



ANNUAL
REPORT

2022-23

Contents.....

We are proud to present: our impact, our stories for 2022-23. This report highlights our work over the past 12 months and the impact of our programs and services.

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Acknowledgement of Country

Mercy Community acknowledges the traditional custodians of the land on which we operate and pay our respects to their Elders, for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia. We acknowledge that Aboriginal and Torres Strait Islander people continue to live in spiritual and sacred relationships with this country.

MESSAGE FROM

Mercy Partners.....

Mercy Partners Board

Mercy Community has accomplished another year of significant achievements with a continued focus on the harmonisation of ministries, while also ensuring valued residents and the people the Ministry supports remain at the centre of everything it does.

We recognise the responsibilities in governing the Mercy Community Ministry and are grateful to the Board and senior leadership team for their service and commitment to attending regular formation sessions on mission and values, history and heritage, Catholic ethics, and Ministry leadership. To support Mercy Community with this, Mercy Partners facilitated a four-hour formation workshop for the senior leadership team and prepared materials on Mission and Catholic identity for use in the formation of Board members.

Mercy Partners is appreciative of the commitment of the Mercy Community Board, senior leadership team and staff for their collaboration, commitment, and perseverance over the past year in achieving the alignment of their operational systems and processes as part of the harmonisation project. We recognise that the merging of operational systems can be challenging and time-consuming; however, employees remained motivated in the understanding that their residents and the people Mercy Community supports are those who will benefit.

Throughout 2022-2023, Mercy Community has been busy planning a new \$42 million,

90-bed aged care facility, Mercy Haven, adjacent to the existing Bethany Nursing Home in Rockhampton. The facility is due to be completed in late 2024 and will continue to provide high quality care to residents.

Throughout 2022-2023, Mercy Community has continued its commitment to understand and deliver what is important to enhance the individual independence and achievement of personal goals of National Disability Insurance Scheme (NDIS) participants, ensuring they live the life they deserve. Mercy Community has also found that both individuals and families required added support through either counselling, foster and kinship care, residential care and transition guidance, multi-cultural and community integration as well as domestic and family violence support.

During the past 12 months, Mercy Community has also shown its commitment to the safety of all children and adults at risk by working through and implementing the new Australian Catholic Safeguarding Standards.

On behalf of the Board of Mercy Partners, I thank all members of Mercy Community for their dedication and commitment to our valued residents and clients. I applaud you for your dedicated commitment to our mission and values.



Dr Ricki Jeffery
Chair
Mercy Partners Board

CHAIR & CEO

Report.....

Nurturing our community, embracing our diverse ministry in challenging times

At Mercy Community, we strive to continue God's mission of mercy in all the work that we do.

This year has marked a significant milestone - our first year operating as a harmonised Mercy Community Aged Care Service. We are already seeing the benefits of harmonisation program with the strengthening of our aged care services.

We are grateful for the Federal Government's commitment of \$17.8 million funding towards our Mercy Haven nursing home. This contribution has now allowed us to move forward with the building program.

This year has been challenging, particularly with the ongoing impacts from the pandemic and the evolving regulatory and funding landscapes of the aged care and community services sector. In the past year, we have seen increasing need and complexity across all our communities which are facing cost of living pressures. Organisations like Mercy Community are at the very heart of responding to these pressures, making this time both a privilege and a challenge. We are grateful for the wonderful work of all our Mercy Community teams, who have continued to deliver our services and to make a difference in the lives of the people that we support.

In 2023-24, the Board and Executive look forward to continuing to work with Mercy Partners to begin the next stage of Mercy Community's evolution, the 2024-2027 Strategic Plan. While Australia's ageing population and societal pressures present challenges, Mercy Community is well-positioned to adapt the way in which we will meet the evolving needs of the people we support, their families and the communities in which we work.

We are pleased to present the Mercy Community 2022/2023 annual report which provides an overview of the work done by our dedicated staff across Queensland under the dedicated leadership of our previous CEO, Fritha Radyk.

