



**Making a difference at the  
heart of the community**

Annual Report 2023



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# Welcome

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## 2023 MercyCare Annual Report

At MercyCare, people and their communities are at the heart of everything we do. Each day, we feel privileged to walk alongside our diverse community through every stage of life's journey, from early learning, family and community services right through to supporting our older Western Australians to live well and thrive.

As we reflect on the previous year, we are thankful for the unyielding dedication of our exceptional staff and volunteers, who have been central to creating genuine, positive change in our communities. Every person, in every role, has played an important part in MercyCare's evolving story.

Within these pages, you won't just discover organisational milestones, you will also gain insight into the motivations of our team members – why they choose MercyCare and what community means to them.

Echoing the wisdom of Catherine McAuley, 'we must strive to do ordinary things extraordinarily well.' We wholeheartedly embrace this philosophy, which resonates in every service we offer, every staff member's dedication, and every client success story highlighted in this report.

### 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 and Courage

### Acknowledgement

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





## Courage

Doorn-doorn Karak

We promote strong mind and spirit that faces up to and engages with challenges.

## Integrity

Karmant Boorn Nodjam

We are honest, genuine, accountable, and reliable.

## Respect

Karlup

We value the inherent worth of each person and the natural environment.

# The Values that Guide us

MercyCare embarked on a collaborative process to embody its core values.

This journey involved key executive members, Aboriginal staff, and a diverse range of representatives from across MercyCare's services.

Guided by Noongar artist Peter Farmer, the group created a visual representation of each value, emphasising the importance of both male and female perspectives. During the workshop, everyone actively participated by collectively painting a

rainbow-patterned base layer, symbolising the Noongar seasons in the South West of Australia — this collaborative effort aimed to capture the essence of MercyCare's values through art.

Scan the QR Code to learn more







## Justice

Moort Bidi

We recognise everyone's right to a fair share of resources and opportunities.

## Compassion

Kadjininy Koort

We respond with open hearts and minds to people's needs.

## Excellence

Ngalak Moorditj Kolbang

We strive for outstanding performance and creativity.

## About the Artist

MercyCare engaged with local Noongar artist Peter Farmer to commission an artwork series as a reflection of the organisation's community.

Peter and his business partner and wife, Miranda Farmer, ensured that the artwork represented the MercyCare values and reality of the organisation's work for the Western Australian community.

Peter is a proud Noongar artist with an illustrious career working in Western Australia, Victoria and abroad. His pieces are widely acclaimed and he has collaborated with brands including the WA Museum, Western Force, Elizabeth Quay and The City of Perth.



Photo credit Geelong Advertiser

# Foreword: Chair of Company Members

The following words of Pope Francis in his Apostolic Exhortation *Evangelii Gaudium* came to my attention recently.

*Goodness always tends to spread. Every authentic experience of truth and goodness seeks by its very nature to grow within us. As it expands goodness takes root and develops. If we wish to lead a dignified and fulfilling life we have to reach out to others and seek their good.* - **Pope Francis Evangelii Gaudium #9**

And further:

*Life grows by being given away and it weakens in isolation and comfort.*  
**Pope Francis Evangelii Gaudium #10**

As you read this year's Annual Report, I believe you will see how MercyCare's wonderful staff seek to spread and grow goodness through our ministries in residential aged care and care in the home, a range of family and community services and through support for families with young children in our early learning centres.

The stories in this Report reveal how our staff reach out to others and seek their good, and how they grow life through their selfless service. MercyCare's staff embody the very spirit that Pope Francis is pointing to.

The Company Members wish to thank staff and to acknowledge the Executive and the Board for their leadership in supporting them in their service to the community.

Through our formation program, undertaken jointly with the Board Directors and the Executive, we have endeavoured to keep deepening our understanding of MercyCare's unique Mission, to bring compassion and justice to life and break cycles of significant disadvantage.

This year, we were honoured to join the Perth-based Sisters of Mercy for Eucharist on December 12 as they celebrated the Sisters of Mercy Founding Day.

In our role as canonical stewards of MercyCare, we participate in the informal gathering of the Mercy Public Juridic Persons in Australia and New Zealand. This provides an opportunity for sharing and learning from each other.

Through the Company Members' active participation in the Association of Ministerial Public Juridic Persons (AMPJP), we experience a sense of solidarity with colleagues from the other 11 MPJPs as this new model of Church leadership takes shape in Australia.

This year our Board Chair, Mary Woodford, leaves after nine years in the role. The Company Members thank her for the commitment and skills she has brought in her leadership of the Board through the many achievements and challenges over the years. Board Director, Michael Kenyon also leaves after ten years of dedicated service, and we acknowledge and are grateful for his significant contribution.

The Company Members are inspired by the goodness evident in this Report and it is our pleasure to be able to present it to you.

**Jennifer Stratton**  
Chair of Company Members



Mary Woodford, Board Chair  
Jennifer Stratton, Chair of Company Members  
Anthony Smith, Chief Executive Officer



# A Message from the Board Chair & CEO

**MercyCare is an organisation that deeply cares.**

We care about every person and care about how our services strengthen the Western Australian community. During the year we have witnessed our teams working at the heart of the community as they make a positive difference in formative years across our early learning services, providing support to those requiring assistance during their lives and those in their senior years. It's this work that delivers on our vision for people and communities to thrive.

Last year has seen some wonderful progress in our growth program, including our new 108-bed aged care facility at Maddington and 97 place early learning centre in Piara Waters with both of these developments due for completion in late 2023. We have also opened a new northern metropolitan hub, maintained our Safeguarding Accreditation and achieved Accreditation as a Mental Health Provider. These collectively advance our capabilities and position MercyCare for a bright future in the years ahead.

However, what has really been a standout is the positive impact that MercyCare has in the lives of our service users. Throughout this report, you can read how our committed staff and volunteers do amazing work for everyone we serve. One incredible example of this is how our teams in the West Kimberley went above and beyond to support

communities that were deeply impacted by the floods in January 2023. As an organisation we are proud of how our teams respond in times of need, be it on this large scale or in an individual's life. Every person matters at MercyCare.

MercyCare works hard to remain at the forefront of delivering our diverse range of services however, it has also been a year where we have experienced challenges with workforce constraints, increased costs to deliver services and increasing regulatory responsibilities. As we respond to these external impacts, we remain guided by our vision, mission and values so that our service users continue to enjoy the quality that MercyCare is known for.

We acknowledge the Company Members, Board Directors, and Executive Leadership Team for their support during the year and thank outgoing Board member Bryan Pyne for his contributions during his time with MercyCare.

The new financial year will see the finalisation of MercyCare's 2026 Strategic Plan, which will guide us for the next three years. As we plan for our future, we hold a deep sense of responsibility to the heritage and ethos that has guided MercyCare for over 175 years whilst taking actions that respond to the needs of today and tomorrow.

**Mary Woodford**  
Board Chair

**Anthony Smith**  
Chief Executive Officer



**I would like to express my sincere thanks and gratitude to our outgoing Chair, Mary Woodford, and Deputy Chair, Michael Kenyon. Mary and Michael have been on the Board of MercyCare for 9 and 10 years respectively.**

**Their vision, leadership and commitment have been exemplary. MercyCare has changed and grown significantly over the last decade of their involvement - the transfer of ownership of Mercy Hospital, a new central office in West Perth, the acquisition and development of four residential aged care and nine early learning facilities, two new metropolitan regional service hubs, the delivery of Aboriginal Short Stay Accommodation Services in the Kimberley, and the Safeguarding Children accreditation amongst many other achievements.**

**This is in no small part due to the leadership of Mary and Michael, so thank you to both for your support and guidance. You leave with the blessings of MercyCare as you move on to new and exciting challenges.**

**Anthony Smith, Chief Executive Officer**

# Our Impact

We are a proudly Western Australian not-for-profit, here to bring compassion and justice to life and break cycles of significant disadvantage. We have supported our community across the Perth metropolitan area and regional Western Australia through **25 services** across **24 locations**.







We educated and cared for  
**1,692** children  
across our 13 early learning centres



We welcomed  
**3,457** people at our  
Aboriginal Short Stay accommodations



We guided and supported  
**2,130** young people



We supported  
**2,910** older people

## Our Services

MercyCare provides care and support through a breadth of services in early learning, family and community, and aged care. Our footprint spans across the Perth metropolitan area, across multiple communities and extends into the Kimberley region, in Broome and Derby.

### Aged Care

#### Home Care

- Davis House
- Harman Park Community Centre

#### Mercy Retirement Village Residential Aged Care Homes

- Joondalup
- Kelmscott
- Maddington
- Maddington (opening early 2024)
- Rockingham
- Wembley

### Early Learning Centres

- Ballajura
- Banksia Grove
- Bassendean
- Bedford
- Bennett Springs
- Ellenbrook
- Heathridge
- Kelmscott
- Landsdale
- Piara Waters (opening early 2024)
- Seville Grove
- Thornlie
- Wembley

#### Outside School Hours Care

- Newman College, Floreat

### Family & Community Services

#### Disability Services

#### Youth, Wellbeing & Accommodation

- Amber Youth Wellness
- Carlow House
- Coolock Units
- Family Wellbeing Service
- Housing Support Service
- Mirrabooka - Joondalup Family Support Network
- Reconnect
- Youth Alcohol & other Drug Education Support Program
- Youth Support Services

#### Place-Based Services

- Broome Aboriginal Short Stay Accommodation
- Derby Aboriginal Short Stay Accommodation

#### Migrant Community Support Services

- Intensive Employment Support
- Mercy Lending Services
- Naala Djookan
- Status Resolution Support Services
- Settlement Engagement & Transition Support Services
- Unaccompanied Humanitarian Minors

#### Child, Family & Out of Home Care

- Child & Parent Centre Warriapendi
- Family Group Homes
- Fostering Services
- Specialised Fostering Services

# Creating Strong Foundations

**We must establish the necessary foundations to deliver essential services to communities in need.**

Over the past three years, our strategic growth efforts have been remarkable, marked by the recent opening of two new hubs in Rockingham and Currambine, the ongoing development of our new Maddington Residential Aged Care Home and

state-of-the-art Early Learning Centre in Piara Waters. This achievement now presents us with a unique opportunity to extend our influence and make a more enduring impact on the WA community.



## Early Learning Piara Waters

Construction of our new early learning centre in Piara Waters is underway and is expected to be completed in November and open for business in early 2024. This purpose-built facility at the corner of Wright Road and Tuberose Road will feature a contemporary design to seamlessly integrate with the local community and streetscape.



## Currambine Northern Hub Now Open

We are proud to announce the opening of our new Northern Hub in Currambine, a milestone in our commitment to exceptional care. This facility centralises Home Care operations, encourages staff collaboration, and extends our reach in the northern region. It also supports staff development through partnerships with local organisations, ensuring top-quality care for our clients.



