

Having your baby at Mater Mothers' Private Brisbane

Welcome and congratulations

We understand that preparing for the birth of your baby can make you feel excited, anxious, overjoyed—in fact a whole range of emotions. That's why we have prepared the following information to answer some of your questions and to help you feel comfortable about coming to hospital for your baby's birth.

If you have any questions, please call us on 07 3163 1919.



Before you arrive

One of the many benefits of coming to Mater Mothers' Private Brisbane is that you can choose your own private obstetrician to manage your private maternity care.

Understanding your costs

Your obstetrician will discuss their costs with you. Please note that your obstetrician's costs **do not** include some aspects of the care provided to you and your newborn baby. Some of these costs may be covered by your private health fund. It is important that you contact your health fund to determine which benefits you are entitled to and which expenses you will need to cover out of pocket.

These extra costs might include some of the following:

- Antenatal procedures, such as ultrasounds
- Pathology, such as blood or urine tests
- Pharmacy items
- Antenatal education classes
- Partner meals
- Your baby's paediatrician—Your obstetrician will refer you to their chosen paediatrician. You can ask for the paediatrician's details before your hospital admission and then make contact in advance for an estimate of their fees. Paediatric fees cannot be charged to your health fund unless your baby is admitted to the Neonatal Critical Care Unit. The rebate for newborn services comes from Medicare. We recommend that you register your baby with Medicare as soon as possible after birth so you can claim back the rebate.
- You may require an anaesthetist for some procedures, such as insertion of an epidural or care during a caesarean section. Your obstetrician will recommend an anaesthetist if you need one. You can ask for the anaesthetist's details before your hospital admission and then make contact in advance for an estimate of their fees.



Coming to hospital

Where to go for admission

Mater Mothers' Private Brisbane's main entrance is located on Level 5. Proceed through the security boom gate on Raymond Terrace to access the hospital. Your partner or support person may park in the designated set down/pick up area at the front of the building for a period of **five minutes**.

Please go to main reception, where you will be directed to the Pregnancy Assessment Centre located on Level 5.

If you are in strong labour and unable to move from the car, please remain in the car and ask your partner or support person to go to main reception and request assistance.

If you have a booked admission for an elective caesarean section or induction of labour, please present to main reception on Level 5 on the day and time that you have been advised. You will be formally admitted to hospital and escorted to your private room on the postnatal ward.

After hours admissions

The security boom gates are unattended between 8.30 pm and 6 am but there is an intercom to enable you to contact security, who will remotely operate the boom gate. The front doors of the hospital are also locked between 8.30 pm and 6 am. An intercom at the front door can be used to contact main reception which is staffed 24 hours a day.

Postnatal ward

Your baby will be with you in your room at all times and visitors are very welcome. Partners or a support person can visit anytime and are welcome to stay overnight on the daybed provided. Other family and friends are welcome between **10 am to 1 pm** and **3 pm to 8 pm**. We encourage this rest period between 1 pm and 3 pm each day to ensure that you and your baby receive enough rest.

Please advise your friends and family to visit before or after this period if possible. Please ask family or friends who are unwell to delay visiting your baby until they are well.

If your visitors are feeling unwell, it's best for them to stay away to protect our little patients' immune systems.

Making your way to hospital

Buildings

- 1 Mater Private Hospital Brisbane
- 2 Mater Private Clinic
- 3 Mater Hospital Brisbane
- 4 Mater Medical Centre
- 5 Salmon Building
- 6 Duncombe Building
- 7 Queensland Children's Hospital
- 8 Whitty Building
- 9 Mater Mothers' Private Brisbane

Key

- Parking
- Drop off zone
- Adult Emergency
- Private Emergency
- Security booth
- Main entrance



Location

Mater Mothers' Private Brisbane is located on Raymond Terrace, South Brisbane and is easily accessible via public transport, car or taxi.

By car

From Brisbane CBD, travel south towards the Cultural Centre at South Bank. Mater Mothers' Private Brisbane is located between South Bank parklands and the Brisbane Cricket Ground (Gabba) as two points of interest.

Public transport

South Bank has a public transport hub including an integrated bus and rail interchange at South Brisbane/Cultural Centre. Additional services from South Bank will connect you to Mater Hill busway.

For timetables and more information, please visit the Translink website translink.com.au or contact Translink on 13 12 30.

Parking fees

All patients and visitors using the hospital car park are required to pay before exiting at pay stations situated in the car park. You are able to pay using cash, Visa or Mastercard.

