



Annual Report

2022/2023



Exceptional care
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JUSTICE • RESPECT • SERVICE • CARE • UNITY



Acknowledgements

MERCY SERVICES ACKNOWLEDGES THAT WE WORK ON THE TRADITIONAL COUNTRY OF THE AWABAKAL, WORIMI AND WONNARUA PEOPLES.

WE PAY OUR RESPECTS TO THEIR ELDERS PAST AND PRESENT.

Mercy Services would like to thank the following people, organisations and Government Departments for their contributions to Mercy Services over the past year:

- The Institute of Sisters of Mercy Australia and Papua New Guinea
- Australian Government Department of Health
- Hunter New England Health (NSW Health)
- The NSW Department of Community and Justice
- Transport for NSW
- Network of Alcohol and Other Drug Agencies (NADA)
- National Disability Insurance Agency (NDIA)
- Mercy Ministry Companions
- Mercy Community Services Australia Ltd
- All people supported by Mercy Services, their families, carers, volunteers and all Mercy Services staff.

THANK YOU

Thank you for taking the time to read Mercy Services 2022-2023 Annual Report. Our aim is to provide you with a comprehensive overview of the achievements of Mercy Services over the past 12 months and our vision for the 12 months ahead.

WHERE TO GET A COPY

In an effort to reduce the impact on the environment, limited copies of this document have been printed and are available by contacting Mercy Services. Alternatively, a copy of this report can be found on our website and is available for download.

The wonderful photos in this publication have been captured by some of our talented staff and volunteers. We are particularly grateful to Marg Mackie and Hunter Medical Research Institute who captured so many of the images contained within this report.

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Our Profile



THE SISTERS OF MERCY HERITAGE

In 1831, Catherine McAuley founded Mercy Services and her influence continues to inspire the Sisters of Mercy all around the world.

The Sisters of Mercy first came to Australia in 1846 and to Papua New Guinea in 1956 and were dedicated to serving people who suffer from injustices related to poverty, sickness or lack of education; endeavouring to respond to a range of local and global needs. In December 2011, for the sake of their mission, fifteen Mercy congregations formed the Institute of Sisters of Mercy of Australia and Papua New Guinea.

In 1875 The Sisters of Mercy arrived in the Hunter region when Mother Mary Stanislaus Kenny and 10 Sisters settled in Singleton, NSW. Subsequently, the Sisters established many houses and served in many schools; Monte Pio Orphanage, West Maitland (1910 - 1972); Home for Unmarried Mothers, East Maitland (1967 - 1975); Mater Misericordiae Hospital, Waratah (1921 - 2006); Taree Aboriginal

Apostolate; Toronto Retreat Centre; Mercy Nursing Home, Singleton; and Mercy Services.

The Sisters courageously continue to undertake other works such as development assistance in poorer countries; supporting and advocating for refugees and asylum seekers; working with those with addictions; providing counselling and ensuring that those most in need receive the best services regardless of their background.

Mercy Services is proud to continue the Sisters of Mercy heritage. The Sisters still set the overall mission, values and direction of Mercy Services.

These are our sign posts showing us both what we are to do, and the ways we are to behave with each other and with clients. There are few Sisters of Mercy still volunteering in Mercy Services but it is our hope that people will see in all of us the same spirit that enlivened Catherine McAuley and all of her Sisters of Mercy.

OUR SERVICES

Mercy Services takes a holistic approach to its services, which include:

- community aged care services
- residential aged care services
- disability services
- community transport services
- alcohol and other drugs (AOD) services

MISSION

Mercy Services is to provide holistic, proactive and inclusive service, in the spirit of our foundress, Catherine McAuley, to all those we support and work with both in the community and in a residential setting.

In all our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices.

VISION

Following Jesus’ example of love and service, Mercy Services will be leading providers of compassionate care and quality services. We will excel in the delivery, management and measurement of service and quality, and will be implementers of innovative and integrated care delivery models.

OUR VALUES

Motivated by our stated philosophy and committed to our mission and vision our values become key to who we are and how we choose to offer service.

JUSTICE	Ensuring that relationships are maintained by establishing systems and structures that give each person maximum opportunity for access to resources. We advocate for a society in which all can realise their full potential and achieve the common good.
RESPECT	Everyone, regardless of title or position, income, education or status, ethnicity, religion or sexual preference has a dignity that is sacred. All people deserve to be met with a spirit of genuineness and sincerity, and an appreciation of their own self-worth.
SERVICE	Responding with compassion to the needs of others, whether clients or colleagues, we willingly offer our time, skills and attention.
CARE	Attending to the identified needs of those we serve, giving priority to those who are underserved by society, we seek to care not only for their immediate needs but also to advocate for structural change that keeps people in an unhealthy or unsafe environment.
UNITY	Creating a community where harmony and connectedness are present, we work together to progress our Mission. We stand by each other in the face of challenge, and co-operate with decisions that are taken for the good of the Service, yet might be different from one’s own preference.

PHILOSOPHY STATEMENT

Mercy’s philosophy embraces a deep and lasting trust in the compassionate love of God.

We believe in, and are witness to, the dignity of the human person and the value and quality of human life.

We respect that all persons are born equal and that all life is a God-given gift.

We acknowledge that each person’s journey is unique, and that support needs can vary from person to person.

We believe in offering services that recognise and honour the whole person: body, mind, heart and spirit.

We believe in responsible stewardship.

Placing high value on our human resources, while promoting rigorous attention to the financial, structural and material.

We believe in collaborating with other organisations that share our values to better benefit the community we serve.

We hold the values of Respect, Care, Justice, Unity and Service to be central to our culture and believe in demonstrating them in creative responsiveness to the social needs of our times.



Our People

CHAIRPERSON'S REPORT

On behalf of the Board, I am pleased to introduce Mercy Services Annual Report for the 2022/23 financial year.

Mercy Services has experienced a year of transition, both within the organisation and throughout our industry. We welcomed new starters into our team. We also said goodbye to colleagues whose contributions are appreciated, and we wish them well in their future endeavours.

Our focus remains on providing exceptional care to the residents and clients we care for. Our success has been directly linked to the hard work and dedication of our team and I would like to personally thank each of them for their commitment, energy, and consistency in delivering exceptional care, following in the tradition of the Sisters of Mercy.

Key highlights from the 2022/23 financial year include:

NEW GOVERNANCE

As communicated in the 2021/22 Annual Report, Mercy Services is now governed by Mercy Community Services Australia Ltd. We thank the previous Board for their commitment to the people of Newcastle and the Hunter and we are proud to continue their positive work.

Mercy Community Services Australia Ltd oversee two other corporate ministries of the Sisters of Mercy and we look forward to the outcomes this new governance will bring in assisting our clients, residents, their families and the wider community.

COVID-19 MANAGEMENT

COVID-19 continues to have a big impact on the services we provide to those we care for, and to the staff that provide their care.

As we continue to manage the risks associated with the virus, the patience our team have shown in testing, wearing personal protective equipment (PPE), and overcoming staff shortages has been appreciated by all. We also extend our sincere thanks to the clients, residents, families and carers for their patience and understanding during this time.

In December 2022 our residential aged care facility in Singleton experienced a significant outbreak of COVID-19. I am pleased to report that both staff and residents made full recoveries and a special thanks is extended to our team for the dedication and care they provided during this difficult time.

AGED CARE REFORMS

Mercy Services is fully committed to the aged care sector reforms which aim to provide better care for older Australians and continues to be rolled out at a fast pace.

The most significant of these reforms has been the Fair Work Commission's decision to increase frontline care workers' wages by 15% from 1 July 2023. This significant recognition of the amazing care workers provide to older Australians has been welcomed.

Mercy Services has always been committed to our workers and so paid a 10% increase for the 6 months in advance of the official increase starting in July of 2023. We do this in recognition of the commitment of our staff in providing exceptional care.

SIGNIFICANT CHANGES OVER THE PAST YEAR

Mercy Services is committed to delivering high quality care to older Australians aligned to several significant changes that took place throughout the year:

- Introduction of the Australian National Aged Care Classification (AN-ACC) funding mechanism for residential aged care.
- Preparation for 24/7 Registered Nurses in residential aged care.
- Preparation for mandatory care minutes in residential aged care.
- A delay to the start of the new Support at Home program until 1 July 2025.
- Stronger governance requirements for Boards.

I thank the Leadership Team at Mercy Services for their commitment and continued work in ensuring we are well placed to implement the above changes.

COMMUNITY TRANSPORT TEAM

Mercy Services remains committed to the communities in which we operate. Our community transport team see more clients in our region than any other service. COVID-19 has impacted community transport significantly, with restrictions about the number of people who could travel in vehicles and with the wearing of masks.

Many people delayed seeking medical attention through the first few years of the pandemic. Our Community Transport team recognised the importance of ensuring those in our region continued to have access to essential services including medical appointments.

ALCOHOL AND OTHER DRUG (AOD) TEAM

Our AOD team may be small, but they have a significant impact as they care for those in our area that struggle with personal challenges. With many in-home visits reverting to telehealth appointments during the COVID-19 pandemic, clients were managing their addiction under difficult circumstances, which is a credit to their commitment towards personal growth. Likewise, our staff have remained committed to assisting our clients, which is recognised and very much appreciated.