We would like to express our sincere gratitude to all our staff, supporters and stakeholders, and to our board of Directors. We are blessed to have your support, and to be part of Mercy Partners.

Thank you.

Rowena McNally
Chair



Justin Lorenz
Chief Executive Officer



EMBRACING OUR

Mission

Mission Integration

Responding to the needs of the vulnerable and marginalised is at the heart of everything we do. As a Catholic ministry of Mercy Partners, we strive to continue God's mission of mercy and build upon the legacy of the Sisters of Mercy.

Upholding the Dignity of the Human Person

This year saw a strengthening of Mercy Community's identity as a ministry of the Catholic Church through investment in our leadership team's knowledge and understanding of Catholic social teaching principles, and spiritual practice. This investment has assisted our Ministry to face the moral and ethical challenges brought by the introduction of The Voluntary Assisted Dying Act 2021 (Qld) (Act) legislation in January 2023. As a Catholic organisation, Mercy Community 'promotes life in all its fullness through the provision of aged care, disability and community services.' We believe that every person is precious and has intrinsic dignity that exists at every stage of life.

Spirit of Compassion Celebrated

Mercy Day continues to celebrate the 'Spirit of Compassion' with the return of face-to-face activities, an enjoyment of community,

laughter, and good food. In keeping with tradition, the achievements and long service awards of our team members were celebrated on Mercy Day. New awards were added to recognise the exceptional support and service of our teams during the floods and Covid-19 outbreaks of 2022.

Safeguarding

Safeguarding the people we support is a vital component of our mission. A safeguarding e-learning plan, along with a safeguarding statement of commitment, has been introduced for all Mercy Community team members this year. This is to ensure our people are well-informed of their responsibilities.

Professional Development and Formation

The themes for Mercy Community Board and Executive teams this year focused on our organisational and leadership mission, our values and our Catholic identity. The annual organisational Senior Leadership team PDMI concentrated on Mission Leadership. Additionally, a fresh module was introduced this year for all Mercy Community team members based on our work being "vocational", as proposed by Pope Francis. The module incorporates practical actions or 'lived reality' of our values with the people we support, and those with whom we work

each day. This module has been well received with many people choosing to submit positive feedback on the e-learning platform.

Pastoral Care

The second phase of the organisational Pastoral Care Project began in April 2023 to distribute Pastoral Care across all service streams of the organisation. This began in 2022 with 25 participants from the Mercy Community Directors and senior management team, allowing them to gain first-hand experience of pastoral care sessions. The second phase is providing these same sessions for another 25 middle management participants. This experience is intended to assist our managers to incorporate the principles of pastoral care into their own supervision of others creating a pastoral community within all service streams into the future.

The year saw the arrival of several new Pastoral Carers in Rockhampton who have been invaluable to the wellbeing of our residents and of great assistance to our established team members. These new team members join a unified Pastoral Care team across Queensland.

MISSION AND

Values.....

Our mission:

We are a Catholic ministry continuing God’s mission of mercy by compassionately inspiring and supporting people to live hopeful, connected lives within inclusive communities.

Our values:



COMPASSION



INTEGRITY



DIGNITY



EMPOWERMENT

RECONCILIATION

Action Plan...

At Mercy Community we see an inclusive Australia with a deep respect for all First Nations people as the traditional custodians of this ancient land.

We are pleased to share the progress we have made throughout 2022-23 to advance reconciliation and recognition of First Nations people through our Reconciliation Action Plan (RAP).

Mercy Community also participated at All Family Matters Queensland Leadership Group meetings in 2022-23 and our Executive attended the Bi-Annual QATSICPP Conference and First Nations Leadership Summit.

We are delighted that we exceeded our RAP employment targets and worked to strengthen engagement with our Cultural Connections leaders to further this progress.

The contributions of our First Nations team members were also celebrated through the Mercy Community Mercy Moments Awards in the Deadly Achievement Category.

