



Heart of the community

Annual Report 2021





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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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Welcome to the 2021 MercyCare Annual Report

We believe every person has value. We all deserve respect and to have the opportunity to live the life we want. At MercyCare this belief is at the heart of everything we do. We do this to bring smiles to faces, overcome challenges and change lives for the better so that every person and every community can thrive. The Western Australian community is our community. It is at the heart of everything we do.

Within this Annual Report you will find the stories of our staff, clients and wider community for the year, reflecting our success and challenges we faced. We are proud of the positive impact we have contributed for individuals and communities across Western Australia.

Behind every number and every story, you will find our people. Without the compassion and dedication to excellence of our staff we wouldn't be able to tell these stories.

We support Western Australian families and communities – from the smallest members in our early learning centres; young people supported through fostering, accommodation and wellness; vulnerable families through housing and support; new Australians through our multicultural services; Kimberley communities through our accommodation; those living with a disability; and our most senior members through our aged care services.

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

Our Vision

For people and communities to thrive.

Our Mission

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

Our Values

Respect
Integrity
Compassion
Justice
Excellence
Courage

How to read this report

With each big or small decision at MercyCare, you will find at its centre our values and mission. To understand how our everyday work contributes towards this, we have included graphics that link to our Mission Ethos Shapers and 2023 Strategic Plan.



Links to a Key Strategic Theme from our 2023 Strategic Plan

- Sustainability and Growth
- Service Quality, Impact and Outcomes
- Integration and Connection
- Engaging and Empowering People

Mission Ethos Shapers



Person Centred Approach



Aboriginal Pathway and Reconciliation Journey



Ecological Awareness and Behaviour



Safeguarding Children



Cultural Diversity and Race Awareness



MercyCare is the recipient of a Bronze Award in the 2021 Australasian Reporting Awards — General Award for our 2020 Annual Report.



Children at St Vincent Foundling Home, now MercyCare Wembley Early Learning Centre.

Celebrating 175 Years since the Sisters of Mercy arrived in Western Australia

Our rich history

On January 9 2021, we celebrated 175 years since the Sisters of Mercy sailed up the Swan River, armed with a vision of creating a better, more equal and compassionate outlook for all Western Australians, no matter who they were.

Led by 28-year-old Sister Ursula Frayne, these seven brave young women were driven by their determination to help the most vulnerable members of the WA community, which underpins what MercyCare stands for today.

Departing their Irish homeland in 1845, the sisters spent 113 days at sea on the barque *Elizabeth* before docking in Fremantle on January 7, 1846.

From here, the Sisters sailed up the Swan River and eventually landed in Perth, where they began laying down the foundations for their mission, and officially opened their first school on January 26.

By September that year, the school had grown from just six children to 60, making it the largest school in Perth at the time, and by 1849, the Sisters had opened the first secondary school in WA.

Two decades after they arrived in Australia, the Sisters established the St Joseph's Girls Orphanage in Victoria Square and eventually took over management of the

Subiaco Boys Orphanage, which was situated on our current site in Wembley.

In 1901, the Sisters moved St Joseph's to Wembley, which is now home to our Wembley Early Learning Centre.

The Sisters of Mercy continued to carry out their mission to deliver education, welfare and health services in Perth and beyond without judgement.

In 2002, MercyCare as we know it today was formed. On March 19 of that year, the Sisters of Mercy transferred MercyCare to lay ownership to become a public juridic person in the Catholic Church and a public company limited by guarantee.

The pioneering Sisters of Mercy and those that carried on their legacy have created a lasting impact on the Western Australian community.

At MercyCare, we hold this story with great pride. It is a legacy we draw inspiration on as we respond to the current needs of the Western Australian community.



Artwork by Vanessa Liebenberg



Celebrating 175 years through art

MercyCare's rich history stems from the legacy of Catherine McAuley, the founder of the Sisters of Mercy; and women such as Ursula Frayne, who started their important work in Western Australia.

Both were courageous women who believed in making a difference and demonstrated innovation in their thinking, an approach that put the needs of the people who they served first. The strong foundation they built has influenced the values we demonstrate daily in our work.

To celebrate this milestone, we commissioned an artwork to show the journey of the Sisters of Mercy to the MercyCare we know today.

The artwork

Like a whisper of the past, faint images of the Sisters of Mercy and the vulnerable children they cared for merge into depictions of MercyCare today, our staff and the community we support.

Artist Vanessa Liebenberg made drawings taken from historical photographs. Line drawings were exposed onto silk screen and softly screen printed onto wood. Bolder imprints bring you on a journey to present day MercyCare.

Extending from above, olive branches depict the ancient trees still growing at our Wembley site today. Watercolour pencils, acrylic and pyrography (burning of wood) have been used to create a frame of red wattlebird, kangaroo paw, grevillea, pea wildflowers and eucalyptus to express the beautiful Western Australian landscape.

Celebrating

175
YEARS SINCE 1846

since the Sisters of Mercy's arrival in Western Australia



From then to now

Celebrating

175

SINCE 1846
YEARS

since the Sisters of Mercy's arrival in Western Australia



Perth (pictured from the South Perth foreshore in 1868) as the Sisters of Mercy would have seen it. Image: Courtesy State Library of Western Australia.

1846 Seven Sisters of Mercy, led by Sister Ursula Frayne, arrive in early January in Perth, Western Australia and open the first free school.

1914 St Vincent's Foundling Home opens.

1983 Sisters of Mercy take over management of the Aged Care facility.

1990 Services to the unemployed commence. Services expand to include Foster Care, Youth Care and Community Outreach in Aged Care.

1998 Employment Services start with three offices across Perth.

1846

1868

1914

1937

1983

1988

1990

1991

1998

1999

1868 Establishment and opening of the first Mercy Girls' Orphanage.

1937 St Anne's Hospital, Mount Lawley, opens.

1988 Wembley site services merge to create Catherine McAuley Family Centre.

1991 Wembley Centre takes on Youth Services with a Hostel and Community Support component. Respite for Carers commences in Davis House.

1999 Creation of MercyCare to bring together Mercy Community Services and Mercy Hospital. Mercy Family Centre Koondoola opens.



Above: Children in the courtyard of St Joseph's Orphanage. Right: The Stables building before restoration.





Sr Eileen Mc Vittie and Sr M Loyola.



2002 Sisters of Mercy hand over their responsibility for the Mission, direction and ownership of MercyCare to a lay ministry within the Catholic Church.

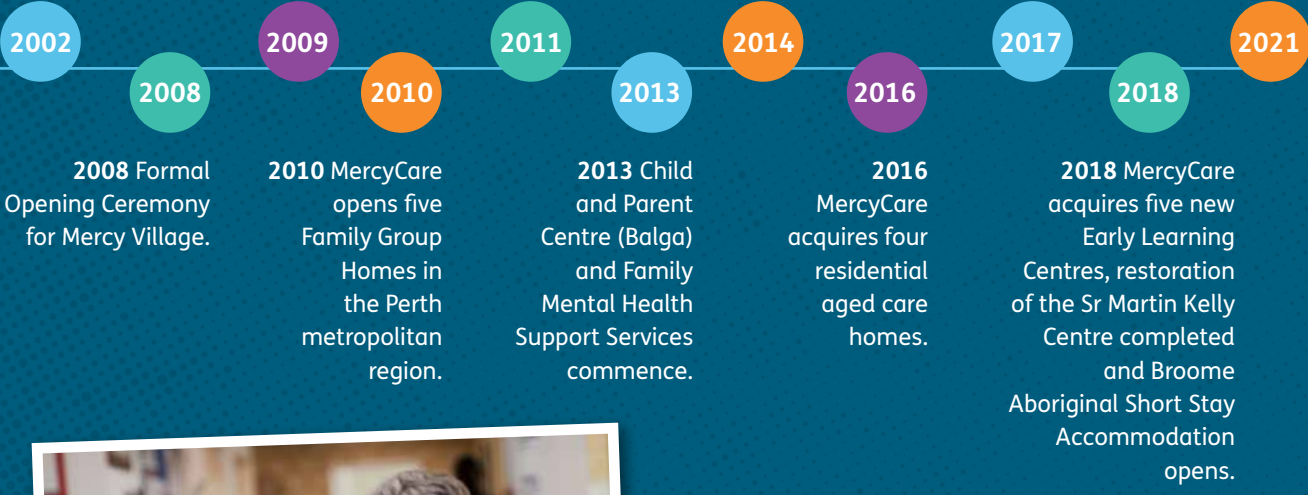
2009 Employment and Training Services cease.

2011 MercyCare commences services to Asylum Seekers.

2014 Family Support Network in Mirrabooka opens. Ownership of Mercy Hospital Mount Lawley is transferred to St John of God Health Care. Derby Aboriginal Short Stay Accommodation service opens.

2017 MercyCare launches its Disability Services.

2021 MercyCare celebrates 175 years since the Sisters of Mercy arrived in Western Australia.





Board Chair Mary Woodford, Chief Executive Officer Anthony Smith and Trustees Chair Jennifer Stratton.

Foreword Chair of Trustees

2020-2021 has been a period of deep and considered reflection at MercyCare.

We honoured the 175th anniversary of the arrival of the first group of Sisters of Mercy on WA's shores. We reflected with admiration and appreciation on the great gift that has been entrusted to us by the Sisters. As the present day stewards of MercyCare, we understand that all that we have in our organisation today has been made by those who have gone before us.

As we developed the 2023 Strategic Plan we were conscious of our responsibility to take this gift and use it well for the benefit of our community, especially the vulnerable and the marginalised.

In his encyclical letter *Laudato Si*, Pope Francis urges leaders to struggle with the deeper questions of meaning, purpose and values, as organisations like ours strive to benefit the community here and now and leave a better world for those who come after us.

For MercyCare, this means questions such as: Why do we exist? What is the ultimate goal of our work and all our efforts? What need does the community have of us now?

