



2020
ANNUAL REPORT

 *MercyCare*






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Acknowledgement

MercyCare acknowledges Aboriginal and Torres Strait Islander Peoples as Traditional Custodians of Country throughout Australia. We pay respect to their cultures, Elders past, present and emerging, and we commit to working together for our shared future.



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About us

We believe every person matters. As an impassioned organisation we believe compassion and justice is a motivating, actionable force that can make a difference in our communities.

We want to create positive change in the Western Australian community. It is at the heart of everything we do.

As a leading not-for-profit provider of aged care, family, community, early learning and disability services in WA, we are there to support people throughout life's journey.

With a 174-year legacy extending back to the Sisters of Mercy, today we stand proud and inspired by our founders to make a positive difference to the lives of Western Australians, no matter who they are.

Our 2019/20 Annual Report is a snapshot of our successes.

Along with these achievements you will see resilience.

A celebration of our resilience and successes are the result of many parts. These include the shared values of our staff and volunteers as well as the goals and aspirations of our clients with whom we walk alongside.

Our resilience and successes are also a reflection of this year's Annual Report theme - Diversity and Inclusion. Our strength comes from embracing the diversity of our staff, volunteers and clients; of our services; and of the communities we work with and in.

By working together, we are made stronger.

How to read this report

Within the work we do each day we strive towards fulfilling our vision and mission. To understand how our everyday work contributes towards this, we have included easy-reference graphics that point back to our Mission Ethos Shapers and how we are full-filling our 2017-20 Strategic Plan.



Fulfills a Key Action Area of our 2017-20 Strategic Plan

Mission Ethos Shapers



Person Centred Approach



Aboriginal Pathway and Reconciliation Journey



Ecological Awareness and Behaviour



Safeguarding Children



Cultural Diversity and Race Awareness

Our Vision

For people and communities to thrive.

Our Mission

To bring compassion and justice to life and break cycles of significant disadvantage.

Respect

Justice

Integrity

Excellence

Compassion

Courage



An unfolding story

Catherine McAuley, who began her work in Ireland during the early 1800s to fight injustices and bring compassion and care to the vulnerable, laid the foundations of MercyCare as we know it today.

Catherine's passion saw the formation of the Sisters of Mercy who, led by Sister Ursula Frayne arrived in Fremantle in 1846 and journeyed up the Swan River to Perth.

For the next century and a half, the Sisters of Mercy delivered education, welfare and health services in Perth and beyond without judgement and caring for all.

Everyone involved in MercyCare is part of writing the next chapter in our unfolding story. Inspired by our heritage, we embrace the diversity of our people and those we walk alongside to shape our future.

“We should be shining lamps, giving light to all around us.”

— Catherine McAuley





We stand for respect

This year our faithful restoration of The Stables at our Wembley Intergenerational Campus brought one of Perth's earliest agricultural buildings back to its former glory.

Built by the Benedictine monks more than 160 years ago and later used to produce Royal Show-winning olive oil, The Stables has been recognised by the National Trust and the Heritage Council and is an important part of the heritage of MercyCare and the wider Western Australian community.

Sitting between our Wembley Residential Aged Care Home, Mercy Village, Early Learning Centre and our award-winning restored Sister Martin Kelly Centre, The Stables is the only remnant structure of the Benedictine Monastery of New Subiaco (1851-1867), from which the Perth suburb took its name.

We believe heritage is important, which made it a clear decision to return The Stables to how it was. It's also another important way we can give back to the local community.

To ensure an authentic restoration of the badly deteriorated building, sheoak shingles were manufactured to replicate the original roof and tradespeople were asked to down-skill to match the novice-building skills of the original Benedictine monks.

The conservation work included roof cladding and plumbing reconstruction, roof framing repairs, reconstruction of the face brick chimney, and exterior wall restoration including the removal of cement mortars. The restoration was made partially possible through an \$80,000 State Heritage Council grant.

Foreword – Chair of Trustees

MercyCare’s heritage dates back to 1846 when the Sisters of Mercy arrived in Western Australia and began to minister to the needs of the Perth community through their work in education and social services. They were strong women who were willing to keep stepping out of their comfort zone. They were practical and gritty and adapted to changing needs and circumstances.

This spirit was evident in 2001 when, inspired by the teachings of Vatican II on the role of lay people in the Church and in response to an ageing profile among their Congregation, the Sisters took the bold step of establishing a Public Juridic Person (MercyCare) that would assume the rights and obligations of the Perth Congregation for its ministries.

MercyCare has continued to flourish and develop as a leading not-for-profit Catholic organisation providing aged care, family, community, early learning and disability services. Its largest operational footprint is in the Perth metropolitan area, followed by the West Kimberley towns of Broome and Derby. The organisation currently has over 1200 employees and 169 volunteers, delivering 29 services in 48 locations.

Our dedicated staff constantly display the same courage, compassion and tenacity as the founding Sisters of Mercy.

As the magnitude and impact of a pandemic on our lives unfolds, MercyCare’s mission to bring compassion and justice to life has become even more important. The staff have worked with patience and creativity to care for and support residents and clients and importantly, keep them safe.

The Trustees are particularly grateful for the way staff have continued to care for each other during these difficult times and we thank the Board and the management team for their strong and skilful leadership.

During this reporting period we have been pleased to welcome a new Mission and Ethos Executive Director, Vicky Gonzalez Burrows to the leadership team. We look forward to her contribution to further strengthen our understanding of, and commitment to, mission.

We have maintained ongoing valuable relationships with the local Church. Their support and companionship are important. MercyCare has actively contributed to the Association of Ministerial Public Juridic Persons as a member of its Council. Our commitment to the national associations – Catholic Health Australia and Catholic Social Services Australia – remains as strong as ever.

It is a pleasure to commend this Annual Report to you and I hope you will enjoy reading about the way MercyCare serves the community as it continues the life-giving Mission of Jesus.

Jennifer Stratton
Chair, MercyCare Trustees



A message from the CEO and Board Chair

Our wonderful diversity of staff and volunteers, service users and the communities we work in proved to be the bedrock of strength we could draw on in 2019/20.

At MercyCare we stand for diversity and inclusion. By championing this across many facets of our business it has built resilience in an unprecedented time, provided financial stability and a solid foundation to shape a bright future.

This foundation and focus on positive outcomes for our clients and community are what saw us continue to provide services to those who need our support most.

As an impassioned organisation, and as compassionate individuals, we had the confidence and conviction to stand by what we believe in. As you read this report, you will see our achievements throughout the year and how the work being done on the ground is making a real difference to people's lives and communities.

The experiences and achievements of this year finalise the work that's been done to fulfil our 2017-2020 Strategic Plan. Our organisation has bolstered its investment in our people to improve the quality of our services and invested in our underlying systems and efficiency as we plan for further growth.

Our efforts to ensure we are an organisation with a culture of protecting and recognising the rights of children saw us attain Safeguarding Children Australia Accreditation. The independent recognition through the Australian Childhood Foundation is a culmination of two years' work. We are committed to upholding and building on safeguarding principals. As part of our commitment to safeguarding, MercyCare also signed up to the National Redress Scheme.

Work was undertaken to enhance the organisation's governance framework supporting the execution of our strategic plan. MercyCare remains well positioned, guided by a united governance team. We also welcomed Bryan Pyne as a non-executive director to the board.



Anthony Smith
Chief Executive Officer



Mary Woodford
Board Chair

A focus on an integrated and connected organisation saw structural changes during the year. Early Learning Services joined Family and Community Services to become Community, Family and Children Services, and Disability Services combined with Community Aged Care.

Connection was highlighted at our inaugural Staff and Volunteer Conference. The event brought together all the diverse areas of MercyCare in a day of celebration, learning and fun. The conference was a stand-out example of the passion staff and volunteers have for the services we provide to the Western Australian community.

The declaration of a pandemic in Australia saw MercyCare prioritise decisions that, as best we could, supported our staff, kept them and our service users safe, and supported the continuation of our services, particularly to those most vulnerable.

Our staff and volunteers stepped up with compassion and courage, and the wellbeing of our service users remained at the centre no matter the fluctuating circumstances.

We hold an enduring depth of gratitude to every staff member and volunteer, for it has been their display of compassion and resilience that has enabled MercyCare to remain strong in the face of the pandemic.

The MercyCare team has done an outstanding job to focus on keeping the organisation in a sound position ready for any future challenges. Amongst this it has also been important for us to continue to raise our sights and look forward to invest in the future of our mission and organisation. Early work to create our next strategic plan commenced during the year in which our governance and leadership groups have displayed diligence, resolve and sound judgement.

MercyCare is thankful to our many service users, families, partners and supporters for entrusting us to provide them with the support and services they require.

Most importantly we express gratitude to our dedicated, talented and values-driven family of staff and volunteers who have risen to the challenges faced during the year. Each staff member and volunteer showed their ability and commitment to deliver quality services. The Western Australian community is all the stronger for it.

Our highlights



Here is a snapshot of our work at the heart of the Western Australian community during 2019/20. Working together with our partners and clients, we strived towards our vision for people and communities to thrive.

