



Annual Report 2024

 *MercyCare*

Embracing our legacy to
shape MercyCare's Future





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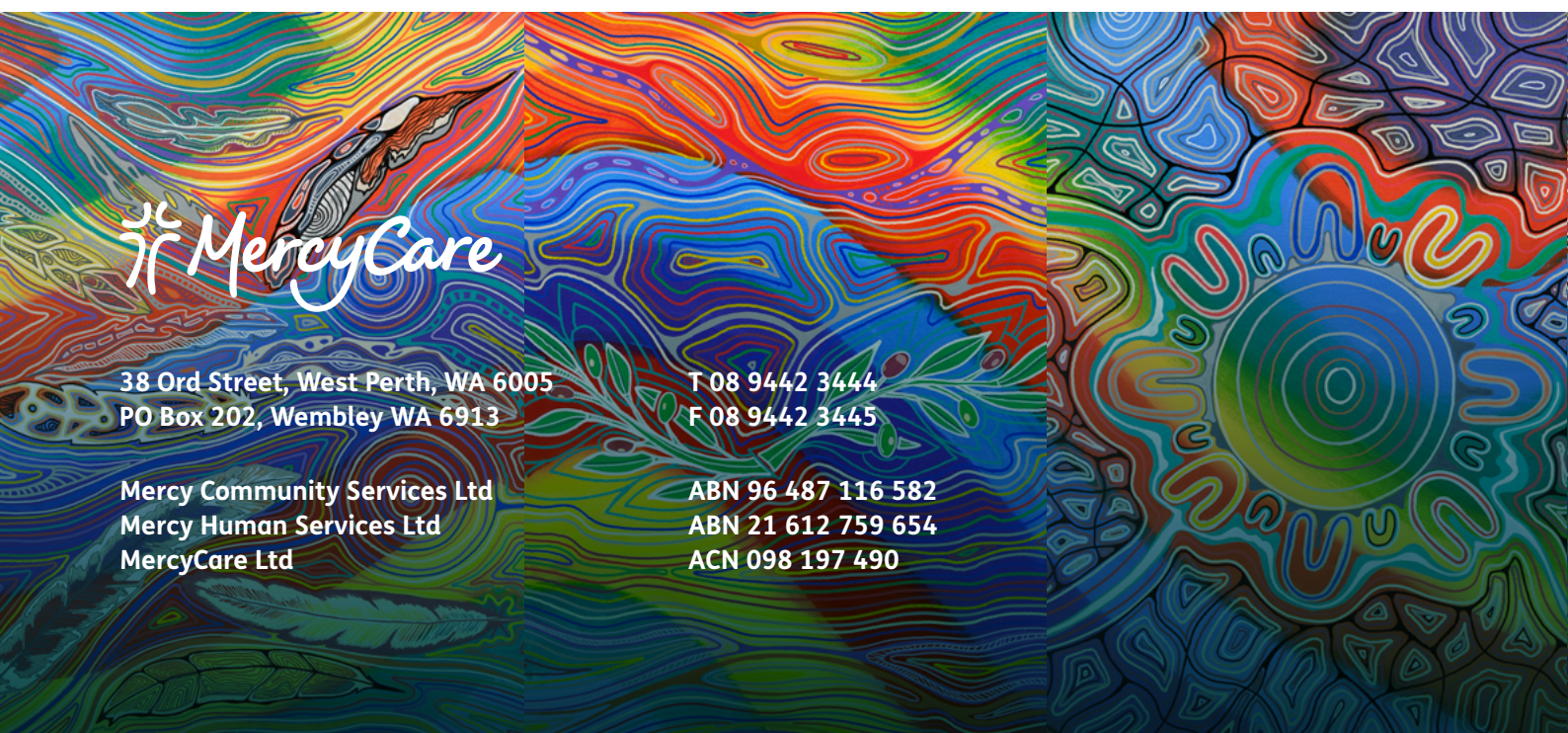


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Welcome

At MercyCare, our work is deeply rooted in our Mission Ethos—the very essence of who we are and why we exist.

Our journey began over 175 years ago when the Sisters of Mercy, led by the visionary Ursula Frayne, first arrived in Western Australia. Since then, the mission and the dedication of the Sisters have continued to inspire us daily. We are proud to be the custodians of their legacy, to respond to the evolving story of Mercy, ensuring our values and ethos shape everything we do.

As we look to the future, we remain committed to our mission, creating a contemporary catholic organisation with a purposeful path forward. Our goal is to leave a lasting impact on the communities we serve, just as the Sisters of Mercy did before us.

We recognise that our strength lies in our diversity and our people. By investing in our team, delivering quality services, and seizing growth opportunities, we are poised to maximise our positive impact.

Our Mission

To bring compassion and justice to life so that people and communities can thrive.

Our Values

Courage, Integrity, Respect, Justice, Compassion, Excellence

ACKNOWLEDGEMENT

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

Foreword

MercyCare continues to nurture and reimagine the Evolving Story of Mercy through its services in early learning, family and community services and aged care

As Trustees of MercyCare, we regularly reflect, along with the Board and the staff, on what it means to be people of Mercy; to be an authentic part of the great evolving story of Mercy in the world today.

Many eloquent words have been written about the nature of Mercy and we reflect on these for inspiration. Sr Janet K Ruffing RSM explains, “Mercy is a mode of relationships not a momentary or sporadic feeling. It is rather a habit of the mind and heart, a way of organising and interpreting the world. It is an enduring approach to the world. And like any relationship, it is a two-way street.”¹

As you read this Annual Report, you will find many examples of how these words come to life in all our services through the habits of mind and heart of our wonderful staff. You will also experience the consistent sense of partnership, the two-way street, that the staff respectfully develops with those they serve.

Mercy is a way of being which transcends boundaries of religions or philosophies. This is very evident at MercyCare where the community is made up of employees and volunteers from diverse cultural and religious backgrounds who all bring their unique stories and skills to the evolving story of Mercy.

This Annual Report illustrates how, led by the example of the CEO and the Executive, we work together to respect the richness of our differences and keep developing this living tradition.

An important highlight this year has been the opportunity to welcome a new Chair of the Board, Patrick Walsh, and three new Board Directors – Selma Allix, Andrew Whitechurch and Maya vanden Driesen. Each brings fresh new leadership skills and perspectives and has enriched our community. You can read more about them in this Report.

The Trustees are heartened and inspired by the stories in this Report of how MercyCare staff reflect our values and continue to strengthen the essence of the hope-filled Mercy spirit of love in action. We trust you will be as well.

Jennifer Stratton
Chair of Trustees

“Mercy is a mode of relationships not a momentary or sporadic feeling. It is rather a habit of the mind and heart, a way of organising and interpreting the world. It is an enduring approach to the world. And like any relationship, it is a two-way street.”

– Sr Janet K Ruffing RSM

¹ Janet K Ruffing RSM, Cultivating Compassion: Developing a Habit of Mercy and recognising its Interruptions. 2006. Human Development Magazine. Vol.36. Fall.39

A Message from the Board Chair & CEO

The past year has been one of significant progress and deepening impact for MercyCare

We are sincerely grateful to our dedicated staff and volunteers, whose compassion and hard work have enabled us to continue supporting the people of Western Australia. This year marked the launch of our 2026 Strategic Plan, a carefully crafted roadmap to guide us through the next three years. Anchored in the enduring values of the Sisters of Mercy, this plan ensures that we remain responsive to the needs of our community while staying true to our Mission: “MercyCare strives to bring compassion and justice to life so that people and communities can thrive.”

