



Seeking justice through compassion



MERCYCARE

annual report | 2009/2010





*The olive trees on the historic MercyCare Wembley site were planted in the 1840s by the Benedictine Monks who pioneered the early community services on this site.*

*The roots of the olive tree represent our past, honour and heritage  
The trunk represents our present and the creative spirit of Mercy  
The branches represent the growth that we desire for our future  
The fruit represents the flowering of our vision in the future*

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## annual report | 2009/2010

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# From The Board

*Seeking justice through compassion*

During this year we experienced many successes and changes as we continued our Mercy work in areas that cover the lifespan – from the beginning to the end of life. Our well known Mercy driver, 'Bringing Compassion to Life' continued to inspire the people of MercyCare as we all managed the many uncertainties and challenges that face us all in our professional and personal lives and as we witnessed and travelled with the troubles, illnesses, sorrows, tribulations and joys of the people we serve. We came out the other end of the world's financial crisis albeit that we have also had to make many changes and create efficiencies in

the way we do our work in order to maintain our businesses and grow our capacity to provide new and excellent services. I take this opportunity to thank every volunteer and paid worker who contributed to the successful outcomes for the people we serve and that are identified and acknowledged throughout this annual report

We have undertaken many internal changes in order to re-organise and re-position ourselves in an increasingly 'noisy' and competitive environment – one in which new policies and political imperatives provide us with many challenges as well as fresh ideas. Some of these changes have required and will continue to require,

tough decisions. I thank executive and management for the work they have done to make these changes in ways that honour and respect our dedicated workforce. Injustice pervades communities across the world and our wealthy state of Western Australia is not immune. We cannot mark time in the face of emerging needs. We need to constantly apprise ourselves of where the needs are arising and to have the courage to move in new directions as we 'pursue justice through compassion'. The founder and original visionary for the work of Mercy, Catherine McAuley and the Sisters of Mercy are ever present as our models for this work

Some changes we have experienced this year have been even more significant

than others. The resignation due to illness of our long standing and dedicated Group Chief Executive Officer, Jeff Simper, was a sad event and provided a major challenge for the board, executive, management and for the whole organisation. We miss Jeff's remarkable presence, his humour, his love of numbers (cricket scores as well as financial figures) and his steady, unflappable ways. We are so very grateful to our General Manager of Mission & Culture, Anne Fox, who stepped up when asked to do so and took on the role of Acting GCEO. I suspect that Anne Fox has managed one of the most difficult and exhausting periods of her lengthy and varied career - filling as she has the large shoes of Jeff Simper, managing the

uncertainties and anxieties, overseeing the many changes that were in train when Jeff left and at the same time retaining the vitally important Mission role. As is the way of organisations, there were a number of other senior staff changes during the year and we thanked and farewelled a number of executive and managers. What was common in the farewells was the spirit of Mercy that every person said they would take with them as a spiritual gift on their career journey.

We now look forward to entering an exciting period with our dedicated team, a new GCEO, a new strategic plan, new service directions and with the promise of fresh faces amongst executive and management as well as many new

staff. On behalf of the Board, I thank everyone who has contributed so much to MercyCare this year. In particular I thank my fellow directors, new and not so new, and those who have left, all of who have provided such strength this year. And I thank our three inaugural Members, Sr Anne Tormey, Mr Greg Clune and Ms Amanda Wheeler who have helped grow a new level of governance for MercyCare into the future. We all look forward to more challenges, more changes and much sharing of wisdom as we turn a new corner for MercyCare.

Dr Maria Harries  
Chairperson

**MercyCare  
Members Chairperson**



Greg  
Clune

**MercyCare Members**



Sr. Anne  
Tormey RSM



Amanda  
Wheeler

**MercyCare Board  
Chairperson**



Dr Maria  
Harries AM

**MercyCare Board**



Keith  
Geers



Dianne  
Bianchini



Maureen  
Colgan



Sr Adele  
Howard RSM



Dr Mark  
McKenna



Michael  
Reutens



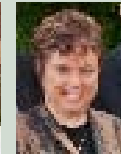
Maurice  
Spillane



Tony  
Wheeler



Dr Rosanna  
Capolingua



Prof. Jan  
Thomas

# Group CEO Report

## MercyCare – how we delivered our

### Mission this year

MercyCare is quite a complex organisation and the only one of its kind in Perth. The complexity arises from its three arenas of service – acute care, aged care (residential and community), and its family and community services (children, youth, vulnerable adults). Its large range of services is delivered by the commitment of its staff and volunteers who, this year particularly, have striven to put the shoulder to the wheel during stressful global economic times. It is these global circumstances which impact on the not-for-profit sector dearly and MercyCare has also felt the affects. It is in this climate though that our staff have risen to the challenge of higher levels of service in a more stringent fiscal environment, our staff

have persisted in pursuing excellence in care, in finding creative ways to develop new services to serve the most vulnerable, and to provide high level care for the elderly.