We supported



2691

seniors to continue living independently in their own homes



541

seniors in our Residential Aged Care homes



164

people living with a disability to work towards their goals



1721

children at our Early Learning Centres



4472

people with Aboriginal Short Stay Accommodation in Broome and Derby



2541

people through our community development programs within City of Swan and City of Wanneroo

Caring for children and families



25 foster carers provided care for **56 children**, with a further **15 foster carers** providing short stay and respite placements.

800 families were linked with services and in-home support through our Family Support Network.

500 families benefitted from our Warriapendi Child and Parent Centre, with more than 50 parents taking part in the Circle of Security program to create secure parent-child relationships.

We supported **225 young people** with family wellbeing services.

We provided support for **216 young people** to reconnect with family and build strong relationships.



Supporting people to call WA home

Our multicultural services supported refugees, new migrants and asylum seekers to settle into the Western Australian community through supporting status resolution, settlement, connection with community, independence, interest free loans, employment and skills training. We supported:

2482 people seeking asylum to access support or services such as supported accommodation, access to medical services and community orientation.

We helped more than **50%** of the eligible asylum seekers we work with to find work.

We supported **589 clients** to develop their career and education pathways and find work through the specialist CaLD Jobs and Skills Centre.

786 clients across **1510 sessions** were supported to settle into our community.

We issued **192 no-interest loans** to aid individuals and families with household, employment, training and education and service items.

Building our services



Through revenue growth and scalable services we are able to support more people.

AGED CARE
revenue growth
over past 3 years

↑ **6.9%**
FY 2020

↑ **6.2%**
FY 2019

↑ **26.8%**
FY 2018



Four Residential Aged Care homes acquired in 2016.

EARLY LEARNING
revenue growth
over past 3 years

↑ **15.7%**
FY 2020

↑ **67.1%**
FY 2019

↑ **1.5%**
FY 2018



5 Early Learning Centres acquired and one newly built centre in 2018.

FAMILY & COMMUNITY SERVICES
revenue growth
over past 3 years

↑ **8.0%**
FY 2020

↑ **9.6%**
FY 2019

↓ **-3.9%**
FY 2018



DISABILITY
revenue growth
over past 3 years

↑ **67.3%**
FY 2020

↑ **43.7%**
FY 2019

↑ **55.5%**
FY 2018



This year MercyCare changed governance structure from an incorporated association to a company limited by guarantee to become Mercy Community Services Limited. This change better supports the nature of services we offer and our growth in recent years.

Making a difference in the West Kimberley

Throughout this year we have worked hard to create a culturally safe place for the Kimberley community after opening the doors to our Broome Aboriginal Short Stay Accommodation (BASSA). In return, both our Broome and Derby Aboriginal Short Stay Accommodation have been embraced.

The wider Broome community was given an inside look at the success of the BASSA with a Community Open Day during November. The day was an opportunity to show the Broome community the work our BASSA team had achieved in providing a culturally safe and secure environment for guests.

The welcoming environment has been confirmed by many guests returning multiple times to stay. The high number of local Aboriginal employees at both our sites was a key factor in ensuring the service was culturally appropriate and able to establish rapport and trust with guests.

Our partner Centacare Kimberley employs our Aboriginal Support Workers to support our guests, and our partnership with Nirrumbuk Aboriginal Corporation creates an employment pathway. This has resulted in 15 of the 21 staff hired at BASSA being local Aboriginal people.

We have also worked with Native Title partner, Nyamba Buru Yawuru, whose land the BASSA was built on and whose staff provide fantastic cultural guidance.

Since opening:

The BASSA has provided **over 3500 people** with **33,300 bed nights** of accommodation.

Average occupancy is over 72% and is often fully booked at peak times.



Firming foundations in Aged Care

Our Aged Care Services laid solid foundations this year to ensure excellence in our service delivery. New roles were created to oversee hospitality, lifestyle and allied health across our five homes to attain not only best-practice but strive for excellence.

A new admissions team was appointed for Residential Aged Care on a “no wrong door” policy to ensure we are responsive to all enquiries. The team also enabled our more streamlined process around admissions, ensuring our teams on the ground were able to focus solely on caring for residents.

This year our Maddington and Joondalup Residential Aged Care homes achieved reaccreditation, with all our homes fully compliant with the Federal Government’s Aged Care Quality Standards.

Strength-to-strength for Early Learning

- Our 14 Early Learning and Child Care locations had a lot to celebrate in the past year. The Landsdale, Ballajura, Bassendean, Bennett Springs, Kelmscott and Merriwa centres each celebrated a year of operating as MercyCare centres, while Thornlie celebrated 10 years.
- Banksia Grove Centre was opened this year, joining Ellenbrook as our second purpose-built centre.
- We have also introduced new services following feedback from parents about the flexibility they are looking for from child care. These services include before and after school care at Merriwa, as well as increased capacity and vacation care at Newman College.
- Our centres in Ballajura, Bassendean, Ellenbrook and Seville Grove went through the accreditation process and were rated as meeting National Quality Standards.
- As a part of our commitment to staying connected with parents and communities, we created a dedicated MercyCare Early Learning Facebook page which families have embraced.
- Celebrating and learning about Aboriginal history and culture; embracing different cultures that make up multicultural Australia; and taking action to look after our environment are just some of the amazing ways our educators embed our Mission Ethos Shapers so the next generation form a strong foundation driven by values and inclusivity.





Impact through partnership

We continued to strive for impact by partnering with universities and fellow community organisations across all our directorates providing evidence-based research, advocacy and impact to the lives of vulnerable people. Here are just a few.

Safeguarding Children and Young People: This year MercyCare achieved external accreditation with the Australian Childhood Foundation across the entire organisation.

Youth Mental Health Sub Network: Co-chaired by MercyCare this year, the Network released the Informing Youth Suicide Prevention for Western Australia Report. The report aimed to address the appalling 20-year high youth suicide rate in Western Australia. The project steering group included representatives from the Western Australian Government, the Western Australian Primary Health Alliance, the Commissioner for Children and Young People, Telethon Kids Institute and community organisations working on the ground: MercyCare, Youth Focus and Mission Australia.

100 Families WA: We have partnered with eight not-for-profits, the University of Western Australia and a consumer advisory group with lived experience to work together to reduce hardship and disadvantage for families living in Western Australia through action research.

Looking Forward - Moving Forward: We continued our involvement with the five-year project lead by Curtin University that looks to transform systems to improve mental health and drug and alcohol outcomes for Aboriginal peoples.

Intergenerational Care: We embarked on a two-year project with Griffith University to evaluate our intergenerational activities taking place between the children and seniors at our Early Learning Centres and Residential Aged Care homes to assist with the development of guidelines around intergenerational care.

Digital Empowerment: In February we kicked off a research project with Queensland University of Technology to investigate the impact of using digital technology on depression and loneliness in older people in Retirement Living, Residential and Community Aged Care.

Bill Buddy: We worked with a fellow WA not-for-profit organisation to create a free platform that will help low-income households reduce their utility bills. The pilot will launch later this year.

APM Employment Services: We entered an MOU with APM to work together to provide vocational services for young people living with a disability or mental health issues.

Orygen: We teamed up with youth mental health specialist Orygen, who provide additional professional development, expertise and resources to support our services.

Tackling homelessness together: We partnered with St Vincent De Paul Society and Mission Australia to achieve long term outcomes for vulnerable young people with wrap-around services to manage homelessness, substance abuse and mental health.

Community during COVID: Many local businesses demonstrated the WA community spirit is indeed alive during COVID, donating goods to our services. Generous donations included hand sanitiser from Epichem; games for our Aged Care residents from Games World; and computers for foster families from RSM Australia.



Develop new partnerships for improved social outcomes



Safeguarding Children



Ecological Awareness and Behaviour

Looking forward

MercyCare is unique. There are few providers that span aged care, disability, childcare and social services sectors.

MercyCare is strengthened through our diversity of service. Connecting and integrating our services creates great opportunity.

We envisage each of our services and every employee working towards and connecting to mission.

As we build and grow to create stability, we are focussed on delivering excellence in service that always puts people first.

This year saw us wrap up our three-year strategic plan. We are now working towards finalising a new strategic plan that builds on the solid foundation and to guide us through to 2023.

Creating our 2023 strategic plan has not come without its challenges. Of course, the current environment is being dominated by the coronavirus pandemic and its significant health, economic, political, social and environmental impacts both here in Western Australia, and world-wide.

In this COVID-19 world we will continue to make decisions that maintain support to our staff; keeps our clients and staff safe and support continuation of services, particularly to the most vulnerable; and that keep our organisation in a sound position, so we emerge with services and staff in place.

As the pandemic continues it is imperative we take learnings from this year into the future, ensuring we continue to support and keep safe our staff, volunteers and clients.

2020 Strategic Themes





We stand for diversity and inclusion



Dylan Alcott captures hearts and minds

Diversity and inclusion took centre stage at MercyCare’s Oration 2019 as more than 500 people were enthralled by sporting legend and disability advocate Dylan Alcott OAM.

Held at the Perth Convention and Exhibition Centre, Dylan’s message to be bold, have passion, purpose, a positive perception and to become the best version of yourself was taken to heart by the enraptured audience.

“Dylan plays and Australia watches. Dylan speaks and Australia listens. That conversation around diversity and inclusion is what we at MercyCare want people to take beyond MercyCare Oration,” MercyCare CEO Anthony Smith said.

“We want to create social change for the better, and we strive to do this every day within our family and community, disability, early learning and aged care services.”