Over the coming year I look forward to sharing Mercy Services' progress and future initiatives. On behalf of the Board of Directors I would like to thank all of the team at Mercy Services for their unwavering commitment to delivering exceptional care to those we care for, in the spirit of our founder Catherine McAuley and the Sisters of Mercy.

MATTHEW CLANCY

Chairperson of Mercy Services Board

Corporate Governance

MERCY SERVICES BOARD

Since 1 July 2022, Mercy Services has been governed by the Common Board of Mercy Community Services Australia Limited.

In the 2022-2023 Financial Year, twelve (12) meetings of Directors were held. Attendances by each director during the year are shown below:

MERCY SERVICES BOARD OF DIRECTORS	YEAR APPOINTED	NUMBER OF MEETINGS ATTENDED OUT OF 12
Mr Matthew Clancy	2021	12/12
Ms Kerry Brettell	2021	11/12
Ms Bridgid Connors	2021	10/12
Dr Michelle Cotter	2021	11/12
Mr Brian Keane	2021	12/12
Ms Elizabeth Martin	2021	10/12
Ms Ella McPherson	2021	8/12
Ms Marcelle Mogg	2021	8/12
Mr Mark O'Connor	2021	12/12
Sr Elizabeth Moloney	2022 (noted resigned 31.12.2022)	6/6
Sr Cecilia Louise Reeves	2021 (noted resigned 31.01.2023)	4/6

COMMITTEE COMPOSITION DURING 2022-2023

The Company Secretary is Faten Awad. Faten was appointed as MCSAL Company Secretary on 6 September 2022.

Audit, Risk and Finance Committee: Matthew Clancy, Michelle Cotter, Brian Keane, and Mark O'Connor.

Governance Committee: Matthew Clancy, Sr Elizabeth Moloney and Bridgid Connors.

Mission Committee: Matthew Clancy, Elizabeth Martin, Sr Cecilia Louise Reeves, Ella McPherson, and Sr Annette Schneider.

Service Delivery Committee: Matthew Clancy, Kerry Brettell, Michelle Cotter, Marcelle Mogg, and Felicity Evers.

ADDITIONAL NOTES:

- There have been 12 meetings of directors in the 2022-2023 Financial year.
- Resignation date for noting:
- Sr Elizabeth Moloney - term ended on 31 December 2022 and she was unavailable for reappointment.
- Sr Cecilia Louise Reeves - resigned, effective from 31 January 2023.



Management Team

AT MERCY SERVICES OUR MANAGEMENT TEAM IS COMPRISED OF SEVEN HIGHLY TALENTED, QUALIFIED AND EXPERIENCED PEOPLE.

TONY BIDSTRUP

Tony Bidstrup was appointed as Chief Executive Officer in November 2016. With an extensive background across both the banking and insurance industries, Tony has brought exceptional leadership and management skills to Mercy Services. Coupled with valuable insights and commercial acumen, Tony has positively impacted the strategic direction of Mercy Services, ensuring it remains well placed to harness opportunities and navigate challenges into the future.

Tony's values are underpinned by his strong Christian faith. He has undertaken voluntary work in Africa, working with underprivileged families. This reflects his commitment to social responsibility and aligns to the Mercy Services values of respect, justice, care, unity and service.

MARION PERROTT

Marion has worked within the Aged Care sector over several years. After joining Mercy Services in 2007 as a Care Manager, she worked tirelessly with clients to support their needs.

In July 2022 Marion was appointed to the role of Head of Home and Community Care. With qualifications in Aged Care, Welfare, and Frontline Management, Marion has brought a wealth of knowledge and expertise and is a valuable member of the Mercy Services management team.

DAVID MURRAY

David's background and experience as a senior manager within both government and not-for-profit organisations have made him a valued addition to the team.

In November 2017 after working as a senior manager within community transport, social housing and the building industries, David joined Mercy Services as Head of Community Transport.

David's former roles included coordination maintenance and capital works programs. He has brought significant insight into the legislative requirements necessary to effectively navigate the responsibilities associated with managing Mercy Services Community Transport.

ALLAN COLLINS

Allan joined as Mercy Services Finance Manager in November 2014. With over 19 years working in the not-for-profit sector, he directs and manages the Mercy Finance Team.

Allan is responsible for financial reporting as well as ensuring his team has the necessary resources, skills and training aligned to the introduction of any new systems and ventures that Mercy Services may undertake.

Allan is a fellow of the Institute of Public Accountants (FIPA) and has completed an Advanced Diploma of Business Management from the University of Ballarat. Allan's background also includes working in the transport, newspaper, radio, packaging, metal roofing and fencing industries. This diversity has ensured he brings with him a breadth of knowledge and insight to support Mercy Services into the future.

ALISON TURVEY

In January of 2022 Alison commenced with Mercy Services as Manager AOD and Family Services and is a valued member of the Mercy Services team. She is an experienced Registered Nurse and also brings with her a solid and diverse background, having worked in the areas of alcohol and other drugs, mental health and within the justice system.

With a commitment to personal development, Alison is a member of APSAD (Australasian Professional Society on Alcohol & other Drugs) and holds a Graduate Diploma Clinical Science majoring in Drug & Alcohol Studies.

LEESA BIGHAM

Having joined the Mercy Services residential facility in August 2006, Leesa has since been appointed to the role of Facility Manager.

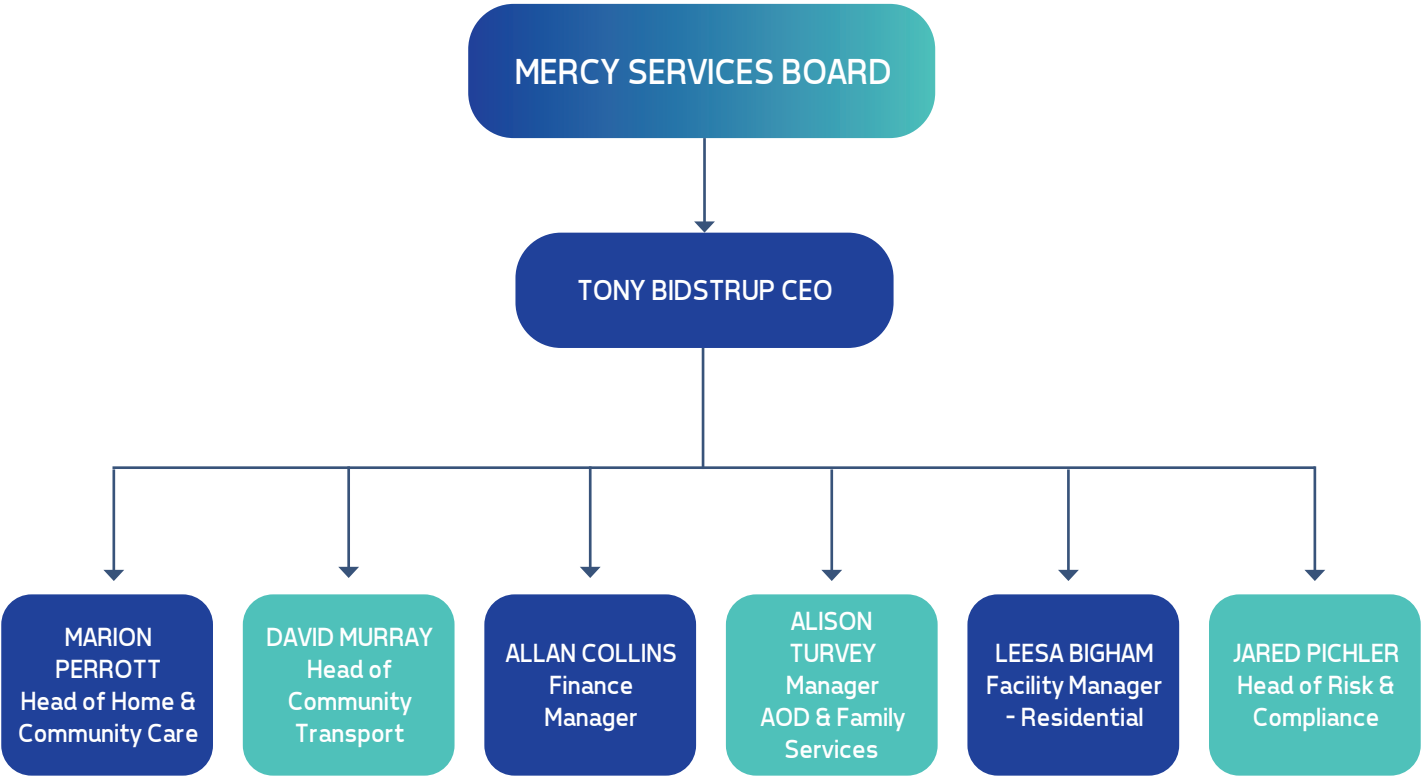
Her dedication and commitment to personal development have seen Leesa attain qualifications in administration, business management, information technology and ageing support. This reflects her approach to continuous improvement and remaining current with best practice approaches across the industry. Leesa shares these insights with the team to ensure that the highest standards of care are provided to our residents, their families and carers.

JARED PICHLER

Jared has been the Head of Risk and Compliance at Mercy Services for the past two years. Jared’s role is to oversee the quality, risk and compliance framework at Mercy Services to ensure appropriate governance for the services provided, supportive of those under our care and in line with ongoing legislative changes or Aged Care Reforms.