The 2023 Strategic Plan sets out how we aspire to be and what we aim to do in fulfilling our Mission of Mercy to bring compassion and justice to life and break cycles of disadvantage so that people and communities may thrive.

The following pages tell the story of how our over 1400 dedicated staff and 170 volunteers are bringing this Mission to life here and now in our aged care, early learning, disability services and family and community services in over 40 locations in Western Australia.

At the governance level we have seen changes this year. We were sorry to lose Trustees Sonia Nolan and Carmel Ross who were both strong contributors to MercyCare and valued colleagues. Special appreciation to Tony Wheeler who resigned after 16 years in governance, initially as a Board Director from 2003 to 2012 and then as Trustee from 2014 to 2021. Tony was Chair of Trustees from March 2014 to July 2016. His dedication and skilful stewardship will remain an important part of MercyCare's story.

We were pleased to welcome Anne Pitos and Des Hardiman as Trustees and are already benefiting from their wisdom and experience in leadership of Catholic ministries.

The Trustees are grateful to the Board and management for their continued leadership of our Mission through these challenging times. This Report is a tribute to them and our talented staff and volunteers and we are proud to present it to you.

Jennifer Stratton
Chair, MercyCare Trustees

A message from the CEO and Board Chair

For us, the heart of MercyCare lies in its people. Our staff's drive for excellence coupled with their values of courage and compassion shone true in 2021. It proved to be a constant in what was once again a year swayed by outside forces.

This year our staff showed the true value and grit of the essential worker stepping up to every challenge to be there for their clients. Along the way our teams received industry-wide recognition and they pitched new ideas to better the lives of our service users through our CEO Innovation Fund. We are proud of the resilience and compassion demonstrated in the past year and we hope the Sisters of Mercy would be proud of the work we continue today as modern-day MercyCare.

This year we celebrate the 175-year anniversary since the Sisters of Mercy arrived in Perth from Ireland with the vision of creating a better, more equal, caring and compassionate outlook for all Western Australians, no matter who they are. It's something each of us can draw inspiration from as we continue to strengthen, adapt and grow to meet the needs of Western Australians.

How we grow and shape our future was rolled out this year with the launch of the 2023 Strategic Plan.

Our Strategic Plan builds financial stability and a solid foundation that focuses on the key themes of:

- **Sustainability and Growth** so we can continue to deliver quality services, underpinned by financial security.
- **Integration and Connection** so we can create a connected, integrated organisation across mission, governance, services and people.
- **Service Quality, Impact and Outcomes** so we can make a positive difference in people's lives.
- **Engaging and Empowering People** where we will create a positive, inclusive and empowered organisation where people want to work.

We have laid out a roadmap of how we will do this through planned activities and are already seeing outcomes for our staff and service users. As you read this report, you will see our achievements throughout the year and how the Strategic Plan is coming to life.

With the impacts of COVID-19 still being experienced across the world, MercyCare has measures in place to ensure our staff are supported, our service users and staff are safe and that we are able to offer continuous essential services that the community rely on. We are also preparing for the future and what further impacts may come from the pandemic.

JobKeeper support helped retain all our staff and maintain services. This stability in an uncertain environment has placed us in good stead for the future and in a position to address the workforce shortages that are challenging many sectors and organisations.

As part of our commitment to our people, we undertook two organisation-wide Staff and Volunteer surveys. The first taking the pulse of the organisation to ensure we are doing everything possible to support staff health and wellbeing during the COVID-19 pandemic, and the second an in-depth organisational-wide Have Your Say to assess what we are doing well and where we can improve.

This year we said goodbye and give sincere thanks to board member Dennis Banks who retired in October 2020 after over nine years of service.

We are grateful to our staff, volunteers, service users, families, partners and supporters for entrusting us to provide them with the support and services they require.

For MercyCare it has been a confident year where the importance of the work we do and the mission we work towards was brought into sharp focus. The importance of the essential worker, of which so many of our staff are, has garnered better appreciation in the public's eye. We already know the amazing work they do, and its heartening to see others beginning to see this too.

Anthony Smith
Chief Executive Officer

Mary Woodford
Board Chair

Our highlights

Making a difference



3427

seniors across Perth continued to live independently in their own homes with our Community and Home support services



552

seniors called our Residential Aged Care home



352

young people were provided mental wellness services, including 53 in our Amber Youth Wellness program and 22 at our Ellenbrook Youth Service



1939

children at our 14 Early Learning Centres



165

people living at our Mercy Village retirement community



Thriving Communities

112 clients were welcomed to our Harman Park Community Centre in Belmont

64 stallholders at our five Mirrabooka Market events

1451 families accessing local services and connecting at our Child and Parent Centre Warriapendi

3995 guests stayed at our culturally safe Aboriginal Short Stay Accommodation in Broome and Derby, welcoming **1347** guests at Broome and **2648** at Derby

- **65% +** average occupancy rates, with a total of **34,549** bed nights



Supporting connections

750+ people were linked with services and in-home support through our Family Support Network

317 people seeking asylum were provided access to services such as supported accommodation, access to medical services and community orientation

786 individuals were supported to settle into our community through our Step by Step Settlement Service, including:

- **169** clients assisted with employment casework support
- **35** people assisted into paid employment
- **20** into volunteer or work experience



Connecting

@MercyCareWA

312,454 people reached on Facebook

5187 page likes, up **8%** year-on-year

@MercyCareEarlyLearning

188,382 people reached on Facebook

1061 page likes, up **51%** year-on-year



Breaking Cycles

23 foster carers providing care to **50 children**, with a further **14 foster carers** providing short stay and respite services. **19 children** were supported in our Family Group Homes

377 young people were supported to reconnect with their families and build strong relationships

13 individuals were assisted to find and keep a home through our Housing Support Services

85 parents completed our Circle of Security program to support and strengthen parent-child relationships

64 young people were provided accommodation services, including:

- **6 young mothers** in our Coolock units, where they received support and guidance on parenting, tenancy, health and wellbeing
- **7 young people** in our Carlow House Supported Accommodation program
- **13 young people** and families provided transitional accommodation
- **38 young people** supported to obtain and maintain their own private accommodation



Empowering people

277 young people and their families were provided practical counselling and support with our Family Wellbeing Support Service

171 people living with disability who were supported to work towards their goals

26 migrant women given vocational training and work placements with our partners

397 no-interest loans were approved to help individuals and families build a better life



Sustainability

90% + of physical server space was **moved to the cloud** as we decommissioned our data centre, reducing MercyCare's carbon footprint

830 tonnes of waste were diverted from landfill, including medical waste, paper, bottles, cans and plastic containers



Revenue growth



Aged Care

↑ **13.5%**
FY 2021



Family and Community Care

↑ **10.3%**
FY 2021



Early Learning

↑ **53.5%**
FY 2021



Disability

↑ **26.4%**
FY 2021



Do you have a Senior Citizen Discount Card?

P. Henry Care
Senior Care

WALNUTS KG
\$9.99
PRODUCT OF AUSTRALIA

sprudged
Fresh Food Market

Our highlights

Aged Care: Building on strong groundwork

Stepping up in the face of COVID-19

The COVID-19 pandemic created obstacles and challenges for our Residential Aged Care homes this year, but more so it provided learnings and positive changes in the way we operate and interact.

During lockdowns, our residents and families endured the hardship of limited direct contact. In response, we continued our Linking Together project to maintain connection in various ways, from over the fence visits to FaceTime calls. We invested in technology and additional staff were rostered on to facilitate Linking Together. At the peak of one of the lockdowns, in a single day at our Wembley Residential Aged Care Home we assisted 60 over the fence visits, 30 virtual calls and 40 deliveries of messages, mail and goods.

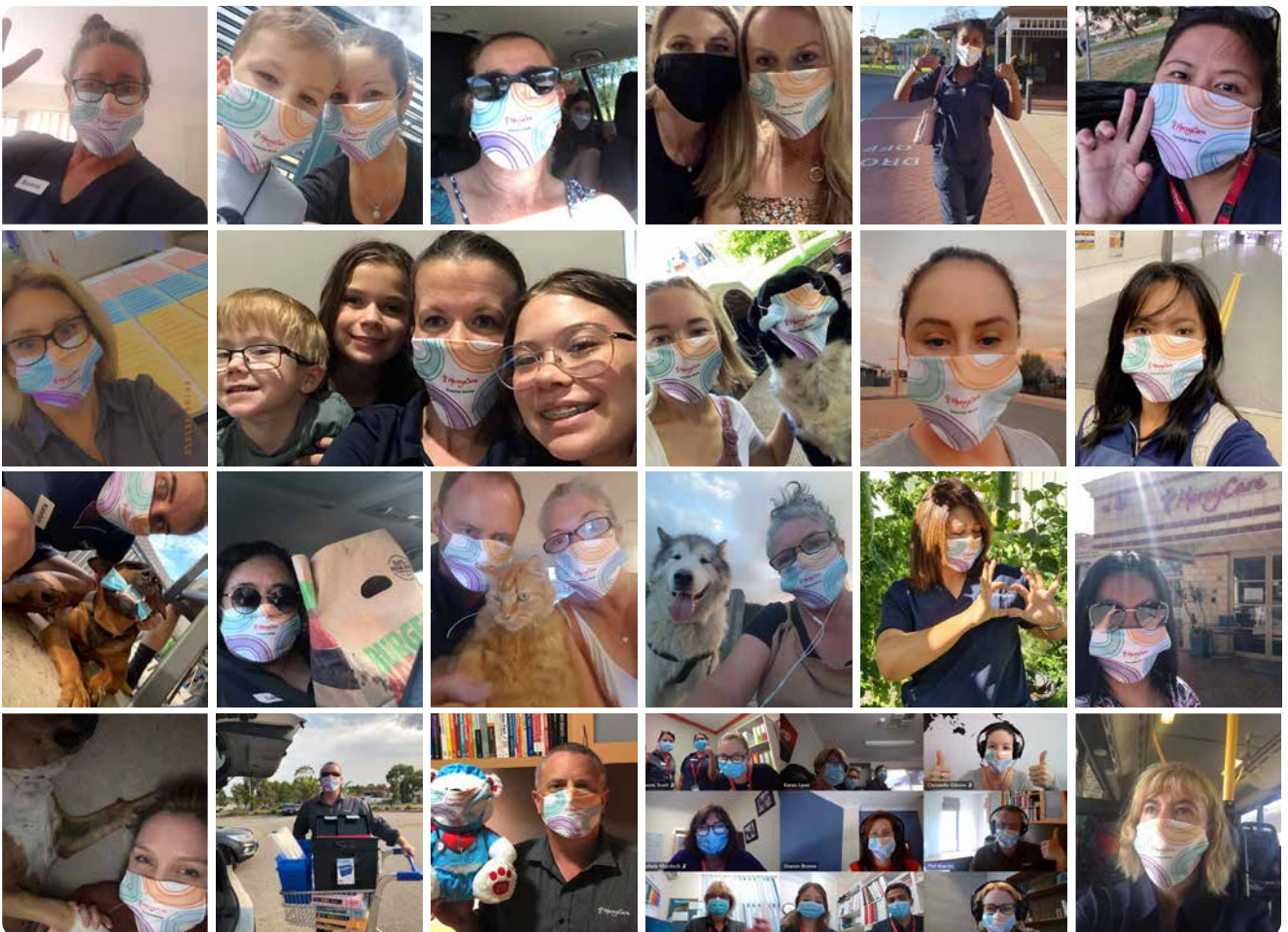
As part of our Outbreak Management plan, MercyCare increased our Infection Prevention Control measures across all areas of operations such as food and waste handling, increased training and measures to prepare and