## Our New Home in Maddington

Our new residential aged care home, designed to foster a sense of belonging and connection, is taking shape off Maddington Road, adjacent to our existing facility. This new home will accommodate 108 residents and follows the small house model of care, offering safe walkways, private gardens, and tailored care spaces. The Maddington Residential Aged Care Home will have six small homes across two levels, providing a more intimate and home-like environment.

Construction has progressed according to schedule and budget, and orders for new beds, equipment, and furniture have been placed as we prepare to open the home in early 2024.

Residents will enjoy shared amenities, including a wellness hub, day spa and therapeutic gardens. The anticipated opening for the first residents is early 2024.





# Supporting People through Life's Journey

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 individuals and families through disability services, housing and support; new Australians through our multicultural services; Kimberley communities through our accommodation; and our most senior members through our aged care services.



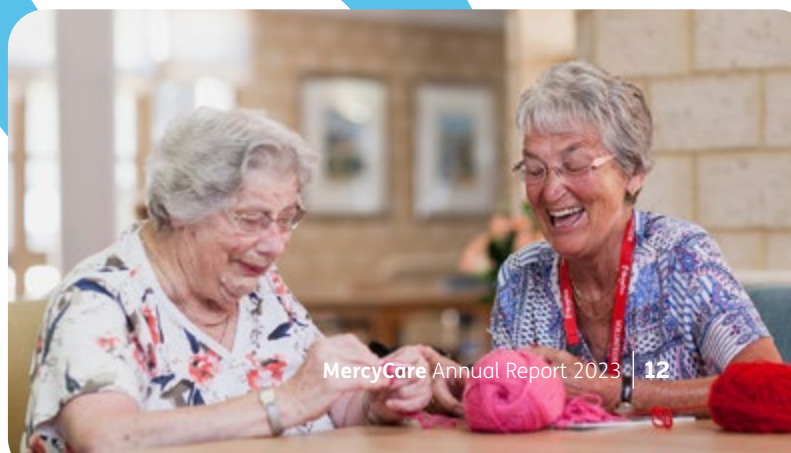
**Every staff member  
and volunteer plays  
an important role**



## Making a difference at the heart of the community

At MercyCare, we believe every person matters, and that through compassion and justice, we can effect genuine positive change in our communities.

Every staff member and volunteer plays an important role in MercyCare's evolving story with each person bringing their own unique experience and perspective to their work.





# Nurturing Growth

## Meet Leah Mizen, Piara Waters Early Learning Centre Manager



November 2023 marks my 14th year with MercyCare, and what a transformative journey it has been. From my initial days with limited knowledge about the organisation's mission, I've grown to deeply resonate with MercyCare's values, especially our focus on breaking cycles of disadvantage.

Our strides in areas like "Aboriginal Pathways" and the inclusion of Indigenous designs in our uniforms showcase our immense progress. Additionally, the establishment of the Rainbow Reference group has been a personal highlight for me. As someone who identifies as LGBTQIA+, witnessing the organisation's commitment to inclusivity and celebrating diversity is heartwarming.

In the sphere of early learning, I've been privileged to see children grow under our care. But beyond this, watching my colleagues evolve, like cooks becoming educators and educators rising to managerial roles, is a testament to MercyCare's investment in its people.

These 14 years with MercyCare have been filled with personal and professional growth. The organisation's dedication to diversity, empowerment, and positive societal change makes me proud to be a part of this journey. Here's to continuing our valuable work in the years ahead!

**"I love MercyCare because of the values and mission, and being able to contribute to something bigger is the most important thing to me."**





# Early Learning Stopping Food Waste and Supporting Community

With the cost of living putting pressure on many households, the early learning teams at Bennett Springs and Ellenbrook have taken the initiative to partner with charities Second Bite Food Rescue Program and Feed it Forward to offer unsold food for free to families at their centres.

The food is sourced from local supermarkets and often includes bakery goods and produce items that would otherwise end up as food waste in landfill.

Bennett Springs Centre Manager Jacenta Booth explains, “times are tough right now, with the cost of living going up, we wanted to find a way to help families at our centre as well as the local community.”

Magali, an educator at our Ellenbrook centre has also been collecting unsold produce from her local supermarket twice a week and using it to create food boxes for the families at her centre. If there are leftovers, she takes them to a charity in Midland and they are used to cook warm meals for the local community.

Initiatives like this teach the children at the centres about compassion, being kind to others and the value of helping others during times of need.



## Bringing Generations Together

Our Intergenerational Program was reignited this year, bringing together children from our early learning centres with residents from our residential aged care homes.

The program, which four of our early learning centres have recently participated in, has been designed to deliver activities and experiences that meet participants' needs, interests, and strengths. Examples of activities include scavenger hunts, arts and crafts, sensory experiences, gardening, exploring diversity, and outdoor activities.

“Intergenerational programs can provide so many benefits to participants, and we cannot wait to see our children and residents thrive and grow from these experiences,” said Courtney Barnard, Mission and Strategy Project Lead for MercyCare Early Learning Services.

At our first session, held at Kelmscott Early Learning, the children were visibly excited to meet the residents, who travelled from MercyCare's Kelmscott Residential Aged Care home. The children raced to meet their guests as soon as they arrived and took pride in making everyone feel welcome by sharing their space and toys with the residents.

**“It was so wonderful to see the foundation of relationships already being built, with many of the children even creating artwork for the residents to take home,” Courtney said.**

“By matching early learning centres with local MercyCare aged care facilities, we hope that our children will develop a broader understanding of what makes up a community and their place in it. They may also learn from the residents' experience and guidance and become familiar with acknowledging and including our diverse community with care and dignity.”

The incredible benefits of intergenerational programs are widely acknowledged, as they create a powerful synergy between generations. Through joyful and engaging experiences, children learn how to treat older people with respect and compassion, while residents experience social and health advantages.



# Compassionate Leadership

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## Meet Stacy Hasluck, our Seville Grove Early Learning Centre Manager



With nearly 14 years of service spanning two centres as an Educator and now as Centre Manager for Seville Grove Early Learning Centre, Stacy Hasluck is a highly respected and accomplished member of the early learning team.

MercyCare is more than just a job; it's my calling to make a meaningful difference in our community. I am inspired daily to be a part of making a difference in people's lives within the community, nurturing and creating memorable moments for children has always been my personal passion.

From my time at Thornlie, I have a standout memory that is etched into my heart. We would have regular visits from aged care residents, which led to heartwarming interactions between the children and older people—these moments left an indelible mark on me, igniting my desire to recreate similar connections at Seville Grove.

Looking ahead, I'm excited about the prospect of mentoring the emerging leaders of tomorrow. I'm committed to ensuring that MercyCare's legacy of compassionate leadership endures and thrives.

**"Leading with heart follows when people feel a part of something greater. You start seeing people go above and beyond within their role, and you see people flourish as individuals and a team."**

# Hard Work Pays Off for Trainee Educator Olivia

For trainee early childhood educator Olivia, working with children has always been her dream. Now as she works towards her Diploma in Early Childhood Education at our Seville Grove Centre, the dream is becoming closer to reality.

“From a young age I always knew I wanted to work with children. It is a very rewarding job where you get to see children from a range of different ages and developmental stages,” Olivia said.

“I enjoy being able to have conversations with the children and watch as their little minds work trying to find an answer.”

In January, Olivia’s hard work was recognised when she received the award for the CTAS Outstanding Achiever for Diploma of Early Childhood Education and Care.

“We are extremely proud of Olivia’s hard work, growth, and success over the last four years. Olivia should be so proud of herself – out of 900 nominees she took out first place” explains Stacy Hasluck, Centre Manager for Seville Grove Early Learning Centre.

Olivia said the help and guidance provided by MercyCare during her traineeship has set her on a path to success.

“MercyCare has had a huge impact on my study, from their support to the knowledge that has been provided to me has made this experience easier and enjoyable.”

Olivia joined MercyCare as part of our Traineeship Program, which offers students the chance to undertake paid work while studying for their diploma or certificate qualification.

The number of Trainees at MercyCare has nearly doubled over the last few years, and during that time, we have had nine trainees complete their qualification. A great result!



# Bassendean Early Learning Centre Team Excellence

Bassendean Early Learning Centre educators Dona Atukorale, Aayana May, and Ting Ting Guan were recognised for their outstanding efforts in fostering a warm, engaging, and enjoyable environment for Kindy students.

Their exemplary teamwork earned them the Special Recognition Award at MercyCare’s 2022 Excellence Awards Gala Evening. Their win was unexpected, and the team was deeply humbled to be recognised among other impressive candidates.

*“I’m very appreciative of the award recognition. I’m very happy with the team I work with as I feel like I learn a lot as an educator and I feel more confident.”*

**Assistant Educator Ting Ting**

*“It makes me feel proud of all the work our room puts into the children.”*

**Trainee Educator Aayana**

*“I never dreamed of getting such recognition in a prestigious event, especially when we are up against other directorates that do amazing work too, I kept telling my manager how proud I am of my team.”*

**Room Leader Dona Atukorale**







## Nurturing Growth in Early Learning

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Courtney, a dedicated MercyCare Early Learning team member, was honoured with the Catherine McAuley Excellence Award at the 2022 Excellence Awards Gala. She began her career as an Assistant Educator in 2017 at MercyCare Bennett Springs Early Learning Centre, where she passionately nurtured the growth and development of children ranging from toddlers to pre-schoolers.

In 2021, Courtney assumed the Mission and Strategy Project Lead role, contributing to various projects across MercyCare's Early Learning Services. Among her accomplishments was commissioning vibrant murals by an Aboriginal artist for five MercyCare Early Learning Centres, which reflected the services' values.

Colleagues nominated Courtney for the Catherine McAuley Excellence Award, recognising individuals who exemplify strong values and are committed to fulfilling MercyCare's mission of assisting others. Courtney expressed her humility at receiving the award, emphasising her daily dedication to positively impacting her team and the children they serve.

**"Each day I come to work hoping that what I am doing makes a positive impact on not only our team but the children we work with. For that to be acknowledged on such a high level is surreal, but more than anything, I am grateful to work for an organisation that has provided me the opportunity to thrive."**  
**- Courtney Barnard**

## Safeguarding Children and Young People

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Keeping children and young people safe is at the core of MercyCare's purpose. In November 2022, MercyCare proudly achieved reaccreditation for Safeguarding Children and Young People by the Australian Childhood Foundation (ACF), thus reflecting our strong commitment to the protection and safety of children and young people both in our care and in our community.

