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MEDIA RELEASE

Celebrating 26 years of Catholic Healthcare

Today, Catholic Healthcare is delighted to celebrate 26 years of providing health and aged care services to residents, clients and patients.

This year's theme for Foundation Day is living 'life to the full', which lies at the heart of our Mission.

Catholic Healthcare's Managing Director, David Maher said, "We celebrate the care and service we have provided across the year, and we celebrate our colleagues, who have displayed so much dedication, resilience and agility to support the wellbeing of our clients."

"This year has been an unusual and dramatic year of responding to challenge and change.

"The aged care Royal Commission, new aged care standards and other Government reforms have impacted right across Catholic Healthcare. We responded by developing and launching our *Enrich* Model of Care, describing 'how we care' for our residents and clients.

"The summer came with bushfire ferocity, and we acknowledged our people who 'shined' during this disaster. We were then faced with a global pandemic. We acknowledged the challenges faced with Covid-19 and the incredible way our people responded to ensure our clients continue to 'live life to the full' in our Homes and within the community. Over the past few months, we have had to adapt the way we work without visitors to our Homes. We have been delighted by innovative and creative activities added to the residents' Lifestyle Program, and the introduction of video calls and other digital communication initiatives for residents to stay connected to loved ones.

"Our organisation is very special, and the work we do is very important. A shared focus on ensuring the safety and wellbeing of all in our care, and for each other, in this year of relentless challenge, has been inspirational," added Maher.

Some of Catholic Healthcare's highlights and achievements over the past year included:

- St Hedwig Village became the latest member of the Catholic Healthcare family, starting an exciting partnership of care in Western Sydney.
- 25th anniversary 'Win A Wish' gifts to residents and clients continued to be rolled out. These included a private tour of the Archibald at the Art Gallery of NSW; a visit to Floriade; a Sydney Harbour cruise; a night out to enjoy the Royal Edinburgh Tattoo in Sydney and a trip to see the Swans play!

- The first-ever art exhibition and auction of resident art was held at Gertrude Abbott and The Sister Anne Court in Surry Hills.
- Client satisfaction surveys in both Residential and Home Care continued to reach new heights, with satisfaction levels above 90%.
- Catholic Healthcare was runner up in the Provider of the Year category for the ACSA Awards and finalist in a sector award for Excellence in Urban Development for the McQuoin Park Redevelopment.
- Liz Zachulski, Residential Manager for St Catherine's Bathurst, was recognised in the Queen's Birthday Honours List with an OAM.
- New service enhancements continued strongly, with completion of new Homes in Villa Maria Brisbane; Charles O'Neill Hostel Newcastle; and Forbes Jemalong Retirement Living residences.
- McQuoin Park retirement is also nearing completion, and Casula aged care will open before Christmas.
- Two successful conferences were initiated for the sector during the year, including a Hoarding and Squalor Symposium at Parliament House; and a biennial Pastoral Care Conference, with the theme *Dignity in the Final Journey*.
- Finally, we bid farewell to two services near and dear to Catholic Healthcare's heart – the NSW Elder Abuse Resource service transferred back to the Government after seven years; and the Commonwealth Respite and Carelink Centre in Dubbo after 21 years.

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