protect frontline staff, the development of COVID-specific procedures for our external contractors and agencies as well as reviewing our clinical governance practices to be aligned with the latest information provided by the Department of Health.

During this time we also increased communication and updates to residents and their families with centralised points of contact to ensure that families could receive timely updates and ask questions when needed.

During lockdowns, essential services only were mandated for our home care clients. Our service coordinator team responded quickly, rescheduling and cancelling non-essential services and undertaking welfare checks on our clients.

Our community aged care nurses and senior support workers underwent donning and doffing training and we ensured Personal Protective Equipment was distributed throughout the network to all staff, with inventory of critical supplies at strategic locations throughout the metropolitan area.



A consumer feedback survey of our Residential Aged Care residents in May 2021 found:



95% agreed that their **privacy** and **dignity** was being **respected**

94% agreed that their **rooms** and **living areas** were **clean**

93% agreed that MercyCare staff are **competent carers**

91% of residents feel **safe and secure**

90% feel that any **concerns** they have about their care **are addressed fairly**

Pushing for excellence

This year we continued to push our aged care service delivery from compliance to exceeding expectations through several initiatives.

We invested in training and best practice for dementia care enlisting a dementia specialist to work with frontline staff to analyse how we could improve service, experience and embed principals around empowerment of those living with dementia at each of our homes.

Building towards excellence in hospitality at our homes, we have put a focus on the food we offer residents, where quality, nutrition and choice are the hallmarks of our seasonal menus. We focused on food quality and preparation, where our chefs attained nutrition and food safety training to ensure our residents can enjoy food as one of life's great pleasures.

Working towards excellence has positioned MercyCare well to support and respond to the 148 recommendations and potential future reforms to come out of the Royal Commission into Aged Care Quality and Safety. The recommendations and Government's responses direct the aged care system towards one that protects the rights of older people to high-quality, safe and timely care to assist them to live active, self-determined and meaningful lives. MercyCare is committed to continue investing in resources and focus on its compliance, audit,

complaint management, data collecting and reporting, clinical governance and workforce development as the recommendations are adopted.

In the community this year, MercyCare's Community and Home Support and Disability teams have developed and implemented a Clinical Governance Framework. This ensures our clients receive safe and high-quality health care where we have systems in place for continual feedback and improvement.

Revamping our homes

Our Rockingham Residential Aged Care Home underwent refurbishment during the year with behind-the-scenes work including internal fire services, nurse call, roof works, smoke doors and communications upgrade. More obvious for visitors were the refurbishment of the entrance, reception, laundry and internal painting throughout. The remainder of the works, including carpark, landscaping and signage will be completed in the coming year.

Joondalup Residential Aged Care Home also completed major works including the installation of a new lift to improve staff and resident connectivity between the two levels of the home, as well as a laundry upgrade. Further works to mechanical, electrical and hydraulic services to support operations and resident and staff comfort; room and ensuite refurbishment and works to increase dining and lounge space are underway.

This year saw the completion of a five-year plan at our Wembley site which saw restoration of the Sister Martin Kelly Centre for use as a meeting and conference space, restoration of The Stables historic building and demolition of several non-historic buildings where we have:



7000
plants planted



2500sqm
of mulch distributed



450sqm
of lawn planted



40
new car bays constructed



Connections across Early Learning

Recognising the importance of MercyCare’s Aboriginal Pathway and Reconciliation Journey, Early Learning Services created a roadmap towards Reconciliation this year. Endorsed by specialist Reconciliation in Education, *Narragunnawali*, the plan lays out clear actions.

Among the many actions taken, our Early Learning centres have embedded Reconciliation and celebration of Aboriginal and Torres Strait Islander culture into the curriculum, including recognising National Reconciliation Week and other days of significance.

Acknowledging the importance of visibly demonstrating respect for culture, centres have displayed artwork and resources, incorporated Indigenous ingredients into our MiniChef program and centre menus and embraced the practice of Acknowledgement of Country.

Early Learning have worked to build meaningful relationships with local Aboriginal and Torres Strait Islander communities, as well as giving staff the opportunity for cultural competence and awareness. Our centres have warmly welcomed Aboriginal and Torres Strait Islander peoples into our classrooms as guests to work alongside our students and children in learning activities.

Connection to all parts of the local community has been a priority for each of our 14 centres. Our centres hosted a variety of workshops to support parents in their parenting roles including Ngala toilet training and managing challenging behaviours, Triple P Positive Parenting and Mums and Bubs Playgroup.

Significant milestones were celebrated by several of our centres during the year, including our Banksia Grove Early Learning Centre which celebrated its first birthday.

Opened during late 2018, Ellenbrook Early Learning Centre reached 100 per cent capacity within two years. A fantastic outcome for a growing neighbourhood.

Our Merriwa Early Learning Centre and Newman Out of School Hours Care both achieved re-accreditation through Australian Children’s Education and Care Quality Authority.

Despite the COVID-19 pandemic, all our centres remained open throughout the year. We were able to offer security and a sense of normalcy during a tumultuous time for our staff, families and children.

This year we were able to extend complimentary short-term care in several cases to support vulnerable families. Respite care at our centres was offered to support existing clients of MercyCare on a case-by-case basis and managed by existing cases workers to allow families to get back on their feet.

Training opportunities were also undertaken by our centre managers with a focus on mental wellness for both themselves and their staff.



Integration and Connection



Person Centred Approach



Ecological Awareness and Behaviour



Aboriginal Pathway and Reconciliation Journey



Looking forward

Strengthening foundations

Looking ahead, we continue to support initiatives built on the foundations of the 2023 Strategic Plan and our Mission Ethos Shapers.

Soon to be opened will be MercyCare's Southern Service Hub in Rockingham. This will allow our footprint to be extended into the southern metropolitan areas of Rockingham and Mandurah, enabling the Peel region to access MercyCare's service experience.

We are also investing in technology and infrastructure to enable greater mobility and flexibility required for a modern workforce, as well as equipment that will allow for improved efficiencies and safety for our frontline staff.

Plans are in place to expand MercyCare's environmental stewardship responsibilities through the further implementation of environmental initiatives into our new builds and current properties.





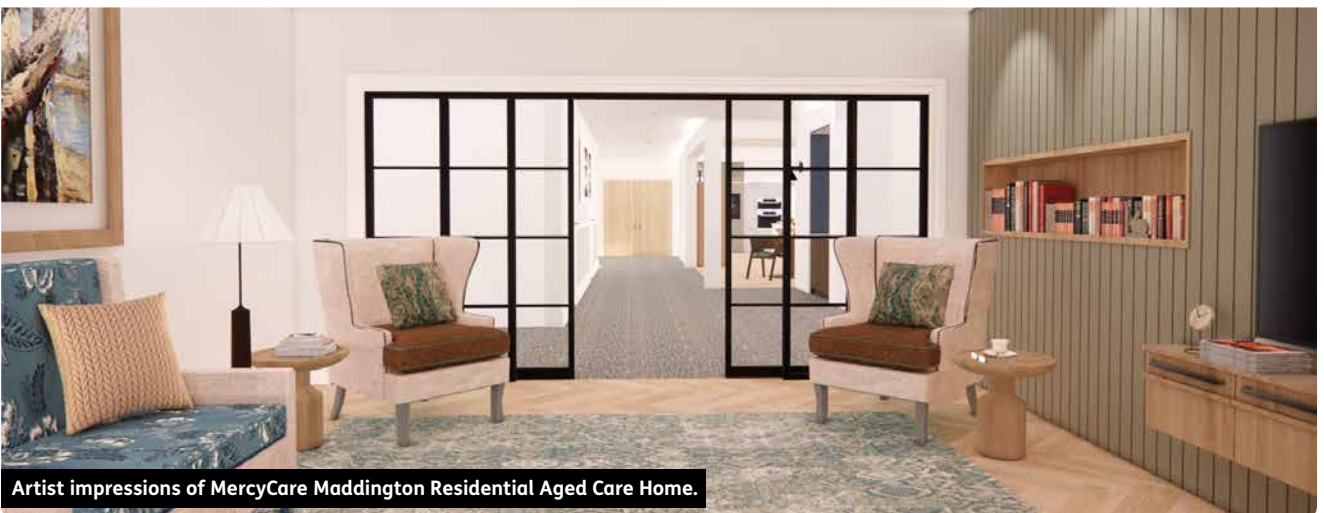
The future of aged care

This year, our new Residential Aged Care Home build was approved for Maddington. This build represents the future of aged care for MercyCare. Our vision is to create a vibrant campus incorporating a new 108-bed residential aged care community, focused on the “small house” model of care.