Parking

Parking is available in Mater's Hancock Street Car Park and Mater Hill Car Park and patrons are required to pre-pay for parking prior to exiting.

Multi-day passes are available from the service centres in two locations—Level 1, Hancock Street Car Park and Level 4, Mater Hill Car Park between 7 am and 8.30 pm.

Set down zones

Mater Mothers' Private Brisbane has a designated five minute set down zone for patients off Raymond Terrace. Proceed through the boom gates at security and you will be directed through to the hospital.

What to bring to hospital

Please pack your belongings in a small bag as these are easier to store in your room.

For you

- Comfortable clothes
- Personal toiletries for you and your partner
- Sleepwear, dressing gown and slippers
- Comfortable underwear—seven to 10 pairs
- Maternity bras—three or four
- Nursing pads
- Maternity or super-size sanitary pads –minimum of 40
- Tissues
- Camera
- Socks for cold feet during labour
- Swimwear for yourself and your partner to wear in the shower/bath during your labour if you choose to use water immersion.

For your baby

- Small beanie or hat
- Six warm outfits, six singlets and socks
- A blanket or wrap for going home
- A fitted car seat
- A packet of newborn nappies
- A large packet of baby wipes.

One packet of Mater newborn disposable nappies and wipes will be provided to you on admission as a complimentary gift from Mater. We would suggest bringing another packet of nappies and baby wipes with you too.



Preadmission service

Preadmission phone interview

During your pregnancy you will have a phone interview with a midwife. The purpose of this interview is to share information about your obstetric, medical, surgical and family history and to answer any questions you may have. Details confirming the date and time of this interview will be sent to you after the 22nd week of your pregnancy.

Antenatal education

Mater Mothers' Private Brisbane offers a range of education programs that are facilitated by midwives, physiotherapists and dietitians who are skilled in childbirth education and women's health. **As our classes are very popular it is important to book as early as possible to avoid any disappointment.** For further information visit matermothers.org.au or contact our Bookings Officer on 07 3163 8847.

Our maternity facilities

Birth suite

Mater's spacious and comfortable birthing rooms provide a safe atmosphere for the birth of your baby. Each birthing room is self-contained, with the majority of medical equipment discreetly concealed. Baths and showers are available in most birthing rooms for warm water immersion during labour.

Your midwife will work in partnership with you to help achieve your wishes for labour and birth. Your midwife also works closely with your obstetrician and paediatrician to ensure that you and your baby receive exceptional care.

Your support person is welcome in the birthing room during labour and the birth of your baby. If a child is to attend the birth, please prepare them for this special occasion and arrange for someone other than your support person to look after them. A virtual tour of our birthing rooms are available at matermothers.org.au

Cameras may be used in birth suite and in theatre at the discretion of the medical and midwifery staff involved in the birth of your baby. Please respect the privacy of staff by asking permission to photograph them.

Your baby's birth

Supporting breastfeeding with skin-to-skin contact

Ask to have skin-to-skin contact with your baby as soon as possible after birth. This helps them to stabilise

their temperature and initiate an instinctive feeding response that will enhance bonding and breastfeeding establishment. These instincts are heightened during the first two hours after birth. Skin-to-skin contact with your baby after a caesarean birth is encouraged as soon as possible. A midwife will assist you with this.

Baby identification

Your baby will have two identification bands, one placed around each ankle immediately following birth. These bands must remain on your baby while you are both in our care. It is important you advise your midwife if either of the bands are too loose or have fallen off during your stay, so that they can be replaced.

Mater Centre for Maternal Fetal Medicine

If either you or your baby have existing, or potential, high risk medical concerns, your obstetrician may refer you to Mater's Centre for Maternal Fetal Medicine.

The centre conducts antenatal ultrasound screening, Non-Invasive Prenatal Testing (NIPT), and diagnostic tests including Amniocentesis and Chorionic Villus Sampling (CVS), upon referral from your obstetrician. If you would like to know more about these tests, please speak to your obstetrician. Please note, a fee is charged for ultrasound examinations and investigations.

Certain conditions can be diagnosed and appropriate treatment can be offered which may improve the outcome for your baby. Counselling is always provided for high-risk women.

Reasons for concern during pregnancy

Your body has a great deal to do during pregnancy. Sometimes the changes taking place will cause irritation or discomfort, and on occasions they may seem quite alarming. There is rarely any need for concern, but you should mention anything that is worrying you to your obstetrician or midwife.