Among the many standout achievements highlighted in this report, this year included the opening of our new early learning centre in Piara Waters and the new residential aged care community in Maddington. These facilities are more than just bricks and mortar; they are vibrant spaces where those we serve can find support, care, and a sense of belonging.

Our work this year also included a new Reconciliation Action Plan led by our Boordiya Bidi team, commencing the development of our three-year Diversity, Equity and Inclusion strategy, refining our Social Justice and Advocacy focus and

the development of our industry-leading Early Intervention Strategy. Home Care services were also strengthened by extending our reach and impact across Perth.

None of these accomplishments would have been possible without the unwavering dedication of our incredible team. From our compassionate volunteers to our devoted staff, each person plays an essential role in making MercyCare the beacon of hope that it is today.

As we look to the future, we are excited about the path that lies ahead. Guided by the 2026 Strategic Plan, we are confident that MercyCare will continue to evolve, adapt, and grow in ways that meet the ever-changing needs of our community while remaining steadfast in the values that have guided us for over 178 years.

We look forward to what the next three years bring MercyCare as we help people and communities to thrive, which is what matters most to us.

Patrick Walsh

Board Chair

Anthony Smith

Chief Executive Officer



Patrick Walsh, Board Chair

Anthony Smith, Chief Executive Officer

Jennifer Stratton, Chair of Trustees

2026 Strategic Plan Key Focus Areas

Our plan provides us with a roadmap that will guide MercyCare for the next three years

It builds on our heritage and the work of the Sisters of Mercy, whilst responding to today's social and economic environment.

While our organisation has grown and evolved over the years, the essence of our mission and guiding principles has remained the same – to bring justice and compassion to life so that people and communities can thrive.

FOCUS AREAS

To achieve our Mission over the coming three years we have laid out five key pillars within our strategic plan.

Mission Ethos

At the core of our existence is our mission to bring compassion and justice to life so that people and communities can thrive.

Quality

We strive for excellence in all we do.

We are dedicated to delivering the highest standard of care and services, ensuring that every individual we serve experiences the utmost quality in their interactions with MercyCare.

Sustainability

Our responsibility to the community goes beyond the present moment.

Reflecting our pledge to contribute to a healthier, more sustainable future for all, while also supporting the future longevity and sustainability of MercyCare as a leading Western Australian organisation.

Connection

In an ever-changing world, fostering connection is paramount.

Emphasising our commitment to building meaningful relationships – with our clients, communities, and each other.

Together we will create a network of support that enriches lives.

Our People

Are the incredible team that makes MercyCare the compassionate organisation it is.

Placing a spotlight on our commitment to fostering a workplace where every person feels valued, supported, and empowered to reach their full potential.



Our Impact

We are a proudly Western Australian not-for-profit, here to bring compassion and justice to life so that people and communities can thrive. We have supported our community across the Perth metropolitan area and regional Western Australia through **26 services** across **29 locations**





We educated and cared for
1,622 children
across our **13** early learning centres



We welcomed
3,533 people at our
Aboriginal Short Stay accommodations



We supported
4,172 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
- Rockingham
- Wembley

Early Learning Centres

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

Outside School Hours Care

- Newman College, Floreat (ended Dec 2023)

Family & Community Services

Disability Services

- Psychosocial and Transitional Accommodation
- Short term and Medium Term Accommodation
- Domestic Support
- Meal Planning and Preparation
- Community Social Support

Youth, Wellbeing & Accommodation

- Amber Youth Wellness
- Carlow House
- Coolock Young Parents Transitional Accommodation
- Family Wellbeing Service
- Housing Support Service
- Mirrabooka – Joondalup Family Support Network
- Reconnect
- Alcohol & Other Drug Education Support Program
- Youth Housing Support Service
- Frayne Transitional Accommodation
- Child & Parent Centre Warriapendi

Place-Based Services

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

Multicultural Support Services

- Intensive Employment Support
- Mercy Lending Services
- Naala Djookan Healing Centre
- Status Resolution Support Service
- Settlement Engagement & Transition Support Services
- Unaccompanied Humanitarian Minors
- MercyCare Cleaning Services

Child, Family & Out of Home Care

- Family Group Homes (ended Feb 2024)
- Fostering Services (ended Feb 2024)
- Specialised Fostering Service (ended Feb 2024)

New Early Learning Centre opens in Piara Waters

We are so excited to share that a new early learning centre was launched in Piara Waters in February of this year. Over 18 months, we transformed an empty block of land into a purpose-built centre, designed to meet the early learning needs of children in the growing Piara Waters community

MercyCare CEO, Anthony Smith says the new centre means more exceptional care for children in the critical early years of their education and development.

The centre is a modern and welcoming space, thoughtfully designed to give children a strong start in their educational journey. Every element, from its contemporary architecture to its incredible nature playgrounds, aligns with our belief in play-based learning, as well as our desire to create a wonderful place where children feel nurtured to grow and learn.

Centre Manager, Leah says, that supporting families is so important to the centre.

"I hope we can use our connection to this community to link families into other local services if they ever need extra support to help their children thrive," she says.

Over the past few years Piara Waters has become a hub for young families, looking to raise their children in a safe and thriving community. Our Early Learning Centre enables us to support this amazing community and help its children flourish.

"Opening this centre has been a great achievement that expands our early learning footprint to 13 centres across Perth"

- Anthony Smith, CEO





"...linking families into other local services if they ever need extra support to help their children thrive"



Upcycling old uniforms in the name of Sustainability

Loop Upcycling helps us make a difference to the planet

New uniforms were rolled out across the MercyCare Early Learning Centres recently, featuring an incredible design connecting Aboriginal artwork with our early learning philosophy. Instead of throwing the outdated uniforms away, we engaged Loop Upcycling to transform them into useful items that we could use every day.

Respecting the environment and being eco-friendly are core values at MercyCare, so the environmental impact of throwing out hundreds of old uniforms was a big concern for us. Especially because Australia is the second-highest consumer of textiles per capita in the world.

Loop Upcycling helped us find a sustainable solution, by upcycling the fabric from the uniforms into waist bags and other practical items. Excess fabric was upcycled into carpet tiles, pin boards and other products, so it wasn't diverted into landfill.

If the name Loop sounds familiar, that's because our Multicultural Services team has been working with them since 2021, offering employment and training programs to asylum seekers, new migrants, refugees and other people who need our support.

During the program, participants are taught to sew, make patterns and learn other manufacturing and business skills. They are then able to use these skills in a paid position at Loop. The program helps participants build vital social connections and learn skills to support themselves and their families.

The Loop Upcycling uniform project was fully funded by a \$4,995 contribution by the MercyCare CEO Innovation Fund, which was awarded to Early Learning Services. We are grateful for this funding, as it allowed us to make a positive impact on the planet.



Early Learning Service goes digital

Going green means a better service for families in WA

This year we made the move to digital, with enrolments, enquiries, surveys and other processes now handled by a state-of-the-art online system. Saying goodbye to paper meant a jump in efficiency, with fewer manual tasks and more streamlined reporting. Not to mention even greater support for children and their families.