This evidence-based model creates living environments which are home-like in appearance, domestic in scale, and provide a more intimate environment, while also providing residents with access to shared facilities like a Wellness Hub and easily accessible therapeutic gardens.

The design will support our staff to provide contemporary dementia care and best practice palliative care to our residents. Our new home doubles the number of beds that are available to the local community.

After more than three years of careful planning and consultation, construction will soon commence on site.



Artist impressions of MercyCare Maddington Residential Aged Care Home.

Heart is...

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.







MercyCare Aboriginal Practice Lead Chris Ryder.

Heart is striving for excellence

This year, MercyCare individuals and teams received the highest accolades for their work in recognition of their drive towards excellence for themselves, MercyCare and most of all, our service users.

Perth NAIDOC Awards

MercyCare Aboriginal Practice Lead Chris Ryder was awarded Community Person of Year at the 2021 NAIDOC Perth Awards in recognition for his outstanding work.

Held in June 2021, the NAIDOC Perth Awards recognise and acknowledge outstanding Aboriginal and Torres Strait Islander people, organisations and businesses who have made a significant contribution in the Perth community.

“The award gives me recognition that the work that I’m doing is being noticed. Whilst I’ve been in this the whole time, I hadn’t taken real notice of the big change that has happened over the space of three years,” Chris said.

Chris joined MercyCare in 2015 as a Case Manager overseeing several homes in the Family Group Homes program and supported young people’s challenges and triumphs within the program, before being promoted to the role of Aboriginal Practice Lead in November 2020.

Chris has also worked with Aboriginal youth in out of home care who were faced with mental health challenges. He is now part of the team further developing MercyCare’s Reconciliation Action Plan (RAP).



WA Mental Health Awards and WA Youth Awards

Our passionate Youth Services team were recognised twice in the past year for their efforts in the co-design of our Amber Youth Wellness program.

Designed in collaboration with young people who have experienced mental health issues as well as carers, medical practitioners and mental health experts, our free Amber Youth Wellness program aims to empower young people aged 12 to 25 years to take control of their mental health.

In November 2020 at the WA Mental Health Awards, our team won the Innovation for Change Award for their dynamic and collaborative approach in developing the program. Then in April 2021, they were selected as a finalist for the Y WA Large Organisation Achievement Award at the WA Youth Awards.



WA Multicultural Awards

In April 2021, our Multicultural Support Services team was named a recipient of the highly regarded Community Organisation Award at the Western Australian Multicultural Awards.

Held during Harmony Week, the awards recognised individuals and organisations for their outstanding work in embracing and advancing multiculturalism in WA.

Our team won the Community Organisation Award for their work with people who come from diverse, multicultural backgrounds.

Being recognised at the awards was a big coup for our Multicultural Support Services team and drove home their commitment to helping people from culturally and linguistically diverse backgrounds to settle into their new home, lead meaningful lives and feel like a part of the WA community.



Engaging and Empowering People



Aboriginal Pathway and Reconciliation Journey



Cultural Diversity and Race Awareness



MercyCare Case Worker Jawid Musawer.

Heart is innovating for our clients

We believe everyone at MercyCare has a role to play in driving innovation. That's why we launched our CEO Innovation Fund, which provides grants of up to \$10,000 for staff to bring to life their ideas that will benefit our service users. Here are a handful of projects that have been funded so far.

Portraits of Hope Art Exhibition

To mark 2021 Refugee Week, case worker Jawid Musawer held an art exhibition to share the plight of those who had risked their lives to come to Australia in search of a better life.

Titled Portraits of Hope, the exhibit showcased 10 incredible portraits of refugees and asylum seekers who are also MercyCare service users, each of whom were meticulously hand-drawn by Jawid.

Accompanying the portraits were heart-felt, emotive and powerful personal stories of how each person came to Australia and their hopes for the future.

The exhibition hit close to home for Jawid, who came to Australia from Afghanistan more than a decade ago.

"When I first came to Australia, I had that idea to do an exhibition to showcase my art to show what I have seen," he said.

The exhibition was a huge success and received both local and international media coverage, with many people captivated by Jawid's life-like sketches and the powerful personal stories.



MercyCare's Executive team and Innovation team taking the e-bikes out for a spin.



E-Bikes

Service designer Joni Sercombe came up with the idea to provide e-bikes for staff to use for short work commutes instead of a car.

From reducing carbon emissions to saving money on fuel, parking and other on-road costs, as well as physical and mental health benefits, there are many positives that come from using an e-bike.

The project ties back to our Mission Ethos Shapers by offering a practical tool to reduce emissions and demonstrate good stewardship of our resources.

Wandering Feast Multicultural Markets

Following on from the success of the popular Mirrabooka Community Markets, the Wandering Feast project is set to provide budding stallholders with the opportunity to hire a roving market stall to use at various markets across Perth.

The roving stall will provide additional opportunities for refugees to generate some income, while also providing the general community with a multicultural market experience.

The mobile market set up means stallholders can easily transport their stall to other locations around Perth.

A trailer has been secured with plans to have it ready for use in time for the 2021 spring market season.



Engaging and Empowering People
Service Quality, Impact and Outcomes



Cultural Diversity and
Race Awareness



Ecological Awareness
and Behaviour



Person Centred
Approach



Aboriginal Funeral Literacy

Education to empower Aboriginal and Torres Strait Islander people to make positive decisions around funeral arrangements and reduce the emotional and financial burden on families has been the centrepiece for a series of MercyCare workshops led by MercyCare Aboriginal Consultant Lorraine Woods and Aboriginal community member Kathy Quartermaine.

Due to significant gaps in life expectancy for Aboriginal and Torres Strait Islander people, which has resulted from historical systemic racism and exclusion from society for many Aboriginal and Torres Strait Islander people, dealing with death is a regular occurrence, with many attending or organising multiple funerals each month. This is a major challenge for the Aboriginal community and can have a result of continuing to entrench disadvantage for many Aboriginal people.

Like in any family, if there wasn't a clear plan of how the deceased person wanted to be put to rest, while still respecting local customs and traditions, it can lead to tensions among families and the wider community.

Lorraine knows all too well about the financial, cultural and emotional challenges that can come with organising a funeral.

Drawing from her both her personal and professional experience and feedback from Aboriginal community members and staff, Lorraine worked with Kathy to come up with the idea to deliver death literacy workshops, which aimed to help Aboriginal and Torres Strait Islander peoples understand their options and open up conversations around death, dying and funerals.

The workshops covered a variety of topics including saving for and planning a funeral, funeral bonds and insurance, superannuation and Will and Power of Attorney.

Lorraine hoped the free public workshops, which were delivered from May 2021 across Perth, stretching from the north down to the southern suburbs, provided a safe place for individuals to make positive decisions regarding their funeral arrangements, which in turn would reduce the emotional and financial burden on their family.

The feedback received showed that community members valued this education and hoped more people would be given the opportunity to attend future workshops.

Music and Memory Therapy

Occupational Therapist Siobhan Tyndall wanted to find a way to help residents at Maddington Residential Aged Care Home reminisce about the things they love most in life.

Studies show music can be a powerful therapy tool which can trigger fond memories, bring a sense of calmness and improve cognitive function for people with dementia or Alzheimer's disease.

Knowing the great benefits that music therapy can have on both mental and emotional wellbeing, Siobhan has signed up for a Spotify subscription, giving access to an array of music genres and artists ad-free.

Staff can now create personalised music playlists based on each resident's individual tastes.

Bluetooth speakers were also purchased to allow residents to access their music playlist when they want to reminisce, relax and unwind.

"The other benefit is that we can use it in a palliative care capacity, so we can take a playlist and play it for that person in their own space to provide them with comfort," she said.

Home Care Demonstration packs

Allied Health Manager Amanda Edwards came up with the idea for Home Care Demonstration packs, which are designed to help take the guesswork out of home care products by providing the opportunity for people to "try before you buy".

The idea behind the packs is to provide small, simple changes that can help improve how older people live and how much independence they can have at home, either with or without additional support.

"Whether it's through a home care package, or whether it's on the short-term restorative care program, we're actually looking at a reablement and wellness approach," Amanda said.

Examples of products included in the packs are bed and chair raisers, soap bags, scrubbing sponges, shoehorns, dressing sticks, button hooks, jar openers, tap and key turners and bendable cutlery.

Packs will be available to clients in late 2021.



Service Quality, Impact and Outcomes



Aboriginal Pathway and Reconciliation Journey



Person Centred Approach



Warriapendi Parent and Child Centre Outdoor Refurbishment

The team at the Warriapendi Child and Parent Centre have always worked hard to create a community feel and have wanted to make the centre's outdoor area an even more welcoming space for all visitors.

Each week more than 250 people attend the centre for parenting workshops, playgroups, sessions on topics such as financial literacy and other specialist programs or even just to pop in for a chat with a friendly face.

Warriapendi Child and Parent Centre Coordinator Kirsty Maroney's successful application resulted in a grant to refresh the centre's outdoor area, including cafe blinds, outdoor furniture, play equipment and shelving for organisation to make the space welcoming and useable for families.

"Our centre is often the first point of contact for many of our families and in being able to provide an informal and safe environment to build rapport and engage in often difficult dialogues, we identify as an essential component in challenging cycles of significant disadvantages and are committed to making a lasting impact for the betterment of future generations," Kirsty said.



Working together to make a difference

Economic and Social Impact of the Aged Care Sector in

WA: MercyCare, alongside other leading aged care providers, commissioned a report which demonstrated the huge social and economic impact the aged care sector delivers to the Western Australian community. MercyCare joined fellow industry leaders and Deputy Premier and Minister for Health Roger Cook MLA in May 2021 for the Future of Aged Care breakfast, to hear an overview of WA's aged care roadmap and gain insights into the emerging trends and workforce planning required for our ageing population.