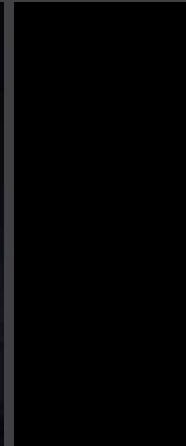
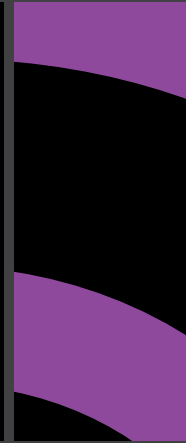
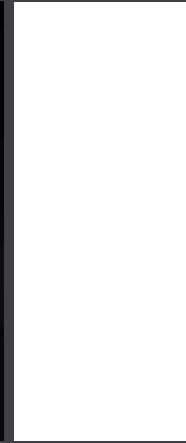
Dylan was born with a tumour on his spine. Operations to remove it left him a paraplegic. Backed by an incredible family, Dylan’s fighting spirit came to the fore as a young teenager as he became the catalyst for his own change.

Dylan has multiple successes both on and off the court. He has won Olympic gold for Australia in both wheelchair basketball and tennis and is currently ranked number one in the world for wheelchair tennis.

“ Dylan showed me that it is possible to achieve your goals and dreams, even with barriers and disadvantages. If your goals are out of reach, then build a bridge. I believe in Dylan’s dream and he has inspired me to pick up my goals and dreams where I left them after I lost my sight.

— Katalina Lavaka, MercyCare staff member and Oration attendee

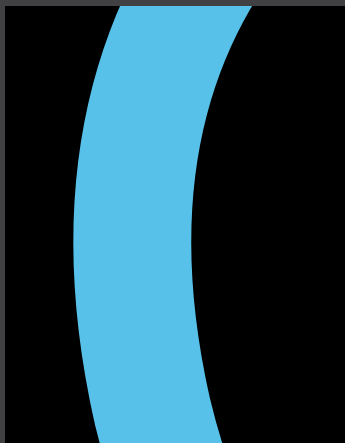






“At MercyCare, every person matters. We commit to inspiring a culture that **truly embraces and celebrates diversity** and will continue to build relationships and deliver services that are **inclusive of people from all walks of life.**”

— MercyCare Diversity Statement





The face and voices behind diversity

At MercyCare, stories are important. They are the human face, voice and life behind diversity and inclusion. That's why for Oration 2019 we chose to commission 2018 AIPP Australian Portrait Photographer of the Year Steve Wise to create 20 thought-provoking portraits of our staff, volunteers and service users.

By also telling the stories behind the faces in our fine art coffee table book, we demonstrated how the richness of other people's experiences enriches us. It's why diversity and inclusion in the workplace and community is imperative.

Beyond Oration, MercyCare joined forces with property management company Hawaiian during February to publicly launch the Collection on St Georges Terrace.

Through these portraits and stories, we hope to promote authentic, unrestrained conversation on diversity and inclusion in our community.





Zac Abdullah, MercyCare Residential Aged Care Therapy Assistant

It's not every teenager that chooses to work in aged care. But then, Zac Abdullah wasn't typical.

"At 16 it was pretty normal for me starting as a therapy assistant in a place like Joondalup Residential Aged Care. My mother is a nurse. During the school holidays I went to the nursing home with my Mum and she dropped me off at the therapy department and said 'Have a fun day, do some exercises'. Pretty much ever since then I've done therapy."

Career and cultural influences nudged Zac towards aged care. Born in Perth, Zac's heritage lies in Malaysia and Vietnam, where often the onus for aged care is with family.



I enjoy the happiness that comes from the residents. They are happy to see you, they are thankful for what you do for them. It is just like having 105 extra grandmothers and grandfathers.



Having staff that come from different backgrounds, who have different lived experiences, is so valuable because they can have a deeper understanding of not only what the issues are, but what the solutions are to break those cycles.

Nikki Peapell, MercyCare Youth and Homelessness Services Manager

A portrait of Maori chief Heta Te Haara hangs in Nikki Peapell's home. Born in the 1800's, Heta united tribes to negotiate with the Crown. Nikki is a direct descendant.

"We believe our ancestors protect and guide us, so my aunties gave me a portrait of him and said, 'You have to put Heta up because he looks after our family'."

Nikki said staff diversity was crucial. "In the field we work in, you need to understand the people you are working with. You need to be well connected and represent the diversity in the community."

Phil Bartlett, former MercyCare Aboriginal Consultant

Standing in front of class as the new kid was old news for Phil Bartlett. He attended 13 different schools growing up, from Perth out to Kalgoorlie and up to Derby.

"I had to learn to communicate with new people and while that has been a big learning curve for me, it taught me to be a good communicator with people of all kinds of different backgrounds."

Phil sees beauty in difference.



Each day is different – the next day might be that you get the same sunshine but not as much wind – and that is the good thing about people is that we are all different and that is what makes life interesting.

We stand for connection

Coming together

Staff and volunteers from across every MercyCare service and as far away as the Kimberley region converged at Optus Stadium in September for our inaugural Staff and Volunteer Conference.

The event allowed staff and volunteers to take the time to step away from their everyday responsibilities and be part of a wider MercyCare community.

Being the provider of such a diverse selection of services, the differences between them are obvious but when viewed a little closer, there is also plenty in common. With this in mind, the conference took on a theme of 'connection'.

The day provided opportunities for people to connect with those within their own team, as well as other parts of the organisation.

In between presentations from the five directorates, MC Peter Rowsthorn provided light-hearted relief.

As part of the event, the Executive leadership team shared meaningful stories about light bulb moments in their careers and the Annual Living our Values Awards were presented.

An interactive Noongar language session was well received and throughout the day attendees contributed to a paint-by-numbers canvas mural by local artist Melski.

As well as having a chance to connect through language, participants also connected through art.

Featuring Western Australian native flora and fauna, the mural represents the diverse and expansive services MercyCare is able to provide in the WA community.

Social artist, Peter Sharp, who closed the day's formal proceedings, spoke about reminding humanity of our common connections.

“ There was a palpable feeling of happiness and connectedness in the room. I laughed, I cried, learnt new things and met new people. I walked away from the day feeling blessed to work with such amazing people and so very proud to work for MercyCare.

— Conference attendee



1280

people were employed

297 Full-time

765 Part-time

218 Casual



86% female

14% male

at least

21%



of those have a first language other than English



Our senior leadership group is 68% female, 32% male



169

volunteers

delivered \$2,913,581 in value to the WA community*.

*Calculated via Volunteering WA.





Health and Safety

Our Workplace Health and Safety Key Performance Indicators continue to show a healthy trend.

Lost Time Injury Frequency Rate **fell 23%** to 8.03 per million hours worked.

Our Early Intervention Physiotherapy program **improves injury outcomes** for employee's by providing best practice assessment, treatment, education and self-management strategies to ensure a **safer working environment**.

Our Wellness Program encouraged and supported employees and volunteers to adopt **healthy lifestyle choices** and create a work environment where improved **health, physical and mental wellbeing** is supported, valued and encouraged.



Business Services and IT

Supporting our people, organisational growth and being ready for the future is our Business Services and IT backbone:

We moved to a **Cloud platform** to provide better performance and **enhanced security** as part of our Digital Transformation and Innovation 2020 Strategy.

We continued implementing our Business Intelligence Project – an analytical tool to help **inform strategic decision making** based on evidence.



Learning

We remained committed to supporting our people in personal and professional development. This year:

8578 hours of learning were carried out

18.3% of that was in clinical or care skills

40.6% in quality, risk and safety

210 individual courses offered, up 27% year-on-year

50% of our training was done online (up 19% with face-to-face training ceased in April and May due to COVID-19)

We embedded our **Mission and Ethos** through training sessions on:

- Aboriginal Cultural Enlightenment
- Aboriginal History and Culture
- Courageous Conversations About Race
- Diversity and Inclusion for Leaders
- Embracing Diversity
- Working with Migrant Clients and Communities (CaLD)

97% of people said they **would recommend** the course they undertook

99% rated overall satisfaction with the course as **'excellent'** or **'good'**

94% agreed they had **gained** or **mostly gained** the expected knowledge and skills for the course

Living our Values

Our service users, employees and volunteers nominate individuals and teams who have gone above and beyond in some way to demonstrate our MercyCare values. This year, we celebrated the amazing efforts of six individuals and one team.

Rebecca Haycox, Reconnect (Youth), Case Worker

Rebecca offers her clients unwavering support. Those she has worked with say her support has helped them “open-up” and has shown them “there is still hope”.

Agnes Ray-Chow, Occupational Therapist Assistant, Wembley Residential Aged Care

Agnes’ time spent with a new resident left a real impression. She spoke with them in their native language, helped get their clothes mended and visited them in hospital, building a caring relationship in the process.

Ruby McAlinden, Carer, Rockingham Residential Aged Care

Colleagues are glad to see Ruby’s name on their daily allocation sheet. She is always ready and willing to take over and do what needs to be done to help residents.

Shaun Callaghan, Carer, Wembley Residential Aged Care

Whether it is sharing a joke with new students to make them feel welcome or driving the bus for residents when they go on day trips, Shaun’s respect and compassion for both residents and staff is always evident.

