

Mercy Matters

Sharing the stories that bring us together!

A message from our CEO



Welcome to the first edition of Mercy Matters, our new client newsletter. As the new CEO of Mercy Community, I'm delighted to introduce this new way of keeping you connected with what's happening across our organisation.

Our focus is on continuing to strengthen the support we provide to our clients, residents and families. We hope this newsletter gives you a glimpse into the people, programs and moments that make Mercy Community such a special place.

We'd love to hear what you think. Please take a few moments to complete the short survey at the end of this newsletter to help us make future editions even better.

Thank you for placing your trust in Mercy Community. It is a privilege to support all our clients and residents.

Leonie Fowke
Chief Executive Officer

Your rights, voice and privacy

At Mercy Community, we are committed to respecting your rights, protecting your privacy and ensuring your voice is heard. Whether you want to provide feedback, ask a question or raise a concern, we're here to listen and support you

Feedback and complaints

Your feedback, compliments and concerns help us understand what matters most to you and guide us in continuing to improve the care and services we provide.

[Click here.](#)



Speaking up

If you see something that doesn't feel right, you have the right to speak up. Mercy Community supports people who raise concerns and ensures they are treated with respect, confidentiality and care. [Click here.](#)



Privacy

We respect your privacy and are committed to protecting your personal information. If you have questions about how we manage your information, we are here to help.

[Click here.](#)



Care that restores confidence



Sometimes the most meaningful outcomes can't be measured. They're seen in a smile, renewed confidence, and the joy of reconnecting with life.

After taking part in Mercy Community's Short-Term Restorative Care (STRC) program in Rockhampton, Bill and his wife Carol experienced just that. In a heartfelt letter, Carol shared how Mercy Community's dedicated STRC team, including a care coordinator, physiotherapist and occupational therapist, helped Bill regain not only strength and independence, but also the confidence to get back out into the community.

A trial of a motorised chair proved life-changing, allowing Bill and Carol to once again enjoy simple pleasures like walks along the beach and shopping together.

Carol wrote: "I had tears in my eyes when he reluctantly trialled the chair, then seeing how his face lit up.... I am teary yet again writing all this. Each of you are an asset to Mercy Community. Bless you all for the gifts you have given."

Stories like Bill and Carol's remind us that compassionate, person-centred care can change lives, helping people regain independence and reconnect with the people and places they love.

Your new-look Support at Home statement

Support at Home clients will have received their new-look statements.

To help you understand your statement, a guide explaining the different sections and what the information means, has been included.

If you have any questions after reading the guide, your Care Partner is your best point of contact and will be happy to assist.

Alternatively, you can contact our Support at Home team on 1300 927 062.



Two Hearts Program officially launched

In July, Mercy Community officially launched the Two Hearts Program, providing safe accommodation and support for pregnant women and new mothers in Brisbane. The program offers a safe and supportive environment where women can build confidence, strengthen their parenting capacity and access important services and connections during pregnancy and early parenting.

Through the Two Hearts Program, women are supported through:

- A safe, supported short-term living environment
- 24/7 onsite team support
- Individualised support
- Coordinated community outreach and service navigation
- Connection with antenatal and postnatal care services
- Connection to counselling support for mental wellbeing

The newly refurbished accommodation provides a welcoming space where women and their babies can feel safe, connected and supported as they build more stable futures. If you would like to learn more about the Two Hearts Program please contact the Two Hearts Program Office on (07) 3267 9070.



Our commitment to keeping children safe

At Mercy Community, the safety and wellbeing of children and young people is everyone's responsibility.

We welcomed the introduction of the Child Safe Organisations Act on 1 October 2025, followed by the commencement of the Reportable Conduct Scheme on 1 July 2026, which both strengthened safeguards for children and young people.

Across all our services, we are committed to creating safe, respectful and inclusive environments where children and young people are heard, supported and valued.

Our team is trained and supported to uphold child safety, with clear reporting processes in place to ensure concerns are responded to appropriately and in line with our safeguarding obligations.

We continually review and strengthen our approach to keep the safety and wellbeing of children and young people at the centre of everything we do.

To learn more about the 10 Child Safe Standards we align to, visit our [website](https://www.mercycommunity.org.au).