With a background of over 17 years’ in risk and compliance management, across various industries, including working not-for-profit organisations within both the private and public sectors, Jared has a diverse background across a number of sectors, particularly in delivering regulatory reform.

As a valued member of the management team, Jared holds a Bachelor of Finance, a Bachelor of Development Studies, and a Postgraduate Diploma of Risk, Disaster and Resilience.



CHIEF EXECUTIVE OFFICER'S REPORT

Mercy Services remains committed towards pursuing continued opportunities for much-needed change within the aged care sector. Alongside our wider community, we look to the future with a renewed sense of optimism, and an appreciation of how far we have come following the significant impacts of the COVID-19 pandemic.

Key outcomes from 2022/23 have included:

RESILIENCE AND RECOGNITION

Recognising our commitment to delivering quality care to clients and residents, our skilled and dedicated employees have continued working hard to provide support to our clients, residents and their families across our facility and in their homes. The COVID-19 pandemic posed many challenges and frustrations, which many of our staff, volunteers, clients, residents, families, and carers continue to be impacted by. On reflection, it has been remarkable to see the resilience of our workforce in adjusting and changing how care was delivered and received.

I personally extend my heartfelt gratitude to the inspiring staff and volunteers who showed up each day during the challenging times of the COVID-19. They continued to deliver care and services whilst managing constant changes within their own homes including rule changes across schools, the aged care and health sectors on a continual basis. It's hard to believe that it was only in September of 2023 that some staff could remove masks for the first time in years, making the task of delivering care much easier.

COVID-19 CHALLENGES

In late December 2022, our residential aged care facility in Singleton experienced a large outbreak of COVID-19. We are proud of the tireless efforts of our workforce which saw everyone make a full recovery.

We worked through this outbreak with only minor visitor restrictions, as opposed to a full lockdown and the adaptability and commitment of our team were truly commendable. Our team can be very proud of their efforts in having a positive impact on our residents, their families and the wider community.

RESIDENTIAL AGED CARE

Aged Care Quality and Safety Commission accreditation

In February 2023, the Aged Care Quality and Safety Commission accredited our Singleton site for an additional 3 years. This accreditation is a testament to the dedication of our colleagues at Singleton and their commitment in providing high standards of care to our residents.

INCREASED CARE

Over the past financial year, changes to residential aged care resulted in the delivery of significant benefits to our residents. We were able to raise the amount of care provided, in terms of both increased Registered Nurse (RN) and Assistants in Nursing (AIN) time.

HOME & COMMUNITY CARE SERVICES AND OUTCOMES FROM THE ROYAL COMMISSION

Although recruitment and retention of healthcare workers to our region continues to present challenges, several significant outcomes from the Royal Commission have been welcomed.

Recruitment challenges continue to be faced by our home and community care services team. Earlier in the year the government announced a new initiative, the 'Support at Home' program. Recognising that a common desire for people is to remain living at home as long as possible, Mercy Services have begun planning to ensure our team can adapt to the changes expected to commence in July 2025.

To support the evolving needs and dynamics of the aged care sector, the Support at Home program is expected to bring significant change, most notably to how the funding model will operate for both clients and providers. We anticipate improvements in the allocation of resources and better catering to the needs of clients. For Mercy Services, this will affect both in-home and out-of-home services, day centres, and community transport.

Although the government is yet to release details, we are working with our peak industry body, Aged & Community Care Providers Association (ACCPA) and various consultants to ensure we are prepared. Similar to AIN's in residential aged care, some roles within Home and Community Care also benefitted from an increase in care worker wages. Over time, we hope this will assist us to increase the Mercy Services workforce and the level of care we can provide.

COMMUNITY HOUSING

In addition to the Alcohol and Other Drug (AOD) counselling, Mercy Services also support housing for clients who are continuing their recovery journey in the community, following residential rehabilitation. Brighton House (for men) and Bronte House (for women) provide safe and supportive accommodation for up to 12 months, with residents committed to a 12-step recovery program such as narcotics anonymous (NA) or alcoholics anonymous (AA).

At both houses, a Support Worker assists residents to support and improve their physical, emotional and spiritual wellbeing to continue their recovery independently. Bronte House has struggled to attract residents, due to its' outlying location, but there is current planning in place to relocate to an inner-city suburb, conveniently located near shops, services, transport and recovery meetings. Mercy Services has already seen a significant and increased interest in this service.

NEW GOVERNANCE

This year also saw us governed by Mercy Community Services Australia Limited for the first time. The new structure and our strengthened association with other ministries of the Sisters of Mercy throughout Australia will provide mutual benefits and opportunities for increased engagement and collaboration.

In 2024 middle managers will be invited to participate in a program with those from education, health, and community services to gain increased understanding of the charism of the Sisters of Mercy and enable future planning. They will draw upon the experience of others within the team and we look forward to rolling out future initiatives following from these sessions.

VISION FOR THE FUTURE

As we navigate the challenges and opportunities over the year ahead, we look forward to further transition and successfully delivering positive outcomes to those we care for in the spirit of Catherine McAuley.

With the support of our dedicated team, our commitment to providing exceptional care, our strong partnerships and robust practices, Mercy Services is well positioned to adapt for a successful future.

TONY BIDSTRUP

Chief Executive Officer



LEARNING AND DEVELOPMENT

LEARNING AND DEVELOPMENT

Mercy Services is committed to providing ongoing learning and development opportunities for our employees.

A mix of both tailored internal skills development and externally sourced training across both accredited and non-accredited programs are offered. This approach ensures that Mercy Services is fostering a culture of continual learning and professional growth amongst our workforce.

ACCREDITED TRAINING

Over the past financial year, our employees have engaged with external providers, highlighting Mercy Services commitment to offering a diverse range of learning opportunities.

The following accredited training programs have been undertaken by our employees:

TEAM	ACCREDITED TRAINING PROGRAM	EDUCATION PROVIDER
20 Community Care Assistants	Statement of Attainment on Insulin Supervision and Blood Glucose monitoring	Aspire Training
1 Mercy Helper from Home and Community	Statement of Attainment in Medication Skillset	Aspire Training
Alcohol and Other Drugs team members (AOD)	Trauma Informed Practices for responding to difficult situations.	The Network of Alcohol and other Drugs Agency (NADA)
1 AOD team member	Motivational Interviewing for addiction	NADA
2 Day Centre employees from Home and Community	Statement of Attainment for Supervision of Food Safety	TAFE NSW
1 employee from Home and Community team has completed the program; and 1 employee from Home and Community team is currently enrolled.	Traineeship and Diploma in Community Services	Essential Skills



398

hours spent of online
on learning in total



50

courses
completed



146

learners

SKILL-BASED AND AWARENESS TRAINING

Mercy Services employees have also engaged in the following skill-based and awareness training programs, designed to assist with current roles and support career growth and progression:

TEAM	ACCREDITED TRAINING PROGRAM	EDUCATION PROVIDER
22 Finance and support team members	Computer Skill Training (both introductory and intermediate levels)	TAFE NSW
Occupational Therapists	Manual Handling (including skills practice on wheelchair and sling handling)	In-house
Teams located at: Cameron Park, West Wallsend, and Tighes Hill	Evacuation Drills	In-house
Teams located at: Cameron Park, West Wallsend, and Tighes Hill	Fire Awareness (currently underway)	In-house
Community Care Assistants	Clinical Skills Workshops (Topics include Medication Assistance, Diabetes Management and Scope of Practice)	In-house
Community Care Assistants and Transport employees	Toolbox Talks (Topics include Dysphagia, client refusal for an ambulance, sharps disposal and de-escalation techniques)	In-house

Mercy Services utilises the online learning platform, Altura Bridge. This continues to be a valuable resource, providing employees with access to in-house developed training modules, together with a library of clinically appropriate training modules.

Over the past financial year, we have had 146 staff members undertake 50 courses, completing a total of 398 hours of online learning.

Employee evaluations have been overwhelmingly positive across the organisation. Mercy Services offers annual face-to-face Safeguarding training session workshops as a vital part of the Learning and Development calendar. These sessions offer an opportunity to instill and discuss organisational values including protecting our clients' health, wellbeing and human rights, enabling them to live free from harm and abuse. A total of 136 employees participated in Safeguarding workshops over the 2022/2023 financial year. These workshops included the principals of safeguarding, communication techniques when dealing with older or vulnerable clients and scenario-based activities.

In April 2023, a 'Formation' afternoon was held at Cameron Park to introduce our new employees to

Mercy Services. Key discussion areas also included:

- **Introduction to Mercy Services:** This session included an overview of the Values, Vision and Mission Statement of Mercy Services and the continuing work that is being done throughout the Mercy family.
- **The life and accomplishments of Catherine McAuley:** New employees are introduced to the work of Catherine McAuley, founder of the Sisters of Mercy through an online module which includes the video 'In God Alone'.
- **Induction and ongoing training:** The formation afternoons and online programs continue to be an integral part of both the induction and ongoing training provided by Mercy Services. This also supports employee engagement and alignment with the overall values, vision and mission of Mercy Services.

PEOPLE AND CULTURE

As we focus on our 2022-2025 strategic objectives, we have also been working towards implementing recommendations handed down from the Royal Commission into Aged Care.