We have also extended our Innovate RAP for an additional year as we continue to take a deep look at our journey of reconciliation.

Mercy Community promoted National Reconciliation Week events, activities, and resources, and delivered two key events in South East Queensland. The organisation also promoted NAIDOC with participation led by all Mercy Community staff at locations across Queensland.

The organisation is committed to continuing to grow our engagement and partnerships with Aboriginal and Torres Strait Islander communities and organisations and to facilitate the vision of the “Our Way” Strategy.

aged care



A Year of Expanding Mercy Community's Aged Care Horizons

The past 12 months reflects the unwavering commitment of our dedicated Aged Care and Home Care teams and the profound impact they have on the lives of our most vulnerable residents.

In this report, we journey through a year characterised by the dedication and resilience of our staff during 2022-23 year.

Highlights include the successful harmonisation of Mercy Community Services and North Queensland, including Loreto Residential Aged Care and Villa McAuley Retirement Villages from 1 July 2022, and the introduction of new systems and processes to meet the needs of a rapidly evolving aged and community care sector.

Strides have been made in the development of the new Mercy Haven aged care home in Rockhampton.

This year marked significant growth for the Mercy Community Aged Care team, with the workforce expanding to 626 employees. Throughout the year, they diligently served a total of 488,370 meals to over 450 aged care residents.

We also synchronised the electronic systems of all aged care services, implementing a new Customer Relationship Management (CRM) system, which includes eCase, medication prescription, and financials.

Mercy Community aged care facilities performed well in the Aged Care Quality and Safety Commission accreditations during 2022-23, recording good ratings against a backdrop of budgetary improvements and continued growth.

We have extended our Home Care provisions in Rockhampton to offer Home Care packages providing the full suite of services to the community in addition to the services always available which include Commonwealth Home Supported Program (CHSP), Fee for Service (FFS) and Short-Term Restorative Care (STRC).

After receiving pleasing results for accreditation, Mercy Community's Home Care teams in Brisbane and Rockhampton were also given the tick of approval for compliance in all Aged Care Quality Standards.

At a community outreach level, our team contributed to the wider community, including raising \$4,500 for the Cancer Fund from the Australia's Biggest Morning Tea event. Our teams have been continuing to encourage intergenerational connectedness through partnerships between our aged care homes and local Catholic schools and groups.

Increasing longevity evident

Across our services we saw more of the people we support living longer healthier lives than ever before. In the 2022-23 year we recorded a significant number of residents celebrating birthdays in their 90s and some milestone 100th birthdays including one resident in Townsville who enjoyed showing her certificate from King Charles III when visited by Federal Minister for Aged Care Anika Wells. A much-loved Loreto Townsville resident also reached the amazing age of 107 before sadly passing away in February 2023 surrounded by her loving family and friends. She had lived at Loreto for 10 years. It is testament to the amazing work of all our teams and carers that our most vulnerable residents are being encouraged to live connected, healthy and engaged lives for as long as possible.

Looking ahead to 2023-24, it is shaping up to be another busy year as we integrate our systems further with improvements to platforms and processes planned for rostering, time and attendance reporting systems in Townsville, Rockhampton and Nudgee facilities.

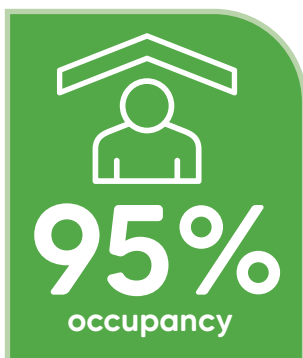
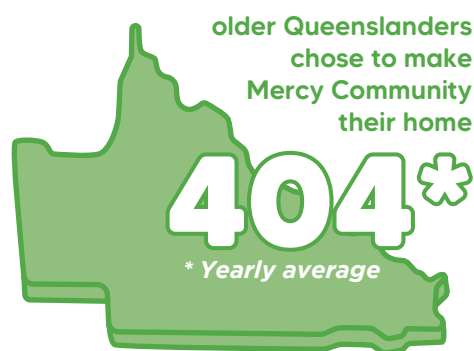