Digital Empowerment: MercyCare continued its partnership 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.

Employment Pathways for Refugees and Asylum

Seekers: We worked with City Rotary Club Perth and CARAD to enable \$8800 funds toward driving lessons and driving licences for asylum seekers, work placements at Hotel Hyatt, career/job interview workshops by Career Life Transitions, mentors for work and driving hours using the RYDE vehicle and enabled a partnership with Mirrabooka Square shopping centre.

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



Service Quality, Impact and Outcomes



Cultural Diversity and Race Awareness



Aboriginal Pathway and Reconciliation Journey



Person Centred Approach



Mirrabooka Community Markets.

Intergenerational Practice Pilot: We continued our participation in a two-year research project with Griffith University. In 2021, students from John XXIII College used video conferencing and met in person with residents of Mercy Village, as part of an intergenerational learning program. These sessions will inform the development of guidelines around intergenerational care.

Mirrabooka Community Markets: After a successful first year, the Mirrabooka Community Markets returned in the summer of 2020/2021. The markets are delivered in partnership with the City of Stirling and The Square Mirrabooka and funded by the City of Stirling, Lotterywest and Good Shepherd Australia/New Zealand. Over 100 stallholders offered visitors authentic foods, entertainment and arts and crafts, showcasing the amazing diversity of the Mirrabooka community.

Aboriginal Co-design:

MercyCare Executives, MercyCare Aboriginal staff and Aboriginal partners came together for a series of workshops to explore ways Aboriginal perspectives and leadership can continue to inform, guide and influence MercyCare's commitment to Aboriginal leadership and decision making. The team's focus has been on cultural learning, employment and relationships with Aboriginal communities.





Heart is choosing to rebuild

Building confidence and engaging young people is at the heart of what we do through our Youth Services.

Building a bike from scratch was one of many fun, interactive ways to engage young people through our Youth Services.

Over 10 weeks, seven young people involved in MercyCare services or programs such as the Amber Youth Wellness Program, took part in a group bike building workshop designed to give them the opportunity to connect with like-minded peers, build confidence and learn new skills.

Run by local not-for-profit youth organisation, Dismantle, the group workshop saw participants refurbish an old bike by pulling it apart, giving it a fresh coat of paint, and then work together with the program organisers to rebuild it.

Put forward by MercyCare Youth Mental Health Senior Case Worker Emily Jarvis, the project was funded by a MercyCare CEO Innovation Fund grant.

She said participants were drawn to the workshop because it provided them with a safe space to share their personal stories, connect with like-minded people, build confidence and skills and make new friends.

“Bike Rescue has been all about tapping into a program that is engaging young people”, Emily said.

“It’s the perfect program for clients of Amber Youth Wellness as we are always looking for flexible ways to engage our young people who do not ‘fit’ mainstream services.”

Workshop participant Jonathan, 22, said the workshop was a good way for him to feel part of a community.

“I felt so comfortable in the group and I always felt cared for by the team. Even on the days I felt down in the dumps, coming to the workshops has been really good to lift my spirits,” Jonathan said.

Another new program that received a great response from our young service users was Youth Peer Pathways.

Facilitated by our Youth Services staff, the 10-week program was designed for young people aged 18 to 25 and aimed to provide them with exposure to the community services sector, with a focus on learning more about peer support work.

Seven young people took part in the pilot and were eager to further their studies in youth and peer support work.



Service Quality, Impact and Outcomes



Person Centred Approach



Early Learning Centres use recycled materials for craft projects, such as plastic containers as planters for herb gardens.



Heart is caring for our environment

Our Eco Warriors

Our unique Eco Warrior program, which instils sustainable practices and values in children across our Early Learning Centres, gained momentum this year with innovative and practical actions focused on water, energy, transport, biodiversity, purchasing, waste, community and family.

An Eco Warrior has been appointed at every MercyCare Early Learning Centre – a dedicated educator with a passion for protecting the environment and championing eco-friendly learning activities with our children.

The program is part of our commitment to environmentally sustainable practices and education as part of MercyCare Early Learning's Philosophy and our Mission Ethos Shapers.

The environmental learning activities are fun and teach children that every little action can make a big difference for our world.

In many of our centres, children learn to take care of our worm farms and chickens, which eat all our kitchen scraps and reduce green waste. Our little ones are so proud to harvest 'homegrown' vegetables from our garden beds, watered with collected rainwater.

We love getting creative and using upcycled materials in our art and craft activities. All our centres have recycling programs in place, diverting as much waste as possible from landfill.

Investing in play

Nature play is all about providing an environment for children that encourages risk taking, imagination, natural tactile investigation and interaction.

MercyCare's Early Learning Centres in Bassendean, Ballajura, Wembley and Thornlie all underwent transformations with playground upgrades to allow children of all ages to come together and enjoy the outdoor areas in a loosely structured way.

Research has shown that children who play in natural settings have more opportunities to develop gross-motor skills, are more resistant to stress and play in more imaginative ways. The natural, irregular and challenging spaces also help children to recognise, assess and negotiate risk and build confidence and competence.

New nature play areas, climbing ropes, forts and slides were installed, with the new equipment varied between the centres depending on the age group.



Every little action counts

Here are just a few of the great initiatives actioned across our Early Learning Centres this year.

Water

- Children empty unused water into buckets at mealtimes to reuse on plants in our gardens
- Waterwise native plants (especially bush tucker plants) selected
- Counting fun while washing hands! Education on water use for our children
- Half flush toilets
- Reduced use of harsh chemicals to protect our waterways



Transport and Air

- We shop local to reduce needs for long transportation
- Educating our children on the effects of air pollution



Energy

- Lights not in use? Turn them off
- Composting and worm farms, with opportunities for children to understand how the sun's energy (and the worms!) can be harnessed to break down items
- Limit the use of the dryer
- Turning off air-conditioning and opening windows or setting temperatures low



Purchasing and waste

- Encouraged children to use both sides of the paper for artwork and re-use items for craft and activities
- Children express themselves artistically other than paper, such as white boards, chalk and recycled items
- Collected soft plastics for recycling
- Removed or reduced use of plastic wrap by using reusable covers or containers to cover food
- Purchased environmentally friendly or recycled items



Biodiversity

- Incorporated natural elements like sand, logs, leaves and rocks into our rooms for children to further develop curiosity about the natural world
- Replaced plastic items with natural or recycled elements
- Maintained and renewed our vegetable gardens, which our children care for and harvest to eat
- Educate children about biodiversity and how nature and animals play a role in our ecosystem



Community and Family

- Encouraged families to bring re-usable wash bags to eliminate use of plastic bags
- Participated in community or worldwide events like National Tree Day and Earth Hour
- Many centres acted as collection points for recycling, like bread clips, bottle tops, batteries and ink cartridges
- Several centres were part of Keep Australia Beautiful's Adopt-a-Spot program where the children and staff are responsible to keep an area of the community clean



Sustainability and Growth



Ecological Awareness and Behaviour



Therapy horse Black Jack visits our Maddington home.



Fun at Kelmscott with our Lifestyle program.

Heart is living life your way

A new program across our Residential Aged Care homes puts our residents' wellbeing front and centre.

At our homes, we want to give our residents opportunity to continue pursuing what they love in life. We believe the mental, spiritual and physical wellbeing of our residents is paramount to leading a life filled with meaning and purpose.

Building on this foundation, at the beginning of this year we introduced a new Lifestyle, Therapy and Spirituality service with coordinators spearheading the program, backed by Spiritual and Pastoral Care Practitioners, at each of our five Residential Aged Care homes.

Working with residents and staff, each home co-designed a program to not only enhance the overall wellbeing of our residents, but also reflect their individual interests.

Whether it's an art therapy class, an outing to a relive a favourite pastime, a silent disco session, an afternoon of pampering or an indulgent high tea, we care about what matters to our residents and we aim to embed their interests, passions and hobbies into the activity schedules at each of our homes.

Our dedicated Lifestyle, Therapy and Spirituality team are passionate about bringing a sense of fulfilment to our residents and work closely with them so they can continue doing the things they love in life.

Meaningful spirituality for our residents

This year we enhanced our Spirituality Program through embedding Meaningful Ageing Australia's National Guidelines for Spiritual Care in Aged Care.

This recognises spirituality as integral to quality of life and wellbeing for our residents and enabling them to access this in a way that is meaningful to their beliefs, culture and circumstances.

Spirituality plays an integral part of our wider Lifestyle, Therapy and Spirituality program across our five homes, with residents able to access and build relationships with our spiritual care practitioners.

For Spiritual Care Coordinator Luisa Kooloofai, the meaning of spirituality comes back to having a sense of meaning and purpose in life.

"Spirituality is everybody's business. It's more than religion, it's the inner core of what's meaningful to each person in their wellbeing," Luisa said.

Luisa said a key part of her role is delivering meaningful activities and enhancing the wellbeing of residents by working closely with the service managers to ensure their individual needs are addressed, whether it is social, emotional, cultural or spiritual need.

Sometimes it can be a humble gesture such as celebrating a special event that has meaning to the resident, or it can be a more planned effort that involves taking a resident back to one of the favourite hangout spots.

"It's not the big things, it's the one-on-one things that matter to them the most. Whatever mattered to them before, is not the same as now," Luisa said.

Spirituality extends beyond our practitioners as a team effort in our homes, as well for all MercyCare staff with reflective practices regularly undertaken. "It's not just the role of the spiritual coordinator or the carer, it's a collaborative effort," she said.

"Spiritual care is that it's all about the resident, the person."



Service Quality, Impact and Outcomes



Person Centred Approach



MercyCare client Stew Cameron, and right with Support Worker Mark Spivey.

Heart is doing what you love

“MercyCare gave me a dimension of freedom, releasing time to live a normal life. Before, household tasks were impossible or would take me such a long time. With their help, suddenly I had the time released to be creative and that is when I picked up my writing again,” MercyCare Home Care client Stew Cameron said.