The Fair Work Wage Review resulted in a positive outcome for our direct care workers who are covered by the Aged Care 2010, Social, Community, Home Care and Disability Services Industry Award 2010 and Nurses Award 2020 and associated enterprise agreement. This has led to a 15% pay increase and we are hopeful for another positive result as the review progresses into Stage 3.

Mercy Services, like many health care providers, continues to face ongoing recruitment challenges for key roles such as carers and registered nurses. As a result, we are looking at new and innovative ways to attract and retain talent. Our continued affiliation with the Department of Foreign Affairs and the utilisation of the Pacific Australia Labour Mobility initiative has seen us welcome 3 Assistants in Nursing from Kiribati and the Solomon Islands this year. They join our existing 3 staff from the Solomon Islands at our residential care facility.

In October 2022 it was with much excitement that Mercy Services launched the ESTEEM program. This joint initiative with Hunter New England Health and the Hunter Medical Research Institute represents a significant undertaking and plays a crucial role in aiding people's recovery from stroke. We have also welcomed a Physiotherapist, Allied Health Assistants and Creative Arts Officers to our organisation.

Since its inception, Mercy Services has supported 28 participants through the program, and it has been a genuine pleasure to see the creative pursuits of clients participating in their visits to our centre. With funding secured for the extension of the ESTEEM program, we look forward to the future possibilities

and opportunities this will bring for stroke survivors.

Following from last years' commitment to improve staff recognition, we are pleased with the progress made thus far. This initiative began with the 2022 staff survey, where we heard from our staff about what they value and where they identified areas of improvement at Mercy Services.

There were some pleasing results, with 79% of staff advising they had received positive feedback from managers, and over 75% of staff confirming they received adequate training to perform their roles well.

Areas of improvement were also identified. These included providing greater recognition of staff and a desire for increased group events following the easing of pandemic workplace restrictions. In response, monthly compliments were introduced to share regular praise received from clients about the wonderful work our staff do every day.

Since April 2022, compliments have been issued to 89 of our colleagues, averaging at 22 compliments each month. This highlights the exceptional care and respect our staff from across our services provide to clients.

In alignment with our 'Unity' value, a staff referral program was also established. In addition, we have recommenced monthly lunches and group celebrations to foster a positive work culture. Looking ahead, we plan to expand on these events for our staff and volunteers throughout the coming year.

We maintain a continued focus on our people, the training, structure and support we provide. We are committed to our focus on sourcing and retaining staff to meet the growing demands faced in our industry. In the words of our foundress Catherine McAuley, "we can never say 'it is enough'."

QUALITY AND SAFETY

Mercy Services continued to address the widespread risk of acute respiratory infections (ARIs), including COVID-19 throughout the 2022/23 financial year.

Mercy Services put controls in place to safeguard the wellbeing of our clients and staff, while maintaining a commitment to providing supportive services. As government restrictions evolved and lifted with the changing pandemic landscape, our specialised Outbreak Management Teams remained vigilant and met regularly to revise and adapt their plans and processes across service areas.

In February 2023, the Mercy Services Singleton Residential Facility underwent reaccreditation with the Aged Care Quality and Safety Commission. The monitoring team evaluated the quality and care provided by Mercy Services against the Quality Standards to determine how our services contribute to improved safety, quality and continuous improvement.

Mercy Services exceptional achievement of full compliance in meeting all 42 requirements is a testament to the quality of care provided by our colleagues at the facility. In early 2023, Mercy Services also received reaccreditation under the NDIS Practice Standards.

In 2023 several governance enhancements were developed in anticipation of upcoming government Aged Care Reforms, commencing later this year. This included recommencement of Mercy Services Client Advisory Council and the revision of our governance structure. The Council is comprised of clients who provide feedback on services they receive. This invaluable feedback assists Mercy Services in the continuous improvement of our service delivery. Over the reporting period, two Council meetings were held with over 16 clients participating, sharing their feedback and representing their peers who receive care from Mercy Services.

RISK AND COMPLIANCE

Mercy Services have maintained a commitment to operating within the developed risk and compliance management framework. A quarterly evaluation of the organisational risk register is undertaken to review risk positions within defined risk appetites and identify any new risk areas. A detailed report is presented to the Board Audit, Risk and Finance Subcommittee for oversight.

Mercy Services proactively monitors emerging risks from the operational level and considers the broader impacts to risk management across the organisation. The Risk and Compliance Team initiated the development of departmental operational risk registers in consultation with each member of the leadership team. This approach enables Mercy Services to capture specific risks and consider current controls at an operational level.

The Risk and Compliance Team conducted a comprehensive review of existing Emergency Management Business Continuity Plans (BCP) for both Residential and Other Services including Home and Community Care, Community Transport and McAuley Outreach / counselling services. This review provided the opportunity for effective plans, processes, and personnel to be put in place to manage potential emergencies and ensure consistent care and services are provided.

In 2023, due to flooding of the nearby Hunter River, Mercy Services faced 2 significant rainfall events resulting in the enactment of Mercy Services BCP for our residential facility in Singleton. Fortunately, evacuation of the facility was not required, but the planning and preparation efforts by Mercy Services staff were outstanding. Throughout the emergency, Mercy Services remained in close communication with local emergency services and the SES to ensure all residents, families and staff received timely updates, and even during challenging times ensure a high standard of care is maintained within the facility.

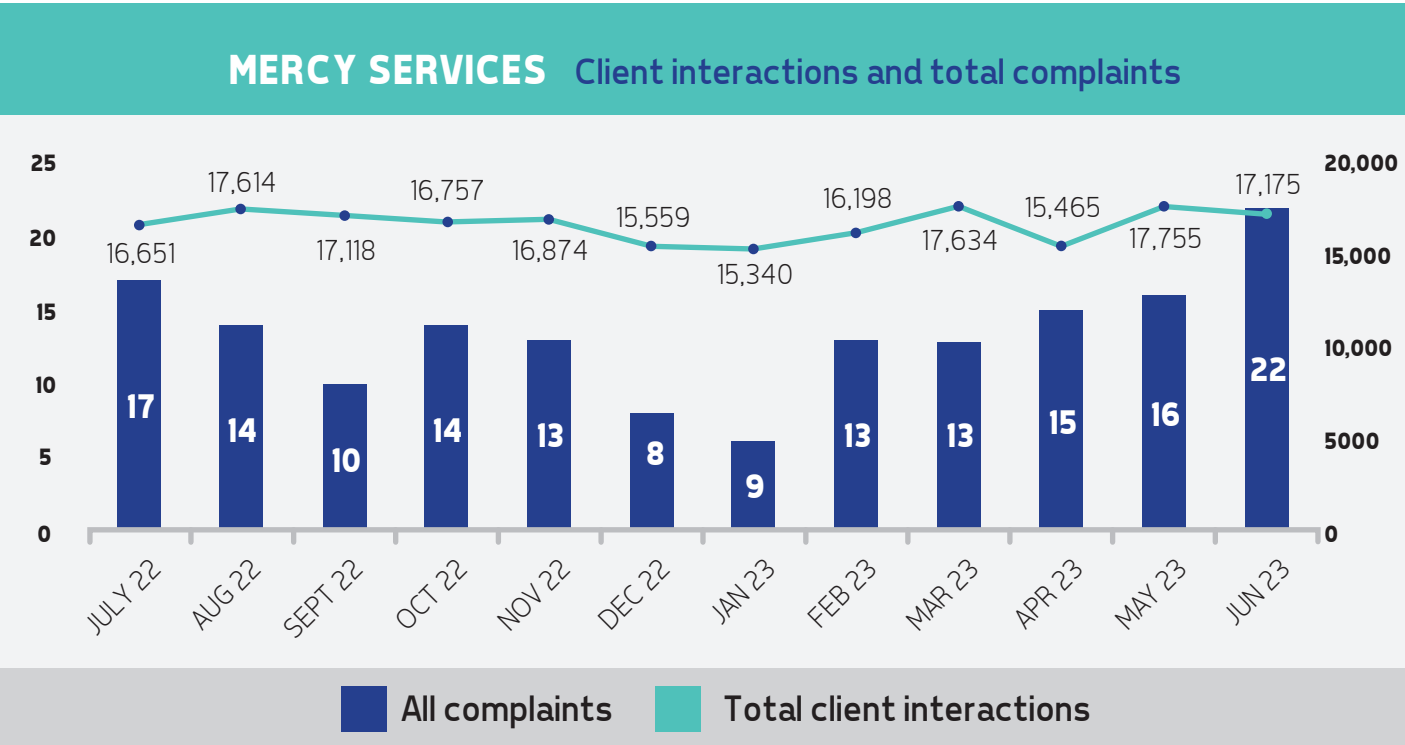
CLIENT SATISFACTION

Mercy Services is committed to continuous improvement and welcomes feedback from clients, residents, families, representatives, and staff.

In April 2023, as part of ongoing policy reviews, the Complaints and Feedback Policy was reviewed. In promotion of transparency, the below graph outlines the complaints received compared with the number of services delivered over the past year. We are pleased to report low numbers of complaints relative to all the services provided. Most complaints were related to miscommunication about service delivery timing, or the cancellation of domestic assistance services. Whilst staffing challenges remain, there has been improvement in availability and with the option for clients to outsource for domestic assistance has improved complaints in these areas.

