



MERCYCARE NEWS



Bringing compassion and justice to life

Issue 1: December 2011



Message from the CEO

Greetings and welcome to the first edition of MercyCare's new newsletter.

We are entering a new and exciting phase in the history of MercyCare as we start to implement our new Strategic Plan 2011-2014. We have embraced our past, celebrated the present and now have a bold plan on which we will build for the future. We will pursue our passionate commitment to achieving wellbeing, dignity and justice for all by bringing compassion and justice to life.

With over 1200 professional and dedicated staff and volunteers, I am confident that we will be successful in the pursuit of our goals.

To all those that support the work of MercyCare, we want to keep you informed of what we are doing. We are committed to working with you to effectively deliver services to those who experience vulnerability and disadvantage in our community.

From all at MercyCare, we wish you a very happy, holy and safe Christmas with your family and friends and we look forward to working with you in 2012, in what again promises to be a changing, challenging and rewarding year.

With grace and peace.

Chris Hall

Operation Sudan: Carol Greenwell lends a hand



ADVENTURE BOUND: Carol Greenwell in a Mercy Hospital operating theatre

With more than 35 years' experience working in operating theatres, Mercy Hospital nurse Carol Greenwell will be invaluable in providing lifesaving medical care in Africa with medical humanitarian organisation Médecins Sans Frontières.

Clinical Nurse Educator and Coordinator of Quality and Risk Management, Carol left for South Sudan on November 29, and will be working with other medical staff from around the globe training the team at Aweil Civil Hospital for three months.

Carol said she had always wanted to volunteer overseas and was looking forward to making a difference in South Sudan and fulfilling a goal that she set at the start of her career.

"There are a lot of positives for me personally, but there will be lots of challenges," she said.

"A big thank you must go to MercyCare for supporting me; it's comforting to know that I'll be able to make a difference and still have a fantastic role to come back to in Perth."

Executive Director, Hospital and Health Services, Garry England, has thrown his support behind the project and has a message for Carol.

"It's great that we can support Carol in this initiative, and as employers, we feel it is important to provide personal development opportunities, such as this, for staff at Mercy Hospital. We wish you all the best Carol and a safe return!"

Christmas – the season of Kindness

With the birth of Jesus the kindness of God reaches its fullest expression. God assumes our human nature. He becomes our flesh and blood, our kin. His loving kindness to us is assured forever.

The Christmas story highlights the broadness of God's kindness. It extends to everyone. Witnessing the events of Christmas night the angels sing:

Glory to God in the highest heaven

And peace to all who enjoy God's favour [kindness]

[Luke 2:14]

On Christmas night we celebrate the kindness of our God that knows no limits. We are invited to respond not only by showing kindness to those who are nearest and dearest to us but also to others also whom we may not know personally but who, in truth, are our kin. **Adapted from Fr Michael Goonan SSP**



Michael Jessup
Outreach Services Manager

For many hundreds of MercyCare’s clients and their family members, Michael Jessup’s friendly face is one they look forward to seeing regularly.

As Outreach Services Manager, Michael visits up to 20 clients a week in their homes, providing emotional, social and spiritual support – a role that sees him travel from Joondalup in the north to Rockingham in the south.

An additional service provided by MercyCare, the outreach program is a professional and confidential service free to clients, families and staff.

But Michael’s working life started out very differently. In fact he was an IT Manager for 27 years, until a retrenchment gave him the impetus to start a different journey. As a result, he left the corporate world and started training as a chaplain at Royal Perth Hospital.

Michael said he was ready to make a difference to society and the community, in a job that matched his values.

Today, Michael works for MercyCare four days a week helping to support people dealing with a wide range of issues from grief to managing pain or adjusting to depression.

“The Outreach Program is all about the holistic care of our clients, basically I’m invited into people’s homes and their lives to listen and to help where I can,” he says.

“The assistance provided can make a huge difference to those who are socially isolated, living with a mental health issue, or need some support.”



Thinking
outside the box

READY TO RENT: Program participants gain new cleaning skills.

A course which gives those struggling to find accommodation an advantage in the competitive rental market is just one of the innovative initiatives being delivered to the community by MercyCare’s Community and Workforce Development programs.

Endorsed by the Real Estate Institute of WA and delivered in partnership with the Tenants Advice Service of WA and the Northern Suburbs Community Legal Centre, the Rental Ready program first started in 2010, and has been so successful that more than 100 clients have completed the program.