### Family and Community Services

Highlights of the year included the acquisition of two Child Day care centres and successful tendering for the establishment of five residential Family Group Homes, as well as being successful in gaining funding under the Homelessness National Partnership Agreement for services to people transitioning from supported accommodation.

### Aged Care - Residential and Community

This year Mercy Aged Care established a

much needed and successful program, 'Mercy at Home', to support people living independently at home who are unable to qualify for government funded home assistance. The 'Mercy Community Health Services to Clergy' program was also begun which assists the priests of the Catholic Archdiocese of Perth to maintain good health practices as they age. A strong focus on environmentally sound practices in the residential care facility also was another successful focus of development.

### Mercy Hospital, Mt Lawley

Mercy Hospital is to be congratulated on the exhaustive planning that has gone into the new 4th floor specialists rehabilitation service, due to open in November, its attraction of a number of newly recruited



obstetrician/gynaecologists along with the on-site reconstruction of medical suites for them. The Mercy Family Birthing Unit continues to provide significant service, both in number of births and in excellent care, to the new mothers-to-be of Perth. This year it joyfully celebrated the awarding of the Johnson and Johnson Midwife of the Year to Mercy's own Joan Wild. It is also to be congratulated on reducing its energy and water consumption significantly through a number of initiatives.

### **Santa Maria and Mercedes Colleges**

MercyCare commenced the management of the two Colleges on behalf of the Perth Congregation of the Sisters of Mercy in 2005 for an initial period of 3 years. This was extended in 2008 for another year. During 2009 MercyCare assisted the

Sisters to develop the Mercy Education Board to undertake this role on their behalf. The Colleges, over the past four years, have each seen extraordinary growth through building programs and in other curriculum areas. The handover of the management of the schools back to the Sisters took place during a gathering with the Sisters, an annual event, in late 2009. The Sisters, and the schools, expressed their deep appreciation of the broad spectrum of services which being 'part of' MercyCare afforded them.

### **A Year of Changes**

This year also saw a number of changes other than global ones. In January Jeff Simper resigned after nine years of dedicated commitment to MercyCare as its Group CEO. This was unexpected

and required us to respond to Jeff's going with both sadness and gratitude whilst knowing that the year would see significant changes as a result. Jeff had begun the change process for MercyCare and we knew we would have to carry it on. I would like to take this opportunity to express my thanks to the Executive and Staff for the way in which they immediately embraced, indeed welcomed, the change process while we await the appointment of a new Group CEO. I add my personal thanks to the Board and all at MercyCare for their support during this transitional time.



**ANNE FOX**

Anne Fox,  
Acting Group CEO

With a proud history dating back to 1846, MercyCare is a leading West Australian catholic health and community services, not-for-profit organisation. Services and facilities include acute healthcare, community and residential aged care, youth and family services, community services, childcare, foster care, accommodation services for youth and much more.

# Vision Mission Values



**At MercyCare our Mission , Vision and Values are an integral part in everything we do from corporate level right down to our day to day work in dealing with people.**

Our vision is for a world where God's abundant love and mercy is celebrated by all and where every person has access to justice, equity and opportunities for wellbeing.

**Our mission is to bring compassion to life.**

We align ourselves with the life-giving mission of Christ through practical acts of mercy and by responding energetically

to the changing needs of people in our community. Through quality, caring services and through advocacy, we work for justice and we support people to enrich their lives. Our core commitment is to those who are vulnerable and distressed in times of disadvantage.

We hold the values of respect, justice, compassion, integrity and excellence to be central to our culture and to the achievement of our vision and mission.

**We demonstrate these values in our:**

- creative responsiveness to social need;
- persistence in the face of challenge;
- commitment to human dignity; and
- hospitality to all.

**Who we are**

MercyCare was established by the Perth Sisters of Mercy to carry on the work which they began in Perth in 1846 and continued until 1999.