Many of our staff and volunteers completed mandatory ACF Safeguarding Children training with annual reviews in place to ensure the safety of children and young people remains front of mind. New employees will also be required to complete the training, further solidifying our commitment to safeguarding children and young people in every area of our organisation.

# Empowering Youth and Building Futures at MercyCare

## Meet Fernando Castellanos, our Reconnect Case Worker

Since March 2023, I've been a part of the MercyCare family, first as a student on work placement and now as a formal employee. In my role as a Case Worker for Reconnect, an early intervention program, I support young people aged 12 to 18 and their families experiencing family conflict, often leading to unstable accommodation.

My journey at MercyCare has been a dream come true, aligning perfectly with my passion for breaking cycles of disadvantage among vulnerable community members, especially young people and their families. Being part of the Youth Services Wellbeing and Accommodation team has been immensely impactful.

I engage with young people, families, and youth support services daily, from school health expos to networking meetings and one-on-one sessions focusing on communication and healthy relationships. The unwavering support from management and colleagues, combined with continuous training and growth opportunities, fuels my passion for this vital work.

**"At MercyCare, I have found a community that shares my commitment to empowering young lives and building brighter futures."**



## Amber Wellbeing

### All service users reported:

- feeling **safe** using the service
- a significant **reduction** in anxiety and depression symptoms over the six months

**14%** of service users were from a low socio-economic background

**21%** of service users identified as Aboriginal or Torres Strait Islander



## Reconnect

**170** young people were supported across Stirling, Joondalup, Cannington and Fremantle

Nearly **85%** of clients experienced a positive change in their circumstances

**93%** of clients were satisfied with the service

# From Little Things, Big Things Grow

Katie's story of yearning for safety, freedom, and a place to call her own echoes the struggles of countless Australians facing homelessness and domestic violence. MercyCare has taken a proactive stance for 33 years by providing the Coolock Young Mothers and Children Accommodation Service. This service supports young parents aged 16 to 25 and their children, offering accommodation, tenancy support, parenting guidance, and a trauma-informed care approach.

The Coolock service has positively impacted the lives of 177 young mothers and 178 children. Notably, 52% of these mothers secured stable housing, while 66% maintained long-term tenancies. In a housing crisis with extensive waitlists and affordability challenges, Coolock's support remains critical.

In the past year, MercyCare has witnessed a surge in demand, with 758 individuals, including young mothers and pregnant women, seeking urgent assistance. Regrettably, MercyCare couldn't meet these pressing needs due to capacity limitations, exposing vulnerable individuals to heightened risks.

The research underscores the profound impact of housing instability on children's wellbeing and highlights the link between homelessness and family domestic violence. Collaborative, well-funded

strategies are essential to ending homelessness for young mothers and children. These approaches can break the cycle of violence, reduce incarceration rates, alleviate welfare dependency, prevent child removals, and eradicate intergenerational homelessness.

MercyCare advocates for a comprehensive nationwide strategy committed to ending, not prolonging, youth homelessness; such an approach fosters collaboration, knowledge sharing, and opportunities for growth and success for young mothers and their children. By prioritising this issue, Australia can pave the way for a brighter future for its most vulnerable citizens. From little things, big things grow independence.

## Youth Alcohol & Other Drug Education Support Program

Nearly **80%** were highly satisfied with the program

Over **75%** agreed the program increased their knowledge to make informed and safer choices

Nearly **75%** agreed the program improved their confidence in managing their alcohol and other drug issues

**70%** agreed their knowledge of risks and protective factors increased

## Youth Support Services

**25 adults & 32 children** supported

**16%** were from a culturally and linguistically diverse background

**45%** identified as Aboriginal or Torres Strait Islander

## Housing Support Services

**19 adults & 51 children** supported

### Carlow House

Carlow housed **9 service users**

### Coolock Young Parents

Coolock housed **8 adults & 13 children**





# Guiding Young Lives with Compassion

## Meet Alicia Kilminster, our Senior Youth Triage Officer

For the past two years, I've proudly been a member of the MercyCare family, serving as the Senior Triage Officer for Youth Wellbeing and Accommodation Services. In this role, my team and I are the gateway for young people and their families to access our Family, Mental Health, and Accommodation and Tenancy Services. We support them through the Intake process, ensuring they find the right service or suitable external referral pathways.

My entire career has been dedicated to the Youth and Community Support Service sector, where I've supported individuals of all ages, especially young people and their families. As a Triage Officer, I directly provide crucial information to empower young individuals and their families to access the necessary services.

Each day in the Triage role feels purposeful as we strive to make every interaction meaningful. Our mission is to equip community members with the information and support to enhance their capabilities and work towards their goals.

We approach our work with compassion and understanding, aiming to leave every individual with a positive experience armed with the information and support they need. It's a privilege to be part of this journey, helping young lives and their families thrive at MercyCare.





# Resilience through the Deluge: Kimberley's Flood Crisis and Recovery

In December 2022, the Kimberley region witnessed a rare once-in-a-century flood following Tropical Cyclone Ellie. The deluge led to record-breaking levels of the Fitzroy River and isolated numerous communities along its banks. The effects of this extraordinary event have reverberated through our Broome and Derby Aboriginal Short Stay Accommodation teams.

Tamara O'Reilly, Service Coordinator, provided insights into the ongoing aftermath of this flood. The floodwaters disrupted daily life in Derby, Fitzroy Crossing, and surrounding areas, cutting off access to the outside world. As a result, supplies, including food, had to be delivered by barge or plane, contingent on unpredictable weather conditions.

The floods prompted the evacuation of many individuals from remote communities to our Short Stay Accommodation in Broome and Derby.

The reopening of the Great Northern Highway marked a turning point. The highway had been inaccessible due to flooding, making road access to the West Kimberley available only by plane. The reopening was a relief, allowing people to retrieve their parked vehicles in Broome and facilitating the delivery of much-needed supplies.

The road to recovery remains long, but our community is resilient, and our staff are committed to delivering services to the highest standard.

**"Our facilities were fully occupied by those having to evacuate. Those in our care in Derby included housing 12 dialysis patients evacuated from Fitzroy Crossing and four guests from the devastated Darlungunaya Community."**

**- Tamara O'Reilly**





# Making a Difference Every Day

## Meet Tamara O'Reilly, our Derby Aboriginal Short Stay Accommodation Service Coordinator

I've had the privilege of being a part of the MercyCare family for six years, and my journey here has been nothing short of amazing.

In March 2017, my MercyCare adventure began as a Casual Receptionist. Little did I know that this seemingly small step would lead to such a rewarding career path. By November of the same year, I was offered the position of Full-Time Receptionist. Fast forward to September 2023, where I proudly hold the Service and Administration Coordinator role, a position I've embraced for the past nine months.

Over the years, my love for my job has grown immensely. Being a local Derby girl, I've grown up alongside many of the guests who utilise our facilities. I've witnessed their daily struggles and challenges, and this firsthand experience drives my dedication to providing safe, affordable short-term accommodation where families and children can enjoy a nourishing meal and a moment of relaxation.

One of the most significant moments in my MercyCare journey was navigating the 1-in-100-year flood earlier this year. Although the Derby Aboriginal Short Stay Accommodation (DASSA) remained physically unaffected, we opened our doors to evacuees for around three months, continuously operating at full capacity. This situation posed challenges, including pausing bookings during the typically busy wet season. Despite the difficulties, we rallied together to support those in need, showcasing the true spirit of community care.

MercyCare has consistently allowed me to make a difference in my community every day. It's not just a job; it's a calling to serve and support those who need it most. Each day I spend at MercyCare reinforces my commitment to making a positive impact.

**"The gratitude we receive from everyone as they check out is incredibly rewarding."**





# Bright Horizon: Inspiring Stories from Broome and Derby

## Kenneth's Journey: A Path to Transformation

In October 2020, Kenneth, originally from Tom Price, began his journey towards a healthier and more fulfilling life when he connected with BASSA (Broome Aboriginal Short-Stay Accommodation). At that time, he faced numerous personal challenges and struggled with his health.

With determination and a strong desire for change, Kenneth engaged with the Aboriginal Support Workers (ASWs) at BASSA and DASSA (Derby & Broome Aboriginal Short-Stay Accommodation). He sought assistance with various aspects of his life, including accommodation, medical referrals, housing, social and emotional wellbeing, and participating in a rehabilitation program for alcohol and counselling.

Kenneth's story is now one of remarkable transformation and resilience. He successfully overcame his alcohol dependency, greatly

improving his health and overall wellbeing. Additionally, Kenneth is actively addressing his smoking habits through the "Tackling Indigenous Smoking – BRAMS" program and other initiatives.

Today, Kenneth has found stability and contentment in his new home at a Foundation Unit in Broome. He maintains a positive outlook on life, regularly reaching out to his support network to share his progress and engage in friendly conversations.

Kenneth's inspiring journey underscores the incredible potential for positive change when individuals receive the right support and resources.

It highlights the crucial role that services like our Kimberley Aboriginal Short Stay Accommodation play in empowering individuals to transform their lives and achieve wellness and independence.



## Kindness and Compassion in Action

"Kenneth was determined to turn his life around. He once described hitting "rock bottom" due to incarceration and personal loss. He moved away from familiar surroundings to break the cycle.

Working with him had its challenges, but he realised that progress required collaboration with BASSA staff and external agencies. Kenneth's journey highlights the power of persistence and teamwork.

This is why I love my work at BASSA. Making a positive impact in someone's life is a daily blessing, and I live by this quote: "Today, you could be standing next to someone trying their best not to fall apart. Act with kindness in your heart."

**Flo Bin Omar - Aboriginal Support Worker**



**3,457** guests stayed at our culturally safe Aboriginal Short Stay Accommodation in Broome and Derby



## Jacinta's Journey to Stability: From Homelessness to Independence

Hello, I'm Jacinta Martin, a 38-year-old proud Aboriginal woman and a mother of three wonderful children. I was born and raised in Wyndham, a small town in the east Kimberley region of Western Australia. I come from a background marked by domestic violence, substance abuse, homelessness, and various challenges.

For the past 5-6 years, my children and I have been regular guests at the Derby Aboriginal Short Stay Accommodation (DASSA). Between our stays at DASSA, we would find temporary housing with family and friends once our 28-day limit was up.

We frequently moved between towns during this period, travelling from Derby to Wyndham/

Kununurra. Unfortunately, we would often be asked to leave our family and friends' homes, leaving us nowhere to go. Meanwhile, my children and I waited for a home through Homes West Housing.

In March of this year, while staying at DASSA, I was offered a job as a General Hand. I also took on a second job as a carer at the Derby Sobering Up Shelter. These opportunities allowed me to consider applying for private rentals, knowing I could afford them. With the invaluable assistance of DASSA Aboriginal Support Workers, who helped me complete application forms and handled the paperwork logistics, I was eventually offered a 2/3-bedroom house through our local real estate agency.