The four day course provides a basic understanding of a tenant’s obligations and rights, in addition to practical

cleaning skills, knowledge of the rental market and house hunting.

Employment and Community Program Manager Anjali Mukund said the Rental Ready Program had been successful in assisting vulnerable individuals, like newly arrived refugees.

“These people have fled their homelands with limited possessions, they have often lost their properties and lived in camps, so renting a property is a challenge because many have never rented a home before,” she says.

“The majority of people who have undertaken the course have found accommodation and nearly 60 per cent have also found employment because of the skills they have gained.”

Dora’s experience



OUTREACH SERVICES: Michael Jessup visiting Dora Annear at her home.

Kingsley resident Dora Annear has been seeing Michael Jessup as part of MercyCare’s Outreach Services program for the past two years.

Severely affected by the death of her husband Max three years ago, a member of the MercyCare team recommended Dora contact Michael for support.

“I had absolutely no idea what someone like Michael could do, I already had an opinion formed in my own mind, I thought he was going to discuss religion in depth but was pleasantly surprised to learn I was wrong,” Dora says.

“Michael is very approachable and I look forward to his visits every fortnight, he is easy to open up to and is a very good listener.”

Celebrating one year of **Specialist Rehabilitation Services**



ROAD TO RECOVERY: One year of outstanding Specialist Rehabilitation Services at Mercy Hospital.

Congratulations to everyone involved with the highly successful Specialist Rehabilitation Services at Mercy Hospital, which celebrated its first anniversary on November 22.

Specialist Rehabilitation Services consist of a 30-strong team including occupational therapists, physiotherapists, nurses, doctors, and personal care attendants, who work together to ensure patients are given the best quality care possible for a speedy recovery.

Nurse Unit Manager Mark Cook said the overarching focus of the team was to get patients home.

"Getting these services up and running was hard work in the beginning, but it's all starting to come together and it's been a fantastic year," he said.

"Now is the time to review and re-evaluate, look at what has been working well and what we can do better in order to make sure we are providing the best rehabilitation possible."

Garry England, Executive Director, Hospital and Health Services, said the Specialist Rehabilitation Service was extremely successful in its first year.

"I would like to thank all staff involved for their dedication and hard work," he said. "You have done a marvellous job and I am looking forward to our next successful year".

Dedicated volunteer **Jeannine Heinrichs**

Jeannine Heinrichs has been a MercyCare volunteer for nearly 20 years.

The former Hale School librarian and primary school teacher retired in 1993 and pursued volunteering at MercyCare. She wanted to make a difference to the lives of other people and to show appreciation for the love and care given to her mother who had been a resident at the Catherine McAuley Aged Care facility.

She first began helping out with MercyCare's Twilight program, where she played piano in the late afternoon for residents living with dementia. Volunteering has now taken Jeannine to MercyCare's Heritage and Information Service, where she has helped in the redevelopment of the Heritage Trail.

"I'd like to thank MercyCare for the opportunities they've given me," Jeannine says. "Doing something to help those who have not had the same opportunities is very rewarding."

If you are interested in learning more about how you could become a volunteer with MercyCare please contact Anne Matacz on 9442 3444 or amatacz@mercyare.com.au



*DEDICATED VOLUNTEER:
Jeannine Heinrichs helps keep MercyCare's history alive.*



Catherine McAuley Award Graduation 2011

INSPIRATIONAL LEADERS: 2011 Catherine McAuley Award graduates celebrate their achievement.

Nineteen professional women from all walks of life graduated from The Catherine McAuley Award for Women in Leadership and Service on November 19, in a graduation ceremony to mark their successful completion of the award during 2011.

The 12 month program aims to provide WA women with the opportunity to explore and develop their potential for leadership and service, grounded in Christian spirituality and concern for social justice.

Executive Director, Mission and Culture at MercyCare, Anne Fox, said 2011's awardees were a talented group of women who had broadened their leadership skills as well as their emotional and spiritual selves.

"We're very much looking forward to repeating this journey with participants in the 2012 program, all of whom received a gift from the graduating group as a welcome and handover."

More than 100 people attended the graduation ceremony which is now in its 12th year, with over 300 women alumni.

The Award is an initiative of the Sisters of Mercy which honours Catherine McAuley's desire to educate women because "whatever their station in life, they will always be in a position of influence".

The Award is supported by St John of God Health Care, Mercedes College and Santa Maria College.



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Gifts over \$2 are tax-deductible – your receipt will be mailed out shortly, Thank you!