626
employees

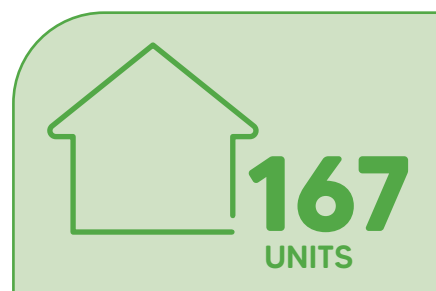


Our Impact

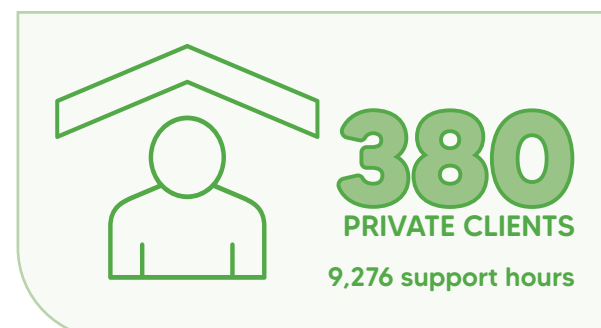
RESIDENTIAL AGED CARE



RETIREMENT LIVING



HOME CARE AND COMMUNITY CARE



Acronyms explained:

CHSP
Commonwealth Home Support Program

STRC
Short Term Restorative Care

FFS
Fee for service

families & young people

Creating resilient communities, for all

Our work reflects Mercy Community's deep commitment to the well-being of the children, young people and families we support. Our approach is reflected in a range of programs and services which include critical early intervention efforts, Residential Care and Transition Services and Out of Home Care.

Our Families and Young People (FYP) team is dedicated to supporting children, young people, and families. Our early intervention services have been instrumental in providing safe and nurturing homes for children. These services also connect families to additional support in the community, reinforcing the role of healthy families as the backbone of healthy communities.

For children temporarily unable to live at home, our service has continued to expand the provision of foster and kinship care, and residential care homes. Our 650 carers support more than 1,400 children in care, helping them to return to family where possible, or successfully transition into permanent care arrangements or independent living.

As part of our Younger People Participation Strategy, an advisory group was established to inform Mercy Community policy, procedure and program development. This Advisory Group comprised 13 younger people, within Residential Care and Transition Services (RCaTS) and Foster and Kinship Care (FKC) programs, who met monthly from November 2022. This group of committed younger people has provided valuable feedback on

their experiences and identified priorities to improve our service delivery. The success of the group and its innovative approach was showcased at the sixth National Child Protection Forum in May 2023, and subsequently generated significant interest from government agencies and non-government organisations.

Our Moreton Bay team was involved with a new taskforce initiative created by the Domestic Violence Service Centre (DVSC) in response to perpetrator accountability. DVSC coordinated the planning and creation of an "Interruption Plan" and pilot trial. It included engagements from 11 services with our team supporting accountability and interrupting opportunities for people using violence to cause harm. The team saw increased internal and external engagement and motivation to change behaviour because of our persistent and consistent outreach and multi-agency responses.

One of our smaller services, the Lowood Hub, in South East Queensland, delivers multiple programs for families experiencing vulnerabilities and isolation. In 2022, we opened a new location for our Early Years programs in Lowood. This led to a significant increase in families accessing our weekly playgroup which quickly reached capacity and required a second playgroup each week for babies and toddlers. We have also increased our community social media presence with our posts reaching more than 2000 people in a month. Our newly opened Early Years

program and the services being delivered by our Lowood team were also recognised in September 2022 when they won a Child Protection Week Award in Ipswich and West Moreton for raising awareness and highlighting the importance of child protection in this community.