If you experience or notice any of the following symptoms from 20 weeks of pregnancy, it is important to contact the hospital by calling 07 3163 7000 or call your obstetrician immediately:

- your baby's pattern, strength, or amount of movement is less than usual
- vaginal bleeding
- your waters break
- period like pain in your lower tummy that comes and goes regularly
- any change in colour or odour of vaginal discharge
- abdominal cramps with or without diarrhoea
- lower backache
- dizziness or blurred vision, particularly if accompanied by headaches.

Pregnancy Assessment Centre (PAC)

Our Pregnancy Assessment Centre provides assessment and care for women from very early pregnancy until six weeks after the birth of your baby. It is collocated with the birth suite on Level 5, Mater Mothers' Private Brisbane.

For pregnancy related concerns, including bleeding or pain, please present to the Pregnancy Assessment Centre or call 07 3163 7000.

Please note, we are unable to provide clinical assessment over the phone and you may be asked to come in to PAC or the midwife may contact your obstetrician on your behalf.

For other non-pregnancy related health concerns, please contact your GP or hospital emergency department.

In an emergency situation you should always call 000 for an ambulance.



Having a caesarean

If you have a caesarean birth with a spinal or epidural anaesthetic, we welcome one support person into the operating suite with you.

If you require a general anaesthetic, you will be asleep during the operation. While your support person can come with you to the operating theatre initially, they will be asked to wait outside in the waiting area during the procedure. Your support person will be in the recovery room when you arrive there shortly after the operation.

Your private postnatal room

Each private room at Mater Mothers' Private Brisbane includes an ensuite bathroom, baby bathing facilities, phone, television and fridge. Our Parents Lounge also includes tea and coffee making facilities.

Your partner or support person is welcome to stay overnight on the daybed provided in your room. In consideration of others, we ask that everyone is appropriately dressed at all times. Children are not permitted to stay overnight with you.

A virtual tour of our private postnatal rooms are available at matermothers.org.au.



Paediatric assessment

In the majority of births, a paediatrician is not required to attend. Your obstetrician may request that the paediatrician be present when your baby is born if there are any concerns about the baby being unwell or if the birth is more complex.

During your stay in hospital, the paediatrician will perform a complete medical assessment to confirm your baby is well and has not been born with any abnormalities or health issues. At least two or three checks are needed:

- soon after birth
- prior to discharge
- more depending on the progress of your baby.

A further check is also recommended at six weeks of age to confirm that your baby is growing and developing normally.

Medications for your baby

Hepatitis B vaccinations and Vitamin K are recommended for all babies soon after birth in the birth suites. For further information, please speak to your midwife or paediatrician. You will be asked to provide your consent prior to these being given to your baby.

Postnatal care

The midwives and nurses caring for you will explain what to expect in the first few days. You will be provided with education and support as you learn to care for your baby and prepare to go home.

Rooming-in

Rooming-in allows you and your baby to remain together 24 hours a day. This enables you to gain confidence and to bond with your baby. Rooming-in is also optimal for breastfeeding success as you are able to respond to your baby as soon as hunger cues are displayed. Additionally, current research indicates that mothers and babies who room-in together actually sleep more effectively.

Baby care assistants

Baby care assistants are available between 10.30 pm and 5 am most nights to assist you with settling techniques. These staff have undergone specific training in baby settling and breastfeeding support. Please speak with your midwife if you are interested in receiving this support.

Breastfeeding

Mater Mothers' Private Brisbane endorses the World Health Organisation's recommendation that breastfeeding is the best source of nourishment for newborn infants.

Breast milk and breastfeeding have great benefits for mums and babies. Breast milk is specifically designed for your baby and changes to meet their nutritional requirements. It provides readily available, easily digested food and also has unique antibodies and growth factors to help protect and support your baby. Breastfeeding has also been shown to be beneficial to mums too—helping to bond with your baby, lessen the effects of chronic illnesses, and facilitates the return to your pre-pregnancy body weight and body shape (when breastfeeding for longer than seven months).

We believe that almost every woman, when given accurate information and encouragement, can successfully breastfeed. The experienced midwives in birth suites and on the postnatal ward caring for you and your baby are able to provide you with breastfeeding information, assistance and support when learning to breastfeed.

Breastfeeding support

Breastfeeding support is provided by Mater Mothers' Parenting Support Centre; a specialist service available to you during pregnancy, your hospital stay, and as a support centre after your return home. The service is staffed by experienced lactation consultants and services include:

During pregnancy

- individual appointments with a lactation consultant to discuss previous breastfeeding challenges can be arranged, if required.