Residents and clients help shape our services

Our Consumer Advisory Bodies (CABs) continue to provide an important opportunity for residents and families to share feedback, ideas and experiences that help shape our care and services.

Throughout 2025/26, residents and families positively highlighted the variety of our lifestyle and activities programs, as well as the respectful and compassionate care provided by our teams.

Feedback from CAB meetings has also helped guide improvements across our services, including dining experiences, communication and care planning.

Thank you to our clients who continue to share their voices and help us deliver services that reflect what matters most to our community.

If you would like to attend your next CAB meeting, contact your Facility Manager directly.

Community Care clients can register their interest by contacting their nearest team:

South East Queensland:
SEQhomecare@mercyys.org.au
Central Queensland:
CQhomecare@mercyys.org.au
North Queensland:
NQhomecare@mercyys.org.au

Five minutes with Bree, Domestic and Family Violence Practitioner

Q. Tell us a little about your role at Mercy Community.

I support families experiencing domestic and family violence by helping them access the right support and services, while also providing guidance to my team on safely assessing risk. We support families

across a large region, from Blackbutt to Stanthorpe, Helidon and Withcott, through to Tara and surrounding communities, always keeping the safety and wellbeing of women and children front of mind.



Q. What's something you wish more people understood about domestic and family violence support?

Domestic and family violence is complex, and every person's situation is different. Support is available no matter how big or small the concern may seem, and every positive step forward is worth celebrating, whether it's helping a client open their own bank account, taking a positive first step, or simply knowing they're not alone.

Bree's life beyond the role

A fun fact about you?

I'm a very picky eater.
Seafood and bananas are definitely off the menu!



Three words to describe you?

Social, organised, reliable.



Dream holiday?

A road trip around the United States.



Favourite way to relax?

Reading, watching TV, spending time with my husband, family and friends.



Summer or winter?

Winter



Cats or dogs?

Cats (although I love my dog too!)





Good food, great moments

Whether you're celebrating a birthday, a family gathering, a special milestone or simply enjoying time together with loved ones, the Cookery Nook offers delicious catering to help make your occasion memorable.

Freshly prepared with care, the Cookery Nook provides a range of catering options delivered across Brisbane and surrounding areas, including Moreton Bay, Logan and Ipswich. From morning teas and beautiful platters to sweet treats and savoury favourites, there are options to suit every gathering.

As a Mercy Community social enterprise, the Cookery Nook is a unique catering offering with its own dedicated brand. Every order helps create meaningful employment opportunities for people with disability — making your choice one that brings joy beyond the table.



To explore the menu or place an order, visit www.cookerynook.com.au, or use the QR Code from your mobile phone.

We'd love to help you with your next event!

Music brings residents together

After listening to resident feedback about the activities they'd like to see offered at Mercy Community's Villa McAuley Retirement Village, music was identified as a favourite. This led to the launch of Music in July, a series of free musical events bringing residents together.

The first event, a morning tea featuring one of our talented residents sharing favourite songs, was a wonderful success.

With 26 residents attending, guests enjoyed singing along, sharing memories and connecting with one another.

The music morning tea will now become a regular feature on the Villa McAuley calendar.



Residents brew kindness for a great cause

Residents at Villa McAuley Retirement Village recently came together for their annual Biggest Morning Tea, raising more than \$4000 for the Cancer Council.



Now in its 13th year, the event welcomed 67 residents and guests for a morning of connection, refreshments and fundraising activities, including a cent sale, raffles, a money tree and lucky door prize.

The Cancer Council's Biggest Morning Tea brings communities together to share a cuppa while raising vital funds to support people affected by cancer.

Through the generosity of Villa McAuley residents, the village has now raised almost \$18,000 over 13 years — a wonderful example of Mercy in action.

We'd love to hear from you

We hope you enjoyed reading the first edition of Mercy Matters, your new client newsletter.

We'd love to know what you thought. What did you enjoy reading most, what information was most useful, and what would you like to see included in future editions?

Your feedback will help us create newsletters that are interesting, helpful and relevant for our clients and families. Complete our short survey here: <https://www.surveymonkey.com/r/M682YGJ>



A Ministry of Mercy Partners

*Thank you for reading Mercy Matters and for
being part of the Mercy Community family.*