Karin Dudley, Support Advisor (Aged Care), Community and Home Support

Karin was the “bedrock” for one particular woman who was transitioning into aged care. Providing assistance in a caring and understanding manner left a real impression with the resident’s family.

Bennett Springs Early Learning Centre Team

After the terrible events in Christchurch in 2019 the Bennett Springs Early Learning Centre team reached out to their local Muslim community and showed compassion and respect during a difficult time.

Brent Windus, Carer, Wembley Residential Aged Care

Whether visiting residents in hospital, taking the time to work with a resident who has difficulties communicating or providing support to new staff and students, Brett embodies the person-centred care we all strive towards.

Compassion – we respond with open hearts and minds to people’s needs.

Justice – we recognise everyone’s right to a fair share of resources and opportunities.

Integrity – we are honest, genuine, accountable and reliable.

Courage – we promote a mind and spirit that faces up to and engages with challenges.

Respect – we value the inherent worth of each person and the natural environment.

Excellence – we strive for outstanding performance and creativity.

Our Values



We stand for resilience

Delivering during COVID-19

A determination to continue delivering essential services while prioritising the safety of our service users, staff and community framed MercyCare's response to the COVID-19 pandemic.

The strength of individuals to step up with dedication and passion allowed us to provide continuum of care during uncertain times.

The diversity of our services provided financial stability. Although circumstance required some services to dial back, others were able to hold firm or grow.

Grounded in our experience of decades of delivering human services that put people first, our staff were poised, agile and responsive in the face of a crisis.

During this time a COVID-19 Taskforce was formed drawing on the expertise, experience and skills of our staff, ensuring a coordinated and quick response organisation-wide to support our frontline services.

Throughout the year there were no confirmed cases of COVID-19 at MercyCare.

In our homes

With older people being one of the most vulnerable groups to coronavirus, it was imperative MercyCare responded quickly and comprehensively.

A series of proactive infection prevention control measures were implemented across our five Residential Aged Care homes to protect residents.

From mid-March our homes were placed into lockdown, strict infection control measures were implemented, all staff and volunteers underwent health screening at the start of every shift, and social distancing was implemented.

Lockdown was reviewed periodically under advice from the Health Department. As hard as it was for our residents and their families not to see each other in person, many of our families supported us with their understanding.

Our staff willingly stepped up with additional responsibilities during this time. Strict infection control protocols and training around personal protective equipment was implemented while quality care was maintained.

Recognising residents' mental health was important as their physical health was key. Combatting social isolation and linking residents with family was prioritised (see our story on page 31).

Our homes were able to maintain occupancy. While prospective resident tours were paused, we were able to continue taking admissions which supported hospitals to prepare for a potential influx of patients.

In the community, our Aged Care and Disability support workers also implemented infection control measures to ensure their own safety and that of their clients and the wider community.

The importance of staying at home when unwell, and if appropriate being tested for COVID-19 when displaying any symptoms, was impressed on all staff. In cases where our clients showed any COVID-19 symptoms our staff were kept safe by pausing non-essential services, and full PPE was adopted for essential services.





For our children and young people

The coronavirus pandemic impacted attendance rates at our Early Learning Centres, with many families choosing to pause care to keep young children at home where they could.

Our 13 Early Learning Centres remained open, working with families to balance daily demand.

The Federal Government's Early Childhood Education and Care Relief Package meant families received free child care from April.

With an ongoing commitment to engage with families throughout, our educators were able to provide constant support and a sense of normalcy for attending families.

That strong relationship allowed families who had paused care to return with confidence as the State Government lifted restrictions, and for new families to enrol. Our average occupancy dropped by 35% in April from the year high, but had dramatically climbed by June.

Our Community, Family and Children Services were able to maintain essential services through the pandemic, adapting services where required. Our Warriapendi Child and Parent Centre moved to outreach work, providing support packages to families in need. The Fostering Services team was able to distribute donated computers to foster families to ensure children were able to maintain their education virtually.

Our Youth and Homelessness leadership team worked in collaboration with the WA Government and other NGOs to help shape the State's response to COVID-19 through the COVID-19 Youth and Homelessness Taskforces.

Stepping up to support

- Our COVID-19 Taskforce met daily to monitor and ensure a dynamic response.
- Staff completed Department of Health online training courses, prioritising Infection Control.
- A centralised inventory of critical supplies was established with live utilisation monitoring across the organisation.
- A dedicated MercyCare Wellbeing Team provided psychosocial and mental health support.
- Flexible work arrangements were introduced to enable staff to work from home where possible.
- Financial modelling ensured a strong financial position.



Power of community

The importance of essential workers came into sharp focus during the pandemic. To give our frontline workers the recognition they deserved, our Community Heroes campaign shone a light on some of the amazing people who were showing up to work every day to ensure those depending on them received the care they needed.



Silver linings

Sometimes it's a smile appearing, other times it's a frown relaxing – either way, Aged Care Community and Home Senior Support Worker Ros Andreoli knows when she's brightening someone's day. And that's all the acknowledgement she needs.

Ros has been supporting older Western Australians to remain in their own homes for the past seven years. Many of her clients appreciate the reassurance and encouragement she provides. For some, Ros is an essential support to help them get out into the community. Some simply enjoy her companionship.

"I think support workers are important because they allow older people to stay in their own homes for longer, and for some people, that's really important," Ros said.

"I love my job and I'm grateful that I get to spend time with elderly people – it's rewarding knowing you're bringing joy and a bit of happiness to someone's day or that you're helping someone achieve something they want to do, that they otherwise wouldn't be able to."

Despite the challenges posed by the COVID-19 pandemic, Ros said there was positives too. Ros has enjoyed having more time to spend chatting with her clients over a "cuppa" and offering clients a 'shop by list' service to keep them safe from supermarket crowds.

"I'm very fortunate to have such a supportive family who haven't questioned my decision to keep working because they know how much my job means to me," Ros said.

Experience enriches

Arriving in Australia from Iran 18 years ago, MercyCare Multicultural Services Settlement Caseworker Afsoun Mohammadkhani can relate to the hundreds of people she has supported through the journey of setting up life in Western Australia.

Her own experience of making Australia her home has helped her understand the many difficulties newcomers face.

"I say that it's like when you learn to drive, if you start driving without an instructor you might drive with so many bad habits, make many mistakes and it would be hard to get them right again. If you have an instructor from the beginning to teach you the accurate way of driving, it would be very rare to make a mistake.

Settling in to a new country is the same, if you have someone to guide and assist you through some of the challenges, you wouldn't have to make as many mistakes on your way to where you are going," she said.

The COVID-19 pandemic had an impact on the level of face to face meetings she was able to do. Instead she stayed in touch via the phone, found new ways to do tasks, helped people access classes or services online and ensured they have support in the areas they needed it.

"My work provides the opportunity to assist people to enrich lives and accomplish their dreams, to look towards doing something they might have always wanted to do but not yet been able to achieve," she said.



We stand for listening

Commitment to co-design

This year we took a drastically different approach to the accepted norm and designed a new service through a forward-thinking co-design method.

In November 2019, WA Primary Health Alliance commissioned MercyCare to undertake a four-month co-design process to design and deliver a youth mental health outreach service for Perth's Northern suburbs.

This service targets support to young people (12-25 years-of-age) in the community experiencing, or at risk of developing, severe and/or complex mental health issues. The service is aimed at filling the current gaps in our State's mental health service. It is for young people that may fall between the service eligibility cracks because their situations are either deemed too complex or not severe enough.

Over four months, our team brought diverse stakeholders together, holding space to listen, capturing key insights and testing ideas about how the service might be experienced by a young person with complex mental health needs.

Of course, at the centre of the co-design were the young people themselves, who were able to provide real, practical lived experience on what works best for them.

Lead by MercyCare and in partnership with Derbarl Yerrigan and Orygen, over the next year the new service, Amber Youth Wellness, will be delivered to an existing client base before being launched to the wider public.

The co-design process involved

80+

meetings, sessions and site visits with at least 41 services.

25

young people and/or carers were involved in co-design.

We involved a cross-section of diverse young people who had faced challenges with their mental health, including:

- Aboriginal young people
- Culturally and Linguistically Diverse young people
- Young people who had experienced homelessness
- Young people who identified as LGBTQI+
- Young people who had faced challenges with alcohol and other drugs
- Young people who were not currently engaged in education, employment or training



Nature-play at Banksia Grove

Purpose-built, architecturally designed and featuring our biggest nature-based playground to date, our Banksia Grove Early Learning Centre became our 13th centre when it opened in November.

Children settled into child care quickly thanks to the huge, welcoming nature play area.

The 700 square metres of landscaped play space allows children to enjoy unstructured play in an outside environment that encourages experimentation, creativity, resilience, self-confidence and initiative.

Such play, which parents have told us they'd like to see more of, is beneficial to a child's physical, cognitive, social and emotional development.

With lessons learnt from our Ellenbrook build in 2018 and feedback from parents, we were able to put meaningful thought and planning into the different aspects of the centre.

The building allows children to learn and develop in small groups, while still accessing the connected play space. Aboriginal language has been incorporated into its very foundations, with Noongar words on tiles within the pavers where children walk and play each day.