To help our early learning centres grow we integrated MyWaitlist on to our website. This system now streamlines our waitlist process to help us turn leads into enrollments. The platform is easy to navigate for both staff and parents and can be used

to handle most of the tasks required of a busy early learning centre.

As part of the digital rollout, we introduced regular surveys through Qualtrics, which allow us to hear valuable feedback from families. Surveys happen annually, upon enrolment and when a child leaves, and can be completed anonymously.

Going digital has made it easier for us to deliver the best support we can, while investing in a greener future.



Spiritual Care Week

Embracing spirituality in the name of good mental health

This Spiritual Care Week celebrated the importance of nurturing our bodies, minds and spirits, with special activities that deepened our understanding of spirituality. Drawing on contemporary research MercyCare understands spirituality to be the human search for meaning, purpose and sense of connection.

A small group of our people embarked on a transformative walk and sound healing in Kings Park, guided by Olman Walley of Boorloo Aboriginal Cultural Experiences. Many people find that their spirituality is nurtured in nature, so this tour of Country was a wonderful way to learn more about the value of spirituality in Aboriginal culture, and our own lives.

Staff members were also invited to attend a webinar hosted by Spirituality Lab, which focused on the connection between spirituality and mental health. Research says spirituality is closely linked to recovery and mental health, making it so important to our holistic wellbeing.

“Spiritual Care Week reminds us why spirituality matters so much to us, and the work that we do”



Journey to the Heart of MercyCare

We traced our roots back to Dublin to discover more about the Sisters of Mercy

In April this year the Mission Ethos Executive Director Vicky Gonzalez Burrows embarked on a six-day pilgrimage to Dublin, Ireland — the birthplace of the Sisters of Mercy. The journey was an extraordinary opportunity for Vicky to reconnect with our rich history.

“I had the privilege of joining 26 leaders from Mercy-inspired organisations across Australia and New Zealand on a pilgrimage to Dublin,” says Vicky.

The leaders came together to explore the legacy of Catherine McAuley, an Irish woman who founded the Sisters of Mercy in 1831. Catherine dedicated her life to helping people in need, especially women and children.

She led a community of incredible faith filled women who provided tangible support to so many vulnerable people.

The work they did spread all over the world, creating a network of Mercy-inspired services, such as our very own MercyCare.

How it started

MercyCare was founded in Fremantle in 1846, when Sister Ursula Frayne accompanied by five Sisters of Mercy came to the port town by ship, ready to bring the spirit of mercy to vulnerable people and communities in the early settlement. So, they went to work, establishing schools, hospitals, orphanages and social services that still exist to this day.

“We saw how Mercy lives on today in various forms,” Vicky says. “The trip aimed to deepen our understanding of the spirit of Mercy and how we can continue to embody this spirit in our roles and work.”

Vicky’s pilgrimage showed us the power of love and compassion in action, which is still at the heart of everything we do.



Sacred Spaces for our people

Places to reflect on what is important to us and the communities we serve

Just before Easter (during the Christian season of lent) we launched a special initiative designed to give our people sacred spaces, where they can take time out to reflect on what matters most to them. Reflections may be spiritual, celebratory, cultural or significant in any other way.

To create these sacred spaces, a special pack of resources was shared with each of our sites. The pack included flowers and a physical reflection booklet that embodies our mission and work, which can be used to help our staff find sanctuary in their day.

Moments that matter

Some sites use their sacred space to honour the memory of clients who have passed away, while others have set up their reflection packs in communal spaces, such as reception areas or staff rooms.

These sacred spaces are about inviting our people to create moments of significance in their day to day lives, while nurturing a deeper connection to our mission, and each other.



Meet Saskia

"I think that respect is fundamental to spiritual wellbeing"

Meet Saskia, our new Spiritual Wellbeing Coordinator

My role involves integrating good spiritual care practices across all of MercyCare, so our staff are supported in their own spiritual wellbeing and feel empowered to support the spiritual wellbeing of our clients.

I think respect is fundamental to spiritual wellbeing. It's about valuing others as full human beings of equal worth. This flows into what it means to be person-centred — giving people choices, empowering them to live out their values and listening to them.

I believe respect should extend to the environment, which is why I'm so happy MercyCare has an environmental ethos-shaper. We are creatures, just like everything else, but we are also caretakers of the earth. Just like being a carer for people, being a carer for the earth means listening and respect.

Research shows the importance of spirituality to mental and physical health and wellbeing across all ages of life. I would love to be able to say that I helped embed a sense of spirituality and spiritual care that is evidence-based and deeply enlivening to us all, and to our clients.

Our People

1,483 active employees



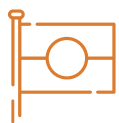
303 Full-time
876 Part-time
304 Casual



86% identify as female
14% identify as male



21% of MercyCare employees have a first language other than English



1.5% of our workforce identify as Aboriginal or Torres Strait Islander



0.3% of our employees have a disability



Senior leadership group is
65% female
35% male

Noongar Language Course

Earlier this year the Boordiya Bidi team organised a series of engaging sessions designed to delve into the context of the Noongar language over five weeks. Fourteen staff completed the class.

Exploring the rich history and significance, staff started with greetings and introductions to familiarise themselves with the unique expressions and customs of the Noongar people. Throughout the course, staff learned essential Noongar words and sentences, from discussing country to describing native flora and fauna.

“Great introduction to Noongar language, easy to follow and a strong start for developing multi-lingual skills” – participant

“Loved learning my language and having a safe space to learn and practice” – participant

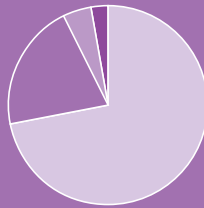


Volunteers

165

Active Volunteers

Contributed **34,320 hours**



72% Aged Care Services

19% Early Learning Services

7% Family & Community Services

2% Corporate Services



Learning and Development

16,541 hours of learning received by our staff and volunteers

196 Individual courses delivered

9,576 courses delivered online

Our courses were well regarded by attendees with **98% of our staff** saying they would recommend their course to others.



Health and Safety

Through a partnership with North Metropolitan TAFE **87 Health Checks** were completed

Our Lost Time Injury Frequency rate **fell by 34%** from 2023.

33 people were elected as Health and Safety Representatives across the organisation.

People at Work Project

In November 2023, MercyCare participated in the People at Work Survey, a research initiative involving the University of Queensland, The Australian National University, various workplace safety regulators, and Beyond Blue.

The survey, designed to identify psychosocial hazards and support effective risk management in the workplace, was offered to MercyCare staff and volunteers over a two-week period.

The results were positive, indicating that MercyCare is performing above the industry average.

Following the survey, MercyCare organised focus group workshops with staff, volunteers, and

leadership teams across all Service Directorates. These workshops allowed participants to thoroughly examine the survey results, providing deeper insights into the specific challenges faced by different teams. The information gathered from these sessions was used to enhance MercyCare's risk profile and develop targeted resources aimed at improving workplace psychosocial health.

"The results were positive, indicating that MercyCare is performing better than the industry average"

Staff & Volunteer Day

Transform your future!