Today, MercyCare is a Catholic organisation in its own right inspired by and faithful to the vision and spirit of Catherine McAuley, the founder of the Sisters of Mercy. Our rich history and experience has guided and influenced the formation of our Vision, Mission and Values.

# Mission Report



## MISSION

This year MercyCare has continued its many traditions, and its faithful fulfilment expressed in our by-line “Bringing Compassion to Life”. The commitment to compassion is palpable in MercyCare at every level and across every site. We completed a review in late 2009 of the ways in which this compassion is evidenced amongst our staff, and in our actions. That it passionately drives us is without doubt. What is less clear is whether we all have a common understanding of what ‘bringing compassion to life’ means against our MercyCare reality, and our current global, regional and local circumstances. We foreshadow that part of the work of the coming year will focus on

renewed understandings of compassion.

## “SEEKING JUSTICE THROUGH COMPASSION”

Some of the ways in which compassion is visible in the organisation shines through this Annual Report in the encompassing reach of our services, in the dedication of our staff, in the ways in which we welcome and farewell, and in how we care for our patients, clients, and residents. We also commit to compassion through our provision of Pastoral Care through several dedicated teams of professional pastoral practitioners. Pastoral Care, pioneered by the Sisters in MercyCare, and religious in other Catholic Settings, has undergone a shift in the discipline which underpins this practice from being a service which met

both the religious practice and personal spiritual needs (of mostly Catholics) to a service which meets spiritual need. These spiritual needs are not necessarily defined by a particular set of religious beliefs. Our Pastoral Care services are there for by anyone who experiences the vulnerability that accompanies loss, illness, anxiety, or just the need to understand and make new meaning in life. A focus of our coming year will be to review our particular services to ensure they are at the cutting edge of pastoral care.

## BUILDING COMMUNITY AND MERCY IDENTITY

Each year MercyCare celebrates, with the Catholic Church, the liturgical seasons that are the essence of Christianity. We are very

*“Each year MercyCare celebrates, with the Catholic Church, the liturgical seasons that are the essence of Christianity.”*

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grateful to our chaplains, both at Mercy Hospital and Mercy Aged Care, who assist our Pastoral practitioners in ensuring that our liturgical celebrations serve the needs of our communities. As well, drawing on the rich tradition of Catherine McAuley, we also celebrate many significant dates, and participate in events which build the community and our culture in a way which honours the Mercy tradition. Around the Feast of Our Lady of Mercy (September 24), the source of Catherine’s care for the poor, we build a week of activities which celebrate the life of our whole community. During Mercy Week over the past two years we have been developing a recognition program around our core Values: Respect, Compassion, Integrity,

Justice and Excellence. Our staff are given the opportunity to nominate other staff or volunteers whose behaviour demonstrates each of these values in a consistent way.

#### **PROUD TO CALL OUR SELVES MERCY**

Since MercyCare was formally established in 2002 it has continued to interpret the charism of Catherine McAuley. As a young organisation it has formed itself in her spirit and in the broader Mercy tradition across the world with which it is aligned. Founded by the Sisters themselves on the Mission of Jesus and the healing ministry of the Church, MercyCare embraces this Mission with commitment and passion. It is proud to call itself truly Mercy.





# 2009/2010 The Year in Review



2

New childcare facilities  
opened in Thornlie &  
Seville Grove



Establishment of the  
Workforce Development  
Centre in Mirrabooka

5

New Family Group Homes  
opened in the Perth  
metropolitan area



Mercy Hospital rated  
3rd highest performing  
Private Hospital in WA  
by Medibank Private  
members



New Inpatient  
Specialists Rehabilitation  
Centre planned for  
Mercy Hospital



17%  
reduction in energy  
consumption at Mercy  
Hospital



1,400  
babies delivered in  
2009/10



WA Midwife of the Year  
awarded to Joan Wild of  
Mercy Hospital

Look@MyBaby live  
and secure video  
streaming of new babies  
launched at Mercy  
Hospital



Mercy at Home  
aged care program  
established



# MercyCare Structure

## MercyCare

Mercy Aged Care

Mercy Hospital  
Mount Lawley

Mercy Family &  
Community Programmes

Other Services

Residential Aged Care

Family Birthing Unit

Youth Services

MercyCare Foundation

Community Aged Care

General Surgical & Medical

Family Services

Santa Maria College

Mercy Village ~ Wembley

Ursula Frayne Unit

Employment &  
Community Programmes

Mercedes College

Mercy Restorative Unit

Child Day Care

Catherine McAuley Award  
for Women in Leadership  
& Service



# Pregnancy and Birth

*A caring and nurturing welcome to the world*



**The Mercy Family Birthing Unit offers a combination of intimate, home style accommodation, personalised attention and modern clinical facilities. Unlike any other maternity hospital, Mercy provides double beds in all private rooms and encourages parents to stay together for the duration of their stay at this time. Most patient rooms have spectacular views of the Swan River.**

1,400 new babies were delivered in 2009/2010.