MercyCare seeks to be open to what Australia's First Peoples can teach us and to build an appreciation of Aboriginal culture and spirituality.

All early learning centres continued our work reflected in our Aboriginal Pathways by incorporating the culture of Indigenous Australians into the learning experiences of children.

The cultural diversity of our staff and families is embraced and celebrated in each of our centres.

In order to strengthen our sustainability practices and support our environmental responsibility plan, each of our centres appoint Eco-Warriors, a role created to research, share and champion ideas around environmental responsibility.

Our centres continue to focus on providing person centred care, catering to families' individual needs and building special communities around the unique little people our educators care for.




On any given Wednesday at our Early Learning Centres

2469 
nutritious and tasty meals are served


135 
language mat sessions are run

62 
stimulating and engaging indoor learning environments are set up

4115 
posts are sent to parents updating them about their child's day on the Xplor app

45 
Acknowledgements of Country are performed

28 
outdoor active learning environments are set up

1646 
parents receive updates about their child's needs, what they have learnt, what they ate, slept, drank, how they are feeling and what is next in their routine

We stand for supporting more people

Foundation for growth

This year we achieved significant growth in the areas of Community and Home Support Services and Disability Services. This enabled us to support more people to live independently and reach for their goals.

A quality service where our clients can rely on friendly and experienced staff, coupled with the Federal Government's commitment to release new home care packages, was the bedrock of incredible growth for our Community Services.

Our services supported people to continue living independently at home and maintain strong community connections. We provided a range of support, depending on people's needs and preferences, including in-home support, Home Care Packages, private care, in-home nursing, respite and our social centres.

A big win

In early 2020 MercyCare had its contract to supply services under the Commonwealth Home Support Programme extended to additional services in the South East Metropolitan region.

These services were previously provided by the City of Belmont.

The services were transitioned to MercyCare on July 1, 2020 and will see us provide in home services and community transport to an additional 370 clients and assume management of Harman Park Community Centre, which provides social opportunities for residents in the area.



Disability scores a century

When Kirsten chose MercyCare in early March 2020 she became the Disability team's 100th participant.

Since coming on board, Kirsten has been striving to reach her goals with assistance from her regular support workers.

Kirsten, who lives with bipolar disorder, receives support each week from MercyCare. She lives in long term independent community housing in Perth's east with her beloved ragdoll cat Oscar.

MercyCare support workers partnered with Kirsten so she could gain skills and confidence in budgeting; make healthy choices when shopping, eating and exercising; travel to and maintain appointments; and make connections within her local community.

By working on her skills and gaining confidence Kirsten hopes to put it all together to live safely and independently in a home of her choice and gain paid employment.

Her dream job is to work at an animal shelter.

"The staff have been so nice and my support worker Keegan is great. The coordinators are nice and flexible. When I ring up to change times or my days it's never a problem," Kirsten said.

"I am getting more confident and able to get out there in the community now."





Community and Home Support **revenue increased 33% year-on-year** despite the impact of COVID-19. Growth was recorded across Home Care Packages, Commonwealth Home Support Programme and Short Term Restorative Care.

Our client numbers **grew 28% year-on-year**. We supported 2691 seniors to live independently in their own home.

The number of those receiving support through Home Care Packages **grew 42% year-on-year**.

We were able to increase the number of support workers and nurses in the community providing in-home services to seniors to **157**.

To support growth our total staff numbers, from those on the road to those scheduling and talking with clients, grew to **222**.





From little things big things grow

Reaching 100 participants was a significant milestone for our Disability Services. Marking a century, and subsequent growth to 121 participants by the end of the financial year, affirmed our reputation for delivering quality supports.

Our participants can rely on punctuality, reliability and consistently high-quality support.

The service has been built organically from the ground up, founded on a clear vision – to enable and empower young people and adults to establish and achieve their individual goals; participate in lifelong learning to build competence, capacity and resilience; and be in and of their community.

The values-led team has been steadfast in its unwavering commitment to making a real difference. It harnesses the significant diversity of its staff to create an integrated and seamless experience and service response for participants who treat the service not as a service, but a life partner supporting human needs.

Those ethics have translated to significant growth, enabling our service to support more people living with a disability.

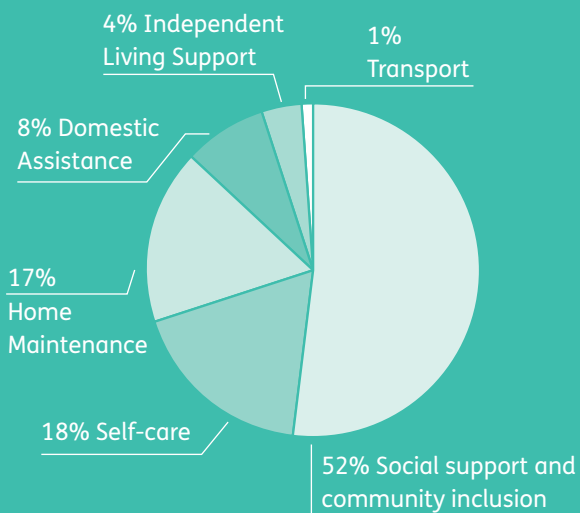


We grew year-on-year from 81 to 121 participants being supported by our Disability NDIS services.

67%

Disability Services revenue growth year-on-year.

We supported participants though:



We stand for connection

Linking Together

The importance of initiatives connecting our senior clients with family and community were brought sharply into focus during the COVID-19 pandemic.

Early in the financial year MercyCare secured Department of Health and Lotterywest grants to trial using digital technology to connect our senior clients with family, friends and community.

Research shows one in five older Australians feels lonely, particularly those aged 75 and over. By empowering our clients with digital technology, we hope it could be one tool in fighting the social isolation, loss of independence and mental health issues faced by many older Australians.

Under the trial, we partnered with Queensland University of Technology to investigate how the use of a customised tablet with a newly developed MercyCare Connect app impacted depression and loneliness.

The importance of the trial was highlighted when our five Aged Care homes entered lockdown and many of our Mercy Village residents and home support clients were cut off from family and their communities due to COVID-19 pandemic restrictions.

Our Aged Care team quickly pivoted the project to enhance communications during lockdown.

The trial was brought under a broader Linking Together project, designed to look at creative ways to connect.

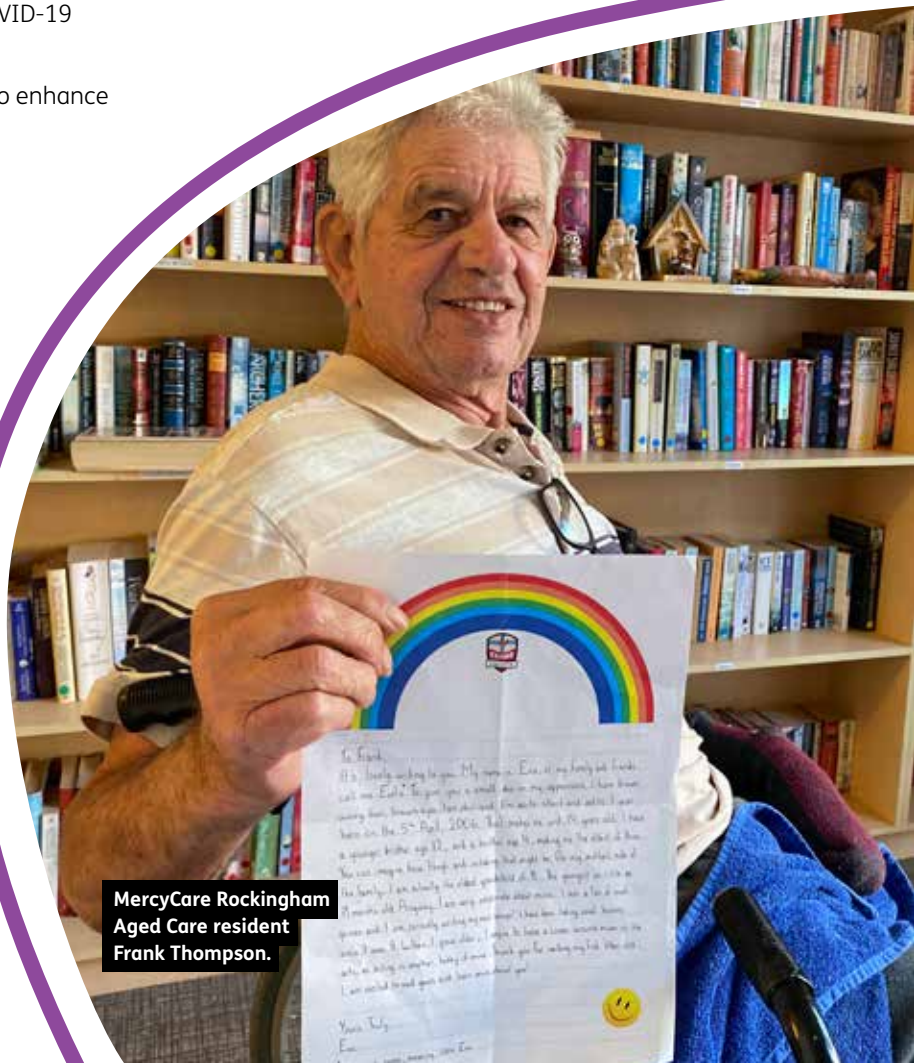
Additional devices were sourced, and dedicated staff were deployed to support residents to access technology to link with their families.

