

24 June 2026

Dear Consumer Advisory Body members

It is always a pleasure to connect with you — our clients and your network of supporters.

Thank you for the energy, thoughtfulness, and care you bring to our Consumer Advisory Body (CAB). This year marked Catholic Healthcare's third year of CAB sessions, and your insights continue to demonstrate the importance of listening deeply and staying closely connected to the people we serve.

What we heard from you

You shared your views on the quality of care across three important areas — relationship-centred care, effectiveness, and transparency — and told us what Catholic Healthcare could do to better support people who live on their own to thrive.

Your Community Workers are the heart of your experience.

You told us that the relationships you form with your care workers are what you value most — especially when they are consistent and know you well.

Not having a dedicated person who knows you has had a real impact.

We heard that the lack of a single, accountable person has led to frustration, having to repeat your story, and uncertainty about who is responsible. We understand the impact this has had.

When follow-through doesn't happen, it creates frustration.

You told us that after initial contact, requests are not always completed reliably. We understand how this affects confidence and overall experience.

Navigating care and understanding charges has been harder than it should be.

You shared that it can be unclear who to contact and how charges are calculated. We recognise the impact this has had and the need to make this simpler and more transparent.

People living on their own need more tailored and connected support.

You told us that consistent human connection and personalised support matter most, supported by — not replaced by — technology.

Your messages to the Board were both constructive and deeply considered. You expressed genuine appreciation for the care you receive, while also being clear where we must do better.

How Catholic Healthcare is responding

We want to assure you that we have not only heard your feedback — we understand the impact it has had, and it is directly shaping how we improve the way we deliver care and support.

Reintroducing a dedicated person for your care - Delivery: September 2026

We are moving to a model where you will have a dedicated Care Manager and continued supported from a care team. Your dedicated care manager will know you, understands your needs, and is responsible for overseeing your care. This is intended to restore continuity, advocacy, and accountability.

Making your first weeks with us smoother - Delivery: August–September 2026

We are redesigning the onboarding experience to provide clearer communication, better introductions, and improved service readiness from day one.

Clearer invoices and easier-to-understand charges - Delivery: June–August 2026

We have introduced redesigned invoices and simple explanatory resources to improve understanding of your charges and entitlements.

Making the CHL App work better for you - Delivery: November 2026

We are introducing enhancements and support materials to make it easier to stay informed and manage your services.

Investing in our people to deliver better service - Delivery: June–March 2027 rollout

We have introduced the “Shine” customer excellence program, focused on the behaviours that matter most — responsiveness, warmth, and accountability.

Keeping you informed and empowered - Delivery: September–December 2026

We are introducing a Customer Engagement Plan to provide regular updates and accessible education on topics that matter to your health and wellbeing.

Supporting people who live on their own (*Timeframe: 6–12 months*)

We are developing more tailored services focused on connection, safety, and independence, including:

- Expanding Healthy Ageing Centres — **from October 2026 onwards**
- Continuing Community Corner programs — **expanded by December 2026**
- Developing wrap-around service models — **by February 2027**
- Securing additional funding for rural and remote care — **progress through 2026–2027**

We recognise that there is more work to do. You should begin to see meaningful improvements over the coming months, and we are committed to continuing to listen and refine our approach based on your feedback.

Thank you for your openness, your honesty, and your commitment to improving outcomes — not only for yourselves, but for others who rely on our services.

Warm regards

A handwritten signature in blue ink that reads "Stephen Teulan".

Stephen Teulan
Board Chair