With support in his home, 72-year-old Stew has rediscovered his creativity, culminating in a novel of his adventures on the Solomon Islands during the 1960s where as a 17-year-old he left the UK to build rural health clinics, schools and bridges.

“I needed encouragement to finish my book off. My support worker Mark provided the motivation I needed and I have now self-published *Footprints on a Tropical Island - A Solomon Island Adventure*, published by Blurb,” he said.

Five years ago, Stew suffered two strokes and underwent 15 operations. He was unable to speak, walk and couldn't undertake simple tasks. When his Home Care Package came through five months ago, he opted for MercyCare to provide home care support.

“Initially it took a bit to get over that feeling of intrusion that someone else was coming into the house, but now they have just melted into the routine and it is no trouble at all,” he said.

“Having MercyCare support workers enter my life has made a wonderful difference.”

Stew receives MercyCare home care services including support for grocery shopping, domestic assistance, cleaning the filters in his koi pond, companionship and prepping and cooking meals.

Support Advisor Neroli Bradshaw matched Stew with Support Worker Mark Spivey knowing their common interests.



“Stew and I have a lot in common. We have both written books, both keep fish and both have our roots in England. We both have a similar sense of humour so there is certainly a bit of one-upmanship going on!” Mark said.

Stew said he loved the flexibility of service to his needs: “Mark is really flexible and asks ‘what do you need today?’, but he also takes such care and responsibility and will make suggestions where he can see I need some support or about the adventures we can get up to that day.

“I’ve had plenty of physiotherapy, but it wasn’t until the MercyCare physio came under my Home Care Package that things started to get better. Now I can move my arm again and am able to walk assisted with a walker.”

Stew has lived an action-packed life and has now regained the confidence and zest to get back to doing the things he has always loved.

A leading Civil Engineer, Stew was instrumental as the City of Perth Manager of Operations in reconstructing Barrack, William, Hay and King Streets in the 1980s and developing Hillarys Boat Harbour and Whitford Nodes recreation areas. He was the go-to man when the Westgate Bridge collapsed in Melbourne and has worked all over the world building tunnels, roads and bridges from Venezuela to Stockholm.

Stew has always had a love of words and has a wicked Liverpoolian sense of humour.

“Stew is one of the last connections to that history so it is important he writes it all down. Now he has the support he can complete those stories for others to read. He feels purpose again,” Stew’s partner said.

Stew has also developed confidence to regain some of his prior independence. “For five years I wasn’t able to leave the house. Now I have the confidence to go down to the river by myself to regain that little bit of freedom,” he said.

With one book under his belt, Stew is enthusiastically tackling writing further books, alongside enjoying the many hobbies he loves in life, brewing fruit wine in his garage, getting his hands dirty in the thriving vegetable garden, in the raised garden beds his partner built for him and feeding his koi fish.



Person Centred Approach



Welcome to Harman Park

Building on the contract to provide Community and Home Support services to City of Belmont residents, on July 1 MercyCare assumed management of the Harman Park Community Centre.

Our Harman Park Community Centre is a vibrant, friendly hub that provides engaging opportunities for seniors and those living with a disability to socialise and connect. This year we connected with 112 clients at Harman Park.

Our dedicated staff and volunteers run a range of activities for eligible community members and a number of different interest groups and clubs meet at the centre.

We have also provided transport for clients to medical appointments or to their local shops, which is available to those who live within 6km of the centre.

Management of the centre was part of wider Community and Home Support Services' growth. We were able to support more Western Australians to continue living independently in their own homes, funded through the Government's Home Care Packages, Community Home Support Programme and Short Term Restorative Care.

 **35%** Home Care Packages

 **27%** clients

168

MercyCare support workers and nurses on the road to support clients in the community

238

Community and Home Support employees supported 3427 clients to continue living in their own homes



Sustainability and Growth



Heart is opportunity

We want people and communities to thrive, which is what drives our commitment to support and empower asylum seekers, new migrants and refugees in WA through our Multicultural Services.

Over the past year, our Multicultural Services team have looked for ways to help build and utilise the enterprise skills of refugees and migrants who are new to WA.

Amongst the initiatives, we hosted a candle and soap making workshop for refugee and migrant women from different cultural backgrounds utilising olive oil harvested from our Wembley site.

The finished products, which included beautifully packaged handmade soaps, were sold by the participants at markets as part of building skills for refugees to build their own enterprises.



Multicultural Services team and client Rubina (second left) packaging Good Habits soap.



Growing Tree feeds a life of learning

Research has shown early childhood development is a key predictor of future outcomes for children, so it's important that when children first start school, they are equipped to navigate their new learning environment.

The Growing Tree Program delivered at MercyCare's Warriapendi Child and Parent Centre and funded by the Department of Education is doing just that, working to prepare children for a life of learning from an early age.

The centre, which is co-located at Warriapendi Primary School in Balga, provides families of young children in the area with support and a connection to their community.

Families with children enrolled for kindergarten in the following year are invited to take part in the Growing Tree.

The program runs in the third and fourth school terms with a catch-up also held in the summer school holidays ahead of the new school year.

Weekly sessions based on the Early Years Framework and Curriculum give the three and four-year-old children the chance to familiarise themselves with a classroom environment, socialise and work on their developmental skills.

Through fun routines and activities, the children get opportunities to socialise and to practice their fine motor skills.

They learn to start to recognise their written name, they grow to understand the idea of sitting on a mat and they get used to following routines such as putting away their backpacks.

The Growing Tree program is just as much about parents as it is the children.

While getting an introduction to their little one's future school, families are provided support and information about children's physical health and wellbeing, social and emotional maturity, language and cognitive skills.

With a Dental Unit, Child Health Nurse and Speech Pathologist also co-located at the school, the program incorporates sessions that provide parents with information on each of these areas and others that help support them to understand their important role as their children's first teachers.

These interactions not only establish positive relationships between families and the education system but provide opportunities for support and early intervention for any issues parents may be dealing with.

In 2020, all 40 of the students who had been enrolled for kindergarten in the following year took part in the program.

The kindergarten teachers at Warriapendi Primary School were able to see the impact of the program from the first day of the school year in 2021.

The school's Principal Natasha Doyle said the teachers had found the children were far more settled than in previous years and ready for day one of Kindy.

"They are able to separate from their parents easier, there is less crying and the children have those learning skills to sit and listen," she said.

"It's just a much more settled environment, which makes learning smoother."



Service Quality, Impact and Outcomes

This year at the Warriapendi Child and Parent Centre

253

workshops were held outside of its regular programs

750

registered service users and **400 current active** service users

250+

people were hosted on a weekly basis

240

referrals were made by staff from the centre each year

40

families are currently taking part **in the centre's Growing Tree program**



MercyCare Education and Community Officer Nicky Todd (front right) with Warriapendi Child and Parent Centre service users.



MercyCare Disability participant Vaso Maric with Support Worker Garry Bhatti.

Heart is connection

To MercyCare Disability participant Vaso Maric, Garry Bhatti is more than just a Support Worker.

Since being partnered with Garry in 2019, Vaso said they have developed a trusting bond, so much so that he considers Garry a “friend”.

“He’s a good person,” Vaso said. “He’s open, very friendly, knows his job, good at shopping and I like that about him. I feel I can trust him.

“My daughter is very picky, but she says he is a friend.”

It was more than 11 years ago that mechanical engineer Vaso’s life changed forever when he fell 7m from his roof while cleaning the gutters.

The incident left him paralysed from the waist down and in a wheelchair.

But since taking up MercyCare’s NDIS Disability Support Services in 2018, Vaso has been able to get to important medical appointments and receive support for domestic tasks such as preparing food and grocery shopping.

But he said it was the community support service that has kept him doing the things he loves most.

Vaso has many passions from sport to academic pursuits with a keen interest in history, geography and science.

He considers himself a fit, active man and is determined to continue the activities he most enjoys, such as swimming.

“All my life I’ve been into sport,” Vaso said. “I just need someone to go with me to do swimming, I know how to swim, I’ve been swimming all my life.”

After taking an extended break from the pool due to COVID-19 restrictions, Vaso hopes to return to regular swimming sessions with Garry’s help.

NDIS Quality and Safety focus

A renewed focus on building participants’ capacity and achieving goals were the hallmarks of our Disability Services this year as the sector in Western Australia moved under the NDIS Quality and Safeguards Commission.

The NDIS Commission is an independent government body that works to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthens the skills and knowledge of providers and participants. The NDIS Commission commenced in Western Australia on December 1, 2020.

MercyCare welcomed the changes and implemented them across our service, with all our support workers completing a new NDIS Worker Orientation Module, which sets out expectations for the quality and safety of services we deliver.

There have also been changes to provider registration and the way complaints are made, incidents are reported, behaviour support plans are developed and checked, and worker screening is undertaken.

Along with a focus on compliance, we also reviewed the services we deliver to ensure they are sustainable and building capacity for our participants. At the heart of the NDIS, this means ‘doing with’ participants rather than ‘doing for’ to build skills and independence.

When our participants reduce our support because they can do something themselves, we see this as an excellent outcome.

In a May–July 2021 participant survey of our NDIS clients:

71% agreed or strongly agreed that the support they receive helps them **live the life they want to live**

97% agreed or strongly agreed that they **make decisions** about the supports they receive

89% agreed or strongly agreed that their support workers **treat them with respect**

86% agree or strongly agree that their support workers **understand their needs**

82% agree or strongly agree that their support workers **will always do what is best for them**

78% are **likely to recommend** MercyCare Disability Services to others (rated 7+/10)



Person Centred Approach

Heart is our people

MercyCare hits the road

This year to share our achievements, results of our Employee and Volunteer survey and our plan for the future, MercyCare Executives embarked on a series of Roadshows.

Held in November and December 2020, the Roadshows replaced our larger, singular Staff and Volunteer Conference due to the COVID-19 pandemic.