My life has taken a positive turn, and I've embraced my faith in the Lord. I now attend the Assembly Of God Church here in Derby. Recently, I was baptised in the Fitzroy River, and I've been a member of the church since August. I wake up each day feeling happy and energetic, eagerly anticipating outings with my children. Every morning, I am overwhelmed with a sense of blessings.

On behalf of many Aboriginal people, I want to express our gratitude for the DASSA and BASSA facilities established in the Kimberley region. Countless individuals like me have faced similar challenges, and knowing that we have a safe haven to turn to in times of adversity is truly invaluable.

## Kuzi's Excellence Award Win: A Testament to Team Effort

As General Manager of MercyCare's Aboriginal Short Stay Accommodation sites in Derby and Broome, Kuzi has been pivotal in overseeing operations and supporting his team. He joined MercyCare in 2011 and took on the managerial role in the Kimberley region in 2014. Kuzi emphasises the importance of providing culturally safe accommodations for guests from the West Kimberley region and ensuring access to mainstream and culturally relevant services.

"I love working with my team, and working in the Kimberley has been such an incredible, eye-opening experience," he said.

He was honoured with the Group Leadership Award, which celebrates emerging leaders who work cohesively across MercyCare, fostering a safe, inclusive workplace culture and exemplifying leadership qualities.

Kuzi finds his greatest motivation in his team, cherishing his experience working with them in the Kimberley and continually pursuing excellence.



# Empowering Lives: Stories of Success in Out-of-Home Care

## Resilience Amidst Nurturing Transition to Independence: A Success Story

In 2020, a young person settled in our Family Group Home with her siblings. As part of her transition plan, she expressed hesitancy about immediately moving to independent living. Recognising her need for additional life skills support, we facilitated her move into a foster care placement. She resided with a General Foster Carer for six months before transitioning out of the foster care system. She continued to live with the foster carer, benefiting from the support of the Home Stretch WA program.

## Nurturing Sibling Bonds in Long-Term Care

In 2021, a pair of siblings joined our Family Group Home. Though reunification was not feasible, we identified specialised carers to provide them with a long-term foster care arrangement located nearby. The siblings now enjoy more interactions with their family. They also maintain contact with their younger brother, who is under the care of another agency. There is potential for the younger sibling to join them in this stable, long-term setting, in the future.



**60** children and young people were provided with a safe and supportive home through our General Fostering Services

**16** children and young people exited fostering services

**6** children and young people were supported through our Specialised Fostering Services

**29** children and young people were supported in Family Group Homes





# Helen's Journey: Flourishing with MercyCare's Disability Services

For Helen, MercyCare has been more than just a service provider. It's been a pillar of support and a conduit to a life filled with purpose and joy.

Having been associated with MercyCare for around 16 years and specifically with Disability Services for seven years, Helen's journey is a testament to the transformative impact of dedicated care and support.

When asked about the influence of MercyCare in her life, Helen expressed that their support has been instrumental in allowing her to lead the life she desires. "Very much so," she responds firmly. For Helen, this support can be seen in various ways: helping maintain her home, ensuring its cleanliness and safety, and facilitating her engagement with crucial therapy sessions.

But it's not just about practicalities. The emotional and social support MercyCare offers stands out as a lifeline for Helen. She confessed that without the heartwarming presence and the consistent support of the MercyCare team, she might have sunk into deep depression. As someone who thrives on human connection, the social support she receives has been nothing short of life-changing. "I'm a people person," she remarks, highlighting the significance of human relationships in her wellbeing.

The most profound transformation Helen has experienced since joining MercyCare revolves around having the right team by her side. With the harmonious combination of MercyCare's support team and her allied health professionals, Helen feels empowered, cared for, and, most importantly, understood.



"I have a great deal of respect for Helen and how she goes about her life. I am very proud of Helen and what she has achieved since I started supporting her in early 2022. I understand Helen's needs and am patient and respect that Helen likes tasks to be completed in a specific way.

I am always impressed with Helen's dedication and effort to her exercise routine each week at the gym and pool, I can see the great physical and emotional improvement in Helen's everyday life."

**Peter Phiri – Case Worker**

Our dedicated team of Disability Support workers provided **31,000 hours** of mentorship and services focusing on social, domestic and skill building.



This year has seen the creation and implementation of the Disability Services Model. This service model underpins and guides all decisions to improve the services we provide to existing and future people who choose MercyCare as their provider.

# Veronica's Journey: Embracing Independence with MercyCare's Disability Services

When it comes to Veronica, the story is one of resilience, support, and the significant strides one can make with the right companions by their side. Throughout Veronica's association with MercyCare she has grown in herself and developed a strong bond with her support team.

Veronica cherishes her independence. Residing in her home in Parmelia, she values autonomy and the ability to engage with her community. With MercyCare's support workers accompanying her, trips to the shopping centre become more than just errands; they are opportunities to savour breakfast or coffee and to immerse herself in the community.

For Veronica, it's not just about the practicalities; it's about the relationships she's fostered. One such treasured relationship is with Lee-Anne, her support worker, who takes her to the Salvation

Army for morning tea. These outings serve as a gateway for Veronica to socialise and meet new individuals, expanding her horizons and reinforcing her community bonds.

Thanks to MercyCare, Veronica has re-established contact with her brother, who resides in America. Veronica's nephew visited her recently, infusing her life with family bonding moments beyond e-mails and calls.

Veronica's story with MercyCare isn't just about receiving support, it's about embracing life's opportunities, nurturing relationships, and cherishing the moments that truly matter. In MercyCare, Veronica has found a provider and a partner in her journey towards a fulfilling and independent life.



**"I have worked with Veronica for some years, mainly in Social Support. Veronica is quite a popular lady throughout our community. Her circle of friends has grown even more through this time, we go shopping, and Veronica loves a scratchy play lotto! We have certainly become part of her local community spending lunch in a local coffee shop where she is loved by all, so much so that she ventures out on her own now, having a cuppa where the staff greet and chat with her making her feel very safe."**

Lee-Anne, Veronica's Support Worker

# Opening Doors to New Opportunities

## Meet Steph Silla, our Employment Liaison Officer

In December 2022, my journey with MercyCare began. For the past eight months, I've been the Employment Liaison Officer for Multicultural Support Services, a role that has allowed me to weave empathy and opportunity into every interaction.

My work primarily revolves around supporting asylum seekers and refugees in the north and south metro areas. These clients often face employment and training barriers due to their bridging visas. My role is to assess their unique challenges and collaborate with them at their own pace, offering solutions that may include English classes, educational pathways, or volunteer/work experiences.

I also mentor SETS caseworkers on educational pathways and collaborate with organisations like CARAD, Naala Djookan, Graceville Women's Refuge, and ASSETS. Additionally, I've introduced a resume workshop to assist eligible clients in creating their resumes in a supportive environment.

Joining MercyCare was a conscious choice after 22 years in State Government. I was seeking a role where I could provide practical, person-centred services that truly made a difference, free from government agency constraints.

While there have been many noteworthy moments at MercyCare, one recent experience stands out. I worked closely with a client to assess suitable employment prospects and guided her through the application process, from resume building to interview preparation. She received positive feedback and expressed her gratitude for MercyCare Multicultural Support Services. This moment represented not only a personal triumph but also a step towards breaking down barriers for multicultural clients accessing sustainable employment at MercyCare.

Under the leadership of our General Manager, Samira Husic, I've found an inclusive working environment where staff are valued, supported, and provided with development opportunities. This leadership style empowers me to strive for team goals while approaching my work with a person-centred perspective, treating clients with empathy, compassion, and respect.

At MercyCare, our unique point of difference is this unwavering care, value, and respect for all community members. The opportunity to make a meaningful difference in the lives of others is a privilege that keeps me inspired and fulfilled daily.

**"Helping human beings is purposeful work and extremely rewarding. This is the MercyCare point of difference: we care, value and respect all community members. I feel blessed and lucky to come to work every day."**





# Naala Djookan Healing Centre Leading WA's Family and Domestic Violence Support Hub Network

Naala Djookan Healing Centre was the first Family and Domestic Violence Hub that opened in 2020 in Western Australia.

It is a one one-stop shop best practice approach to supporting victim-survivors of Family and Domestic Violence, and based on this, there are now two more Family Domestic Violence Hubs open in WA, with a third one in the planning.

Mercy Care has two staff members based at the Naala Djookan Healing Centre – one advocate and one community engagement officer who plans and facilitates all the group programs.



**88** women assisted  
with advocacy support

**519** referrals received

**225** group sessions delivered

**1,314** participants in group  
sessions, both women & children

This is a partnership of ten organisations led by the City of Stirling that focuses on trauma-informed, client-led support with organisation partners having the expertise to support people from various backgrounds in a culturally safe way.

## Refugee Week Morning Tea

During Refugee Week, our Ord Street office in West Perth hosted a special morning tea, spotlighting personal journeys and our impact on refugees. The event celebrated our Good Habits brand and offered attendees a taste of our olive oil. Food

Almadi, a business founded by a refugee family, provided the catering for the event. The gathering became a testament to the dedicated efforts of our Multicultural Support Service team and volunteers in supporting refugees.



# From Struggle to Freedom: Mu Lay's Journey

Mu Lay's journey began as a 13-year-old refugee arriving at a refugee camp on the Thailand-Burma/ Myanmar border in 1997 to escape the conflict ravaging her home village. Her village, a part of the Karen ethnic minority group, had been targeted by the Burmese military.

Mu Lay eventually arrived in Perth with her parents in 2010 on humanitarian visas. Initially facing challenges in a new city, Mu Lay persevered. She connected with her community, aided her parents' integration, and even obtained her driver's license. Starting with house cleaning jobs, she swiftly transitioned to a bi-lingual support role for new refugees. Her journey led her to become a caseworker at MercyCare, focusing on assisting refugees' settlement and employment needs in Perth.

As part of MercyCare's Step-by-Step team, Mu Lay aids humanitarian arrivals and migrants in their settlement during their first five years in Perth. Her role includes providing guidance, advocacy, and referrals, facilitating employment workshops and job readiness preparation. Mu Lay's passion for helping refugees, rooted in her personal experiences, has driven her commitment to her role and gratitude for the opportunity to make a difference in Perth's refugee community.



**"I have always been a person who grabs opportunities whenever I can. My passion is helping refugee people, so I love my job and I feel so grateful to be here in Perth."**

# No Interest Loans Empowering Dreams

MercyCare offers No Interest Loans (NILs), providing affordable and interest-free loans to support individuals and families in acquiring essential household items, covering health expenses, and enhancing employability through skill development.