MercyCare's Staff and Volunteer Day, held during Mercy Week at Perth's Optus Stadium, centred on the theme of transformation, bringing together over 400 staff and volunteers for a day of inspiration, growth, and connection. The event featured keynote speakers Brooke Blurton and Dr. Chadden Hunter, who shared personal stories of transformation.

Brooke joined us on the day, imparting her experience as a youth worker, which was particularly poignant. Julian Pace, from Happiness Co, also inspired attendees with his message of turning pain into purpose.

Dr. Hunter closed the event with his unique blend of humour and insights, illustrated by stunning documentary footage.

The day also featured a Transformation Space, where attendees could engage with MercyCare's various projects and services, enhancing their understanding of the organisation.

A highlight of the event was a volunteer panel discussion, providing insights into the crucial role volunteers play at MercyCare and how volunteering can lead to employment for multicultural clients.

The day also marked the unveiling of MercyCare's Values Artwork, created by Noongar artist Peter Farmer, representing the organisation's six core values: Courage, Integrity, Justice, Compassion, Respect, and Excellence.

The event not only celebrated the achievements of the past year but also looked ahead to the future, emphasising the ongoing journey of transformation within the MercyCare community.



2023 MercyCare Excellence Awards

In 2023, there were a record number of nominations from staff, volunteers and clients who wanted to acknowledge the hard-working individuals and teams. From 145 nominations, the judges had the difficult task of selecting 9 award winners who stood out from the pack.

Service Excellence Award

Marama Rauner
Volunteer – Harman Park Social Centre
Seville Grove Early Learning Centre

Group Leadership Excellence Award

Kayla Lee
Team Lead – Home Care

Catherine McAuley Excellence Award

Amy Lee Matthews
Coordinator – Amber Wellness

Innovation Excellence Award

Oscar Devereaux
Coordinator – Marketing & Communications

Customer Excellence Award

Jen Simpson
Coordinator – Home Care

Achieving Together Excellence Award

Laura Alisa
Group and Community Engagement Worker

Health, Safety & Wellbeing Excellence Award

Linda Baughen
Case Worker – Reconnect

Residential Aged Care Home of the Year

Joondalup





New partnership supports Aboriginal families in WA

We collaborated with Wadjak Northside to deliver culturally grounded services that support the wellbeing of Aboriginal families

This year we formed a partnership with Wadjak Northside. Together, our mission is to deliver culturally safe and effective family support services to Aboriginal families in the Mirrabooka and Joondalup communities.

Wadjak Northside is an Aboriginal Community Controlled Organisation (ACCO). The community driven group is operated and governed by Aboriginal people and delivers culturally grounded services that focus on the wellbeing of Aboriginal communities.

Walking together

We are proud to have been the Family Support Network provider in this region since 2018. During this time, we have delivered support to 10,132 clients. This new collaboration will help us to improve the level of support we're able to provide people in Aboriginal communities.

Our partnership with Wadjak Northside is the first of its kind in WA and led to us establishing the Wadjak Northside's Moorditj Moort Danjo Koorliny (Strong Family Walking Together) Support Pathway for Aboriginal families in the region.

Caring for Aboriginal children and young people

Right now, there are approximately 40,000 Aboriginal children and young people under 18 living in WA, which makes up 39.6 per cent of the Aboriginal population. These children and young people are over-represented in both the child protection and youth justice systems.

Aboriginal kids need support from people who know and understand their needs, which is why partnering with Wadjak Northside is so important to delivering effective and culturally responsive support to this important community.

Sammy's Story

A drover's incredible journey to Numbala Ngunga

Sammy Walker was born at Mornington Station on 1 July 1942. He grew up between Mornington and Trilintji, where he spent his days hunting, fishing and enjoying time with families. Sammy worked around the communities and stations, putting up fences and mustering cattle. He sometimes drove cattle from Derby to Hedland and back, which could take two months at a time.

When he was 26 Sammy married Betty at Yalumbu Station. They went to live in his Country of Mornington and in 2005 began caring for Betty's grandson, Jeremiah Nicholas. Sammy and Betty loved raising Jeremiah, and Jeremiah remembers his childhood fondly. He says Sammy taught him about Country and how to find fresh water camping up the Gibb River Road. In 2015 Betty sadly passed away, leaving Sammy to raise Jeremiah alone.

Earlier this year Sammy arrived at Derby Short Stay (DASSA) seeking temporary accommodation.

His two-week stay quickly turned into five months. During this time DASSA and Aboriginal Support Workers made sure he had clothing, food and medical support. When it came time for Sammy to leave, his support team realised he had no one to care for him out in Country.

So, the Aboriginal Support Worker reached out to Juniper Numbala Ngunga, and with the support of Kimberley Aged & Community Services, My Aged Care and HACC, they found a home for Sammy at Juniper Numbala Ngunga, an aged care home with a strong connection to community. These days Sammy spends his time making damper, fishing at Willare Bridge and painting.

After such an extraordinary journey, we are so happy to know that Sammy is thriving and well supported in his new home at Juniper Numbala Ngunga.

"During this time DASSA and Aboriginal Support Workers made sure he had clothing, food and medical support"



Meet Hayley

Meet Hayley Parkes, Coordinator of the Family Support Network

I am part of the Youth Wellbeing and Accommodation leadership team that manages the Mirrabooka-Joondalup Family Support Network team. We provide a free central access point to a range of services, including family support and counselling, parenting support, homelessness services, family and domestic violence services and community support.

I was drawn to MercyCare because it works across the span of a person's life, from early learning to aged care. There are two things that really stand out for me since joining. The first is establishing a new program in partnership with Aboriginal Controlled Community Organisation, Wadjak Northside, and meeting their formidable and well-respected CEO, Len Yarran.

Len is an Aboriginal man who works tirelessly for his community and is passionate about seeing Aboriginal and Torres Strait Islander families strive to overcome the impact of Australia's genocide on Indigenous people. I feel honoured that Len has entrusted us to work in the area he is so passionate about.

As a result of this partnership, we developed a program called Moorditj Moort Danjo Koorliny, 'Strong Families Walking Together', that employs Aboriginal people to provide cultural guidance, advocacy and practical in-home support to Aboriginal families. This grass-roots approach has had a positive response from the community and other organisations.

The second is supervising the Mirrabooka-Joondalup Family Support Network team, which is a passionate, highly skilled and invested group. I am able to do my job, because I am confident in their ability to support and advocate for families in need.

I have received many counts of positive feedback on what they have accomplished. The most satisfying part of my job is seeing this team recognised for their hard work and dedication.

"The Family Support Network have supported 1,736 people. including 1,009 children"



TOP ROW LEFT TO RIGHT: Ann Kariuki, Deanne Lewis, Hayley Parkes, Teekay Kelly, Vanna Williams, Rheannan Graham
BOTTOM ROW LEFT TO RIGHT: Deepika Srivastava, Kristen Craker, Kaila Riley **ABSENT:** Karen Fernemo

New housing program for people over the age of 67

The need for safe housing for older people in WA has reached a critical point

Every person deserves secure and stable housing, especially older people in our community. To deal with this, we repurposed five units located on the Wembley Aged Care site.

Repurposing Frayne Units

The Frayne Transitional Accommodation Program

Our new housing is part of the Frayne Transitional Accommodation Program, an initiative that offers accommodation for people aged between 67 and 85, who are actively engaged with the WA Alliance to End Homelessness (WAAEH) Partner Support Agency.