CEO Anthony Smith also addressed staff at the Roadshow events where he launched the CEO Innovation Fund and shared his thoughts on the future of MercyCare, referencing both our Strategic Plan 2023 and our Diversity and Inclusion Strategy.

Strength in Diversity and Inclusion

In July 2020, we unveiled our Diversity and Inclusion Strategy which aimed to celebrate and embrace the richness that diversity brings to our organisation.

The strategy was developed as a platform to drive home our vision “for people and communities to thrive” alongside our mission to “bring compassion and justice to life and break cycles of significant disadvantage.”

Grounded in our Mission Ethos, the strategy has been developed to drive three key areas of change over the next three years — diverse workforce; inclusive culture; and equitable outcomes.

It was also developed with a focus on five diversity dimensions which encompass race, culture and spiritual expression; disability; age; gender and sexuality; and Aboriginal and/or Torres Strait Islander identity.

A flexible and mobile workforce

As MercyCare continued to adapt to life in a global pandemic, our workforce became increasingly flexible and mobile.

Over **200 mobile devices** were distributed to staff at our Early Learning and Residential Aged Care centres. These centres also received **75 new laptops**.

95% of MercyCare staff are equipped for remote work.

Significant upgrades were made to our IT systems in the past year, including network upgrades, telephony as a service and multi-factor authentication for increased secure access.



Engaging and Empowering People



Cultural Diversity and Race Awareness



Staff at Wembley Early Learning Centre enjoying a break.

Our people

1403 employees



328 Full-time
826 Part-time
249 Casual



88% identify as female
12% identify as male



24% of MercyCare employees have a first language other than English

2.4% of our workforce identify as Aboriginal or Torres Straight Islander



0.8% of our employees have a disability



Senior leadership group is
63% female
37% male



Recognising our staff



Our people are the driving force behind all that we do at MercyCare. We are lucky enough to boast highly experienced staff and volunteers that have been with us for years.

To stay in a job for a decade, or even two decades, you really must love it. To recognise that passion, continuous service and valuable contribution we launched our 'length of service' pins in November, 2020.

Five service length categories, from five years to an astonishing 20 plus years were awarded. Staff who have contributed 20 years or more received a trophy to further recognise their longevity.

These people have made an enormous contribution to MercyCare, including so many of our frontline staff who have had a lasting impact on clients they have connected with over the years.

521

employees were thanked for their long service

5 Years	310 employees
10 Years	144 employees
15 Years	40 employees
20 Years	13 employees
25+ Years	14 employees

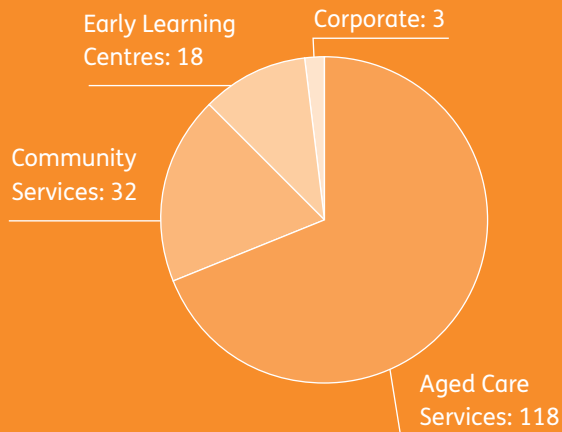


Volunteers



171

volunteers contributed
32,832 hours



Health and Safety



880 employees were vaccinated against influenza as part of vaccination clinics and reimbursements

Our Lost Time Injury Frequency Rate **fell 46%** to 4.32 per million hours worked

Our **Wellness Programs** continue to motivate our employees to adopt healthy lifestyles through initiatives such as our Pedometer Challenge, where 156 participants logged over 33,547km over 28 days.

As we continue to navigate the pandemic, **Mental Health** continued to be a major focus this past year, with targeted wellness programs offering resilience training to managers and mental health sessions to staff. To complement these initiatives, an online wellbeing portal was launched on MercyCare's intranet, featuring online classes and workshops, healthy recipes and wellness tips.

Learning and Development



Our employees received a total of **9,529 hours** of learning

296 individual courses were offered this year, up 41% from last year

45% of all training was held online

Clinical Care learning comprised **36%** of all training

30% of training was focused on quality, risk and safety

Our training courses were well regarded by attendees:

- **98%** said they **would recommend** their course
- **97%** rated their course **'excellent'** or **'good'**
- **97%** agreed they had **gained** or **mostly gained** the expected knowledge and skills from their course



A dozen adults singing kaat, koongat, boornitj, djen (that's head, shoulders, knees and toes) was just some of the fun had at MercyCare's Introduction to Wadjak Language course.

Staff from across MercyCare have completed the course and are excited to implement their learnings and appreciation for Bibbulmun/Noongar language and culture.

The five-week course covered pronunciation, acknowledgement of country, emotions, seasons, family, numbers, animals, colours, actions and body parts.

Our people

Anna Germano, Educator

Over the past 36 years, educator Anna Germano has watched many children come and go through our Wembley Early Learning Centre.

And thanks to her longevity at the centre, she has had the privilege of caring for two generations of the same family.

Anna recalled how she had once cared for two brothers, Richard and Christopher, during their toddler years, only to realise that more than two decades later she was looking after Richard's three young children — Thomas, Ashley and Joshua.

Thomas and Ashley have since started primary school, but Anna has continued to see young Joshua at the centre on a regular basis.

In 2021, Anna marked her 36th year working at the Wembley site and was one of 18 educators who have worked at the centre for more than 10 years.

The longevity of staff at Wembley has not gone unnoticed and has been part of the reason why generations of the same families return to the centre.

“The focus has always been on families and giving the best support,” Anna said.



“A few things may have changed over the years but it's the core mission of justice and compassion that has stayed the same.

“The centre has always had a good vibe – over the years, we've had families say when they stepped in here that they could always sense it was a happy, calming place.”



Engaging and Empowering People



Siobhan Tyndall, Occupational Therapist

This year MercyCare brought its Allied Health team in-house to ensure we can provide our clients with evidence-based excellence in care.

Across our Residential Aged Care homes and in home and community care, our team were selected for their breadth of experience and passion and expertise on delivering quality therapy.

For occupational therapist Siobhan Tyndall, working as part of MercyCare's dedicated Allied Health team has meant she could focus on providing personalised aged care support based on a person's individual needs, whether it was in a person's home, in the community or working at our Maddington Residential Aged Care Home.



Bella Ambrose, Safeguarding and Inclusion Officer

Safeguarding children and young people and championing inclusion continued to be a priority for MercyCare throughout the year. Reflecting this commitment, the new role of Safeguarding and Inclusion Officer was created with Bella Ambrose taking the reins with the mission of ensuring work is a safe environment for all staff and clients, free of discrimination and prejudice, where everyone can feel supported, safe and included.

“I want all our clients and future clients to know they can access any of our services and be respected and supported free of any discrimination,” Bella said.

“The same goes for our staff. At MercyCare we champion Diversity and Inclusion, it is extremely important all staff feel safe, respected and included.”

MercyCare retained Safeguarding reaccreditation with the Australian Childhood Foundation during February 2021. Showcasing the culture of child safety within MercyCare, Bella launched the Big Ideas campaign with the opportunity

for MercyCare staff to pitch innovative ideas for increasing engagement and safety of children and young people.

MercyCare Early Learning Services won the campaign with its idea of investing in Protective Behaviours resources within our Early Learning Centres so children can learn to recognise situations in which their personal space and sense of safety may be compromised.

Throughout the year, the Safeguarding team continued to run regular Safeguarding reflective practice training with 39 staff from various directorates completing the training. For LGBTIQ+ Inclusion training 35 staff members from the Youth and Homelessness teams completed the ‘Opening Closets’ training provided by Living Proud.

“At MercyCare we really want to champion the inherent worth of each person within a culture that responds with an open heart and mind. I believe it’s a human right to be respected and supported regardless of gender, race, culture or sexual orientation.”



Safeguarding Children

Getting to know her clients’ individual needs, passions, likes and dislikes has been an essential part of her job.

“When we meet someone for the first time, we sit down with them, listen to their story, work out who they are, what they’re passionate about, and we then use that to learn about their daily routine, their home environment and then we look at that and try to work out how we can make it easier for them to continue doing those things as independently as possible,” she said.

Living next door to her grandparents during her childhood is what inspired Siobhan’s love of working with older people.

“Growing up with my grandparents living next door was such an amazing childhood experience. I really think that is why I love working with elderly people,” she said.

“When I started working, I found myself working with older adults in the dementia space, and I fell in love with it.

“I think that every person has the opportunity to fulfil their dreams and do the things they want to do.”

To help her gain an even deeper understanding of dementia care, she undertook a Certificate IV in Leadership and Innovation in Dementia Care through Alzheimer’s WA.



Sustainability and Growth



Person Centred Approach



Sophie Gaspar, Trainee Educator

This year MercyCare Early Learning employed 19 new trainees across all our Early Learning Centres. The traineeships give opportunity for diverse staff to enter the childcare sector and enrich our centres with diverse cultures, life experience and much more.

Sophie Gaspar is one of many brilliant trainees MercyCare has employed in the past year in a concerted effort to support the childcare sector and develop our workforce to provide the best care and education to our families and children.

“As I have grown up in a big family surrounded by children, I watched my younger sibling and cousins grow. I loved the idea of being a role model and wanted to do more,” Sophie said.

Sophie joined MercyCare halfway through this year, but with her natural talent she has thrived and blossomed.

She is currently working towards her Certificate III in Childcare and is finding the traineeship a perfect complement to her studies.

“With working whilst studying, I find that I learn a lot better through practical work on the floor rather than just reading. Having the opportunities to learn and talk to everyone around me helps as well.

“I love the staff, children and families and the relationships I’ve formed. I love the mornings seeing the children arrive and getting to talk to them and doing activities through the day.”



