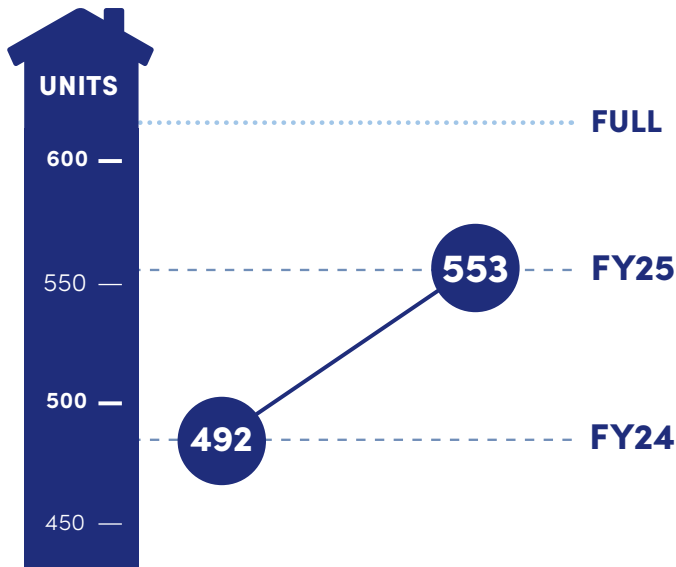
504
Residents



17
Retirement
villages



553
Occupied units



Retirement living plays a key role in our connected care model delivering enhanced experiences for older Australians seeking affordable housing combined with supports promoting wellbeing and social connections. This includes meeting the strong demands for accessing our home care supports and offering co-location with residential aged care to support changing needs of individuals and couples as they age.



Compassion and practicality were the driving forces behind transitioning **Sydney Williams** retirement village in Doncaster East to a seniors' rental site. Co-located with **Calvary Millward** aged care home and access to home care services provides affordable housing supporting residents to age in place.



RESIDENTIAL AGED CARE

Calvary operates homes across ACT, NSW, Vic, SA and Tas



7,741
Employees
in homes



86
Average age
of residents



5,908,015
Care hours



57
Homes



4,497
Residents



In the spirit of the Paris 2024 Olympic Games, Federal Minister for Aged Care and Sport, Annika Wells officially opened the Calvary Aged Care Games for our seven residential aged care homes in South Australia. Teams went head-to-head in a series of competitive events for all abilities including basketball, aeroplane throwing and a quiz.



A dementia support program introduced in Calvary's aged care homes across Melbourne's Mornington and Bayside areas won the national quality and safety award. Based on a Montessori approach, the Calvary program provides meaningful, tailored, small-group activities and support for residents living with dementia.



Staff at **Calvary St Paul's** aged care home at Cundletown, near Taree, experience for themselves what a resident sees and feels to better understand their vulnerabilities through a co-designed series of hands-on, practical training sessions for new trainees, existing staff and future starters, to improve the resident experience.



For more information, scan the QR code

*Note: Numbers represent the amount of services when 2 or more exist in that area.
Map reflecting services up to 2 October 2025.*



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Hospitality



Healing



Stewardship



Respect