Throughout the year Mercy Services conducted satisfaction surveys to assist in identifying key areas for improvement to ensure the care and services we provide meet the standards of those we support. Mercy Services is proud to report positive feedback including:

- 98% of residents and clients felt treated with dignity and respect.
- 90% felt staff were polite and respectful.
- 90% would recommend Mercy Services.



98%

of residents and clients felt treated with dignity and respect



90%

felt staff were polite and respectful



90%

would recommend Mercy Services

QUALITY AUDIT REVIEW

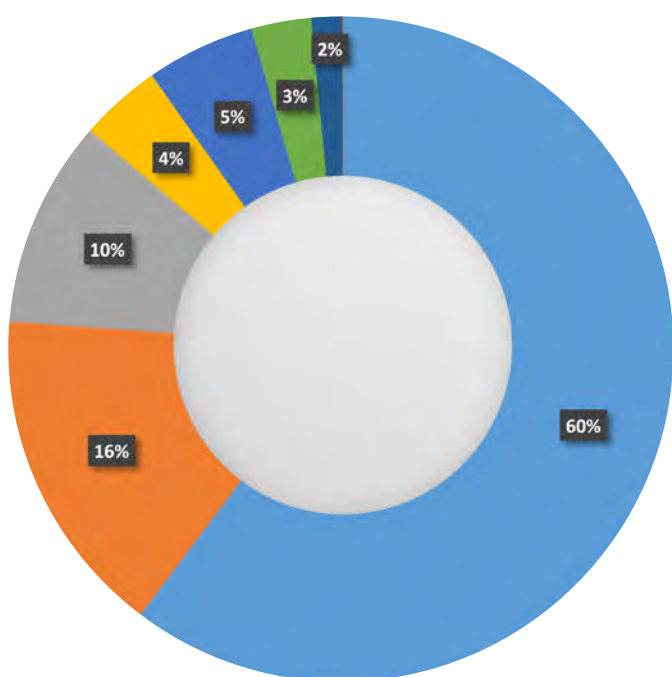
Mercy Services developed a quality audit plan for the 2022-23 year which received endorsement by our Board. This plan outlines the schedule for internal quality reviews and audits against the various Aged Care Quality Standards across service areas. Clinical audits will be reviewed at monthly Clinical Advisory Council meeting, with all audit or review outcomes to be presented on a quarterly basis to the Service Delivery board subcommittee for oversight and feedback.



GRANTS AND FUNDING

Mercy Services is contracted to deliver a range of services on behalf of the Federal and NSW Governments. Funds are allocated to specific programs, and expenditure of these funds is monitored in accordance with contractual obligations and outcomes as stated on the program contract or service details, as outlined by the funding body.

SOURCE	PROGRAM	FUNDS RECEIVED	
		2021/22	2022/23
Commonwealth Department of Health/ Social Services	- Government subsidies for Aged Care Facility Singleton - Home support (CHSP Program) - Transport - Home Care Packages (HCP)	\$10,648,263	\$9,745,046
Transport NSW	Community Transport Lake Macquarie and Newcastle	\$2,528,118	\$2,566,872
Client/Resident Fees	Community Transport Lake Macquarie and Newcastle	\$1,467,431	\$1,630,386
NSW Health	- McAuley Outreach Service - Day Centre - Health Transport - Auspice of Newcastle CDATs	\$698,465	\$646,126
Other	- Rent Received - Interest - Sundry Income	\$582,317	\$862,652
Institute of Sisters of Mercy Aus and PNG	Health and Aged Care Coordinators	\$491,620	\$473,604
NDIS	Payment for services to persons under 65 with a disability	\$313,811	\$241,134
Donations		\$73,468	\$9,646
Total Funding		\$16,803,493	\$16,185,112
Government Funding For Services		\$14,188,657	\$ 13,199,178



MERCY SERVICES FUNDING SOURCES

- Commonwealth Department of Health/
Social Services
- Transport NSW
- Client/Resident Fees
- NSW Health
- Other
- Institute of Sisters of Mercy Aus and PNG
- NDIS
- Donations

Environmental Responsibility

In the 2022/23 financial year, Mercy Services saw an 8% increase in greenhouse gas emissions over the previous year. A number of contributing factors led to this increase, including:

INCREASES IN SERVICE OPERATIONS

A significant factor affecting this increase in emissions was that services including Community Transport and Day Centres were operating over the full year, for the first time since the COVID-19 pandemic began. This resulted in higher emissions compared to previous years when operations were restricted.

INCREASES IN PETROL AND DIESEL VEHICLE EMISSIONS

In previous years, government restrictions and lockdowns had limited several activities from occurring. With the lifting of COVID-19 restrictions, there was a significant increase in petrol and diesel vehicle emissions during the financial year. This was due to factors including an increase in Community Transport services provided to clients, and an increase in transportation to Day Centres.

INCREASES IN GOVERNMENT CARBON EMISSIONS FACTORS

In 2022, the government revised and increased carbon emissions factors used in the calculation of greenhouse gas emissions. This contributed to higher emissions being reported for petrol and diesel vehicles over the 2022/23 financial year. Had the factors remained the same, our reported emissions would have been lower.

INCREASES IN WASTE EMISSIONS

Mercy Services saw an increase in waste emissions offset by a decrease in electricity and gas

emissions. Our total gas emissions decreased by 14% during the year. This reduction was primarily due to hot water systems at the Singleton facility being replaced with more efficient systems.

OVERALL REDUCTION IN GREENHOUSE GAS EMISSIONS ACHIEVED OVER A THREE YEAR PERIOD

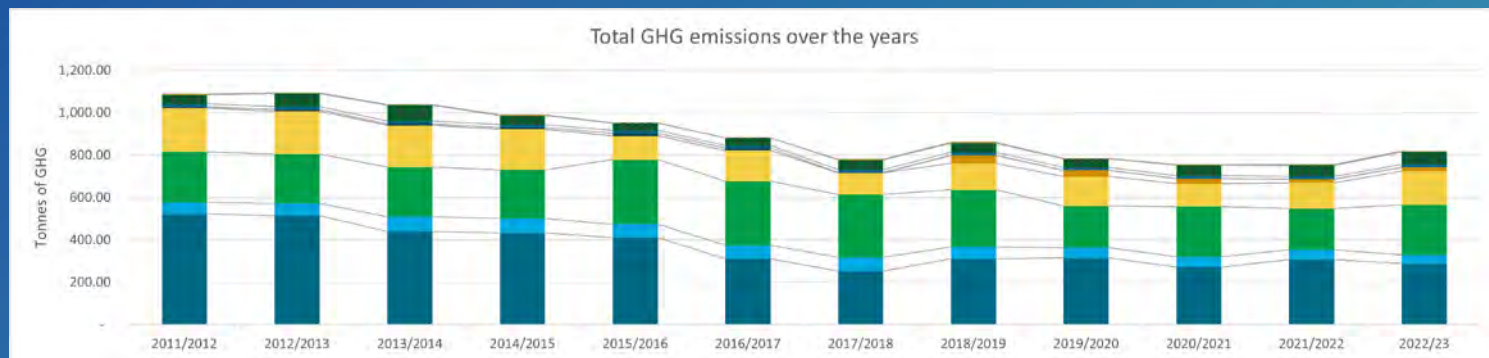
Over the past three years, we also achieved an average overall reduction of 1% in greenhouse gas emissions, which is comparable to our pre-pandemic levels. However, the above mentioned increase in the carbon emissions factors inflated our overall three-year emissions average.

Mercy Services saw an increase of 13% in diesel vehicle emissions over the past three years. This was partially offset by a decrease in petrol and ethanol car emissions.

Over the past three years, waste emissions increased by 32%. This was mainly due to increased personal protective equipment (PPE) requirements resulting from the COVID-19 pandemic.

A COMMITMENT TO CONTINUAL IMPROVEMENTS

Mercy Services remains committed to our sustainability goals, as shown by our implementation of more efficient systems at our Singleton facility resulting in a 14% reduction in total gas emissions and our 1% reduction in greenhouse gas emissions. While the overall 8% increase in greenhouse gas emissions is concerning, it is important to recognise the contributing factors and look at ways to implement continual improvements. We do this by reflecting on our achievements and continually exploring ways to reduce our emissions for the future.