Over **90%** of clients were actively repaying their loans

**455** loans were fully repaid

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



**268** loans were issued for Aboriginal clients

**161** clients came from culturally and linguistically diverse backgrounds

**256** loans were issued to single parents

**473** clients identified as female

## Empowering Family Care and Community Impact

Our client, a dedicated Aboriginal woman in her mid-60s, plays a crucial role in her community in a remote area of Western Australia. As the caregiver for her grandchildren, she receives a foster allowance while working part-time as a Community Worker. Her commitment to her family's wellbeing is evident as she strives to create a safe and nurturing environment for her grandchildren.

In her initial engagement with MercyCare, she sought financial support to purchase a bigger freezer to buy food in bulk, ensuring an adequate supply for the children in her care. With her part-time role as a community worker, she completed the loan well ahead of its designated term.

This year, she approached us for a second loan with the intention to enhance her home's comfort

and functionality for her grandchildren. The funds were used to acquire a new lounge, a step towards creating a warm and inviting space.

Her personal growth is equally inspiring. She has advanced her career, securing a traineeship as a Support Worker for individuals facing family and domestic violence (FDV). She exhibits exceptional dedication, balancing her three-day work week and responsibilities as a caregiver.

Above all, her primary goal remains clear: to maintain her family's unity and provide her grandchildren with a secure and thriving family environment. Her story exemplifies resilience, strength, and an unyielding commitment to the wellbeing of her loved ones.







## Intensive Employment Support Service

**60** people from refugee and asylum seeker backgrounds were supported into employment



## Status Resolution Support Service

**180** clients were assisted

**9** clients received permanent visas

**1** child was granted Australian citizenship

**3** clients are engaging in the New Zealand resettlement program and are preparing for departure

## Overcoming Visa Challenges for a Brighter Future

The client, a single mother from Zambia, was referred through the MercyCare Step by Step settlement services program. Despite facing challenges, including family and domestic violence, she sought asylum in Australia. With ministerial intervention, she was granted Permanent Residency. Her child, who joined her from Zambia in January 2022, faced educational disruptions due to visa issues. Advocacy within the Catholic school system secured temporary enrolment at Aranmore Catholic College while awaiting a visa decision.

The child qualified for a Child Visa however, this came with a \$2,750 application fee which is not covered by the No Interest Loan Scheme. Without this visa, there was a risk of potentially overstaying their visa which could impact the child's education and future residency prospects with his mother.

Despite the unconventional request, we successfully advocated for and secured a No Interest Loan to pay for the visa fee. This decision was driven by the importance of ensuring the child's education continuity and future within the country alongside his mother.



# Step By Step Team: Innovators in Refugee Support



**147** people were supported  
**512** sessions were held with a focus  
on employment and support in navigating  
housing and cost of living challenges

**12** people were assisted  
into paid employment  
**30** people were assisted  
into training opportunities

Operating under the Settlement Engagement and Transition Support Services, Step By Step is a federally-funded initiative delivered by MercyCare in collaboration with Save the Children and the Edmund Rice Centre of WA. This program offers comprehensive support to newly arrived refugees during their initial five years in Australia.

Since its launch in 2019, the Step By Step team has greatly impacted refugees arriving in Australia through the National Humanitarian Entrant Program. Their support spans assistance with settlement, English language acquisition, accessing education, and employment facilitation.

There were celebrations when the Step By Step Services team won the Innovation Excellence Award at MercyCare's 2022 Excellence Awards gala.

Samira Husic, the General Manager of Multicultural Support Services, commended the team's dedication, emphasising their embodiment of values like compassion and courage, especially while advocating for refugees despite their challenges.

The Innovation Excellence Award is conferred upon those who exhibit innovation, significantly impacting MercyCare and the broader community. This recognition was both a surprise and a proud moment for the Step By Step team, underscoring their continued commitment to serving refugees.

**"Empowering someone is one of the most impactful things you can do for any human being; the Step By Step Team helps our service users to see how resilient they are and become more aware of their strengths. This then helps them realise that they can overcome the challenges before them and thrive."**





# Jessica's Empathetic Approach Earns Service Excellence Award

Jessica was honoured with a Service Excellence Award at MercyCare's 2022 Excellence Awards, recognising her compassionate and caring approach to her work. This award, nominated by her colleagues, acknowledges individuals or teams that consistently deliver outstanding services at the highest standards, leaving a positive impact on the workplace and the community.

Jessica expressed her surprise at winning the award, noting that there were many worthy nominees. When her name was announced, she felt a combination of surprise and immense happiness.

Colleagues describe Jessica as someone with a genuine interest and respect for the diverse

cultures represented among MercyCare's clients and staff. Working at MercyCare's Mirrabooka office has allowed her to learn and grow by assisting people from various cultural backgrounds.

This experience has fostered patience, careful listening, and effective communication, especially when addressing clients' unique life experiences and situations, often compounded by language barriers. Jessica has developed greater empathy and a strong commitment to being respectful of everyone she interacts with.

**"I love assisting our clients and my work colleagues, even with a simple task or query"**







## Traditional Olive Harvest Brings MercyCare Together

Each year, MercyCare's Wembley Intergenerational Campus becomes a hive of activity as the community bands together for the annual olive harvest.

The 2023 harvest reaped 309kg of olives, thanks to the generosity of the Benedictine Community of New Norcia, whose equipment was used, and MercyCare staff and families, local residents, and clients from refugee and asylum seeker backgrounds, who gave their free time to the effort.

The centuries-old olive trees were planted on the grounds of Wembley in the 1850s by the Benedictine Monks and are listed on the State Register of Heritage Places. The Monks would harvest olives and then press them to make olive oil in The Stables, a historic building on the site.

For many years, the olive harvest has been part of MercyCare's evolving story. It bonds us to our history while being a symbol of how far we have come. Today's olives continue their life cycle as oil, which MercyCare uses for candle and soap-making workshops to encourage enterprise opportunities for women from refugee backgrounds.

It is also used as a social enterprise for our Multicultural Services, which sell Good Habits Soap and Good Habits Olive Oil to raise funds to support refugees and people seeking asylum to find meaningful long-term employment.





# Musical Easter Reflection

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To celebrate Easter and our rich Mercy heritage, we were very excited to welcome eight notable classical musicians to perform solo violin and cello performances at our offices and aged care homes on Holy Thursday.

The musicians captivated listeners with a thirty-minute performance of significant Easter pieces from the Christian tradition, bringing the message of hope, love, peace and joy.

The event gave audiences the time and freedom to experience a small moment of peace and reflection before the busy Easter weekend started. It was certainly a highlight of the year.

The following pieces were performed, with accompanying notes about their meanings and significance provided to the audience:

## **Amazing Grace**

(John Newton, 1779)

## **The Old Rugged Cross**

(George Bennard, 1912)

## **How Great Thou Art**

(Carl Boberg, 1885)

## **Gabriel's Oboe**

(Ennio Morricone, 1986)

## **Hallelujah Chorus**

(George Handel, 1741)



# Our Commitment to Reconciliation

MercyCare's ongoing commitment to the reconciliation journey is guided by the organisation's overall Aboriginal Pathway with its seven outcomes that we continue to work towards.

This year, we took another step forward with the appointment of Pamela Thorley as Manager of Aboriginal Pathway Strategies.

Pamela, a Noongar-Menang woman from the great southern region of Western Australia, brings

a wealth of knowledge and experience to the position, having spent over 20 years working in government at a senior management level in Aboriginal affairs and senior roles within Aboriginal community-controlled organisations.

Since taking on the role, Pamela has driven participation in Reconciliation Week and NAIDOC celebrations, Aboriginal Cultural Awareness Training and the Aboriginal Community Sponsorship Program.



## Reconciliation Week Breakfast

We had a successful turnout for this year's National Reconciliation Week breakfast, which inspired staff and community members. The event featured Aunt Viv delivering a warm Welcome to Country, emphasising the continuity of home across generations. The theme for this year, "Be a Voice for Generations," was highlighted through compelling speeches by Ken Wyatt AM and Craig Foster AM, who advocated for the Voice to Parliament referendum and truth and justice in

Australia's history. Our mission and values were echoed throughout the virtual breakfast, from our early learning centres to the stories in the Kimberley, where we have our Aboriginal Short Stay Accommodation facilities in Broome and Derby.

**Special thanks go to the Aboriginal Pathway and Champion Centre teams for coordinating such a successful event.**



# Aboriginal Community Sponsorship Program

This year, MercyCare's Aboriginal Pathway Community Sponsorship Program has generously supported three inspiring recipients.

## We Got Game Academy

We Got Game Academy was born from a love of AFL football and the benefits that AFLW can bring to Aboriginal players in the Kimberley Region of WA. There are limited opportunities for women living in remote and regional areas, and in the Kimberley, there is a large population of people from low socio-economic backgrounds, which

can affect their participation in sport. The We Got Game Academy is a free program for players and club members that provides access to skills development, sporting opportunities, better health, and enhanced wellbeing through social connection and physical activity.



## Koongamia Football Club 2023 Season

Since forming in 2000, the Koongamia Football Club remains the only Aboriginal-founded football club in the Perth metropolitan area. The Club aims to develop partnerships that maximise opportunities for Aboriginal Australians residing on Aboriginal country to participate in sport and recreation, ultimately providing health, education, social and cultural benefits for individuals and their respective communities.

## Kaarl Aboriginal Corporation

Under guidance and direction from their Minang/Goreng Elders, the Kaarl Aboriginal Corporation is developing a Minang/Goreng language short introductory course as part of rebuilding their cultural obligations to their youth to regain lost language and cultural learning. The Corporation hopes to build on the impact of the short course by one day providing language lessons to their wider community.





# Unity in Diversity



**1,450** employees

**431** full-time

**756** part-time

**263** casual

**88%** of staff identify as female

**12%** of staff identify as male

Our senior leadership group is

**66%** female, **34%** male

**25%** of MercyCare employees have a first language other than English

**1.8%** of our workforce identify as Aboriginal or Torres Strait Islander



## Rainbow Reference Group

MercyCare's Rainbow Reference Group includes 15 representatives from across the organisation with a focus on creating a culturally safe and inclusive workplace for LGBTQIA+ individuals. Over the year, the group has coordinated a series of events to encourage conversations and opportunities to learn as well as provide accessible resources for further education and awareness.

In May, we celebrated IDAHOBIT with events coordinated across four MercyCare sites including presentations, special guest speakers and interactive activities. Feedback from participants was positive with the majority of participants rating the presentations as good or excellent.

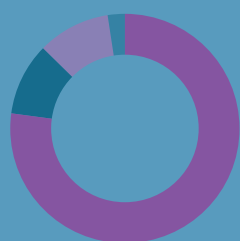
# The Impact of Volunteering

"Volunteers are such a vital part of what we do – we are grateful for the care, compassion and enthusiasm that they bring with them when working with our clients!"