Our team of midwives, obstetricians and physiotherapists has an outstanding reputation in providing personalised care and are committed to preparing expecting mothers and the family for all aspects of childbirth and parenthood.

#### **Look@MyBaby**

Look@MyBaby is a live and secure video streaming service direct from the maternity cot to the mobile phones and computers of friends and family around the world. Mercy Hospital Mount Lawley was the first hospital in WA to provide this service

which is delivered via SMA and allows the recipient to connect via live stream: the virtual baby visit. It was launched at Mercy Hospital following an 18 month trial and commercial service in the eastern states.

It is a valuable service for those with family and friends in far away places but more importantly for parents who are separated from premature babies. Midwives have noticed that those mothers expressing milk for their premature babies respond positively to the live webcam and produce milk more easily. It also reduces the chance of infection for the newborn from too many visitors.



#### Midwife of the Year

Joan Wild from Mercy Hospital Mount Lawley was announced as the Johnson & Johnson Pacific (J&J) Midwife of the Year. This annual award, with the support of the Australian College of Midwives is designed to recognise the consistent and invaluable contributions made by midwives to safe motherhood across the country.

Mercy Hospital Mount Lawley was recognised with an award for having the largest number of midwives over the past four years.

*“I will never forget her... We feel so blessed to have been so well supported during the induction process which was long and difficult. Joan, through every process, explained things carefully and in a way we could understand so we could make the best decisions for ourselves at every stage.”*





"Thank you so much for all the love and care you've given James during his first year in child care. It's such a comfort to know that he's in a place he loves, with staff he adores."



# Child Day Care

*A foundation for growth and happiness*



**Mercy Child Day Care has an experienced and well qualified team of staff, providing opportunities for continued professional development. This year has again seen the children benefit from having low staff turnover which provides stability, continuity and consistency in our centres.**

In 2009/2010 the Wembley Child Care facility accommodated approximately 254 families and the James McAuley Centre in Heathridge had 81 families enrolled. In November 2009 two new childcare centres in Seville Grove and Thornlie were

opened. At the time of writing this, the two centres had approximately 70 families enrolled at each. The Newman centre has approximately 35 families enrolled.

Stimulating and fun outside play is essential for young children and Mercy Child Day Care constantly monitors the effectiveness of the play areas. They are all upgraded annually with significant renovations in 2010 at both Wembley and Heathridge.

Mercy Child Day Care is interested in the individual development of each child and plans to constantly maximise learning opportunities. The staff are experienced in providing quality programs that are age

appropriate and engaging for every child. By making the environment a happy place the staff will give each child every chance to explore and play their way through the child care experience.

# Youth Services

*Helping guarantee a brighter future*

**Mercy Youth Services provides accommodation and support to homeless young people through three different programs that aim to assist young people to gain the skills they need to live independently.**

The Mercy Youth Support Service provides assistance to young people, primarily aged over 18 and up to 25, to obtain their own accommodation in the private rental market. The Youth Support Service supported 51 clients (mostly young mothers) between July 2009 and June 2010. A Support Worker is available to visit on a regular basis (usually once a week)

to help the young person maintain their independent life style. The time and level of support is negotiated with the young person and the service is provided for free.

There are four Coolock Units for young mothers. Between July 2009 and June 2010 the program accommodated nine young mothers and their children. The Coolock Units provide medium term supported accommodation (six months) for single mothers between the ages of 16 and 25 years. A Support Worker visits the young mothers once a week in their home to assist with their independent living skills such as parenting, budgeting, cooking, shopping, and maintaining a tenancy.