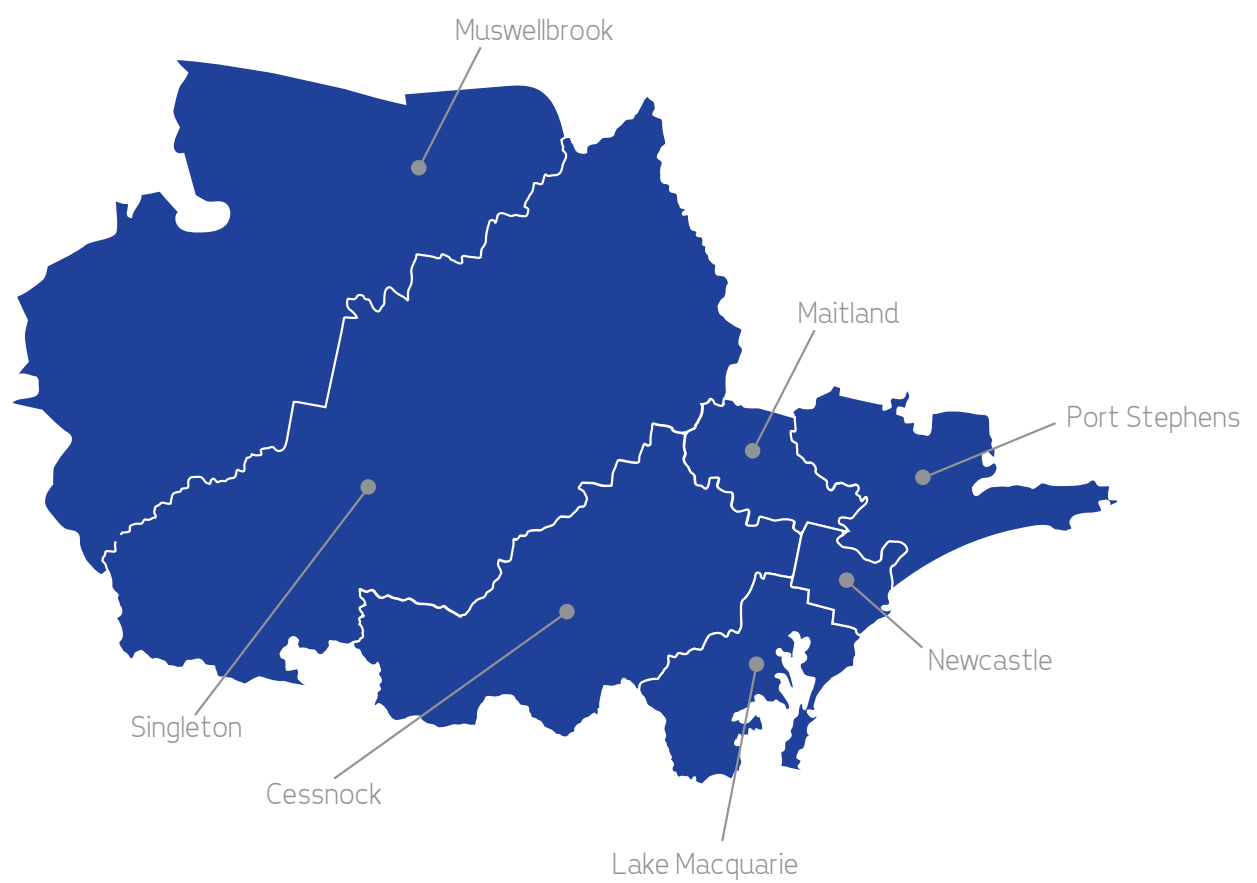
Our Services



Photo supplied by Hunter Medical Research Institute

ACTIVITIES AND OUTCOMES

OUTPUTS 2022-2023	ACTIVITY PROVIDED BY MERCY SERVICES
925	Alcohol and Other Drug services (individual counselling services)
3,662	Group activities
1822	Community Nursing Service
45,169	Community Transport (trips)
4,941	NDIS (hours)



2,576
Clients



186
Staff



17
Volunteers



Photo supplied by Hunter Medical Research Institute

Home and Community Care

As COVID-19 continues to impact our services and processes, the team at Mercy Services is relieved to see the easing of restrictions. This has enabled us to have a renewed focus on our core activities by providing ongoing safe and effective care to our clients.

Below are some of our key highlights over the past year:

COMMITMENT TO IMPROVEMENT

The importance of having robust processes and procedures was highlighted by the COVID-19 pandemic. This often requires ongoing training and has led to improvements in our best practice approach to providing exceptional care to our clients.

HOME AND COMMUNITY CARE (HCC)

The various teams within HCC have worked tirelessly throughout the year.

Mercy Services has welcomed many new faces in the team over the past year and we look forward to their fresh insights. We are also pleased to welcome back several colleagues who have again offered their support, experience and knowledge to the HCC team.

For those who have moved on to explore new opportunities, we wish them well in their future endeavours.

HOME CARE PACKAGES (HCP) AND COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

The HCP and CHSP have continued to provide essential support and exceptional care to enable our clients to maintain their lifestyle, whilst remaining in their homes.

Our focus remains on the needs and safety of our clients. Our Care Managers, Home Care Officers and Registered Nurses continue to work together, providing seamless support to their Community Care Assistants (CCA's). This approach facilitates the provision of high-quality care to our clients.

While it has been a challenging year, it has been wonderful to see our team working together to overcome many obstacles including workload due to the increased expectations from the Aged Care Commission.

CLIENT SERVICES

Our Client Services Officers (CSO) face the often daunting task of rostering services, while managing reduced resourcing and limited staff availability to fulfill the needs of our clients.

A decline in CCA's has led to the need to outsource our domestic assistance services. This allows our Home Care Team to primarily focus on providing essential services to our clients.

Our West Wallsend, Tighes Hill and Mayfield day centres have seen client numbers increase due to the diligent work of Coordinators and Activity staff.

THE EXERCISING, SOCIALISING, THINKING - AND ENVIRONMENTAL ENRICHMENT MODEL (ESTEEM) PROGRAM

At the end of 2022, Mercy Services launched an initiative called the ESTEEM program for Stroke Survivors. The program is focussed on the social, functional, and creative activities of participants and we have seen a large group engage with this program.

The success of this program has been measured by positive feedback from participants and additional funding to continue ESTEEM for a further 2 years.

STAFF DEVELOPMENT

Mercy Services recognises the importance of continued staff development and training. Supporting our staff with quality training and education opportunities promotes confidence and creates an environment where they feel valued and ensures they can provide exceptional care to our clients.

Home and Community Care is ultimately about people caring for people, and the dedication of our team in caring for our vulnerable clients is acknowledged and appreciated.

We recognise that we all come from different walks of life. At Mercy Services, our collective focus is to provide exceptional care and support to our clients so they may live at home with dignity and grace.

Residential Aged Care

Our dedicated staff continue to demonstrate unwavering commitment to providing exceptional care for our residents, particularly in the face of ongoing COVID-19 challenges.

Key updates and highlights from our team include:

PACIFIC AUSTRALIA LABOUR MOBILITY (PALM) PROGRAM

Our continued collaboration with the PALM program has enabled us to recruit Assistants in Nursing from Pacific nations.

Over the past financial year, we have welcomed two new staff from the Kiribati Islands. This year we were fortunate to recruit another staff member from the Solomon Islands to join our team.

COVID-19 MANAGEMENT

In December 2022, we experienced our first significant COVID-19 outbreak. Thanks to the timely availability of antiviral medications and immunisations, we are proud to say none of our residents suffered loss of life or serious illness during the outbreak. This is a further testament to the commitment of our team in safeguarding our resident's health and wellbeing.

COMMITMENT TO CORE VALUES

We remain committed to our core Values of Care, Service, Respect, Justice and Unity. As we strive to maintain and elevate the standard of care provided to our valued residents, we look forward to the opportunities and challenges that the coming year will bring.

ACCREDITATION

Earlier this year we achieved a significant milestone in gaining our 3-year Accreditation from the Aged Care Quality & Safety Commission. This accreditation is a result that reflects each of our skilled and dedicated team members who all play a vital role in caring for our residents.

COMMUNITY SUPPORT

We continue to extend our heartfelt gratitude to the generous community groups, residents and families who have continued to support our mission with their generous annual donations.

COMPLIANCE AND LEGISLATION

We remain vigilant and proactive in our efforts to stay ahead of increasing compliance requirements and evolving legislation within our industry. We eagerly anticipate the implementation of the new Aged Care Standards and the introduction of mandatory care minutes, scheduled for October 2023.

With a focus on continuous improvement to provide the highest quality of care, we continue to adapt, innovate, and engage with our residents, their carers and loved ones.

LIFESTYLE AND CATERING TEAM

Our lifestyle team have delivered an abundance of joy and excitement to our residents over the past year. They have gone above and beyond to organise celebrations for monthly theme days and cultural events and have created unforgettable experiences for our residents. The positive impact of these initiatives on the overall well-being of our residents is immeasurable.

Seeing the anticipation and enthusiasm for these activities amongst the residents, highlights the significant positive impacts these initiatives continue to have on them. We are proud of the creativity displayed by the lifestyle team and their commitment to providing nutritious food and fun for our residents.

We are committed to continuing to provide the highest level of support and compassion, while also creating many moments of joy and connection for our residents. We look forward to the year ahead and creating an environment where our residents can continue to feel safe, engaged and supported.



Community Transport

Mercy Services provides a significant positive impact on our clients by continuing to offer community transport services to those in need. We have assisted our clients with transportation for a wide variety of reasons including attending medical appointments, travelling to shops, attending social outings or visiting loved ones.

Mercy Services impacts the lives of our clients in many positive ways. Our vehicles are a valued service we offer to clients, and we have seen an increasing demand for this service. Additionally, we also offer emotional support by providing clients with the opportunity to engage in conversation.

While delivering our regular transport service, we also assist clients with additional support in the areas of mental or physical health, by connecting them with other services that may be of assistance. It is in these moments that Mercy Services carries forward the work initiated by the founder of the Sisters of Mercy Catherine McCauley all those years ago.