Residents are able to live in a home for up to three months. During this time we assist them with securing long-term housing, so they can enjoy their life in a stable and secure home. This program is an important step towards reducing homelessness among older people in WA.

Client Story

A brave resident shares their personal journey....my story of homelessness

Before I moved into one of the Frayne units my living conditions were not stable. I was living in my car. It was scary. Over that time I was introduced to multiple organisations. Ruah provided me with a hotel room for three weeks, but it wasn't sustainable.

I believe when you have faith there is hope. When I was in the hotel, I found out about MercyCare and the Frayne units. Living there provided me with security, and I was shown nothing but kindness and respect from the staff. The home gave me a safe place to sleep and feel settled — to make a meal, to watch TV, is everything.

"When you have faith there is hope...I was shown nothing but kindness and respect from the staff"



"MercyCare has supported 37 people across our Accommodation Services"



Empowering through Art

Empowering through Art is a new program that nurtures the artistic talents of people with disabilities

The program is run by Patricia Amorim Da Silva, a seasoned educator known for her extraordinary photography and art. Patricia supports participants along their creative journey, so they can express themselves in meaningful ways using their art.

Building confidence

Throughout history, art has been a powerful medium for self-discovery. Research shows there are therapeutic benefits too, with people reporting improved self-esteem, confidence, personal growth and social connection as a result of artistic expression.

This program is about harnessing these benefits, by nurturing a sense of belonging within a supportive and inclusive community of people. Patricia creates a safe space, where participants feel free to explore their own unique creative potential.

Enriching lives

Participants take part in a range of fun and creative activities, from painting to photography. The program runs over five-weeks and focuses on creating a positive environment that encourages participants to have a go and connect with other incredible people.

We believe that art not only enriches the lives of people with disabilities — it also affirms the valuable role they have to play in the creative world. This is why we are committed to creating programs that provide meaningful opportunities for people with disabilities.

"Participants take part in a range of fun and creative activities, from painting to photography."



Meet Anita

Meet Anita Midaschi, Case Worker with Reconnect

Being a case worker in Reconnect means providing support and case management. I do this by referring clients on to other services, as well as providing family counselling, mediation and practical support. We help our clients identify their strengths and protective factors, and reflect on past successes so that they feel empowered.

I've been with MercyCare for 15 years in November. The job was a perfect fit for me, and it's the reason I am still doing it. It's my dream job. For me, the most impactful moments have been working with wonderful colleagues, like Fernando and Niaz. They are always helpful, kind, generous and considerate in every way.

When I stop to think about my colleagues it makes me smile. I feel truly blessed to be working with them.



Digital Sisters Program

The Digital Sisters program, delivered by MercyCare's Multicultural Services team in Western Australia, empowers women from migrant and refugee backgrounds with essential digital literacy skills.

The program teaches participants to navigate online tasks like banking, school apps, and Google Maps, fostering confidence in using digital tools.

Digital Mentors conduct workshops in the participants' native languages, with mentors like Lina Vinasco-Hernandez offering sessions in Spanish. Lina, a passionate advocate for learning, emphasises the program's impact on both digital skills and broader discussions on online safety, especially in protecting families from scams.

Since its launch in January 2024, Digital Sisters has conducted over 30 successful sessions, with participants earning certificates for completed modules. Supported by Good Things Foundation Australia and the Department of Social Services, the program aims to extend beyond its initial

funding period to meet the high demand, continuing to support and inspire migrant and refugee women in their digital journeys.

"We have supported 72 women become more confident in their digital literacy"



Meet Tarah

Meet Tarah Ninyette, from the Amber Wellness Program

I joined MercyCare just under a year ago, when I had the opportunity to work with the Amber Wellness Program. Our team focuses on assisting young people aged between 12 and 25 who are facing mental health challenges. Our main goal is to provide them with support and understanding, as they work through their struggles and strive to achieve their goals.

The biggest reward from working with the program is witnessing the resilience of our young people, as they tackle their goals, regardless of the obstacles they are facing every day. Choosing to work with MercyCare was an easy decision for me, because I knew it was an organisation where I could grow, both personally and professionally, with its diverse range of services and deep roots in the community.



Creating sparkling futures for Refugee Women

MercyCare's new program MercyCare Cleaning Services, employs refugees and asylum seekers as professional cleaners, offering them valuable work experience and social connections.

Among the participants is Maria, a former teacher from Venezuela who appreciates the opportunity to learn about Australian work culture, improve her English, and stay busy.

Maria and the MercyCare Cleaning Services team of five clean MercyCare's Mirrabooka office daily and have taken on larger tasks, such as deep cleaning a residential aged care home.

Employment Liaison Officer, Stephanie Silla, highlights the program's impact, noting the participants' growth in confidence, skill development, and sense of belonging.

The program not only enhances the cleanliness

of MercyCare's premises but also equips the participants with key employability skills and insights into Australian workplace culture.

Settlement Engagement and Transition Support Employment Caseworker, Afsoun Mohammadkhani also observes the participants' development in leadership, time management, and problem-solving, with the most significant change being their increased confidence in a new environment.

Aged care community opens in Maddington

The dementia-friendly home opened to residents in March

We launched the 108-bed aged care community with a special event, attended by distinguished guests including the Auxiliary Bishop of Perth, The Most Reverend Donald Sproston, Our Sisters of Mercy, led by Sr. Marie Ralph, and other distinguished members of the community.

Guests were invited to explore the home, which was designed with the support of leading architects, designers and planners. Seeing the care community first-hand allowed everyone to experience the warmth and comfort of the space. Guests were also treated to culinary delights prepared by the talented chefs who will be taking care of our residents' nutritional needs.

Something special

Each of the six homes were developed based on a best practice small-house model of care. This means homes are designed to feel homely and comfortable, while making sure residents receive a high quality of clinical and personal care.



"We have created a home that is a community," our CEO, Anthony Smith



Dementia-friendly design

Our goal was to develop a space that enabled people living with dementia to live as independently as possible, with all the support they need. Some of the dementia design principles include:

- Cleverly designed walking loops that are safe for residents.
- Memory supports to assist with independence.
- Discrete back-of-house operations to minimise impact on residents.
- A kitchen for residents, staff and family to cook simple meals.
- Allied health and therapy services onsite.

There are also dedicated Care Companions in every home, which means residents receive holistic care from professionals who truly get to know them — everything our residents need to live their best, independent life.

“And this built-form, together with our care model, makes it truly person-centred and something we are very proud of”
CEO, Anthony Smith



New Home Care campaign fights negative ageing stereotypes

We launched a brand-new campaign that highlights the special bonds our staff form with the Home Care clients we work with. The campaign is about letting people know that Home Care is more than just a service to us — it's a partnership, built on trust and respect.

Ageing isn't a dirty word

A major part of our campaign is aimed at challenging the negative stereotypes often associated with ageing. These attitudes can have a major impact on older people, so it was important for us to present a more positive narrative.

We did this by showcasing energetic and authentic older people, embracing life with joy and enthusiasm. We wanted to show that ageing doesn't have to mean slowing down or giving up on fun.



