



**ANNUAL
..... REPORT**

2024-25



Contents.....

We are proud to present: our impact, our stories for 2024-25. This report highlights our work over the past 12 months and the impact of our programs and services.

Message from Mercy Partners	4
Chair & CEO Report	6
Mission & Values	8
Embracing our Mission	10
Residential Aged Care	12
Community Services	16
Our Financial Health	22

Acknowledgement of Country

Mercy Community acknowledges the traditional custodians of the land on which we operate. We pay our respects to indigenous Elders, for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia.

MESSAGE FROM Mercy Partners



Mercy Partners Board

The 2024–2025 financial year has been another dynamic period for Mercy Community, marked by a steadfast commitment to God’s mission of mercy—compassionately inspiring and supporting individuals to lead hopeful, connected lives within inclusive communities.

Remaining forward-focused, Mercy Community has built on proven approaches and strengthened existing successes. Their efforts continue to be guided by a deep commitment to making the greatest possible impact—always acting with compassion, living with integrity, upholding dignity, and empowering those they serve.

Over the past 12 months, the Mercy Community Board, Senior Leadership Team, and staff have progressed in their Formation journey, deepening their focus on Mission, Catholic Identity, Governance, and Personal Spirituality. This ongoing Formation honours and sustains the legacy of Mercy heritage and values.

In alignment with its mission and future vision, Mercy Community has thoughtfully developed and launched a new three-year Strategic Plan—a purpose-driven roadmap that sets a clear and confident direction for the years ahead. This plan ensures their work remains deeply rooted in their identity as a Catholic ministry, continuing the legacy of the Sisters of Mercy.

A standout achievement this year has been the opening of Mercy Haven, a new 90-bed residential aged care facility in Rockhampton. The Mercy Community team can take great pride in the dedication and effort invested in planning, managing, and establishing the facility—and in warmly welcoming their new residents.

Mercy Community has also strengthened its commitment to environmental sustainability, supported by two grants from the Nudgee Trust which enabled the installation of solar panels at the residential aged care facility in Nudgee.

The extensive work undertaken throughout 2024–2025 has positioned Mercy Community to confidently manage and adapt to the incoming regulatory changes under the new Aged Care Act, commencing in late 2025. In preparation for these changes, Mercy Community continues to prioritise succession planning for its Board, ensuring the right composition and skills mix are in place to lead the organisation into the future with confidence and clarity.

This past year has brought significant change, marking a period of renewal and transformation. Throughout this journey, employees and volunteers have demonstrated unwavering support and resilience, continuing to compassionately inspire and empower individuals to live hopeful, connected lives within inclusive communities.

On behalf of the Mercy Partners Board, I extend sincere appreciation to the Mercy Community Board, Senior Leadership Team, and staff for their unwavering dedication and hard work. Despite navigating significant change, they have remained steadfast in their commitment to the residents and clients they so compassionately serve.



Dr Ricki Jeffery
Chair, Mercy Partners Board

CHAIR & CEO

Report



Looking ahead with purpose and renewal

The 2024/2025 financial year marked a turning point for Mercy Community. After a year of considerable transformation, we stepped into a period of renewal, with a clear focus and a deepened commitment to placing the people we support at the centre of everything we do.

We are pleased to present the Mercy Community 2024/2025 Annual Report, highlighting our progress and collective achievements across Queensland.

Milestones and Achievements

Remaining true to our commitment to the people we support, one of the most significant milestones this year was the successful completion and opening of Mercy Haven, our new 90-bed residential aged care facility in Rockhampton. This purpose-built facility reflects our ongoing investment in infrastructure that supports high-quality care, dignity, and comfort for older Australians. We extend our sincere thanks to all who contributed to this project, including staff, contractors, and our local community partners.

This year also saw a new three-year Strategic Plan, setting a strong and clear direction for the future of Mercy Community. The plan focuses on:

- keeping God's mission of mercy and compassion at the heart of all we do
- achieving meaningful outcomes for clients and residents across all services
- delivering sustainable financial performance to ensure long-term sustainability and mission.

This strategic vision reflects our commitment to thoughtful transformation that honours legacy and mission while preparing us to meet future challenges with confidence.

Gratitude and acknowledgements

This year's achievements would not have been possible without the dedication of our employees, volunteers and supporters across Queensland.

We are truly grateful for your commitment. We also acknowledge and thank Mercy Partners, our Board, and all of you for your continued commitment and support.

Looking to the future

We move into the coming year with clarity, confidence, and a strong sense of purpose. Our focus remains on service excellence, financial strength, and a mission that places people at the heart of every decision. We look forward to continuing this important work together.



Rowena McNally
Chair, Mercy Community Board



Justin Lorenz
Chief Executive Officer

MISSION AND

Values



Our mission:

We are a Catholic ministry continuing God's mission of mercy.