Jacqui Whelan  
Manager Multicultural Support Services  
North, Family and Community Services

"Volunteers are GOLD! No words to express how grateful I am to have a wonderful group of volunteers who help make a difference in the residents' daily lives."

Jenny Earnest Sadan  
Wellbeing Coordinator  
Rockingham Residential Aged Care



- AGED CARE SERVICES
- EARLY LEARNING CENTRES
- COMMUNITY SERVICES
- CORPORATE

**166** volunteers contributed  
**34,528** hours

"We have wonderful volunteers who attend weekly to encourage, nurture and support positive outcomes for our children. The children feel loved, welcomed, and valued. Our volunteers are a blessing to our centre, our staff, and our children. Some of the children have grandparents that live too far away or live in other countries and one of our volunteers fills this void with her special enthusiasm and helps the children feel safe and secure."

Leah Mizen – Centre Manager, Early Learning Services

"The power of human connection and social interaction is essential. Our volunteers make a world of difference and play a vital role in enriching the lives of our residents, clients, service users and children. Our volunteers are nothing short of amazing; their ability to connect with others and show compassion, kindness and dedication is truly inspiring."

Tanya Filevski – Volunteer Lead



# Empowering Progress: Advancing through Learning and Development

**8,730** hours of learning received by our staff and volunteers

**204** individual courses

**28** courses delivered online



Clinical Care learning comprised of **59%** of courses

**95%** of staff said that they would recommend their course, with comments such as:

- The course provided factual and relevant information
- The course contained important information that everybody needs to know
- A fantastic introduction to the organisation
- It provided an insight into the worldview of others, and it was informative to note the cultural experiences of other ethnic groups

## MercyCare Invests in Management Staff

MercyCare is actively investing in the development of its staff through a Leadership and Management course facilitated by AIM WA. Over 20 employees embarked on this program, reflecting MercyCare's commitment to nurturing emerging leaders within the organisation. This initiative has positively impacted various service sectors, such as Aged Care, Home Care, Early Learning, Community, and Corporate Services.

The Emerging Leaders Program covers essential skills like leadership, communication, operational planning, team development, emotional intelligence, and continuous improvement. Participants even have the opportunity to apply their newfound knowledge towards obtaining a Certificate IV in Leadership and Management

This strategic initiative aligns with MercyCare's 2023 Strategic Plan, emphasising investment in services and people to strengthen the organisation's mission capability. CEO Anthony Smith emphasised that this journey is controlled by the participating staff, fostering a proactive and enthusiastic learning environment. This commitment to staff development underscores MercyCare's dedication to empowering its workforce.

**24** Staff enrolled with **17** completing the course

Improved completion rate from 21-22 of **32%** to 2023 of **71%**

We feel that this is due in part to staff self-nominating for the course (with the support of their manager and executive director) as a result employees feel appreciated, heard and supported by their leaders

**12** Staff are completing Recognition of Prior Learning to obtain 4 units of competency from BSB40520 Certificate IV Leadership and Management qualification

**DISC Profile** completed for all students which can help improve teamwork, communication, and productivity in the workplace, by deepening understanding of self and others





# Safeguarding our Workforce

## Celebrating Health and Safety

We proudly organised and hosted our very first annual National Safe Work Month, Health and Safety Representative forum.

This special event served as a unifying platform, gathering our dedicated representatives from various corners of the organisation. It was a day filled with celebration and enriching opportunities for learning and growth.



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

**28** people were elected as Health and Safety Representatives across the organisation

## Championing Work Health and Safety at MercyCare

Julie, MercyCare's Senior Work, Health and Safety Consultant, has been dedicated to establishing Work, Health and Safety Committees across the organisation this year.

Julie was recognised with the Health Safety and Wellbeing Award, which celebrates individuals who champion workplace health, safety, and wellbeing, going the extra mile to foster a culture of health, safety, and inclusion.

Nominated by her colleagues, Julie was praised for her "positive energy" and her willingness to accommodate the needs of her coworkers.

She spoke about her rewarding experience in introducing Work Health and Safety Committees, training Health and Safety Representatives, and witnessing their growth in confidence.

Appreciating and acknowledging dedication and hard work is powerful, demonstrating MercyCare's appreciation for its employees.

Julie's passion lies in collaborating with various teams, and she finds great satisfaction in working alongside remarkable individuals every day, contributing to making a difference in people's lives.

**"The most enriching part of my role is being with our people in their working environment and getting to know what they do, why they do what they do, and how they do it – whilst forming relationships and being a part of their teams to achieve safety outcomes together."**



# MercyCare's Excellence Awards Gala

MercyCare's Excellence Awards Gala event saw over 300 staff members from right across our services gathered at the Perth Convention and Exhibition Centre to recognise exceptional employees and volunteers who exemplify MercyCare's values and provide a positive, quality experience for our service users. This gala, held during Mercy Week, featured the lively entertainer Famous Sharron as the host, infusing the room with her infectious energy and humour.

**More than 90 staff and volunteers were nominated by their peers for the 2022 Excellence Awards**

The gala adopted an eclectic Japanese-inspired theme, featuring a vibrant street scene backdrop and twinkling cherry blossom tree lights throughout the venue.

The event commenced with Dr. Richard Walley OAM leading a Welcome of Country, followed by a captivating musical performance by En'Coda.

The keynote speaker for the evening was the Honourable Dr Anne Aly MP, who shared a powerful personal connection to early learning and residential aged care. She also praised MercyCare staff for their dedication to supporting vulnerable members of the Western Australian community.

Before announcing the Excellence Awards category winners, MercyCare's CEO, Anthony Smith, expressed deep appreciation for all staff and volunteers and their significant contributions.

The night ended on a high, with the winners celebrating their recognition with their colleagues.





# 2022 Excellence Award Recipients

More than 90 staff and volunteers were nominated by their peers for the 2022 Excellence Awards across the following categories.

Congratulations to the winners:

## **Achieving Together Excellence Award**

Brendan Manning

## **Innovation Excellence Award**

Step by Step Settlement Services Team

## **Service Excellence Award (three winners)**

Ann Flack, John Murphy and Jessica Reyes

## **Catherine McAuley Excellence Award**

Courtney Barnard

## **Customer Care Excellence Award**

Sarah Thomas

## **Group Leadership Excellence Award**

Kuzi Sakupwanyia

## **Health, Safety & Wellbeing Award**

Julie McMahon

## **Special Recognition Awards**

Bassendean Early Learning Centre - Educators

Dona Atukorale, Aayana May and Ting Ting Guan

Disability Support Worker, Graham Wilson

## **'Home of the Year 2022'**

Joondalup Residential Aged Care Home





# Joondalup Home of the Year for Outstanding Dedication

MercyCare Joondalup Residential Aged Care Home was honoured by being named 'Home of the Year' at MercyCare's 2022 Excellence Awards. This recognition was a tremendous source of pride and surprise for the dedicated staff at the facility.

The Joondalup Service Manager Karen Lyon expressed her team's surprise and deep honour in receiving the award. She highlighted that her staff's commitment often goes beyond the call of duty and that this award validates their efforts. Recognising their achievements and contributions was highly rewarding for the entire team.

Karen has witnessed her team's unwavering dedication and passion, emphasising that the award was well-deserved. The team is motivated to enhance the lives of the residents, and Karen takes great pride in their accomplishments.



## Residential Aged Care

**517** older people called our Residential Aged Care home

## Mercy Village

**159** people call Mercy Village Home



## A Passionate Heart at MercyCare

In MercyCare's Home Care team, Sarah Thomas, a Senior Support Worker plays a crucial role in helping seniors maintain their independence at home and in the community. Her dedication to this role was highlighted when she received the Customer Care Excellence Award, recognising exceptional customer care.

Though humbled by the nomination, Sarah never expected to win. She expressed her gratitude, saying, "it is a great feeling to know that my colleagues recognise my work in the community." When her name was announced as the winner, her team reacted with excitement and pride.

Her colleagues describe Sarah as a "gentle and compassionate" individual with a deep love for helping others. Building trusting relationships with clients is at the core of her role, which comes naturally to her. She finds great fulfilment in gaining their trust, forming friendships, and witnessing their wellbeing improve.

Since joining MercyCare in 2021, Sarah has experienced personal and professional growth. She values the knowledge she gains from clients and peers, always striving to do her best. The recognition from those she cares for and works with reinforces her belief that she is making a significant difference in their lives.

# Elevating Aged Care: The Vital Role of Care Companions

At MercyCare, we understand that true support goes beyond attending to individual tasks; it encompasses a person's needs. This is where our Care Companions step in, offering a comprehensive and compassionate level of care. They don't just provide services; they nurture and uplift the spirits of our residents.

Every resident embarks on a distinctive aging journey, and our Care Companions acknowledge and respect this diversity. Listening, asking questions, and thorough assessments are their tools. These skills enable them to deliver a holistic care service tailored to each resident's requirements.

The Care Companion approach marks a departure from the traditional task-oriented caregiving model. Instead, it prioritises empowering residents to live their best lives. It's not just about completing tasks; it's about fostering an environment where residents thrive.

MercyCare's dedication to a person-centred model of care is a testament to our values. The role of the Care Companion exemplifies this commitment. It's all about championing residents' wellbeing, ensuring their personal and social care needs are met, and creating an environment where they can flourish.

In life's journey, MercyCare's Care Companions walk alongside our residents, providing care, companionship, compassion, and a commitment to making each day the best it can be. Our values-driven approach transforms the aged care landscape, and our Care Companions are at the forefront of this inspiring change.



## Bringing Joy through Connection



Meet Sherry Edwards, our Wellbeing Coordinator at our Maddington Residential Aged Care home

My nearly eight-year journey with MercyCare has been a rewarding one. As the Wellness Coordinator, I curate a range of activities for our residents, from beauty appointments to pet therapy and concerts. My transition from the kitchen to Wellness Coordinator was a dream come true, aligning perfectly with my desire to be hands-on with our residents.

This role is more than just a job; it's a source of fulfilment and joy. Our residents have become like family to me, and I cherish the bonds we've formed.

**"I firmly believe my role aligns with MercyCare's values and mission by enhancing our residents' wellbeing and creating meaningful experiences."**



# Nurturing Holistic Care

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## Meet Jenny Earnest Sadan, our Wellbeing Coordinator at Rockingham Residential Aged Care home

In March 2023, I joined MercyCare, bringing my 20 years of experience in teaching and aged care to the team. Originally from Sarawak, Malaysia, I joined MercyCare in March 2023 as a Lifestyle Coordinator, bringing my 20 years of experience in teaching and aged care to the team.