Below are some of the key milestones we have achieved over the past financial year:

KEY STATISTICS

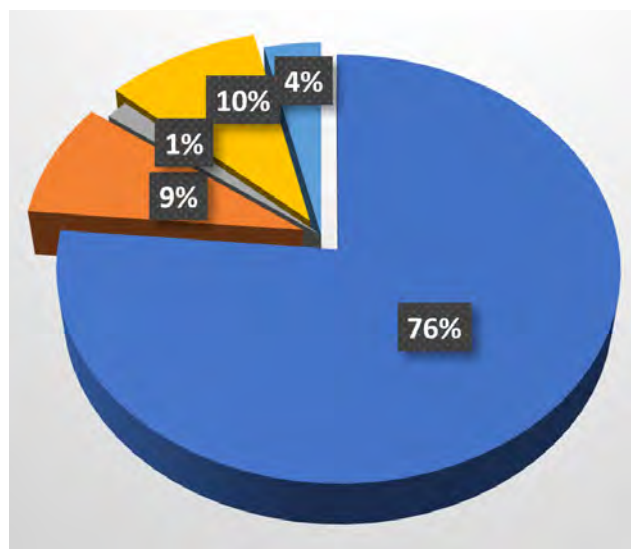
Distance travelled..... 801,000 km

Trips completed..... 45,169

Clients assisted 2,016

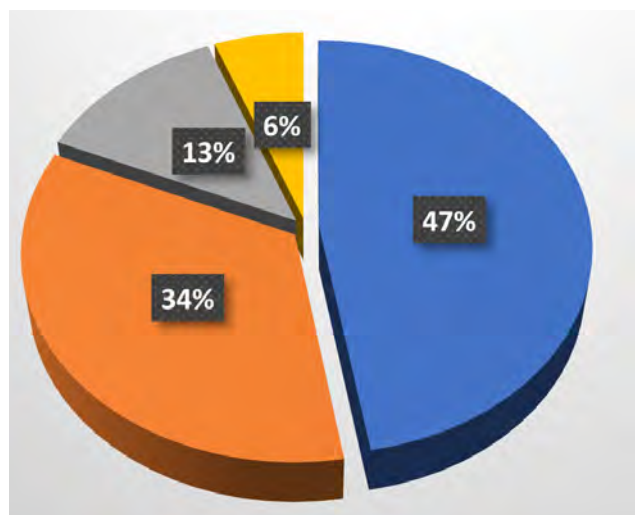
Wheelchair transport..... 1,345

FUNDING SOURCE



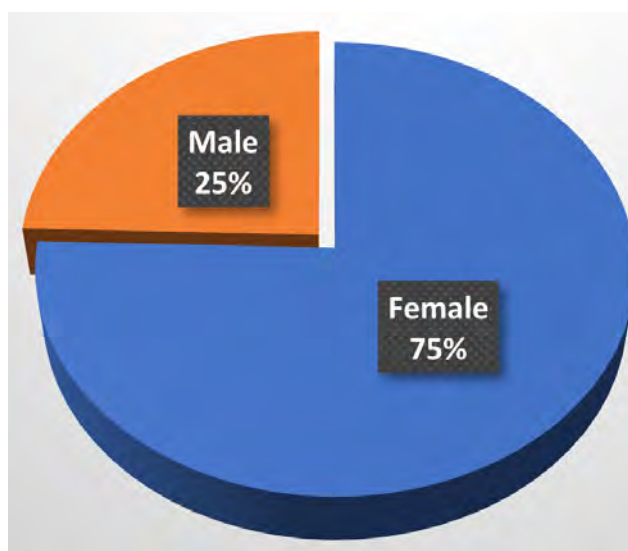
CHSP CTP Health
HCP Other

TRIP PURPOSE



Medical Social
Day Centre Shopping

MALE/FEMALE SERVICE USE



Male Female

SOME GREAT FEEDBACK FROM OUR CLIENTS

Mercy Services has received a lot of positive feedback from those we assist. We are fortunate to have such caring staff and below is a summary of some of the recognition our team have received over the past year:

A first-time user client called to state their customer service experience was "exceptional" and advised that the Mercy Services team and community transport drivers were all "accommodating and caring".

Cathy called to express her happiness with the outings offered.

Lee stated that the service she received was wonderful and commented that the team was always "going the extra mile" for her.

After using the community transport service, Monica said both drivers made her "feel like a queen" and she was very happy with the service.

Pattie provided high praise for Mercy Services,

which she described as "life saving".

Elaine expressed her appreciation to Mercy Services in a letter, stating that "drivers are always efficient and courteous."

Sandra called to compliment the whole Mercy Transport team, including both the team in the office and our drivers.

Pattie called to advise that the Mercy Services' drivers are "wonderful and caring." She expressed gratitude for the service and stated that we have given back her independence.

The son of a client called to say thank you for the assistance provided to his mum who had been locked out of the house.



Alcohol and other drug (AOD) & Family programs

MCAULEY OUTREACH SERVICE

The McAuley Outreach Service provides alcohol and other drug (AOD) counselling and support to clients with children aged 11 years old and under, in the Newcastle, Lake Macquarie, Port Stephens and Maitland areas. Following the easing of COVID-19 restrictions, the team remained adaptable and have returned to supporting our clients within their homes. To ensure clients continue to receive the support they require, additional phone-based counselling sessions are also offered.

The social and emotional wellbeing of our clients continues to be heavily impacted by COVID-19 and a volatile economic climate. Many clients have reported feeling disadvantaged and socially isolated. Additionally, they have reported feeling stressed by many factors including housing instability and affordability, the increased costs of living, limited access to children, loss of extended family support, increased family violence, mental health decline, finances and a subsequent increase in drug and alcohol use.

Counselling staff at the McAuley Outreach Service provide consistent support to our clients to achieve the best possible outcomes by accessing quality counselling and treatment.

CLIENT DEMOGRAPHICS:

- 210 clients participated in counselling.
- 85% of clients identified as female.
- 23% of clients identified as Aboriginal and/or Torres Strait Islander.
- 82% of clients were aged between 25-44yrs.
- 72 clients had a total of \$68,105.99 credited to their Work Development Orders. This support provides financial assistance to clients who participate in counselling, by reducing their state debt by up to \$1,000 per month.
- Within families that were impacted by parental substance use, 151 children resided within the family home, and 165 children were placed in out-of-home care.

The most problematic substance identified was Methamphetamine, followed by cannabis and alcohol.

Our treatment planning and processes have been updated to align with the NSW Health Clinical Care Standards for Alcohol and Other Drug Treatment. As challenges are often presented after the cessation of a service, our counselling staff now routinely attend follow-up assessments with our client group at 3 months.

Feedback has been positive, with more clients now willing to regularly provide details of their treatment outcomes. This increased client review and assessment, using validated outcome measures, has enabled counselling staff to assess existing treatment interventions and guide future care planning. More clients have engaged in treatment compared to the previous reporting period and clients have reported an increase in feeling their goals have been met.

Client reported outcomes have indicated significant positive change amongst participants. This includes:

- A reduction in AOD use.
- Improved client perception of the severity of their AOD dependence.
- Significant improvements in psychological health and general health and wellbeing.
- An increase in parenting skills, with this confidence expressed by a large majority of clients.
- A high level of satisfaction with services provided. 97% indicated they would return to the service if they required further support.
- The majority of clients advised they had achieved some or all, of their goals.

CLIENT TESTIMONIALS

"The counsellor has helped me be more proactive and has made my decision making make sense."

"The counsellor supported me and got me to a stable mindset."

"Counselling helped me to improve my self-love, my drug addiction, the way I felt and brought out the better in me."

"The service was understanding, non-judgmental, my counsellor was great at listening/followed with fantastic advice. It always left me feeling positive."

"I continued with trauma counselling and my children are back home with me full time."

The above feedback demonstrates the effectiveness of the support and value that the McAuley Outreach Service provides to our clients, and the positive difference we are making in their lives.

HOLYOAKE

The Holyoake program for women recommenced in April 2023 after a lengthy suspension due to pandemic-related health restrictions and staff shortages. Two counselling staff have now been trained as Holyoake facilitators and these positive developments will have a significant impact on the lives of many women seeking support.

Our client referral numbers are growing and reflect an increased demand for the services we offer. The positive impact the program is having on the lives of our participants is reflected in their reports of improvements to their life and overall self-esteem.

COMMUNITY HOUSING

The Mercy Services Community Housing program assists and supports low-income families affected by substance abuse, who are now established on their recovery journey.

The program provides short to medium term housing to families unable to obtain suitable housing through another agency in the suburbs of Mayfield, Maryland, Whitebridge, and Elmore Vale. Housing is offered at public housing rental rates, with a maximum stay of up to 18 months.

Management of the houses is undertaken by Amelie Housing, a registered community-housing provider, while Mercy Community Housing retains the right to interview and select the residents. Each resident signs a lease with Amelie Housing and a support agreement with Mercy Community Services, ensuring they receive both housing and support.

Over the past financial year, the program has provided community housing assistance to six individuals with a combined total of 14 children. Additionally, three long-term tenants have undertaken or completed vocational courses and obtained employment during their time in Community Housing. The effectiveness of Community Housing in empowering residents to enhance their skills and become more independent and self-sufficient is shown through the achievements and feedback from our residents.

TONI'S STORY:

The positive impact of the Community Housing program on residents is highlighted in Toni's success story.

Toni recently completed a two-year tenancy at a Mayfield property in August 2023 where she resided with her two young children.

Toni acknowledged the positive impact that safe and secure accommodation provided to her family during her ongoing recovery. She was able to maintain her employment in the disability support sector and Toni noted the positive impact this stability provided to her self-esteem.