Sustainability and Growth



Russell Waters, Volunteer

Our volunteers play a critical role across the organisation. Their skills, energy and enthusiasm cannot be overstated. One such volunteer is Russell Waters who has brought his skills as a volunteer to MercyCare for six years.

At MercyCare’s Mirrabooka office, Russell teaches three free classes a week of English as a Second Language and computing.

“They come when it is freezing cold and it’s pouring with rain or when it’s a stinking hot 40 degrees. On those sorts of days when they show up, it puts a lump in your throat. They come because they want to be here,” Russell said of the dedicated students in his English classes.

“My students, most of whom are refugees or migrants, have often been through the most horrific experiences, yet they come to my classes each week because they want to be there.

“Each individual is different in what they get out of class and their motivations. They come for the community and social aspect of the classes and because it is a safe place where they can practice their English. Some people, especially the younger participants, come because they are ambitious and want to learn so they can progress to TAFE or University study.

“Our classes aren’t competitive, it’s all about camaraderie. If someone is struggling, everyone helps them out, there’s a real spirit of looking after each other.”

Russell took up volunteering following a degree in Accounting and Finance, a Masters in Teaching English as a Second Language, working as a teacher and university academic and years of travelling.

“I’ve always liked teaching. Helping people achieve something is a really lovely feeling. I get to know my students and I learn a lot from them.

“They really put life into perspective for you. Essentially, I’m an Australian living a comparatively privileged life. You hear what they have been through and it really gives you some perspective to appreciate life.”

Heart is giving

Our unwavering compassion for others has shone through in the way that we give to others who are less fortunate in the Western Australian community.

This Christmas our staff banded together, led by the Community, Family and Children directorate, to collect and donate a variety of gifts to our clients in need.

We received a tremendous response from our staff and Early Learning and Residential Aged Care families who donated amazing gifts ranging from toys and everyday essentials to toiletries for families including babies, toddlers, school-aged children and teenagers.

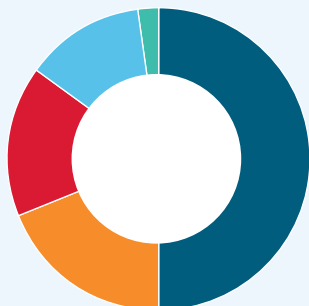
The items were collected and gift-wrapped by our staff and then dropped off to families by Christmas Eve.

This is just one of many ways that we have demonstrated our compassion for others at the heart of our community.



MercyCare Financials

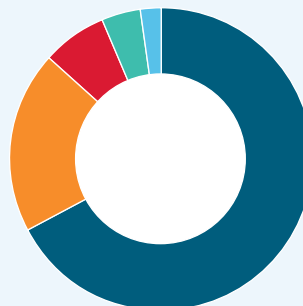
Consolidated financial overview for continuing operations for the year ended 30 June 2021.



What we earned

Total revenue:
\$125,234,000

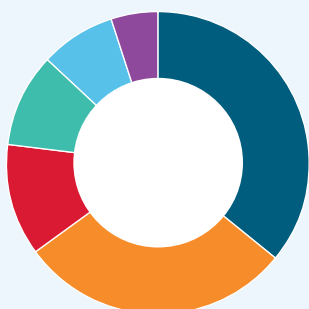
- 2% Disability Services revenue
- 13% Other revenue
- 16% Community, Family and Children Services revenue
- 19% Early Learning Services revenue
- 50% Aged Care Services revenue



What we spent

Total expenditure:
\$121,006,000

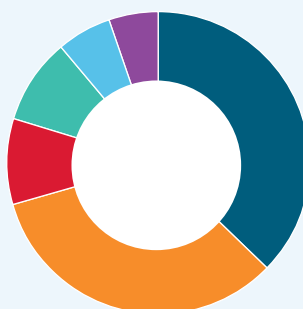
- 19% Other expenses
- 2% Occupancy and rental expenses
- 4% Depreciation and amortisation
- 7% General and administration expenses
- 66% Employee expenses



What we own

Total assets:
\$279,809,000

- 5% Other assets
- 10% Cash and cash equivalents
- 12% Investment funds
- 8% Intangible assets
- 29% Investment properties
- 36% Property, plant and equipment

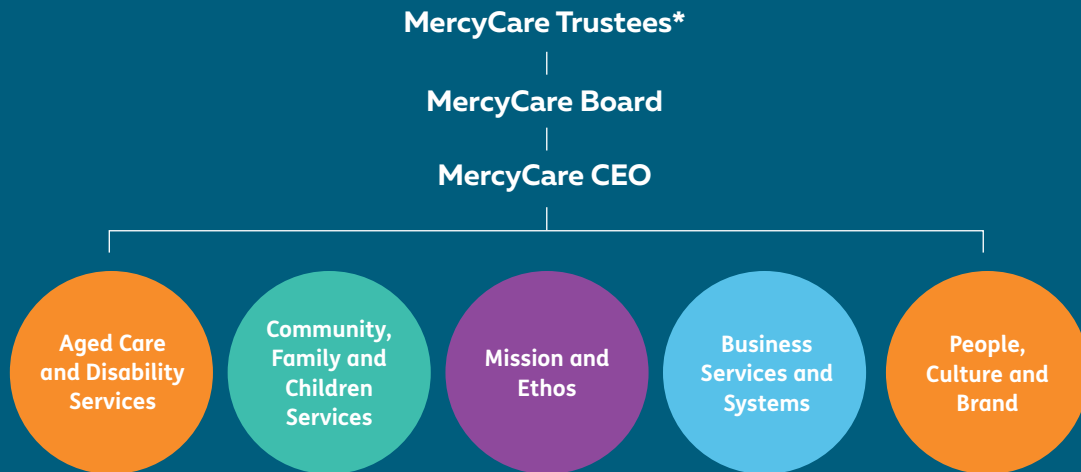


What we owe

Total liabilities:
\$178,167,000

- 5% Provisions
- 6% Other liabilities
- 9% Borrowings
- 9% Trade and other payables
- 33% Residential Aged Care accommodation deposits
- 37% Retirement Village resident obligations

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.

Matt Braganza was Acting Executive Director Business Services and Systems from January 2021 to June 2021.

*Includes company members of MCL and members of MercyCare PJP

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 Daydawn Advocacy Centre from 2013 to 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 and Administration at Newman College, a Pre-K to 12 co-educational 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 and 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 within national banking organisations. 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.

Anne-Marie Pitos

Anne-Marie Pitos has made significant contributions to Catholic education in WA for more than 40 years, having served as Principal of Santa Maria College and Iona Presentation College over two decades. She has also held executive roles on numerous professional bodies and has served on a range of committees, advisory groups and boards. She was a member of the Catholic Education Commission of WA, a board member of Catholic Institute of WA and is currently a Trustee of the University of Notre Dame, Australia. Anne holds a Master of Educational Leadership (UNDA), a Bachelor of Applied Science and Graduate Diploma of Education (Curtin University).

Sonia Faccin Nolan (resigned August 2020)

Sonia Faccin Nolan is a strategic communications, stakeholder engagement and social change specialist with over 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).

Carmel Ross (resigned June 2021)

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 to 2007 and was Deputy Chancellor from 2004 to 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.



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

*Includes company members of MCL and members of MercyCare PJP

Board Directors

Mary Woodford, Chair

Date appointed: July 2014

Qualifications: Bachelor of Laws, Masters of Public Health, Bachelor of Arts (Hons), Fellow of the Australian Institute of Company Directors, Fellow Governance Institute Australia

Experience: Over 20 years experience as a legal practitioner and a Non Executive Director in the public and private sector. Current and past directorships in aged care, community services, education, training, insurance and financial services including as Chair of Central Regional TAFE and MercyCare Ltd and related entities.

MercyCare responsibilities: Board Chair; Mission Stewardship Working Group; Nomination and Remuneration Committee (Chair) Ex officio all Board Committees.

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 Risk and Audit Committee (Chair); Finance and Audit Committee (Chair); Risk Committee; Nomination and Remuneration Committee

Board meetings attended: 6 of 7

Dennis Banks

Date appointed: June 2011

Date resigned: October 2020

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: 2 of 2

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 Glennnda Scully

Date appointed: August 2012

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

Experience: Director, Finance, Infrastructure and Digital Technology, Catholic Education Western Australia, 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

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), GAI CD

Experience: Social Worker, former CEO of Lotterywest, Chair Raine Study, Board Member of not-for-profit organisations, Advisor to the Malka Foundation

MercyCare responsibilities: Board Director; Risk Committee, Mission Stewardship Working Group

Board meetings attended: 6 of 7

Michael Heath

Date appointed: October 2018

Qualifications: MBA and diploma of Strategic Management, Fellow of the Institute of Company Directors, 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: Senior executive roles in the Healthcare, including Hospital, Home and Aged Care; Member / Treasurer of the WA Australasian College of Health Service Management State Branch Council

MercyCare responsibilities: Board Director; Finance and Audit Committee

Board meetings attended: 7 of 7



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



Our Services

Our services in aged care, early learning, disability and family and community 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 Homes

- 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

Family and Community Care

Youth and Homelessness

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

Place Based Services

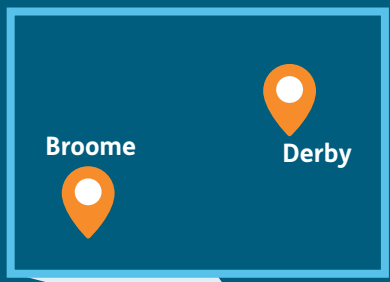
- Derby Aboriginal Short Stay Accommodation (DASSA)
- Broome Aboriginal Short Stay Accommodation (BASSA)
- Community Exchange

Migrant Community Support Services

- Status Resolution Support Services (SRSS)
- Settlement Engagement and Transition Support Services
- Mercy Lending Services
- Migrant Livelihoods
- Mirrabooka Markets
- Unaccompanied Humanitarian Minors
- Complementary Services - Employment

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

With the help of funding we were able to continue working towards our mission. Thank you to our funding partners:

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

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

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

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

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





Every
person
matters



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