Foster and Kinship Care began hosting bi-monthly kinship support groups to spark connections between kinship carers who are often isolated and have limited support networks. There was high engagement and motivation to attend, and carers formed their own relationships, increasing their own safety and support network and therefore the safety and support of children in care. We also started our first Holiday Club for young people to attend fun events during school holidays, fully facilitated by our Brisbane Foster and Kinship Care team. This provided children with an opportunity to try new activities and meet new people while also giving their carers a well-earned break.

In addition, our teams engaged in a pilot program with a First Nations elder to support non-Indigenous carers caring for First Nations children to understand and meet the cultural needs of the younger people in their care. This was a six-week intensive program with high engagement from our carers and we received wide praise for the program, which helped develop a comprehensive cultural plan for each child.

Our New Families Program (NFP) has supported 22 mothers helping them to retain their babies in their care. Other mothers who completed the program also made significant progress towards reunifying with older

children in care. This progress was made both during and after the program, with two of the mothers advising complete reunification. Our NFP team members also gained high level professional development during the year to help vulnerable mothers provide quality care for their babies through the Maternal Looking Guide (MLG) training package. MLG training provided team members with a deeper understanding of the mother-baby relationship, how to identify potential issues that may arise and identify those who may need extra support.

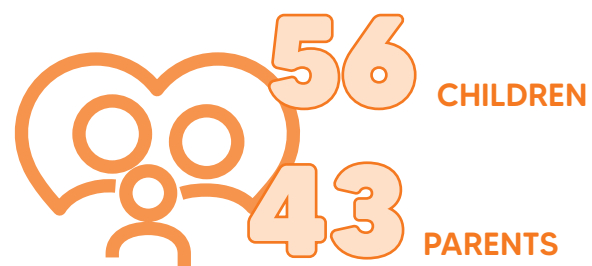
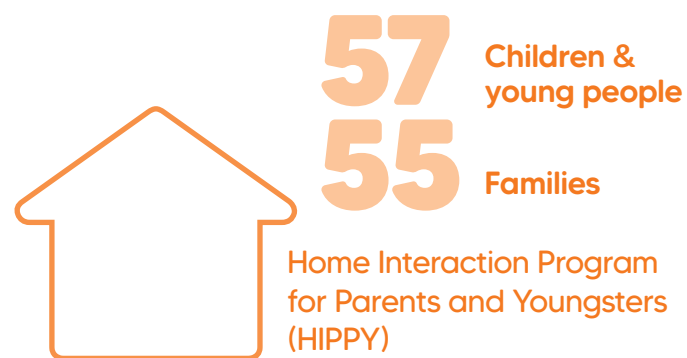
Mercy Community has also provided support to those seeking asylum in South East Queensland through the Romero Centre where we have provided a range of services including migration consultation, employment support, pantry assistance, and social inclusion programs. In the past year, the Romero Centre supported 261 families and individuals, to obtain visas, and also employment opportunities in various industries. An innovative housing model and partnerships with faith organisations, and other community groups have contributed to improved housing stability and raised awareness. Through events like the annual Awards Night, the centre celebrates the achievements of asylum seekers in various fields and the dedication of the Romero Centre team.

Our Impact

EARLY YEARS AND LOWOOD HUB



Pathways for Early Learning & Development (PELD)



DOMESTIC AND FAMILY VIOLENCE



Mercy Community works with 8 regular alliance groups including -

Practitioners Corner:
Sharing service information and referral pathways to other stakeholders provides Q&A responses and networking introductions.

A Day in The Life :
Understanding other services, their restraints in practice, day to day activities, provides a greater understanding of our services and colleagues.