More traditional methods of communication were also implemented. A letter writing program was introduced between school students and our residential aged care and retirement living residents, to not only bridge the generation gap but create connections in a time of increased physical distancing.

Linking Together recognised our residents' well-being and mental health was as important as their physical health.

“ These interactions using technology have become so much more relevant in light of the current situation we all find ourselves in – COVID-19. It has been great to be able to keep in touch visually with him, especially with the social distancing and visiting rules that are in place.

— A family write about their father who receives in-home services.



MercyCare Rockingham
Aged Care resident
Frank Thompson.



Person Centred Approach

We stand for Reconciliation

Coming together for Reconciliation Week

Coinciding with world events that saw a renewed social push for equality, Reconciliation Week 2020 brought our staff and volunteers from across the organisation together.

We see our commitment to the reconciliation journey with Australia's First People as part of our mission and responsibilities as a community organisation. By championing unity and mutual respect between the broader Australian community and Aboriginal and Torres Strait Islander peoples, our organisation as a whole and the individuals that make it, hope to progress Australia to become a more just, equitable nation.

Amid COVID-19 restrictions in Western Australia, members of the MercyCare team came together virtually for an online webinar discussing Yawuru and Noongar perspectives on reconciliation.

The occasion also saw MercyCare sign a Memorandum of Understanding with Yokai, a Perth based organisation working to heal the spirits for survivors of the Stolen Generation.

The agreement is a commitment for the two organisations to explore joint initiatives with greater sharing of business acumen and resources.

Aged Care residents were part of a yarn with Aboriginal staff about the culture of Indigenous Australians. They also watched Indigenous Australian films and enjoyed a didgeridoo performance.

As part of a special lunch event, kangaroo stew and Australian bush raisins were on the menu at our Mirrabooka office.

Children at MercyCare Early Learning Centres continued their path of learning about our country's First People by celebrating in a variety of ways, including inviting Aboriginal families to share their culture.



MercyCare CEO Anthony Smith and Yokai Managing Director Jim Morrison.





In Yawuru country (Broome), those whose skills are usually directed at providing short stay accommodation for Aboriginal people turned their talents to short-form video, creating an inclusive video clip to reflect the Reconciliation Week 2020 theme 'In this together.'

National Reconciliation Week provided a reminder to everyone at MercyCare to keep the spirit of reconciliation with us in the work we do on a daily basis and let us consider how we can contribute to progress reconciliation in Australia.

Investing in the future

This year two Aboriginal trainees spent time across the organisation, gaining exposure and experience in office and administration roles. The trainees, who are with MercyCare via a partnership with AFL SportsReady's Indigenous Employment Program, both have made a positive contribution to effective workplace relationships.

Another two Aboriginal/Torres Strait Islander trainees completed their first year within our Early Learning Services, at Wembley and Bedford. Both are working towards formal child care qualifications. These positions are in partnership with CTAS Education and Insight Training.





We stand for Community

Celebrating community diversity

The suburb of Mirrabooka proved an ideal location to celebrate diversity through a Community Family and Children Services project to empower the local community.

As one of Australia's most culturally diverse suburbs and the north-of-the-river base for our multicultural support services, the community-led markets were a perfect showcase for the talents of locals.

The one-of-a-kind markets provided an avenue for the community to come together but were also designed to support new migrants and refugees to get into sustainable employment.

Three Mirrabooka Community Markets were held over the 2019/2020 Summer period, providing an opportunity for people in the area to learn new skills, establish a small business and create a sense of community.

Stallholders were given training on how to market and sell their products; food handling; stall management and sustainability; as well as learning lessons from the organisers of other Perth markets.

As a community-led initiative, the markets received tremendous local support. Strong attendance and energy from a Community Reference Group ensured the markets were directed by the community and represented the people and cultures living in the local area.

Managed by MercyCare in partnership with The City of Stirling and The Square Mirrabooka, the project was funded by a Federal Government Fostering Integration Grant, with additional funding from Catholic Super and Office of Multicultural Interests.

45 community members trained and certified in safe food handling

50
cultures represented

100+
stall holders

40
community volunteers



7000+ people attended across the three markets

\$15,000+ income generated for stall holders



Bill and Dot call it a day

This year marked the end of an era when Bill and Dot Harris hung up their boots after more than a combined century of volunteering with us.

“Volunteering is a lovely way of life and it’s always been a part of ours. You meet nice people and it’s really rewarding,” Dot said.

“MercyCare is like family. The staff feel like family to us,” she said.

Dot volunteered at our Wembley Early Learning Centre reading to the children and helping with various chores, while Bill was a fixture around the Centre keeping the grounds tidy and mending any broken toys.

The Early Learning Centre marks the last of their many volunteering roles at the Wembley campus. Bill originally starting in 1964 when the Sisters of Mercy ran the site as an orphanage.

Bill began volunteering on the laundry boiler before his day job doing the milk-run in Wembley. The couple used their own milk truck to pick-up food donations for the orphanage.

Over the years the couples volunteering has taken many forms. Dot sewed items with the Sisters to raise money and took notes at board meetings. Bill spent many years driving the bus for outings and drop-offs for the Sisters, Early Learning and Aged Care residents. He was always happy to don the big red suit come Christmas time.

After so many years as volunteers, will Bill and Dot miss it? “Oh yes,” said Dot. “MercyCare has been an important part of our lives and suddenly it won’t be there.”

In the future, the couple still plan to make the occasional visit, and when they are ready to move from their own home, plan to become residents at MercyCare Wembley Residential Aged Care Home where they once volunteered.

Volunteers play a critical role at MercyCare, providing connection, community and a huge array of skills and experience to our teams.

Our **169 volunteers** enrich our culture, strengthen our relationships and help make our work more effective by contributing their time, skills, energy and enthusiasm.

“Dedicated volunteers like Bill and Dot have always been an integral part of MercyCare. They have been essential to the running of the Early Learning Centre, and their contribution over so many years can’t be overstated.

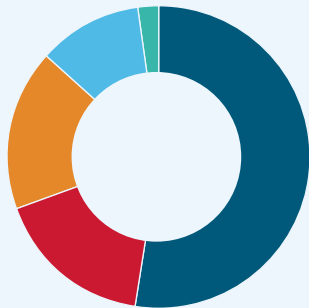
— MercyCare CEO Anthony Smith



Strengthening employee and volunteer engagement

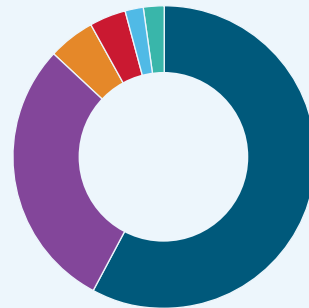
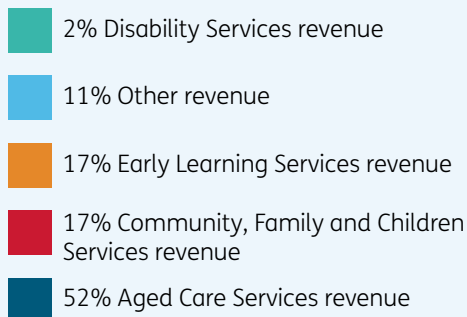
MercyCare Financials

Consolidated financial overview for continuing operations for the year ended 30 June 2020.



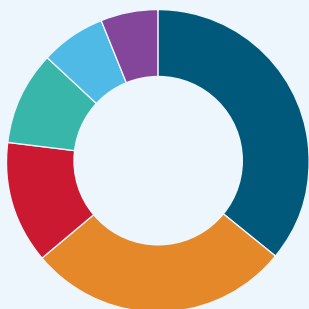
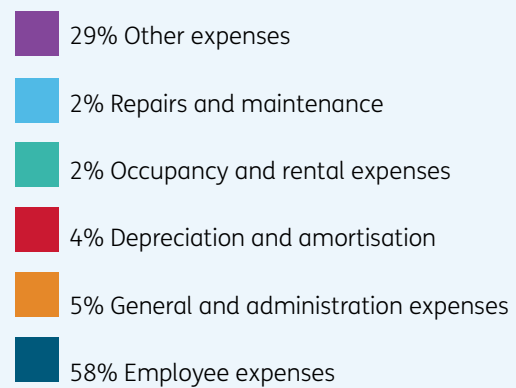
What we earned

Total revenue:
\$103,945,000



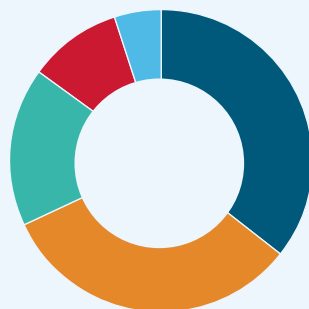
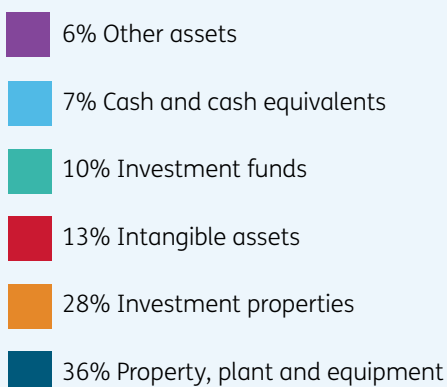
What we spent