Quickly, I became a Wellbeing Coordinator as part of MercyCare's new Care Companion model. This change reflects MercyCare's commitment to holistic care and teamwork as we collaborate across departments to enhance residents' lives.

What drew me to MercyCare was its mission, vision, and the value of "Compassion." I believe in understanding and empathising with others, a value that aligns with my role. Making residents smile is my daily goal, knowing their happiness mirrors mine.

One significant moment in my MercyCare journey was supporting the Care Companion Model transition. It was challenging as we moved from having Therapy Assistants to the new model. However, I saw its potential to offer more person-centred care.

At MercyCare, we emphasise teamwork and collective success. Our shared goal is to provide holistic, person-centred care, fostering inclusivity, open communication, and a healthy work culture. Working together as a united team amplifies our impact throughout the organisation.

I'm excited about further opportunities to shape care in our community. Embracing change, nurturing teamwork, and anchoring on compassion have been the pillars of my MercyCare experience, and I'm eager to continue this journey.

**"I am grateful to MercyCare for allowing me to carry this role to make a difference in a resident's life and make them feel heard and important. Each one of them matters!"**



# Days Gone By

MercyCare's Intergenerational project, initiated in collaboration with Griffith University in 2021, continued to foster meaningful connections between younger and older generations in November 2022. Students from John XXII College, part of the Magis Gifted and Talented program, visited Mercy Village in Wembley as part of this project. It aims to bridge the generation gap and promote social participation, respect, and lifelong learning, aligning with the World Health Organisation's Active Ageing Framework.

During the visit, residents shared captivating stories of their lives, which students recorded. These stories ranged from childhood memories to career experiences, travel adventures, love stories, and historical events. The project strengthened the bond between generations and enhanced students' writing and communication skills. Their efforts culminated in the "Days Gone By" book, documenting the shared stories.

In addition to relishing the stories, students were fortunate to receive valuable life advice from the residents. Roseanne Moylan, 84, "Believe in yourself... be sure to do what you want to do, not because others tell you to do so."

Intergenerational programs like this one offer numerous benefits, including students learning respect and compassion for older generations, while residents enjoy the social and health advantages of joyful and engaging experiences.





# Leveraging Paramedics in Aged Care: A Multi-Disciplinary Approach to Holistic Care

MercyCare continuously pioneers innovative approaches to ensure the best possible care for our residents. A major pillar of this innovation is embracing a multi-disciplinary clinical team to cater to our residents' needs holistically.

The nursing staff shortage, notably highlighted in December 2022, when only 21% of Australian aged care facilities could ensure 40 minutes of nursing care per resident daily, has compelled us to think creatively. In addressing this challenge, MercyCare has identified the untapped potential of integrating paramedics into the aged care environment.

Paramedics bring a wealth of skills and experience, making them invaluable assets to our care homes. Their adaptability complements our internal clinical team and existing healthcare professionals, collectively enhancing the overall care experience for our residents.

## Key Advantages of Paramedics in Aged Care:

**1. Elevated Care Standards:** Their advanced clinical expertise and emergency response training contributes to the quality and promptness of care.

**2. Staffing Versatility:** Paramedics enhance flexibility, readily filling in during high-demand periods or specialised care needs.

**3. Economical Solution:** Using paramedics is cost-effective and provides better consistency than using agency staff.

**4. Interprofessional Synergy:** Encouraging collaboration between paramedics and nursing staff promotes a seamless, multi-disciplinary care approach, enriching the residents' overall experience.

**5. Diverse Roles:** Paramedics can undertake specialist roles such as new resident onboarding, personalised care planning, and health assessments. Their involvement is especially pivotal during viral outbreaks and in handling complex medical cases.

This forward-thinking approach of integrating paramedics into the fabric of aged care addresses staffing concerns and elevates the overall quality and consistency of care. With the residents at the heart of our mission, MercyCare continues to champion strategies that promote efficiency, sustainability, and holistic wellbeing in the aged care sector.



# A Paramedic Journey into Aged Care

## Meet Darren Warby, a Paramedic at Rockingham Residential Aged Care home

It's been a fulfilling ten months since I joined the MercyCare family as a Registered Paramedic at the Rockingham Aged Care Facility. In my role, I don multiple hats, like a Registered Nurse, attending to a broad spectrum of responsibilities, including wound care, reviews, medication administration, and general care. Complemented by my Paramedic skill set, this role synergises seamlessly with the MercyCare team to provide optimal medical care to our residents and invaluable clinical support to my colleagues.

My journey into Aged Care at MercyCare began as I was intrigued by an innovative pilot program introducing Paramedics into this setting. After over two decades as a frontline Paramedic, I sought a change that would allow me to offer continuous care and build meaningful relationships with patients and residents, a departure from my previous, often brief, encounters.

Working with MercyCare in the Aged Care setting has been incredibly rewarding. It lets me focus on nurturing long-term relationships with clients while utilising my clinical Paramedic skills.

One cherished memory stands out—capturing heartwarming moments as the photographer during a special Mother's Day function. Seeing residents laugh and relish the day was truly fulfilling.

Being part of the lives of these wonderful individuals brings me immense joy. My colleagues are not just coworkers; they're a supportive and friendly team that values teamwork. The professional and comprehensive training ensures my skills are always up-to-date and relevant.

Conversing with our residents brings me the most satisfaction in my role, allowing for quality moments of reminiscence and shared laughter about their eventful lives.

In my brief tenure at MercyCare, I've discovered a deep sense of purpose and a unique opportunity to contribute to residents' wellbeing. Each day brings renewed anticipation to continue this meaningful journey alongside the compassionate team at MercyCare.

**"I am excited to see what the future holds for me within the organisation, and I feel very proud to be able to represent MercyCare in such a way."**





# The Strength of a Family Bond

Val and Chris, a devoted couple of 41 years, faced the challenge of ensuring Chris remained independent in their cherished family home. Chris' health noticeably declined after a taxing trip to America in 2022.

On the advice of their doctor, Val reached out to MercyCare. They joined the Short-Term Restorative Care program, which later transitioned to MercyCare's Home Care program. The goal was not to replace Val's support for Chris but to complement it, ensuring he remained active.

With the diligent efforts of the STRC team, they introduced household adjustments and therapeutic measures, including noise-cancelling headphones for music therapy and tailored physiotherapy sessions. This support from MercyCare has fortified the couple's bond, enabling them to cherish more moments together in their home.

**"We have been doing life together for almost 41 years, through wars and service, across different countries. The Short-Term Restorative Care and smooth transition to the Home Care program have allowed us to stay together longer and offered me additional support I hadn't realised I needed."**

**2,393** older people are supported and cared for through our Home Care, Short Term Restorative Care teams and provided Community connection through Harman Park and Davis House



## Irish you a Happy St Paddy's Day

Harman Park Community Centre hosted a St Patrick's Day lunch, enjoyed by the lovely locals who embraced the Irish spirit. Clients explored their creative sides to decorate the centre from head to toe. A highlight for many was having a go at creating their own limericks, with varying levels of success.

The celebration involved learning about Irish culture and even tasting some green muffins prepared by our cook, Kula. Volunteers Len and Janette performed traditional Irish music, which got everyone up on the dance floor, with some brave enough to attempt the Irish jig.

It was lovely to see everyone getting together and participating in the celebrations organised by our fantastic staff and volunteers at Harman Park. The laughter and vibrant atmosphere made it a joyful day for all involved.

# Shaping the Future of Care

## Meet Lauren Meredith, our General Manager of Home Care

For over a year, I've proudly been a part of the MercyCare family, overseeing Home Care services across Perth. Our mission is to assist individuals over 65 in maintaining their independence at home. This encompasses a range of programs, including Home Care Packages, the Commonwealth Home Support Program (CHSP), Short-Term Restorative Care (STRC), community-based social and respite centres (Harman Park and Davis House), and MercyCare's retirement village in Wembley.

I was drawn to MercyCare's long history in WA and the diversity of its people and operations. I felt inspired to join the aged care team and get to play a small role in something very big, with the aged care sector undergoing the most significant reform in a generation. It is a responsibility that cannot be understated—we are actively shaping the future of care for older Australians, especially in the realm of Home Care, where the desire to enable people to stay in their homes for as long as possible is growing.

One of the most rewarding projects I've been involved in during my time at MercyCare has been the restructuring of the Home Care team earlier this year. We transitioned from a predominantly centralised structure to a regional one, resulting in numerous positive outcomes for both our team members and the individuals we support.

Whether it's assisting someone with meal preparation, providing nursing services, delivering an allied-health-led falls prevention program, offering respite care for those living with dementia, or facilitating social group connections for those who would otherwise be socially isolated, our Home Care team makes a tangible difference every day. Our Home Care team contributes daily to making a difference to the individuals we support and our wider community. This is a powerful purpose for our team and is what drives us forward.

**"As part of my role, I have the privilege of reading every piece of feedback we receive from our clients and their families. Each time, it serves as a powerful reminder of the impact of what we do."**





# Our Structure



## Executive Team



**BACK ROW:** **Martin Wandmaker**, Executive Director of People, Culture and Brand, **Phil Martin**, Executive Director of Aged Care Services, **Rosina Smith**, Executive Director of Early Learning Services, **Anthony Smith**, Chief Executive Officer,

**Amelia Yam**, Chief Financial Officer  
**FRONT ROW, SEATED:** **Jennie Burns**, Executive Director of Family and Community Services, **Vicky Gonzalez Burrows**, Executive Director of Mission and Ethos

# Company Members



**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 26 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.



**Anne-Marie Pitos, Deputy Chair**

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, Board member of Nagle Education Alliance of Australia Inc., 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).



**Steve Halley-Wright**

Steve Halley-Wright has held senior leadership positions in major corporations and in Catholic education for over 30 years. Since 2009, Steve has been Director Finance & Administration at Newman College, a Pre-K to 12 coeducational Catholic College with around 1860 students. Prior to that, Steve was General Manager Group Accounting & Corporate IT, and General Manager Group Audit at Wesfarmers where he worked closely with the Board and senior management in developing and enhancing the risk and control environments of this major, diverse business. Steve is a Fellow of the Institute of Chartered Accountants



**Mary McCormish, OAM**

Mary McCormish 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 Director of Daydawn Advocacy Centre from 2013 – 2016, an initiative of the Catholic Church in the Archdiocese of Perth with Indigenous people.



**Des Hardiman**

Des Hardiman has over 40 years commercial experience primarily in the not-for-profit sector. As a qualified accountant, Des has worked in Catholic education for over 30 years, having held the leadership position of Bursar/Business Manager at Trinity College, Newman College and John XXIII College in that time. Responsibilities included all financial management, risk, board governance, non-teaching staff, and capital developments. Des has been a member of school boards and held numerous committee positions on related associations. Retiring in 2015, Des has a small consulting business and is active in the community as a Justice of the Peace and on the Board of the Swan Districts Football Club. He is also a Fellow of the Institute of Public Accountants and a Member of the Governance Institute of Australia.