"Special thanks go to our very own Home Care staff – Gemma, Felicity, Piyush and Gylsie"

People live at home longer

More and more people are choosing to live at home longer, so we thought it was time to launch a campaign that reminded communities of the Home Care services we provide. We wanted them to know that our professional and caring staff can provide valuable support with daily tasks — from providing companionship to assisting with medical needs.

We wanted to create something that empowered older people living at home to live the amazing lives they deserve. The new campaign isn't just about promoting our services. It's about celebrating the joy and dignity that comes with living independently.



MercyCare chefs get Maggie Beer education

Learning new ways to create nutritious and tasty food

Our talented chefs took part in a special training program designed to boost the quality of food, drink and nutrition for our aged care residents. The three-week program was led by Maggie Beer's experienced trainers and was driven by our Hospitality Services Quality Manager, Sharon Brome.

"Maggie has made it her personal mission to understand how food can impact the brain health and general wellbeing of older Australians, so naturally we jumped at the chance to work with her team for this ground-breaking initiative," she says.

At the end of the program our chefs took part in a friendly 'Master Chef' style cook-off, which put their creativity on full display. Our chefs were also selected for the 12-month Maggie Beer Trainer

Mentor Program, which focuses on building the skills needed to prepare tasty and nutritious food our residents will love.

"It was a wonderful opportunity for our chefs to grow their skills and knowledge and create exceptional food that looks and tastes amazing while providing age-appropriate nourishment for our residents"



Enhancing care through AI & self driven education

Aged Care Services have recently implemented their new Learning Management System (LMS), Ausmed, which empowers our healthcare professionals to learn in more meaningful and effective ways

Ausmed, offers MercyCare an extensive content library including articles and videos accessible to all employees anytime on a desktop or app, supporting a flexible and self-paced learning experience.

Joe Smith, General Manager of Performance & Innovation for Aged Care Services, noted that the implementation of Ausmed has significantly improved onboarding completion rates.

However, it is worth mentioning that the recently introduced LMS not only benefits its users but the organisation through its training standards reporting capabilities. The software also assists in highlighting any educational deficiencies and aids in ensuring that MercyCare enacts any reforms sent through from the government.

In addition to Ausmed, our Aged Care Innovation team have adopted the use of Synthesia, a synthetic media generation company that develops software used to create AI-generated video content.

Synthesia was chosen due to its ability to generate expressive, life-like avatars and voice customisation allowing for the swift generation of learning content tailored to the desired audience.

MercyCare is planning on constructing our very own training components which we can cater to our diverse workforce who speak a multitude of languages.

The integration of modern software like Ausmed and Synthesia is yet another initiative that highlights MercyCare's commitment to delivering high-quality, continuously evolving care for its residents and exceptional healthcare education for its staff.



"I thought that the knowledge and skills gained from this learning experience will positively impact my practice and contribute to the delivery of high-quality care in healthcare"

Transforming palliative care for our clients

Making sure our clients receive the exceptional care they deserve

We collaborated with End of Life Direction for Aged Care (ELDAC) and Queensland University of Technology on a 12-month palliative care project.

Our goal was to improve the quality of care we provide to our palliative care clients, especially those who are nearing the end of life.

New tools for managing pain

Led by Carlie Appleton, a dedicated palliative care working group was established to drive the project. This incredible team includes nurses, allied health professionals, coordinators and direct support workers, who meet every four to six weeks.

The group has introduced validated palliative care and pain assessment tools, which enhance our ability to assess and manage pain. These tools allow us to be even more responsive to our clients, while delivering the most appropriate care.

Talking about death and dying

A major part of working in palliative care is having difficult conversations about death, dying and advanced care planning. To help us improve our skills and confidence with these conversations, twenty of our staff took part in four days of intensive education run by the Program of Experience in the Palliative Approach (PEPA).

Dealing with death and dying can have a big impact on staff, which is why we also introduced memory trees to all of our sites. These spaces are a safe place where staff can remember clients who have passed. Our staff form strong bonds with the clients they work with, and we believe it's important they have a dedicated space to reflect on these relationships.

All of these palliative care initiatives ensure our clients and their families receive the best possible care during their most challenging times.



The Heart of Harman Park Community Centre

“They love me to bits, and I love them to bits,” Eileen says.

Meet Eileen, a vibrant volunteer who makes a big difference.

Eileen calls herself the ‘Boss Lady’ of Harman Park Community Centre, and no one is likely to argue with her. The longtime volunteer is a shining light at the Centre, brightening everyone’s days with her laughter and light-hearted humour.

Eileen was born in England and raised in a convent in Geraldton before moving to Perth. It was in ‘the big smoke’ that her calling to volunteer was realised. This calling started with volunteering at the Hopman Cup and evolved into aged care. Eileen says it’s the people that make volunteering so wonderful.

Thursdays are the best

Thursdays are Eileen’s favourite day of the week, because she cherishes the opportunity to mingle with clients and share a laugh. But Eileen is more than a volunteer, she’s a powerhouse, who never sits still and always finds a way to make a difference. Eileen says volunteering has taught her some important life lessons.



Smarter operations make our care better

A new role has improved the quality of our care across the board

In late 2022 we introduced a new role at MercyCare, to bridge the gap between Operations and Clinical Governance. The new Clinical Operations Manager role has already made a big impact in a short period of time, providing mentorship and support to Clinical Nurse Managers and developing and implementing care systems.

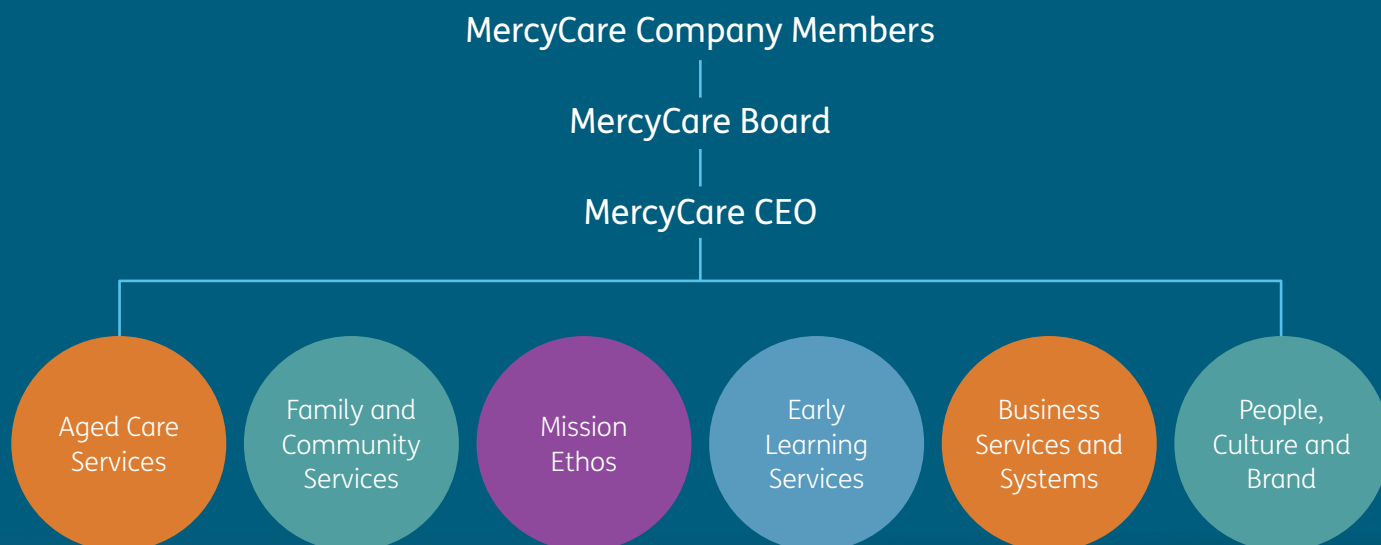
The role itself is held by Jackie and Jilian, two accomplished aged care professionals with extensive clinical experience. Jackie and Jilian provide valuable leadership and support to other managers and team leaders within our homes, which builds on our capabilities and improves the quality of care we are able to provide to our residents.