Total expenditure:
\$121,023,000



What we own

Total assets:
\$266,107,000

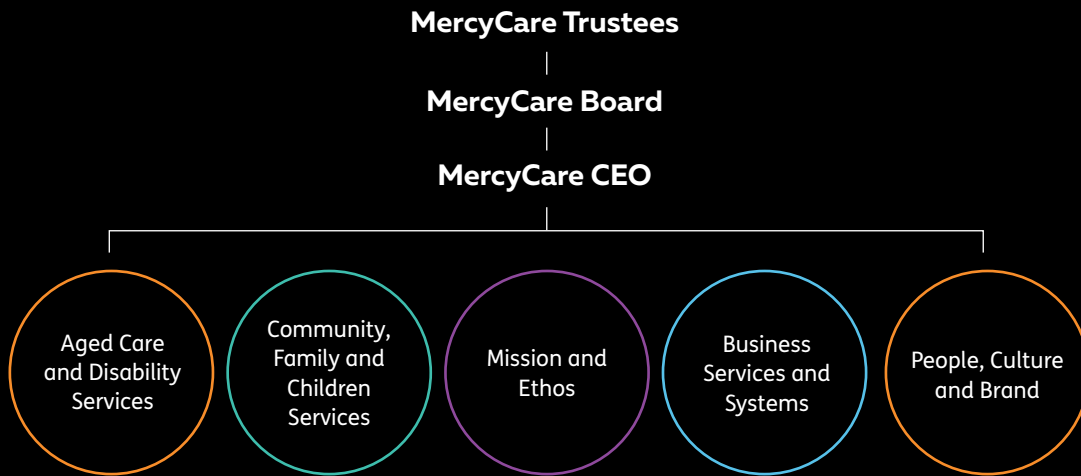


What we owe

Total liabilities:
\$167,802,000



Our Structure



Executive



Left to right: **Brent Naughton** Executive Director Business Services and Systems / **Joanne Penman** Executive Director Aged Care and Disability Services / **David Holden** Executive Director Community, Family and Children Services / **Anthony Smith** Chief Executive Officer / **Vicky Gonzalez Burrows** Executive Director Mission and Ethos / **Martin Wandmaker** Executive Director People, Culture and Brand.

Lyn Millett was the Executive Director Family and Community Services until February 2020 / David Holden was Executive Director Business Services and Systems until April 2020 / Sheryl Carmody was Executive Director Mission and Ethos until August 2019 / James Lawton was Executive Director Corporate Governance and Strategy until September 2019.

Trustees

Jennifer Stratton, Chair

Jennifer Stratton has held senior leadership positions in Catholic education, Catholic health and aged care, and Catholic aid and development for the past 24 years. She was Group Director of Mission at St John of God Health Care (SJGHC) for 15 years where she worked closely with the Board and Trustees, assisting them in their leadership of the Mission. In addition to her responsibility for developing the culture, she led a broad range of learning and development initiatives for managers and their teams. She had executive responsibility for social justice initiatives including ground-breaking work in creating employment opportunities within SJGHC for people with a disability. She also led the construction and implementation of SJGHC's first Reconciliation Action Plan.

Mary McComish, Deputy Chair

Mary McComish was the Associate Professor of Law at The University of Notre Dame for 10 years, as well as the Dean of Law at The University of Notre Dame from 2005 until her retirement in 2007. She has been a Barrister in the Supreme Court of Western Australia and was recently Director of Daydown Advocacy Centre from 2013 - 2016, an initiative of the Catholic Church in the Archdiocese of Perth with Indigenous people. Mary is also a Trustee of St John of God Australia.

Steve Halley-Wright

Steve Halley-Wright has held senior leadership positions in major corporations and in Catholic education for over 25 years. Since 2009, Steve has been Director Finance & Administration at Newman College, a Pre-K to 12 coeducational Catholic College with around 1900 students. At Newman College, Steve is responsible for all non-teaching aspects of the College including Accounting, Finance, ICT, Facilities, Registrations, Capital Development and Procurement. Prior to that, Steve was General Manager Group Accounting & Corporate IT, and General Manager Group Audit at Wesfarmers where he worked closely with the Board and senior management in developing and enhancing the risk and control environments of this major, diverse business.

Tony Wheeler OAM

Tony Wheeler has worked in the financial services industry for over 40 years, holding senior management positions in a national banking organisation. Since retiring, he has chaired and sat on many church-related boards and committees, is a Director of Mercy Education Ltd and was the official Australian Representative for the Vatican's Pontifical Council for Health Care Workers. Tony is a past Chair of Catholic Health Australia and was a MercyCare Board Director from 2003 to 2012. Tony received the Order of Australia Medal in January 2013 for his contributions to aged care, health and church organisations, including MercyCare.

Carmel Ross

Carmel Ross is an organisational consultant who has held leadership roles in a variety of sectors of education, as well as in tourism and other human services industries. Carmel is on the Council of the Shire of Chittering. She was on the governing council of James Cook University from 2001-2008 and was Deputy Chancellor from 2004-2008. Carmel has qualifications in theology and scripture, governance, business administration and psychology, and her current work with organisations includes mentoring senior staff, change and transition management, human resources support and management profiling. She is a member of the Community Committee of Catholic Education Commission WA.

Sonia Faccin Nolan

Sonia Faccin Nolan is a strategic communications, stakeholder engagement and social change specialist with 25+ years' experience leading transformational projects across sectors (including resources, higher education and social services). Sonia currently serves on the WA Government Board of the Botanical Gardens and Parks Authority. Previously, she was a Commissioner on the Catholic Education Commission of WA where she led governance and capital development reform and served as the inaugural Chair of the CECWA Catholic Education Community Sub-Committee, focused on system sustainability. Sonia is a Graduate of the Australian Institute of Company Directors and holds qualifications in Social Impact, Business (Marketing) and Arts (Politics and English).



Steve Halley-Wright, Carmel Ross, Sonia Faccin Nolan, Jennifer Stratton, Mary McComish, Tony Wheeler.

Board Directors

Mary Woodford, Chair

Date appointed: July 2014

Qualifications: Bachelor of Laws, Masters of Public Health, Bachelor of Arts (Hons), FAICD, Fellow Governance Institute Australia

Experience: Over 20 years experience as a Non Executive Director and legal practitioner including Chair of public and private sector boards in health, aged care, education, training, insurance and financial services

MercyCare responsibilities: Board Chair; Mission Stewardship Working Group; Nomination and Remuneration Committee (Chair)

Board meetings attended: 7 of 7

Darren Cutri, Deputy Chair

Date appointed: February 2011

Qualifications: Bachelor of Business, CPA, MAICD

Experience: Senior finance roles in the Disability, Healthcare, Education and Civil Construction industries

MercyCare responsibilities: Board Director; Finance and Audit Committee (Chair); Risk Committee; Nomination and Remuneration Committee

Board meetings attended: 7 of 7

Dennis Banks

Date appointed: June 2011

Qualifications: Bachelor of Science, Bachelor of Psychology, Master of Business Administration, FAICD

Experience: Superannuation and Financial Services

MercyCare responsibilities: Board Director; Risk Committee

Board meetings attended: 6 of 7

Michael Kenyon

Date appointed: October 2013

Qualifications: Bachelor of Business, CA, GAICD, CSA (Cert.)

Experience: Chief Financial Officer, Company Secretary, Board Member of not-for-profit organisations

MercyCare responsibilities: Board Director; Finance and Audit Committee; Mission Stewardship Working Group

Board meetings attended: 6 of 7

Prof Glenda Scully

Date appointed: August 2012

Qualifications: Bachelor of Commerce, Masters in Accounting, PhD, FCA, GAICD

Experience: Head of the School of Accounting at Curtin University (2008 to 2014); Board Member of not-for-profit organisations

MercyCare responsibilities: Board Director; Finance and Audit Committee; Nomination and Remuneration Committee

Board meetings attended: 6 of 7

Jan Stewart PSM

Date appointed: February 2015

Qualifications: Bachelor of Arts, Masters in Social Work, Hon D Litt (WAust), GAICD

Experience: Social Worker, former CEO of Lotterywest, Board Member (Chair of two) of not-for-profit organisations, Consultant

MercyCare responsibilities: Board Director; Risk Committee

Board meetings attended: 5 of 7

Michael Heath

Date appointed: October 2018

Qualifications: MBA and diploma of Strategic Management, FAICD, Fellow of the Australian Institute of Management WA

Experience: Board member of the Australian Institute of Management WA, Committee member of the Carbine Club of WA, Director of not-for-profit organisations; Parmelia Management Pty Ltd

MercyCare responsibilities: Board Director; Risk Committee (Chair); Finance and Audit Committee; Nomination and Remuneration Committee

Board meetings attended: 6 of 7

Bryan Pyne

Date appointed: October 2019

Qualifications: Bachelor of Business; Fellow of the Institute of Chartered Accountants.

Experience: Chair of Finance Committee; Group Director of Finance; Chief Operating Officer Hospitals, Board Director

MercyCare responsibilities: Board Director; Finance and Audit Committee

Board Meetings attended: 7 of 7



Darren Cutri, Prof Glenda Scully, Dennis Banks, Mary Woodford, Bryan Pyne, Jan Stewart, Michael Kenyon, Michael Heath.