After the birth of your baby while you're in hospital

- breastfeeding clinics
- private consultations are available for complex breastfeeding problems
- if your baby is in Mater's Neonatal Critical Care Unit (NCCU) a lactation consultant is available to visit you and your baby in the nursery
- you will be supplied with any expressing equipment required during your stay.

After discharge

- individual appointments are available. This is a no fee service to all Mater mothers with babies up to six months of age, who have Medicare.



Formula feeding

If you choose to use formula for infant feeding, and have a specific formula that you wish to be supplied with during your stay in hospital, Mater Mothers' Private Brisbane can arrange for pharmacy supplied formulas to be ready for use for when your baby is born. Feeding equipment will also be supplied if needed (i.e. bottles, teats, syringes) during your stay. Our midwife will discuss this with you during your pre-admission interview. Unfortunately, Mater cannot supply non-pharmacy formulas.

If your baby is prescribed a specific formula for a medical reason this will be prepared and supplied by Mater's Milk Room.

You will also be provided with education about how to safely prepare formula and feed your baby.

Safe sleeping for your baby

No sleeping environment is risk free. However, research indicates that following these safe sleeping recommendations will reduce the risk of sudden unexpected death in infancy:

- sleep baby on their back from birth, not on tummy or side
- sleep baby with head and face uncovered
- keep baby and their environment smoke free before and after birth
- sleep baby in their own safe sleeping place in the same room as an adult care-giver for the first six to twelve months

- feed your baby to comfort them
- provide a safe sleeping environment, night and day. This includes:
 - a cot that meets Australian standards
 - a firm, clean, flat mattress that fits snugly into the cot
 - bedding which cannot cover your baby's face (i.e. tuck blankets in firmly or use a safe baby sleeping bag)
 - removing all doonas, pillows, bumpers, lamb's wool (sheepskins) and soft toys from the cot.

Source: Red Nose

Sharing a sleep surface with your baby

Many parents share the same sleep surface with their baby to feed, settle or sleep. Sharing sleep surfaces with a baby increases the risk of sudden infant death and fatal sleep accidents in some circumstances.

For further comprehensive information about sleeping your baby safely—and the benefits and risks of shared sleeping—please refer to the information statements on the Red Nose website (formally SIDS and Kids).

For babies who need additional care

Neonatal Critical Care Unit

If your baby is born prematurely, is sick, or requires close observations, they will be admitted to Mater Mothers' Neonatal Critical Care Unit (NCCU). Our NCCU provides multidisciplinary care, including around the clock specialised medical and nursing care. Any investigations or treatment required will be explained to you, and you will be encouraged to participate in your baby's care, wherever possible, to establish and strengthen your bond with them.

Your baby's intensive care may involve private medical and allied health specialists. If so, their services will be billed to you. We recommend that during your pregnancy you speak to your private health insurance provider about your entitlements for neonatal specialist care.

Neonatal Intensive Care or Special Care Nursery

If your baby is premature or unwell and is admitted to one of our specialist nurseries, there are different visiting guidelines:

- Parents and siblings are welcome to visit their baby anytime
- Other visitors must attend with a parent
- There are only two visitors allowed at a time
- If you, and especially any other visitor, are unwell with a potentially infectious illness, we would recommend not visiting.



Hospital facilities and services



Mater Pharmacy

Mater Pharmacy is located on Level 2 of the Salmon Building, and on Level 6 of Mater Private Hospital Brisbane. A small range of Mater Baby Products, including nappies and skin care, can be purchased here. They can also be ordered and delivered directly to your room. Please call 07 3163 7177 between 8 am and 3 pm, Monday to Friday.



Café

The cafe is located on Level 5 and is open between 6.30 am and 7 pm Monday to Friday; and between 8 am and 5 pm on weekends and public holidays.



Child car restraints

Mater Mothers' Private Brisbane has partnered with Kidsafe to provide a professional child restraint fitting service at our South Brisbane campus. Bookings can be made online via kidsafeqld.com.au, which also details applicable fees for each service.



Laundry

A washing machine, dryer and ironing facilities are provided on each ward for your personal laundry.



Mater Foundation

Mater Foundation is a community-based, fundraising organisation that supports Mater Health, Mater Research and Mater Education. Mater Little Miracles is a community program which helps provide the best possible start to life for all babies born and cared for at Mater. If you have a desire to give, contact Mater Foundation on 07 3163 8000 or visit materfoundation.org.au.