**Tom Stephens**

After service as a state parliamentarian (1982-2013), Tom Stephens continues active involvement with WA's regional and Aboriginal communities, serving as an Independent Director with a number of Aboriginal corporations and on a number of boards and committees in both the not-for-profit and government sector, including as Chair of the Kimberley Development Commission.



# Board Directors



**Mary Woodford, Chair**

**Appointed:** 3 July 2014

**Board meetings attended:** 6 of 6

**Qualifications:** Bachelor of Laws, Masters of Public Health, Bachelor of Arts (Hons), FAICD (2013), Fellow Governance Institute Australia (2016)

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

**MercyCare Responsibilities:** Board Director (Board Chair); Nomination and Remuneration Committee; Mission Stewardship Working Group



**Michael Kenyon, Deputy Chair**

**Appointed:** 3 October 2013

**Deputy Chair:** 24 August 2021 - 1 June 2023

**Board meetings attended:** 6 of 6

**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 (Deputy Board Chair); Nomination and Remuneration Committee; Finance, Risk, Audit and Property Committee; Care Quality Committee



**Margie Tannock**

**Appointed:** 28 October 2021

**Board meetings attended:** 6 of 6

**Qualifications:** Margie is an experienced senior lawyer, recently concluding 10 years as a partner of a global law firm. She now runs her own practice, ESG Legal, working at the intersection of law, public policy and litigation

**Experience:** Margie advises corporate and government clients on statutory approvals, corporate governance, compliance and public law. Margie is committed to the advancement of pro bono and social justice initiatives, particularly in the areas of indigenous education and economic advancement, and also holds the position of Board Chair, St Catherine's College, UWA and Curtin

**MercyCare Responsibilities:** Board Director; Nomination and Remuneration Committee; Finance, Risk, Audit and Property Committee; Care Quality Committee



**Patrick Walsh, Deputy Chair**

**Appointed:** 25 January 2022

**Appointed Deputy Chair:** 1 June 2023

**Board meetings attended:** 6 of 6

**Qualifications:** Patrick holds an MBA from Warwick University in the UK. Patrick has over 13 years board experience including experience at the Chair level

**Experience:** Patrick has held executive roles for over 20 years including his most recent role as the CEO of Craig Mostyn Group. Patrick was trained as an Electrical Engineer and has extensive international business experience in Australia as well as working in the UK for 18 years before returning to Perth

**MercyCare Responsibilities:** Board Director; Nomination and Remuneration Committee; Finance, Risk, Audit and Property Committee



**Mike Heath**

**Appointed:** 25 October 2018

**Board meetings attended:** 4 of 6

**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 and Secretary of the Carbine Club of WA, Director of not-for-profit organisations

**MercyCare Responsibilities:** Board Director; Nomination and Remuneration Committee; Finance, Risk, Audit and Property Committee



**Lyn Jones**

**Appointed:** 28 October 2021

**Board meetings attended:** 6 of 6

**Qualifications:** Graduate Company Directors Course, Institute of Company Directors MBA Graduate School of Management, University of WA Bachelor of Arts (Hons), Curtin University of Technology, Certificate in Governance and Risk Management, Governance Australia

**Experience:** Appointed to the Board of MercyCare in October 2021, Lyn has more than 20 years of management and Non-Executive Director experience in the health and community care sectors. A former registered nurse, Lynette has held a number of executive roles at Silver Chain and St John of God Health Care. Lyn is a values-driven leader with a strong focus on consumer experience, quality of care and organisational culture

**MercyCare Responsibilities:** Board Director; Care Quality Committee



**Peter Mott**

**Appointed:** 17 May 2022

**Board meetings attended:** 6 of 6

**Qualifications:** Peter has a Masters' Degree in Industrial Relations, a Bachelor of Business Degree, a Diploma in Health Administration, a Graduate Certificate in Leadership and Catholic Culture and is a Fellow of the Australian Institute of Company Directors

**Experience:** Peter has over 40 years of experience in public and private healthcare including nine years as the CEO of Hollywood Private hospital. Peter currently holds the position of State Manager for Ramsay Health Care WA. He is a member of the WA Child and Adolescent Health Service Board and a former Deputy President of the Australian Private Hospitals Association (APHA)

**MercyCare Responsibilities:** Board Director; Care Quality Committee



**Bryan Pyne**

**Appointed:** 24 October 2019

**Resigned:** 3 April 2023

**Board meetings attended:** 2 of 5

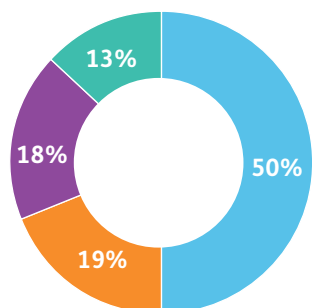
**Qualifications:** Bachelor of Business, Fellow of the Institute of Chartered Accountants, Fellow Australasian College of Health Services Management

**Experience:** In excess of 20 years experience in senior executive roles in the healthcare industry, including private and public hospitals, home and aged care.

**MercyCare Responsibilities:** Board Director; Finance, Risk, Audit and Property Committee; Mission Stewardship Working Group

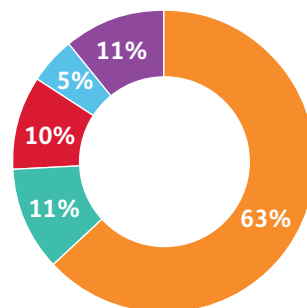
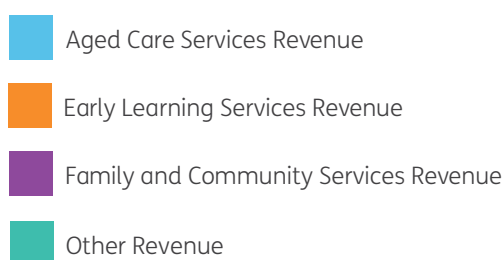


# Our Financials



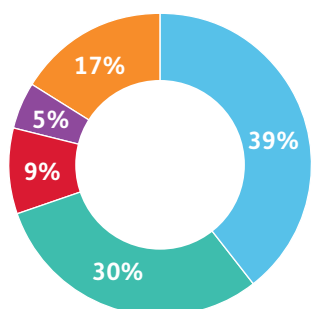
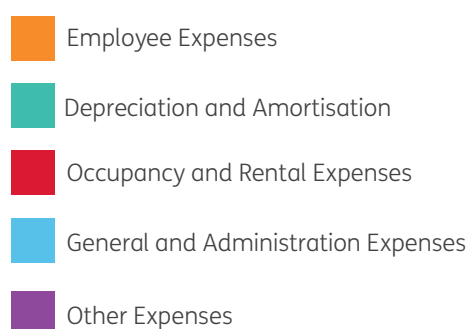
## What we earned

Total revenue:  
\$129.9M



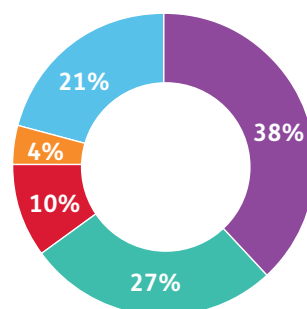
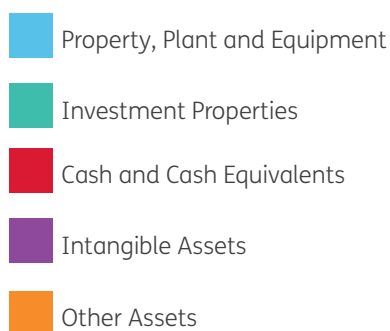
## What we spent

Total expenditure:  
\$138.7M



## What we own

Total assets:  
\$293.1M



## What we owe

Total liabilities:  
\$206.6M



# Thank you!

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

City of Stirling  
Department of Home Affairs  
Department of Social Services  
Good Shepherd Micro-finance/NAB  
LotteryWest  
National Affordable Housing Agreement Scheme  
National Partnership Agreement on Homelessness

Murfett Legal  
The Mental Health Commission WA  
WA Department for Child Protection and Family Support  
WA Department of Communities  
WA Department of Education  
WA Department of Social Services  
WA Primary Health Alliance

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

54Reasons  
Anglicare WA  
Armed for Life  
ASeTTS  
Asylum Network (WARPSAN)  
Australian Childcare Alliance  
Australian Red Cross  
Australian Relief and Mercy Services  
Black Swan Health  
Broome Regional Aboriginal Medical Service  
CARAD  
Career Life Transitions  
Centacare Kimberley  
Champion Centre  
City of Belmont  
City of Stirling  
City Rotary Club  
Clan Midland  
Communicare  
Creating Communities Australia  
Dambimangari Aboriginal Corporation  
Department of Communities  
Derbarl Yerrigan Health Services  
Derby Aboriginal Health Service  
Ebenezer Home  
Edith Cowan University  
Edmund Rice Centre  
Equal Opportunities Commission  
GIVIT  
headspace Fremantle and Rockingham  
headspace Midland, Osborne Park and Joondalup  
Helping Minds  
Impact Collective WA  
Kimberley Aboriginal Medical Services  
Langford Aboriginal Association  
Lifeline WA  
Loop Social Enterprise  
Marnin Bowa Dumbara Aboriginal Corporation  
Marnja Jarndu Women's Refuge

Mirrabooka Square Shopping Centre  
Mission Australia  
Neami National  
Nirumbuk Aboriginal Corporation  
North Metro Community Drug and Alcohol Service  
North Metro TAFE  
Nyamba Buru Yawuru  
Orygen  
Parkerville Children and Youth Care  
Phoenix Support and Advocacy Service  
Reconciliation Western Australia  
RUAH Community Services  
Settlement Council of Australia  
Shelter WA  
Social Reinvestment WA  
St Vincent de Paul  
Starting Over Support  
Sudbury Community House  
Swan Alliance  
Talent Quarter  
The Alliance to End Homelessness  
The Make Renting Fair Coalition  
The Spiers Centre  
The Innovation Unit  
Tjallarra Building Company  
True North Church  
Uniting WA  
University of Notre Dame  
WA Aids Council  
WA Association of Mental Health  
WA Catholic Migrant Office  
WACOSS  
Wadjuk Northside Aboriginal Community Centre  
Wanslea Family Services  
WA Refugee and People Seeking  
Whitelion/ Dungeon Youth Centre  
Winun Ngari Aboriginal Corporation  
Yorgum Aboriginal Corporation  
Youth Affairs Council of Western Australia





[mercycares.com.au](http://mercycares.com.au)