The pair has also worked hard to ensure all five of our homes are fully compliant with the Aged Care Quality and Safety Commission (ACQSC) — an achievement we are incredibly proud of. Jackie and Jilian say that their successes are the direct result of their strong working relationship, as well as the dedicated people around them.

Together, they will continue to advance the quality of care given to residents in our aged care communities.



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 Ethos

Trustees



Jennifer Stratton

Jennifer Stratton has held senior leadership and Board Director roles 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. She has been a Fellow of the Australian Institute of Company Directors. For the past 8 years she has been actively involved in the governance of Ministerial Public Juridic Persons.



Anne-Marie Pitos

Anne-Marie Pitos has made significant contributions to Catholic education in WA for more than 40 years, having served as Principal of Santa Maria College and Iona Presentation College over two decades. She has also held executive roles on numerous professional bodies and has served on a range of committees, advisory groups and boards. She was a member of the Catholic Education Commission of WA, 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 executive positions in major corporations and in Catholic education for over 30 years. Since 2009, Steve has been Director Finance & Operations at Newman College, a Pre-K to 12 coeducational Catholic College with around 1900 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 McComish

Mary McComish was the Associate Professor of Law at The University of Notre Dame for 10 years, as well as the Dean of Law at The University of Notre Dame from 2005 until her retirement in 2007. She has been a Barrister in the Supreme Court of Western Australia and was recently Director of Daydawn Advocacy Centre from 2013 – 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 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, has been on the Board and Treasurer of the Swan Districts Football Club since 2016. He is also a Fellow of the Institute of Public Accountants and a Member of the Governance Institute of Australia.



Tom Stephens

While serving as a regional member of the State Parliament from 1982-2013, Tom Stephens held various Ministerial portfolios - including Housing, Regional Development and Heritage - and has maintained an active involvement in regional communities across Western Australia, including as an Independent Director with a number of Aboriginal Corporations. Tom currently serves on boards and committees in both the not-for-profit and government sectors, in roles including Chair at the Kimberley Development Commission, Deputy Chair of the WA Regional Development Trust, Chair of the WA Geographic Names Committee, and Board Member of Pilbara Ports, Martu United Pty Ltd and Dyslexia-SPELD Foundation.

Board Directors

Patrick Walsh, Chair



APPOINTED

25 January 2022

APPOINTED CHAIR

7 December 2023

BOARD MEETINGS ATTENDED

6 of 6

QUALIFICATIONS

Patrick holds an MBA from Warwick University in the UK. Patrick has over 15 years board experience including multiple Chair roles.

EXPERIENCE

Patrick has held executive roles for over 20 years including roles as the CEO and Executive Chairman. Patrick was trained as an Electrical Engineer and has extensive international business experience in Australia as well as working in the UK, USA, Mexico and Germany.

MERCYCARE RESPONSIBILITIES

Board Director; Governance; Nominations and Remuneration Committee; Finance, Risk, Audit and Property Committee; Mission Stewardship Working Group.

Margie Tannock



APPOINTED

20 July 2021

APPOINTED DEPUTY CHAIR

7 December 2023

BOARD MEETINGS ATTENDED

6 of 6

QUALIFICATIONS AND EXPERIENCE

Margie is an experienced senior lawyer, recently concluding 10 years as a partner of a global law firm. She now runs her own practice, working at the intersection of law, public policy and litigation. 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; Governance, Nominations and Remuneration Committee; Mission Stewardship Working Group

Peter Mott



APPOINTED

17 May 2022

BOARD MEETINGS ATTENDED

5 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 CEO of Hollywood Private Hospital, State Manager - WA, Ramsay Health Care (RHC) and currently holds the position of RHC WA Government Relations Manager. Peter is a member of the WA Health Support Services Board and a former Deputy President of the Australian Private Hospitals Association (APHA).

MERCYCARE RESPONSIBILITIES

Board Director; Care Quality Committee; Governance, Nominations & Remuneration Committee

Andrew Whitechurch



APPOINTED

31 October 2023

BOARD MEETINGS ATTENDED

3 of 4

QUALIFICATIONS AND EXPERIENCE

Andrew is a highly experienced non-executive director with an extensive executive background in strategy, finance, risk management and marketing. He has been a director and chair of organisations in Financial Services, Education, Arts, Health Care and Government, and is currently Chair of the Finance, Risk, Audit and Property Committee at MercyCare. Andrew is also a Director of the Board of the University of Notre Dame Australia, where he Chairs the Audit and Risk Committee and is a member of the Finance and Investment Committee. Andrew spent more than 25 years in senior executive roles with both NAB and Commonwealth Bank, before establishing a successful management consulting business, where he worked with the National Disability Insurance Agency for almost two years. Andrew holds a Bachelor of Science in Computer Science, an MBA from Monash University Business School, and has completed executive education programs at both Harvard and Stanford Universities in the US. He is also a Graduate of the Australian Institute of Company Directors.

MERCYCARE RESPONSIBILITIES

Board Director; Finance, Risk, Audit and Property Committee

Mike Heath



APPOINTED

25 October 2018

BOARD MEETINGS ATTENDED

5 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; Finance, Risk, Audit and Property Committee

Lyn Jones



APPOINTED

28 October 2021

BOARD MEETINGS ATTENDED

5 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, Graduate Certificate in Leadership and Catholic Culture (ACU)

EXPERIENCE

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

MERCYCARE RESPONSIBILITIES

Board Director; Care Quality Committee; Finance, Risk, Audit & Property Committee

Maya vanden Driesen



APPOINTED

31 October 2023

BOARD MEETINGS ATTENDED

3 of 4

QUALIFICATIONS AND EXPERIENCE

Maya was appointed Group General Counsel of Wesfarmers in January 2015, prior to which she held various senior roles in the company including Legal Counsel – Litigation, Senior Legal Counsel and General Manager Legal – Litigation. Before joining Wesfarmers, Maya practised law at Parker & Parker (now Herbert Smith Freehills) and Downings Legal (now HWLE). Maya is a Graduate of the Australian Institute of Company Directors and is a Director of the Committee for Perth, the Bell Shakespeare Company and sits on the Executive Leadership Team of Wesfarmers Limited. She served a full term (2015-2023) on the Executive Committee of the GC 100, representing the general counsel of Australia's top 100 ASX-listed companies. Maya sits on the UWA Law School Advisory Board, the Joint Law Society and Women Lawyers Committee, the In-House/Government Lawyers Committee for the Law Society of Western Australia and is a member of Chief Executive Women.