Carlow House has a six bed capacity. Between July 2009 and June 2010 Carlow

House accommodated 19 young people. It provides medium term accommodation (up to nine months) for homeless young people aged 16 - 18 years. A Youth Worker is available in Carlow House 24 hours a day, seven days a week, to support and assist the young people to develop their independent living skills so they no longer require 24 hour supported accommodation. Between January and June 2010 more than fifty per cent of new clients were Cultural and Linguistic Diversity (CaLD) Families or Aboriginal.

“Carlow has had one of the biggest positive impacts on my life and I’m glad all those bad things happened because if they didn’t I never would have had this adventure.”

### Mercy Reconnect

Mercy Reconnect is an outreach support service providing counselling, mediation and assistance to young people aged 12-18 years and their families who are experiencing conflict where that conflict may lead to the young person becoming homeless. The service works with a range of issues including mental health, drug and alcohol, domestic violence, family and relationship breakdown, abuse, communication breakdown and the lack of effective parenting skills.

The aim of the service is to prevent young people from becoming homeless by facilitating family reconciliation, reunification or stabilising the young person's living situation. Mercy Reconnect is the largest Reconnect service provider in Western Australia consisting of eight full time and 2 part time qualified and/ or experienced staff members, covering the metropolitan area from as far North as Two Rocks, Fremantle to Rockingham and the Mirrabooka, Cannington and Armadale regions.

In 2009-2010, Mercy Reconnect

provided counselling and support to over 330 young people and/ or their families.

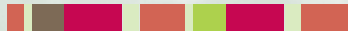
Mercy Reconnect achieved higher results in their performance outlet than the average benchmark or the Performance Assessment Criteria as set out by the Department, for young people who benefited through support or had their living situation improved. "The Reconnect service was very useful to us as a family; knowing that the support was there. It helped us get our young person back into the family and safe." In Mercy Family Services Family Group Homes there are currently 18 carers who form an integral part of the programme, plus another eight engaged in the interview stage. At the time of publication, there are 17 children in the Family Group Homes; seven girls and 10 boys. In total over the year July 2009 to June 2010 MercyCare has had 25 children use this service.

"I would like to start by saying thank you for all your help. Thank you for taking the time to stop and think about other people's lives and for caring enough to want to help change them."



# Family Services Foster Care

*Making a difference in someone's life*



**Between July 2009 and June 2010 Mercy Family Services have had 52 individual children in foster care.**

**There has been a total of 41 foster carers; some being respite care to help the long term carers.**


With the exception of one child, all the children in foster care this year have been able to have contact with their biological families. All of the children have had access to specialist health services, which included assessments, as required, by a General Practice Doctor, Occupational Therapist, Speech Therapist, Pediatrician and Psychologist.

Mercy Family and Community Services operates foster care services for children and young people who are unable to live with their families and need care and support. Mercy Family Services, Foster Care Programme recruits and trains people to become foster carers. Our carers

provide medium to long-term (6 months to long term) care for children aged 0-17 years old, in the Perth metropolitan area.

Each child and carer is provided with an individual Mercy Family Services Social Worker who supports the placement and the child's overall development through planning and assessment and provides advocacy to them.

"My experience as a single foster parent has been like waking up Christmas morning and looking at a mixed bag of presents. There are those presents that surprise us, at first we wonder why we have received them.... then the present begins to be the best gift. The just right



presents are those workers who really involve foster parents in the decisions for the children they know best. Also the just right present is seeing our children become more emotionally stable, develop a sense of self, laugh and overcome challenges with less of a struggle.” (Bath Family, 2010)

“Fostering has been a hugely rewarding and positive experience for us, we now have a very close family and two children who are no longer ‘foster children’ and are able to live a very healthy, stimulating life without ongoing disruptions. We still provide respite care for other children at Mercy and enjoy doing this.” (Jones Family, 2010)

***“Fostering has been a hugely rewarding and positive experience for us.”***

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# Hospital Services

*Health and wellbeing solutions*



**Mercy Hospital, located in Mount Lawley, is licensed to treat 244 patients and provides comprehensive care for private patients, entitled veterans and self-insured patients in the clinical specialties of Obstetrics, Orthopaedics, Paediatrics, General and Day Surgery, Urology, Gynaecology, Plastics, Ear, Nose and Throat, Medicine, Oral Surgery, Bariatric Surgery and Restorative and Mental Health Age Care.**

In 2009/2010 significant refurbishments were undertaken including re-decorating all ward areas, construction of a new Hospital Pharmacy, construction of the new inpatient specialist rehabilitation service and new inpatient beds. Mercy Hospital has also begun construction of a large medical practice suite to accommodate newly recruited obstetricians and gynecologists and is to be completed in January 2011.