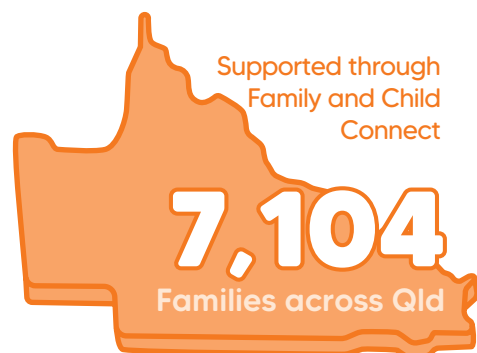
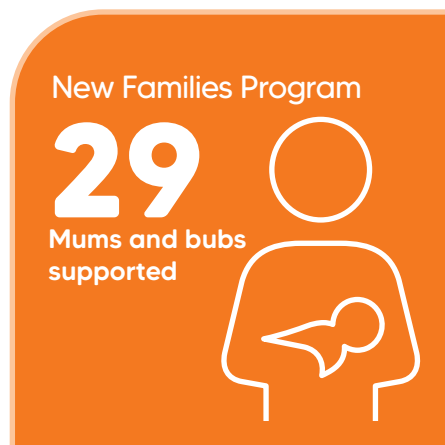
Networking meetings:
C&F Alliance,LLA.Murri Network.Youth Matters

COUNSELLING



Our Impact

INDIVIDUAL AND FAMILY SUPPORT



FOSTER AND KINSHIP CARE



ROMERO CENTRE



Our Impact

disability supports



Empowering lives, building communities

We strive to provide services that truly make a difference in the lives of those we support.

Mercy Community Disability Supports has been focused on delivering a variety of initiatives, partnerships, and programs over the past 12 months and the dedication of our staff has seen a positive impact on the lives of many individuals with disabilities.

We acknowledge the contribution of the People's Voice Committee, which is an integral part of our Disability Supports service. Comprised of our participant cohort, the committee now has six dedicated members who have played a crucial role in the codesign of our programs. Their contributions have helped to shape the look, feel, and design of our services, policies and practices.

We are privileged to now support over 3,000 individuals with disabilities. Enriching the lives of individuals through recreational activities has been a priority for Disability Supports. Participants have had the opportunity to attend concerts featuring renowned artists. Additionally, many have enjoyed holidays to destinations including the Gold Coast, Coolumb Beach, Fiji, Western Australia, and the Blue Mountains, either independently or with support.

Undergoing the NDIS Quality and Safeguards audit for both residential SIL Houses and the Cookery Nook, Disability Supports received

overwhelmingly positive feedback. The report from the audit praised the quality of services provided by Mercy Community, with the Deputy Commissioner specifically highlighting the Cookery Nook as a wonderful Australian Disability Enterprise (ADE) business, enabling supported staff. The Cookery Nook remains a favourite with our team and residents, noting the increasing popularity of their biscuits and Christmas treats.

Disability Supports remains committed to delivering exceptional support services and empowering individuals with disabilities to lead fulfilling lives.



381
employees across
Disability Supports

QLD COMMUNITY SUPPORTS SCHEME



SUPPORT COORDINATION



INDIVIDUALISED SUPPORTS



OUR Financial health

Our focus continues to be on ensuring the ongoing financial sustainability of Mercy Community while maintaining high-quality services. Although gains have been made, some service areas have continued to experience difficult operating conditions due to a range of challenges arising from regulatory and other constraints.


FY2022


\$m	Revenue	Assets	Liabilities	Equity
MCSSEQ	113.5	106.9	68.5	38.3
MHACCQ	23.5	41.6	27.4	14.2
MCSNQ	3.5	33.0	18.1	14.9
MCS Consol	140.5	181.5	114.0	67.5

FY2023

\$m	Revenue	Assets	Liabilities	Equity
MCSSEQ	116.5	106.5	79.1	27.4
MHACCQ	25.2	47.3	32.0	15.3
MCSNQ	4.0	36.4	22.8	13.6
MCS Consol	145.7	190.2	133.9	56.3

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For detailed and up to date information about Mercy Community visit our website at mercycommunity.org.au



A Ministry of Mercy Partners