Mater Mothers' Hospital Auxiliary

There is a gift stall on Tuesday and Thursday mornings to support Mater Little Miracles. You can find them in the Foyer of Mater Mothers' Hospitals on Level 5.



Pastoral care

A chapel is located on Level 5 of the hospital and is available for all people to access for their own quiet time and reflection. An alternative multifaith room is located on the ground floor of Aubigny Place.

Pastoral Care Practitioners, in collaboration with the clinical team, provide care to patients, carers and their families to support physical, emotional, social and spiritual wellbeing. The Pastoral Care Department can contact your faith group representative when requested.



Patient representative

If you wish to pass on a compliment or have concerns regarding any aspect of your care, Mater's patient representatives can assist you. Please contact Mater's patient team on 07 3163 8303.



Phones

Local calls are free of charge from the bedside. Mobile phones should not be used in corridors as this may disturb other women and babies.



Patient entertainment and information

You can enjoy a range of entertainment options and access important patient information with MyMater Bedside. This touchscreen device provides you with access to TV, radio, streaming services and social media, as well as educational information about caring for you and your baby after birth.



Ward steward

Ward stewards are available on each ward from 7.30 am to 2 pm, seven days a week. They are available to ensure your environment is as comfortable as possible. Please do not hesitate to let the staff know if anything during your stay is not to your satisfaction.



Wi-Fi

At Mater Mothers' Private Brisbane, you also have free access to premium high speed Wi-Fi. This is available with the password supplied. Simply ask our friendly staff for information on how to connect during your stay.



The Caring Continues

Continuing the care after hospital

If you're considering going home on day three (or four for a caesarean birth), and your doctor agrees you and baby are well enough, the following aftercare home support options are available to you.

Mater Moments at Emporium Hotel South Bank

Introducing our new luxurious support option for private mums

By choosing this option, you will have an opportunity to enjoy all of the creature comforts of a boutique hotel, while having 24/7 access to a Mater Mothers' Private Brisbane midwife.

It's the perfect way for your family to get to know your little one.

This option includes:

- two days (three for a caesarean birth) at Mater Mothers' Private Brisbane
- two nights at Emporium Hotel South Bank
- three specially designed room-service meals per day for mum
- luxury transfer from Mater to the Emporium
- Mater Mothers' Private Brisbane nurse or midwife in the hotel 24/7
- daily visits by a Mater Mothers' Private Brisbane midwife.

If you're interested in choosing this option after the birth of your baby, please contact our Private Customer Liaison Officer on 07 3163 1782 for more information.

**Subject to eligibility criteria and availability.*

Available if you and your baby are well enough to be discharged from Mater Mothers' Private Brisbane on day two (or day three for caesarean birth).

Health and Wellbeing at Home

A Mater Mothers' Private Brisbane midwife will visit you for 2 x one hour appointments to provide you with support and advice on mother and baby health and wellbeing, breast and formula feeding, baby sleep and settling and baby first aid.

Helping Hand at Home

Settling into family life can be easier said than done, so we'd like to take care of some of the little things that make a big difference. Choose from a two hour domestic clean or a \$200 Youfoodz voucher, to help make life as a new parent that bit more manageable.

If you'd like to choose one of The Caring Continues options, please talk to your doctor or midwife as soon as possible.

Discharge

The discharge time from Mater Mothers' Private Brisbane is between 10 am and 11 am each day. Your obstetrician and paediatrician will review you and your baby to ensure discharge is appropriate.

Please ensure that your baby's car restraint has been fitted correctly and that you are familiar with using it. For further information on child restraint laws please see Mater's Child Safety Restraints brochure accessible via brochures.mater.org.au (select Mater Mothers' Private Brisbane).

If you require assistance moving your baby to your car, please advise your midwife or the duty administrator available.

Additional services

Meals

Mater Mothers' Private Brisbane is pleased to offer room service. All meals are freshly prepared and can be ordered at your convenience and delivered to your room within 45 minutes of your request.

Please use the telephone at your bedside to call extension 3663 between 6.30 am and 7 pm to place your room service order. Alternatively, online meal ordering is available via your MyMater Bedside device from 6:30 am to 7 pm, with a selection of snacks available until 8 pm. If meal ordering is not available on your MyMater Bedside device, this may be due to your specific dietary requirements.

If you would like a family member or carer to place an order on your behalf they can phone 07 3163 3663 from outside the hospital. The menu can be viewed at maternalmothers.org.au/mmpb/roomservice

Your partner/support person can purchase a meal over the phone calling extension 3663 which will be charged at the end of your stay.