This year has also seen the replacement of approximately \$1.5 million in medical equipment with the purchase of new and upgraded equipment for theatres, Urology, Gynaecology, General and Anaesthetics.

As a result additional sessions have been possible with an increase per fortnight for

ENT by four, Plastics by one, Orthopaedic by five sessions and Gynaecology by two sessions. Urology has increased by three sessions every four weeks.

Also established this year is a permanent Hospital Infection Control Nursing Service, previously supplied by an external consultant. The hospital has seen significant improvement in policy formation, hand hygiene audits, orthopaedic joint surveillance and pre-employment screening.

An electronic based policy framework has been developed and successfully introduced in June 2010 which allows for more accurate tracking of policies and procedures when due for review and easy online access for staff. Appointment of



a part time policy coordinator ensures that Mercy Hospital will meet all the requirements for annual Licensing and ACHS accreditation.

Mercy Hospital is achieving significant improvements in the use of energy and water with energy consumption being reduced during 2009/10 by 17% against the base year of 2006/07.

Water consumption has been reduced during 2009/10 by 19.8% against the same base year.

### Awards & Recognition

Staff at Mercy Hospital have been highly recognized in 2009/2010 through awards and outstanding results this year. In Gastroenterology the Clinical Nurse

Manager of the unit, Wendy Blomberg was elected president of COGEN which is the credentialing arm of Genca (the national association for endoscopy staff) and will hold this position a two year term. Three nurses within the Hospital's Endoscopy Unit have been credentialed by the Gastroenterology Nurses College of Australia. Mercy Hospital can now boast that it employs the greatest number of credentialed gastroenterology nurses than any other hospital in Western Australia.

- Mercy Hospital achieved outstanding results in ACHS Accreditation Survey. The summation following the Hospitals three day's accreditation survey was overwhelmingly positive. Managers and

staff were acknowledged for achieving high standards against each of the accreditation standards (EQUIP).

- Professor Teik Oh, Director of Medical Services, was recognised in the Queen's Birthday Honor List and was awarded a Member of the Order of Australia (AM) for his services to medicine, particularly through the development of protocols for the specialties of anesthesia and intensive care, through leadership roles in clinical and academic practice and with professional bodies.
- Mercy Hospital has been rated by Medibank Private Members as the third highest performing Private Hospital in



Western Australia and awarded the Bronze Award. This announcement follows their annual member survey of patients who had been admitted to private hospitals throughout Australia.

- Following the May 2010 survey by the Post Graduate Medical Council (WA) for pre-vocational training for Resident Medical Officers (RMO's), Mercy Hospital was granted full accreditation. This is a significant milestone for the Hospital with the examiners satisfied that all criteria for providing medical education are being met.
- Oversight of quality of care was provided by the Safety, Quality & Risk Management Committee (SQRM) and the Clinical Quality

Improvement Committee (CQIC). Legal privilege for quality activities in the Hospital was renewed by the Minister of Health through the CQIC. Relevant clinical events were reported to the Hospital's insurers. There were no Sentinel Events or arising medical-legal cases for this year.

#### MercyCare Hospital Services statistics for 2009/2010

<b>Births:</b>	1430
<b>Operating Procedures:</b>	10438
<b>Endoscopy Procedures:</b>	6542
<b>Bed Days:</b>	45 041

# Community and Employment

*Happy, healthy and productive communities*



**MercyCare Employment and Community programmes are based in Mirrabooka, with a focus on the Culturally and Linguistically Diverse (CaLD) community.**

The programmes provide for a holistic and integrated service to the community in areas of emerging need. This includes life skills, employment advice, financial awareness, family relationships, health and nutrition, accommodation and tenancy and the Community Choir.





**The programmes provide for a holistic and integrated service to the community in areas of emerging need.**

## **These programmes have benefitted hundreds of people between July 2009 and June 2010 in the following ways:**

Mercy Employment, a community based organisation operating for over 10 years, continued to deliver employment services throughout the local area.

Over \$60,000 was lent to approximately 72 individuals or families by Mercy Lending Services which offers affordable and manageable interest free loans.

200 people have utilised Mercy Community Support which works with the four key principles of engagement, inclusiveness, collaboration and capacity building to build stronger community networks.

25 people took advantage of the free First Click and Second Click - Basic Computer Skills Training, benefitting those who have not used a computer before or want to become more familiar with them.