MERCYCARE RESPONSIBILITIES

Board Director; Finance, Risk, Audit and Property Committee

Selma Allix



APPOINTED

31 October 2023

BOARD MEETINGS ATTENDED

3 of 4

QUALIFICATIONS AND EXPERIENCE

Professor Selma Allix, a long-standing staff member at the University of Notre Dame Australia, was formerly the Dean of the School of Nursing on the Fremantle and Broome campuses and taught in the undergraduate and postgraduate program in the school as well as supervised higher degree students. Professor Allix undertook her Master's qualification in India and completed her PhD at Curtin University, Western Australia. Professor Allix is currently the Pro Vice Chancellor-Student Experience. Students, both domestic or International, are at the heart of the University and Selma has enabled the building on the excellent student experience that the University already offers. Selma's portfolio includes Student Engagement and Success, Indigenous Student support & success, Chaplaincy and Libraries. Selma has an interest in contributing to the community and has done so in many ways from working as a Registered Nurse in the Community to being an active Director on several Boards including, Challenger TAFE Governing Council, North Metropolitan Health Services Board, Sacred Heart College Board, Our Lady of Good Counsel School Board.

MERCYCARE RESPONSIBILITIES

Board Director; Care Quality Committee

Mary Woodford



APPOINTED

3 July 2014

BOARD MEETINGS ATTENDED

1 OF 1

RESIGNED

31 October 2023

Michael Kenyon



APPOINTED

3 OCTOBER 2013

BOARD MEETINGS ATTENDED

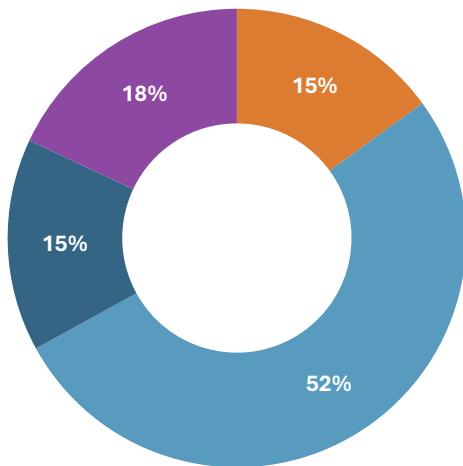
1 OF 1

RESIGNED

31 October 2023

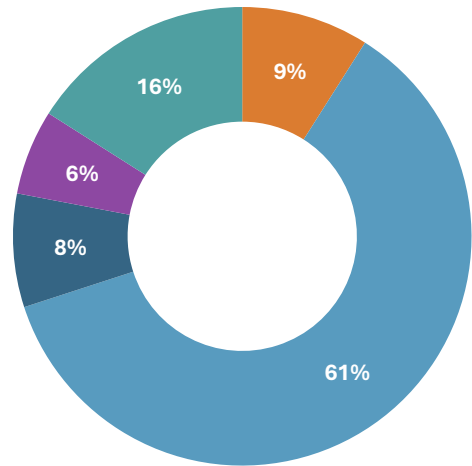


Our Financials



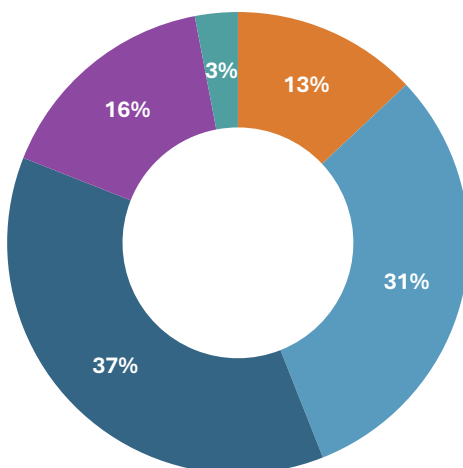
What We Earned | Total Revenue \$168.4M

- Early Learning Services Revenue
- Aged Care Services Revenue
- Family & Community Services Revenue
- Other Revenue



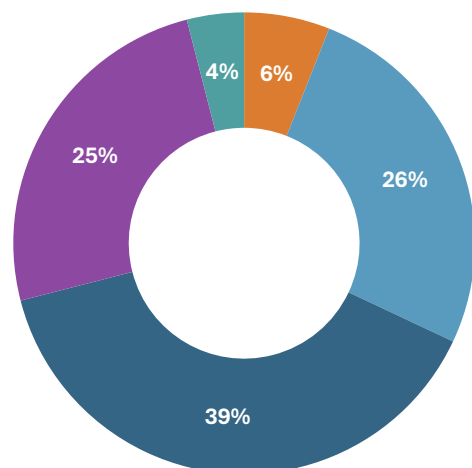
What We Spent | Total Expenses \$164.3M

- Occupancy and Rental Expenses
- Employee Expenses
- General and Administration Expenses
- Depreciation and Amortisation Expenses
- Other Expenses



What We Own | Total Assets \$327.5M

- Cash and Cash Equivalents
- Investment Properties
- Property, Plant and Equipment
- Other Assets
- Intangible Assets



What We Owe | Total Liabilities \$236.9M

- Trade and Trade Payables
- Residential Aged Care Accommodation Deposits
- Retirement Village Resident Obligations
- Other Liabilities
- Provisions



MercyCare

Ngala kaaditj Noongar/Bibbulmun
moort keyen kaadak nidja boodja.
"We acknowledge the Noongar/Bibbulmun
people as the original custodians of this land."

Thank you!

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 Health and Aged Care
Department of Home Affairs
Good Shepherd Microfinance/NAB
Good Things Foundation
LotteryWest

Murfett Legal
The Mental Health Commission WA
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:

Anglicare WA
Armed for Life
ASeTTS
Australian Childcare Alliance
Australian Government – Department of Health and Aged Care
Australian Red Cross
Australian Relief and Mercy Services
Black Swan Health
Broome Regional Aboriginal Medical Service
Bundiyarra Aboriginal Organisation
CARAD
Career Life Transitions
Centacare Kimberley
Champion Centre
City of Belmont
City of Stirling
City of Swan
City of Wanneroo
City of Canning
City Rotary Club
Clan Midland
Communicare
Creating Communities Australia
Dambimangari Aboriginal Corporation
Derbarl Yerrigan Health Services
Derby Aboriginal Health Service
Ebenezer Home
Edith Cowan University
Edmund Rice Centre
Equal Opportunities Commission
GIVIT
headspace Fremantle, Joondalup, Midland, Osborne Park, Rockingham
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
Meaningful Ageing Australia
Mirrabooka Square Shopping Centre
Mission Australia
Neami National

Nirrumbuk Aboriginal Corporation
Noongar Mia Mia
North Metro Community Drug and Alcohol Service
North Metro TAFE
North Metropolitan Health Service – Health Promotion
Northern Suburbs Community Legal Centre
Nyamba Buru Yawuru
Office of Multicultural Interests WA
Orygen
Parkerville Children and Youth Care
Peter Loughton – Migration Partners
Phoenix Support and Advocacy Service
Reconciliation Western Australia
RUAH Community Services
Settlement Council of Australia
54Reasons
Shelter WA
Social Reinvestments WA
Spiritual Care Australia
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
University of Western Australia
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 Asylum Network (WARPSAN)
Whitelion/ Dungeon Youth Centre
Winun Ngari Aboriginal Corporation
Yorgum Aboriginal Corporation
Youth Affairs Council of Western Australia



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