Our Services

Our services in aged care, early learning, disability and community, family and children services stretch across communities and into people's homes throughout the Perth metropolitan area. This map of our office locations not only shows how wide our footprint is in Perth, but also includes our services in the Kimberley region, including Broome and Derby.

Aged Care

Community and Home Support

Mercy Retirement Village

Residential Aged Care

- Joondalup
- Kelmscott
- Maddington
- Rockingham
- Wembley

Disability Services

Early Learning Centres

- Ballajura
- Banksia Grove
- Bassendean
- Bedford
- Bennett Springs
- Ellenbrook
- Heathridge
- Kelmscott
- Landsdale
- Merriwa
- Seville Grove
- Thornlie
- Wembley

Outside School Hours Care

- Newman College, Floreat

Community, Family and Children Services

Youth and Homelessness

- Carlow House
- Coolock Units
- Youth Support Service
- Housing Support Service
- Homes for Youth and Families
- Reconnect
- Family Wellbeing Support Service
- Ellenbrook Youth Service
- Amber Youth Wellness
- RYDE

Place Based Services

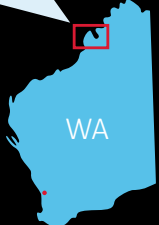
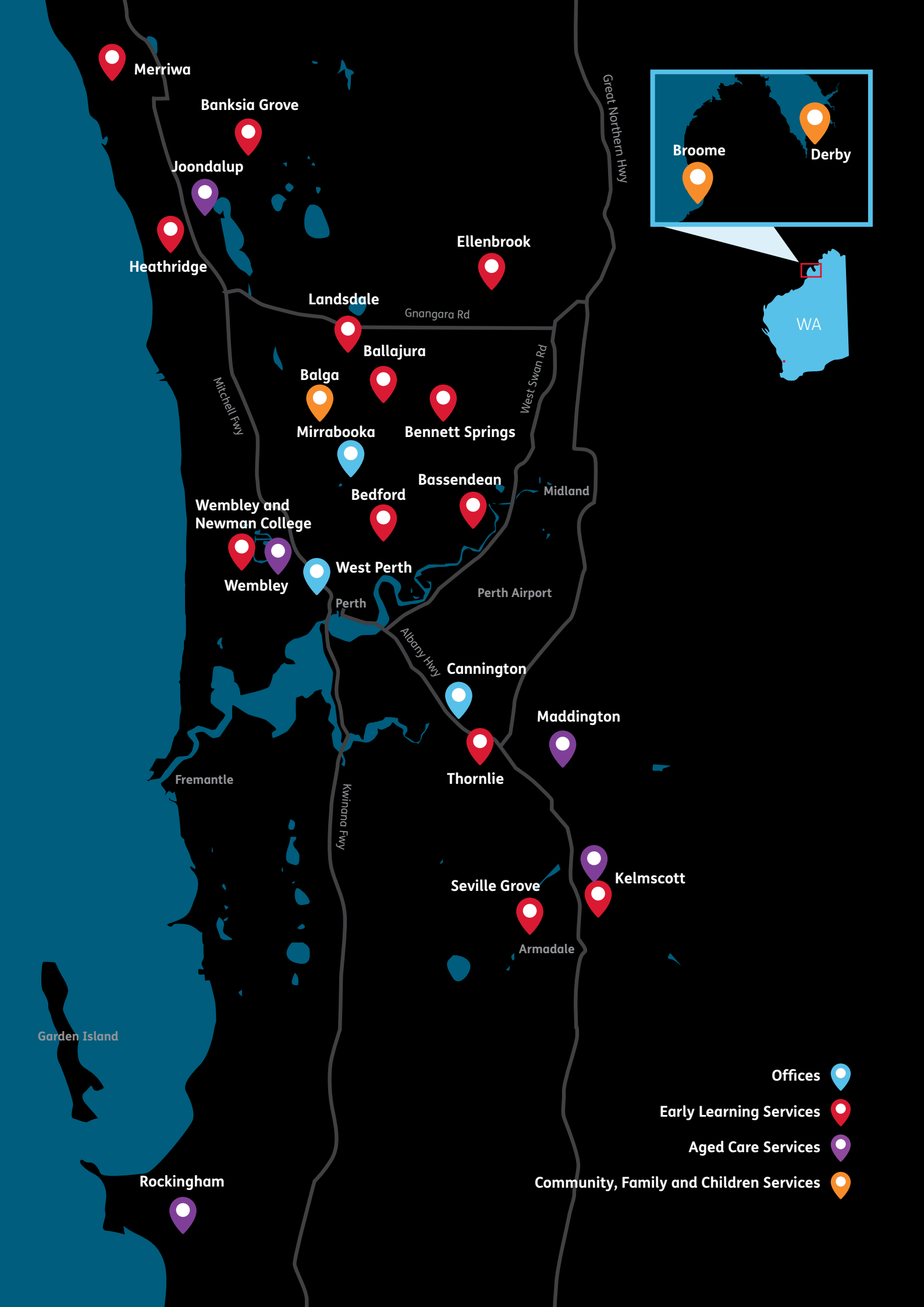
- Merriwa (closed as of April 2020)
- Derby Aboriginal Short Stay Accommodation (DASSA)
- Broome Aboriginal Short Stay Accommodation (BASSA)
- Community Exchange

Multicultural Services


- Status Resolution Support Services (SRSS)
- Settlement Engagement and Transition Support Services
- Jobs and Skills Centre (closed as of June 2020)
- Mercy Lending Services
- Mirrabooka Markets
- Unaccompanied Humanitarian Minors


Child Family and Out of Home Care


- Child and Parent Centre Warriapendi
- Circle of Security Parenting Project
- Mirrabooka/Joondalup Family Support Network
- Fostering Services
- Family Group Homes



Offices 

Early Learning Services 

Aged Care Services 

Community, Family and Children Services 

Thank you

ORATION 2019 PREMIER PARTNERS



ORATION 2019 CORPORATE & PRINT PARTNERS



With the help of funding we were able to support individuals, families, children and young people in our communities. Thank you to:

- City of Swan
- Department of Home Affairs
- Department of Social Services
- Good Shepherd Microfinance/NAB
- National Affordable Housing Agreement Scheme
- National Partnership Agreement on Homelessness
- The Smith Family
- WA Department for Child Protection and Family Support
- WA Department of Communities
- WA Department of Education
- WA Department of Social Services
- WA Primary Health Alliance

In addition to our partners named throughout this report, we would also like to acknowledge the work of our collaborators:

- Anglicare WA
 - Australian Red Cross
 - Australian Relief and Mercy Services
 - Befriend
 - Black Swan Health
 - Broome Regional Aboriginal Medical Service
 - Centacare Kimberley
 - City of Stirling
 - Clan Midland
 - Communicare
 - Creating Communities Australia
 - Dambimangari Aboriginal Corporation
 - Department of Communities
 - Derbarl Yerrigan Health Services
 - Derby Aboriginal Health Service
 - Ebenezer Home
 - Edmund Rice Centre
 - GIVIT
 - Headspace Fremantle and Rockingham
 - Headspace Midland
 - Headspace Osborne Park and Joondalup
 - Helping Minds
 - Kimberley Aboriginal Medical Services
 - Lifeline WA
 - Marnin Bowa Dumbara Aboriginal Corporation
 - Marnja Jarndu Women's Refuge
 - Metropolitan Migrant Resource Centre
 - Mission Australia
 - Neami National
 - North Metro Community Drug and Alcohol Service
 - Parkerville Children and Youth Care
 - Phoenix Support and Advocacy Service
 - RUAH Community Services
 - Save the Children
 - St Vincent de Paul
 - Starting Over Support
 - The Spiers Centre
 - Sudbury Community House
 - Swan Alliance
 - Tjallarra Building Company
 - True North Church
 - Uniting WA
 - WA Aids Council
 - Wanslea Family Services
 - Whitelion/ Dungeon Youth Centre
 - Winun Ngari Aboriginal Coporation
 - Yorgum Aboriginal Corporation
- And many more...



We belonged to and worked with peak bodies in our diverse sectors this year, such as:

- Aged and Community Services Australia
- Association of Ministerial PjPs
- Australian Childcare Alliance
- Australian Institute of Company Directors
- Australian Institute of Management WA
- Catholic Health Australia - Aged Care
- Catholic Social Services Australia
- Child and Family Alliance WA
- Committee for Economic Development of Australia
- Committee for Perth
- Community Employers (WA)
- Diversity Council Australia
- Early Childhood Australia
- Governance Institute of Australia
- Little Green Steps WA
- Meaningful Ageing Australia
- National Disability Services
- Reconciliation WA
- Settlement Council of Australia
- Shelter WA
- Social Reinvestment WA
- WA Network of Alcohol & Other Drug Agencies
- Western Australia Council of Social Services
- Western Australian Association for Mental Health
- Youth Affairs Council of WA



We believe

As an impassioned organisation we have the confidence and conviction to stand by what we believe in. We believe every person matters. That compassion and justice is a motivating, actionable force that can make a difference in our communities.

Why do we do it?

We do it because of the strong human values inherited from our founders. We do it because we want to create positive change. The Western Australian community is our community. It is at the heart of everything we do.