240 people have used the Mercy Settlement Grants Programme (SGP) which provides information, referral, advocacy and casework service for refugees and humanitarian entrants in the Perth metropolitan region.

Approximately 150 people have used the Workforce Development Centre which is designed to assist Culturally and Linguistically Diverse (CaLD) clients of any age (high school and above) at any point throughout their life to make educational, training and work choices.

40 people used the Mercy Addiction Support Team (MAST), a drug and addictions specialist support service of Mercy Care's Family and Community Services division.

The Training and Activity Hub saw 80 people benefit from its services.

Two people were involved in the Mercy Angels Pilot Social Enterprise.



# Aged Care

*Growing old with Mercy*

**Mercy Aged Care offers an extensive array of services to assist older people to live full and meaningful lives. At home, in the community or within the residential care facility, the approach to service is holistic, providing spiritual and comprehensive practical support to residents, clients and families.**

## **Mercy Residential Aged Care**

The Catherine McAuley Residential Care Facility comprises of 53 High Care beds, 44 Low Care beds and 16 Secure Low Care Dementia-Specific beds.

The Facility received its first full accreditation as a single facility in 2009, and resulted in 100% compliance with the 44 Expected Outcomes.

The staff makes up a multi-disciplinary team, including health professional care staff, pastoral care staff, hostel services and grounds staff. Mercy Residential Aged Care is housed in the historic grounds of Wembley and includes Our Lady of Mercy Chapel that is open to staff, patients and their families and welcomes people of all faiths.

A revised service delivery model – New Way – was introduced in 2009/10 which offers care staff a new career pathway, with clear opportunities for development and advancement. The roles of registered

nurses were substantially revised enabling them to focus exclusively on clinical care rather than being occupied with administrative tasks. Implementation of New Way has also resulted in significant wage savings. An interim audit of six safety and clinical outcomes revealed negligible changes. Staff feedback has been positive with a number of staff already accessing new career opportunities.

Based on national data, the Facility has developed formal benchmarking processes resulting in increased staff involvement in budgets and unit management. Introduction of departmental scorecards has resulted in better financial accountability across the facility.

The facility continues to enjoy a positive

reputation within the community with an average occupation of 99.6%, and a waitlist averaging 100 applicants. The Mercy Retirement Village has submitted an application for its inaugural accreditation. Although the Village has a small turnover, it has a waitlist of over 200 prospective applicants.

#### **Mercy at Home**

Established in 2009, the Mercy at Home program provides a range of services to support people to live independently at home. The services are on a user-pays model, and aim to meet the needs of people who are ineligible for government funded services. The service is highly flexible, tailoring the service to meet individual needs, and has no age limits. Personal care services include showering, dressing, toileting and escorting as well as concierge services such as shopping, running errands, cleaning, paying bills and watering. Also established in 2009, the Mercy Community Health Services to Clergy

program on the request of the Perth Archdiocese. This program aims to support the health practices of clergy with an emphasis on maintaining the health of ageing and retired clergy. The service has been extended to support the health education and choices of all Catholic clergy.

#### **Community Aged Care**

Davis House caters for clients diagnosed with dementia. It provides flexible respite options for family carers caring for a loved one living with dementia. It is jointly funded by the Commonwealth and the State (HACC) and is a large home which provides a comfortable and safe environment for people with dementia. This provides the opportunity for the carer at home to continue working or to have respite. In Home Respite is a Commonwealth funded initiative aimed at providing relief and support to the carer to enable them to continue in their caring role with the knowledge that there is someone caring for them. In Home Respite provides flexible

respite services for carers of people with dementia and challenging behaviours. Community Nursing has a team of Registered Nurses that can provide wound care services on request and provide help and assistance in the patient's home. The Home and Community Care (HACC) Program provides a range of services to support people at risk of premature admission into permanent care, to continue living independently within their own homes. Support is also available to family carers.