Our values:



COMPASSION



INTEGRITY



DIGNITY



EMPOWERMENT

EMBRACING AND INTEGRATING OUR

Mission

In 2024-25, we continued to strengthen Mercy Community's Catholic identity and embed its values across all levels of the organisation. With a focus on formation, pastoral care, and practical alignment of values, our mission remains a living force in both strategic direction and daily practice.

Organisational Identity

Raising awareness of our identity, values, and mission is a key priority. Weekly reflections, shared across the organisation, provided ongoing opportunities for all staff to connect with our mission, with 48 reflections delivered over the year. Formation opportunities were also regularly offered during the year to the Board and Executive.

To further embed Mercy Community values, we launched the Local Legends awards program, receiving 66 staff nominations from across the organisation, each recognising those who live out our Mercy values in their work.

Pastoral Care

Pastoral Care continues to be an important part of the support we provide to residents in our aged care services. Across the Nudgee and Rockhampton sites, our dedicated team delivered an average of 800 pastoral care visits each month.

Looking Ahead

We have a strong and purposeful agenda for the year ahead. Key priorities include:

- Completion and distribution of new Mission resources
- Preparation and participation in the National Catholic Safeguarding Standards audit
- Development of a refreshed Volunteers Network
- Integration of mission focus into recruitment, interviews, and annual appraisals
- Ongoing development of Pastoral Care services

RESIDENTIAL

Aged Care



Mercy Haven

In June 2025 we welcomed our first residents to Mercy Haven; our new \$41 million purpose-built aged care facility in The Range, Rockhampton. This major investment reflects our commitment to meeting the growing needs of older Australians in Regional Queensland with dignity and compassion.

As a new wing of our existing Bethany facility, Mercy Haven is making a positive impact. With modern design, private rooms, gardens and inviting shared spaces, it offers a warm, person-centred environment for up to 90 residents. We are grateful to everyone who helped bring this project to life.

Welcoming new team members

To help address workforce shortages in aged care, we welcomed nine new team members from Papua New Guinea through the Pacific Australia Labour Mobility (PALM) Scheme. These carers have joined us on three-year placements and are supporting our aged care services in Rockhampton.

The PALM Scheme has also allowed us to strengthen our care teams with additional skilled, compassionate individuals who share our commitment to person-centred care. We provided strong onboarding support, including assistance with accommodation, community integration and an understanding of local systems.

This initiative reflects our proactive approach to workforce planning and our commitment to a warm, supportive and sustainable care environment.

Bethany Facility reaccreditation

This year, our Bethany residential aged care facility successfully achieved its 3-year reaccreditation through the Aged Care Quality and Safety Commission. This milestone reflects our commitment, and that of our staff, to delivering high-quality, safe and person-centred care.

The rigorous process involved a comprehensive review of our performance across the eight Aged Care Quality Standards, including resident wellbeing, clinical care, staffing, feedback systems and cultural safety. Reaccreditation is more than meeting regulatory requirements. It is a testament to the values that guide our care every day.

Embracing the new Aged Care Act

During the year we reviewed and updated our systems and training processes to ensure full compliance with the new requirements. At the same time, we are focussed on ensuring residents, clients and families are informed about what the reforms mean for their rights, care and services. This proactive approach reflects our commitment to transparency, quality and continuous improvement.



Mercy Haven
The Range, Rockhampton

OUR IMPACT

Residential Aged Care



157,934

bed days and 444 total residential care beds

Emmaus: 203
Bethany: 94
McAuley Place: 31
Leinster Place: 80
Loreto: 36



97.5%

occupancy



6 centenarians &

171 residents over the age of 90



985,000

hours of direct care to 695 older Queenslanders



4,000

activities and events



472,980

meals served



650+

employees



COMMUNITY

Services

Mercy Community experienced a year of growth, service expansion, and strong community impact across Queensland. We continued to support older Australians and vulnerable community members with a growing range of in-home, allied health, and social support services, always guided by our mission to deliver care with compassion, professionalism, and dignity.

Growth, expansion, and quality service

Home Care Packages (HCP) saw strong growth across the state. By the end of the financial year, we were delivering care to 178 clients, up from 94 at the start of the year.

We also launched Home Care services in Townsville in May 2024. By 30 June 2025, we were already supporting 12 clients - an early indicator of growing regional demand.

Our Short-Term Restorative Care (STRC) program continues to help older people restore function and delay the need for long-term residential care.

We introduced professional social work services for the first time across our STRC, Home Care, and Commonwealth Home Support Program clients. This enhancement has strengthened our capacity to address complex client needs and deliver more holistic support.

Clients supported through the Queensland Community Support Scheme (QCSS) increased from 73 to 108, extending our support for those needing low-intensity support to remain living independently. We completed our Human Services Quality Framework audit for QCSS with positive results, including strong feedback on care planning, staff management, and client satisfaction.