Toni was able to move past domestic violence and addiction, be a good mother and maintain stable employment. Despite the challenges presented by the current rental market, Toni was gently supported to gain long-term private rental accommodation and achieve her goal of providing a stable home and garden for her children.

Toni's story highlights the impact of stable and supportive housing in empowering individuals to overcome personal challenges and rebuild their lives.

BRIGHTON HOUSE AND BRONTE HOUSE

These two houses offer accommodation to men and women who are ready to take responsibility for their own recovery and who have usually completed a rehabilitation program.

The recovery houses play a vital role in helping individuals transition from rehabilitation programs to a sustained drug-free lifestyle. They provide a supportive and friendly environment which assists in contributing to the long-term success of recovery by promoting a healthy and stable future.

BRONTE HOUSE (FOR WOMEN)

Prior to December 2022, Bronte House had accommodated two female residents. Unfortunately, due to personal challenges they did not complete the Bronte House program. The difficult decision to temporarily close Bronte House was then made due to neighborhood concerns and challenges in attracting suitable residents.

We have since received a positive response to the planned reopening of Bronte House in Mayfield in mid-November 2023. Conveniently located in Mayfield, the new site will provide access to nearby public transport and a shopping area.

BRIGHTON HOUSE (FOR MEN)

Over the past year, Brighton House has welcomed 10 residents, ranging in age from their early 20's to late 50's. This is a testament to the inclusivity of the program. Brighton House offers a mix of "old boys" and newer residents who have all been very supportive of one another. This has fostered a stable environment as they attend meetings together and welcome new residents.

Current residents are undertaking TAFE studies or have gained employment. They are active in the recovery community, seeking positive peer supports and are redeveloping good relationships with their families.

Brighton House promotes a positive feeling of stability, family, and fellowship within the house. The residents take pride in their home and surroundings. Shared mealtimes, a well-organized cleaning roster and well-maintained garden all contributing to the positive atmosphere.

Brighton House has also benefited from the addition of two peer support workers this year, who are excellent role models and are very supportive of the residents and their ongoing recovery.

BILLY'S STORY

Billy is a long-term resident at Brighton House and is currently working towards gaining independent accommodation and pursuing university study.

Billy has been a valuable member of the Brighton House community and is actively engaged in the local Alcoholics Anonymous (AA) community. Billy has faced some significant challenges, including periods in custody for most of his adult life, and a lengthy stay in residential rehabilitation.

The opportunity for stable and safe accommodation has enabled Billy to spend time with his young daughter and provide support to his former partner. His personal growth has been inspiring.

Billy successfully achieved a personal financial goal to save and purchase a headstone for his mother's grave. This is reflective of the positive changes he has made in his life. Billy has attained employment and aspires to attend university to become a social worker. This further highlights his determination to further his education and demonstrates his personal growth and desire to make a positive impact in the lives of others.

Brighton House provides a stable and supportive living environment and Billy's story highlights how this can empower individuals to overcome significant challenges, reconnect with family, achieve financial stability, and pursue higher education and meaningful careers. Billy's inspiring story shows the potential for personal growth and transformation in recovery and his achievements are a testament to his resilience and determination in rebuilding his life.

MERCY SERVICES EDUCATION FUND

The Mercy Services Education Fund was established in 1999. It supports participants of Mercy Services community programs to access education or equipment to support their educational needs. Resources are allocated to individuals who are genuinely dedicated to their recovery and personal development. To qualify, applicants must:

- have been a client of Mercy Services for a minimum of six months;
- be engaged in study, with a plan to continue; and
- have their application sponsored by an employee of Mercy Services.

In July 2023, a resident of Brighton House applied for funding to assist in the purchase of a laptop to facilitate his ongoing TAFE NSW studies while undertaking Certificate IV in Mental Health. His goal was to complete the qualification and gain long-term future employment within community mental health.

Following review of his application by the Education Fund Committee, he was provided with a laptop to enable the continuation of his studies. When expressing his gratitude, he also acknowledged that the team at Mercy Services believed in him and recognised his commitment towards recovery. His gratitude highlights the significant impact that support, stability, encouragement, and resources can have in promoting motivation and self-belief.





Volunteer Update

Mercy Services has seen an impressive 52% increase in our volunteer base this financial year, with 33 volunteers actively providing support across the majority of our service areas.

Our volunteers provide a range of valuable support services within Mercy Services' Community Transport, Home and Community Care and Day Centres. They have also had a positive impact on our clients and residents who undertake hairdressing and lifestyle activities within our residential facility.

With continued growth and ongoing workforce challenges experienced in the aged care sector, Mercy Services has seen an increase in demand for volunteer services.

Over the past financial year, volunteers contributed an impressive 1,771 hours of support across our services, with the largest portion provided to the Community Transport service at 1,168 hours.

The dedication of volunteers continues to positively impact those we care for and is vital in ensuring we can continue to deliver exceptional care to our clients and residents. The unwavering commitment from our volunteers has also resulted in 323 hours of welcomed volunteer social support provided to our Commonwealth Home Care Support Program.

Mercy Services is fortunate to have a group of long-standing volunteers dedicated to supporting residents of our Residential Aged Care facility by providing beauty and lifestyle services. Their contributions in sharing their skills and uplifting the spirits and wellbeing of our residents has had a positive impact and is inspiring to see.

Our volunteers are regularly recognised for the support they provide to clients, with many receiving monthly compliments for their kindness. As the aged care sector continues to face workforce challenges, we remain grateful and humbled at the amount of time and care our volunteers devote to our clients and residents and we look forward to their continued support and engagement over the coming year.

Volunteers play a crucial role in ensuring Mercy Services can provide exceptional quality care to our residents. We are committed to providing greater time and support to our volunteers through ongoing acknowledgement of their achievements, and recognition of their impacts on the Mercy Services community. Regular education days will be offered, and opportunities to come together are planned in recognition of the exceptional care and service our volunteers provide.

On behalf of everyone at Mercy Services and our wider community, we extend our sincerest gratitude to all of the Mercy Volunteers for their time, care, service and commitment.





Financial Report

MERCY SERVICES

Financial Statements

For the year ended 30 June 2023

Mercy Services

ABN 34 095 335 309

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Revenue	4	16,175,466	16,803,493
Employee benefits expense		(11,932,838)	(11,772,294)
Depreciation and amortisation expense		(766,396)	(744,492)
Other expenses		(3,828,128)	(4,056,273)
Finance expenses		(29,668)	(31,559)
Lease expenses	10	(78,573)	(108,784)
Surplus/(Deficit) before income tax		(460,137)	90,091
Income tax expense		-	-
Surplus/(Deficit) for the year		(460,137)	90,091
Other comprehensive income, net of income tax			
Net fair value movements for available-for-sale financial assets		190,958	(505,555)
Other comprehensive income/(loss) for the year, net of tax		190,958	(505,555)
Total comprehensive income/(loss) for the year		(269,179)	(415,464)

Mercy Services

ABN 34 095 335 309

Statement of Financial Position

As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	3,929,420	6,248,046
Trade and other receivables	6	78,045	220,274
Other financial assets	7	6,429,631	6,088,105
Other assets	8	978,961	726,087
TOTAL CURRENT ASSETS		11,416,057	13,282,512
NON-CURRENT ASSETS			
Property, plant and equipment	9	2,520,365	2,794,864
Right-of-use assets	10	690,387	755,877
TOTAL NON-CURRENT ASSETS		3,210,752	3,550,741
TOTAL ASSETS		14,626,809	16,833,253
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	3,875,305	5,639,530
Lease liabilities	12	201,491	175,748
Employee benefits	13	1,497,960	1,578,163
Other financial liabilities	14	2,273,413	2,146,277
TOTAL CURRENT LIABILITIES		7,848,169	9,539,718
NON-CURRENT LIABILITIES			
Lease liabilities	12	503,892	678,636
Employee benefits	13	169,620	240,592
TOTAL NON-CURRENT LIABILITIES		673,512	919,228
TOTAL LIABILITIES		8,521,681	10,458,946
NET ASSETS		6,105,128	6,374,307
EQUITY			
Motor vehicle replacement reserve		1,177,696	1,235,808
Financial assets reserve		(126,217)	(317,175)
Retained earnings		5,053,649	5,455,674
TOTAL EQUITY		6,105,128	6,374,307

Contact us

MERCY SERVICES MAIN ADMINISTRATION

13 Brooks Street, West Wallsend NSW 2286

Phone: 02 4962 6680

MERCY RESIDENTIAL AGED CARE

24 Combo Lane, Singleton 2330

Phone: 02 6572 2499

Fax: 02 6572 3951

HOME & COMMUNITY CARE CENTRE

15 Stenhouse Drive, Cameron Park NSW 2285

Phone: 02 4962 6680

MCAULEY FAMILY AND AOD SERVICES

32 Union Street, Tighes Hill NSW 2297

Phone: 02 4961 2686

COMMUNITY TRANSPORT

15 Stenhouse Drive, Cameron Park NSW 2285

Phone: 02 4961 3113





Tesla fully electric vehicle, reducing emissions for our Community Transport



Mercy Services

p 02 4962 6680

e office@mercyservices.org.au

w mercyservices.org.au

ABN 34 095 335 309



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Hunter Medical Research Institute

JUSTICE • RESPECT • SERVICE • CARE • UNITY

Exceptional care
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