If you have any special dietary requirements please inform your midwife. If you have been prescribed a therapeutic diet, our room service representatives will assist you to make appropriate selections for your individual needs.

Fresh jugs of water are available in the refrigerators in the laundry and patients' lounge. These are usually replaced as necessary at each mid-meal time.

Mater Mothers' Parenting Support Centre

The centre offers early parenting support and guidance for parents up to six months after the birth of their baby. Support can be provided to help address concerns including:

- baby feeding
- sleep and settling
- emotional wellbeing
- infant interactions
- adjusting to your new role as a parent/caregiver.

Services provided:

- holistic assessment of you and your baby or babies by a highly trained GP
- individual lactation consultant appointments
- individual sleeping and settling consultations with a child health nurse
- physiotherapy to support lactation
- psychological support including postnatal wellness group
- educational workshops.

The centre is open from 8 am to 4 pm Monday to Friday by appointment only. The service is free for all Mater families with Medicare. Please phone 07 3163 2229 to make an appointment.

Mater Health and Wellness

Mater Health and Wellness provides you with access to a team of leading allied health specialists as an extension of the exceptional care provided through Mater private hospitals. Services include physiotherapy, occupational therapy, audiology, psychology and counselling, home-based therapies, nutrition and dietetics and speech pathology. Please visit wellness.mater.org.au for a complete list of services, or call 07 3163 6000.

Mater contact information

Mater Hospital switchboard (24 hours)

To be connected to patients or departments

 07 3163 8111

Financial/Account enquiries

Our friendly, professional staff can assist with questions relating to your hospital account or finance. Open Monday to Friday 9 am to 5.30 pm.

 07 3163 1016

Patient representative

Available to patients who wish to voice concerns or provide valuable feedback about our service.

 07 3163 8303

Information Privacy Office

If you wish to have access to your medical record, or have any concerns about your privacy or disclosure of information, please contact the Information Privacy Office.

 07 3163 2666

PACE

We value your safety above all else. We expect that your healthcare team can address any concerns or worries you may have about your care and immediate safety. Patients, families or carers have a right to further escalate their concerns and we encourage you to raise any concerns as early as possible. If you have serious or immediate concerns about your health, please follow the steps outlined below:

Step 1: Speak to your nurse or doctor, who will listen and respond to your concerns. If you are unsatisfied with the response and are still concerned, move to step 2.

Step 2: Ask to speak to the nursing team leader or nursing unit manager. If you are unsatisfied with the response, and are still concerned, move to step 3.

Step 3: Activate a PACE

Dial 555 from a bed side phone or call 07 3163 8555.

Tell the operator "I am using PACE", your name, ward, bed number and doctors name, if known. A senior member of staff will see you within 10 minutes.

To activate dial 555 from a bed side phone or call 07 3163 8555.

Tell the operator 'I am using PACE', your name, your baby's name, ward, bed number and doctor's name, if known. A senior member of staff will see you within 10 minutes.

** PACE is the equivalent to Ryan's Rule as used by Queensland Health.*

Consumer engagement

Mater has an engaged community of consumers who partner with us to provide valuable feedback. We would love for you to be part of this community. Please email consumers@mater.org.au to find out more.

matermothers.org.au

For additional information, visit our website and select **Mater Mothers' Private Brisbane.**



Our Values

Mercy: the spirit of responding to one another

By being merciful we can bring forgiveness, joy, peace, kindness, compassion and hope to all in our care.

Dignity: the spirit of humanity, respecting the worth of each person

Each person we encounter in our working day—patients, visitors, co-workers—deserves our respect.

Care: the spirit of compassion

We show that we care for one another by being sensitive to each others needs and showing kindness.

Commitment: the spirit of integrity

Being committed to those who entrust themselves to us is a responsibility we take seriously.

Quality: the spirit of professionalism

We strive to be leaders in our fields and to combine those skills with humanity and warmth.

Our Mission

In the spirit of the Sisters of Mercy, Mater offers compassionate service to the sick and needy, promotes a holistic approach to healthcare in response to changing community needs and fosters high standards in health-related education and research.

Following the example of Christ the healer, we commit ourselves to offering these services to all without discrimination.

Mater Mothers' Private Brisbane

 Raymond Terrace
South Brisbane QLD 4101

 07 3163 1919

 matermothers.org.au

Mater acknowledges consumer consultation in the development of this patient information.

PI-CLN-430023 • Last edited 5/2/20

Last stakeholder and consumer review 13/09/2018

Version number 3

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