We also opened a new Allied Health Centre in Yeppoon and commenced delivery of a Social Connections program in the region from October 2024. This has successfully expanded access to health and wellbeing services in regional Queensland.

Other highlights

- Our Veterans' Home Care program, which commenced in November 2023, grew to support 50 clients by the end of the financial year.
- Cookery Nook, our café and supported employment initiative at Nudgee, received a 4-star food safety rating from Brisbane City Council, reflecting "very good" performance and a high level of compliance with the Food Act 2006.
- Our retirement villages in Rockhampton and Townsville maintained stable occupancy, continuing to provide a safe, community-based living environment for older people across regional Queensland.



COMMUNITY Services

Families and Young People Services

Our Families and Young People (FYP) services deliver a wide range of supports that create meaningful change for children, young people and families across Queensland. Our programs include early intervention, early childhood development, counselling, family intervention, in-home supports and community engagement. We work alongside families experiencing complex challenges such as domestic and family violence, mental health concerns and Child Safety involvement, always with compassion and cultural sensitivity.

In 2024–25, our dedicated teams delivered more than 98,000 hours of support to over 8,000 families. Across multiple regions, we focused on strengthening relationships, building resilience and connecting families with the resources they need to thrive. We continued to support women seeking safety, vulnerable young people and migrant and refugee families, helping create stronger and more connected communities.

Community Engagement and Advocacy

The Women’s Wellness Centre (WWC) hosted a powerful event for Domestic and Family Violence Prevention Month, bringing together more than 60 people for an art showcase and evening of reflection. A mural created in partnership with First Nations artist Susie Klein symbolised healing, unity and cultural strength. The event began as a small idea and grew into a meaningful community

gathering, deeply moving clients and staff alike. Our Domestic Violence Systems Coordination team partnered with the Queensland Police Service and the Family Law Pathways Network – Greater Brisbane to host the DFV Moreton Assemblage. The event strengthened inter-agency collaboration, explored service gaps and promoted better outcomes for those impacted by domestic violence.

We also took part in Youth Week and NAIDOC Week events across various regions, celebrating culture and strengthening connections with local families and communities.

Partnerships and Local Support

Thanks to Komatsu Australia’s Live Your Dream program, our Ipswich Intensive Family Support Program received a \$10,000 grant to expand critical services, including mental health support, parenting tools and crisis assistance.

During the holiday season, donations from partners like Hope for Children, ADCO Constructions and St Vincent de Paul brought joy and relief to hundreds of families. These generous contributions helped create special moments during difficult times, reminding families they are not alone.

Our team also engaged with the community through events like the Teddy Bear Picnic in Ipswich, promoting child protection and early support.

New Service Hub in Ipswich

In June, five key programs and 23 staff moved into a new office in North Booval. Featuring counselling rooms and open-plan spaces, this new site strengthens our ability to deliver safe, accessible and connected services for local families.



OUR IMPACT

Community Services



35,950

hours of in-home and day therapy direct care for Aged Care clients



44 695

hours of support was provided to families through:

- Assessment Service Connect
- Connected Families
- Family and Child Connect



700

people supported through home and community care



9133

hours of Supported employment



365

counselling services provided to children and adults



1398

First Nations families received support across Community Services



158

total retirement living units

Villa McAuley: 117
The Range Village: 34
Bethany Village: 7



134

families and 176 children supported by Early Years Programs

- Home Interaction Program for Parents and Youngsters
- Pathways for Early Learning & Development
- Lowood Early Years



9

units for staff accommodation to support residential aged care



4

4 stars achieved by Cookery Nook Café in Brisbane City Council's food safety ratings



60

culturally and linguistically diverse people found work under our Ready to work Program



96.4%

of babies remained in their mother's care through the New Families Program

OUR Financial Health

Our focus remains on ongoing financial sustainability. Whilst revenue for South-East Queensland has reduced in the 2025 financial year due to discontinued operations, our overall financial health has strengthened following what was a strategic organisation-wide period of structural transformation and renewal.

FY2025

\$m	Revenue	Assets	Liabilities	Equity
MCSSEQ	65.7	99.1	74.4	24.7
MHACCQ	32.7	75.4	50.1	25.4
MCSNQ	5.5	58.2	24.9	33.3
MCS Consol	104.0	232.7	149.3	83.3

FY2024

\$m	Revenue	Assets	Liabilities	Equity
MCSSEQ	115.3	105.2	84.5	20.6
MHACCQ	28.8	51.7	34.0	17.7
MCSNQ	5.1	55.6	24.2	31.4
MCS Consol	149.2	212.4	142.7	69.8



MERCY COMMUNITY



PO Box 508, Lutwyche QLD 4030



info@mercycommunity.org.au



mercycommunity.org.au