



Strategic Imperatives

July 2017 – June 2020

Every person **matters**

Our Identity

MercyCare is a leading Catholic provider of aged care, family, community, health and disability services.

MercyCare today builds on a strong service provision track record in responding to people faced with significant needs. This is made possible by the commitment and talent of people who share our guiding organisational vision, core values and mission intentions that are inspired by the life giving Mission of Jesus, as it is embodied in the Mercy tradition and the broader body of Catholic Social Teachings.

MercyCare's origins date back to 1846 when the Sisters of Mercy arrived in Western Australia, led by Ursula Frayne from Ireland. For the next 150 years the Perth Congregation of the Sisters of Mercy established and developed a range of education, welfare and health services in Perth and regional Western Australia.

In the period between 1999 and 2002 the Sisters of Mercy instigated processes to establish MercyCare as both a not-for-profit civil company limited by guarantee and an official Catholic Church organisation under canon law – a Public Juridical Person of the Perth Archdiocese.

In creating this structure for MercyCare, the Sisters of Mercy did more than simply hand over the governance of their health, aged care, and family and community services, they fulfilled their long-held vision of entrusting lay people to carry forward the Mercy ethos, spirituality and mission in a contemporary way.

MercyCare stands within a strong and courageous service legacy with roots and inspiration which come from the Sisters of Mercy founder Catherine McAuley who displayed outstanding commitment to meet the spiritual, health, education and housing needs of the poor in Dublin in the early 19th century.

So, MercyCare comprises a diversity of people who share in common an aspiration of wanting to make a difference. MercyCare has developed these Strategic Imperatives to continue its work to bring compassion and justice to life and break cycles of significant disadvantage so that people and communities can thrive.

For further information about MercyCare, please refer to www.mercycare.com.au

Our Strategic Imperatives

To achieve our Mission and Vision we are investing in:

1. Service development underpinned by MercyCare's person centred approach, research, evidence and evaluation and focusing on:

- Making a real difference for people and communities identified or at risk of experiencing vulnerability, marginalisation and significant disadvantage;
- Enabling people to stay in their own homes by providing a wide range of in-home and in-community services;
- Transforming local communities to be places where people are connected, supported and help each other; and

- Building social justice advocacy to engage and equip our employees, volunteers, service users, partners and communities to achieve systemic change.

2. Organisational capacity and service sustainability focusing on:

- Investing in our people and culture; and
- Growing our financial capacity and achieving effective organisational scale and scope through partnerships, expansion, service integration, innovation and internal capacity building.

Our Vision

For people and communities to thrive.

Our Mission

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

Our Core Values

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| Respect | We value the inherent worth of each person and the natural environment |
| Integrity | We are honest, genuine, accountable and reliable |
| 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 |
| Excellence | We strive for outstanding performance and creativity |
| Courage | We promote a mind and spirit that faces up to and engages with challenges |

June 2017