## Mercy Community Services/MercyCare

	2010	2009
<b>Revenue</b>	<b>\$m</b>	<b>\$m</b>
Government	14.9	17.4
Other Sources	11.0	11.4
<b>Total</b>	<b>25.9</b>	<b>28.8</b>

<b>Revenue</b>		
Residential Aged Care	7.2	6.6
Community Aged Care	7.1	6.9
Family Services/Community Development	8.4	10.1
Other	3.2	5.2
	25.9	28.8

<b>Employment Costs</b>	20.6	21.4
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<b>Assets</b>		
Property Related	92.7	89.9
Cash	12.6	12.6
Other	12.5	10.8
<b>Total</b>	<b>117.8</b>	<b>113.3</b>

<b>Net Assets</b>	40.8	41.5
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<b>Capital Expenditure</b>	1.2	3.3
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# Mercy Hospital

	2010	2009
<b>Revenue</b>	<b>\$m</b>	<b>\$m</b>
Government	9.0	8.6
Non Government	41.0	38.7
<b>Total</b>	50.0	47.3
<b>Employment Costs</b>	29.6	30.2
<b>Assets</b>		
Property Related	20.7	22.0
Cash	4.7	2.6
Other	6.4	5.9
<b>Total</b>	31.8	30.5
<b>Net Assets</b>	13.0	11.4
<b>Capital Expenditure</b>	0.8	2.3

# Our People

Mercy Care continues to invest in ongoing training and support for our dedicated team of staff and volunteers. Our commitment to delivering professional and caring services across the diverse MercyCare group demonstrates our belief in our mission – bringing compassion to life.



Thank you to all of our hard-working and dedicated staff and volunteers for helping us to assist those in need.

## Staff and Volunteer numbers as at June 30, 2010

<b>Mercy Community Service</b>	<b>488</b>
<b>Mercy Hospital Mount Lawley</b>	<b>544</b>
<b>Mercy Volunteers</b>	<b>169</b>



To recognise our valuable volunteers, and, as part of National Volunteers Week, more than 50 volunteers participated in a Blessing of the Hands ceremony. Each volunteer received an individual blessing to honour their hands, which assist us in our ministry.



Bill and Dot Harris,  
dedicated volunteers

# Community Partnerships, Affiliations and Support

MercyCare would like to acknowledge the following entities.  
Their support and assistance helps us to help those in need.

Lotterywest  
The Winding Staircase  
WANADA - WA Networks of Alcohol and Other Drug Agencies  
ISI co-morbidity consortium  
ECCWA - Ethnic Communities Council of Western Australia  
Ishar - Multicultural Women's Health Centre Inc  
AMES – Adult Migrant Education Scheme  
AMEP – Adult Migrant Programme  
Polytechnic West  
Derbal Yerrigan  
Good Shepherd Youth and Family Service  
National Australia Bank  
NILS - No Interest Loan Schemes  
LILN – Low Interest Loans Network  
EDN – Employment Directions Network  
Centrelink  
Multicultural Services Centre WA  
United Way WA  
Alliance for Children at Risk  
Youth Affairs Council of WA  
Community Housing Coalition of WA  
Tenants Advisory Service  
Homelessness Australia  
Carewest  
Child Aust  
NCAC - National Childcare Accreditation Council  
Child Care Licensing Board  
Department for Child Protection  
Department for Communities  
Department of Health and Ageing  
Department for Immigration and Citizenship  
Department of Training and Workforce Development  
Department of Families, Housing, Community Services and Indigenous Affairs  
ACSWA – Aged Care Services WA  
Aged Care Standards & Accreditation Agency  
Retirement Villages Association  
Cancer Council of WA  
Alzheimer's Australia

HACC Regional Assessment Services  
Commonwealth Care Link  
Sisters of the Good Shepherd  
School of Nursing – Notre Dame University  
School of Nursing – Edith Cowan University  
TR7 – Registered Training Organisation  
Jewish Home Care – Maurice Zeffett Residential Care Facility  
Perth Archdiocese  
INDABA Consulting  
Sisters of Mercy, Perth & West Perth Congregations  
Nurse the Nation  
Look @ my baby  
Drug Arm  
Caritas  
Salvation Army  
Chamber of Commerce and Industry  
School of Nursing – Notre Dame University  
School of Nursing – Edith Cowan University  
School of Nursing – Charles Darwin University  
School of Nursing – Curtin University  
COGEN (College of Gastroenterologist Nurses)  
Department of Health (WA)  
Catholic Negotiating Alliance  
HBF  
Medibank Private  
BUPA  
NIB  
Veterans Affairs  
Royal Perth Hospital  
Swan District Hospital  
Sir Charles Gairdner Hospital  
St John of God Health Care  
Catholic Health Australia  
Operation Rainbow  
Catholic Education Office  
CEWA  
Catholic Social Services Australia



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