



VALUES

A.1 Mission and Philosophy

REVIEWED: June 2022

A.1 Mission and Philosophy

The Sisters of Mercy (Singleton) formed Mercy Services and provided the organisation's Mission and Philosophy. The Institute of Sisters of Mercy Australia and Papua New Guinea (ISMAPNG) on 3 December 2021 transferred civil and conical governance to Mercy Ministry Companions (MMC) who in turn have appointed Mercy Community Services Australia Ltd as the sole member of Mercy Services.

This policy outlines the Mission and Philosophy of Mercy Services and how this is developed and promoted.

Record of policy development

Version	Date approved	Policy Changes
1.0	13/02/2009	Document created
1.1	23/02/2011	Updated Section 7.0 Relationship to Standards to EQUIP5 standards and replaced HACC Standards and CACP Standards with Community Care Common Standards
2.0	09/10/2012	Policy updated to reflect organisation name change
2.1	01/07/2015	Amendments to Section 1.0, 3.0a-b, 4.0a, 4.0c, 5.0 and 7.0 to incorporate changes to Mercy governance structure, mission, philosophy and values.
3.0	27/06/2022	Transferred policy to new organisational template and revised to align with organisational governance structure, mission, values and philosophy.

Responsibilities and delegations

This policy applies to	Staff and Volunteers
Specific responsibilities	Board and Management
Policy approval	Risk & Continuous Improvement Committee

Policy context – this policy relates to:

Standards	N/A
Legislation	N/A
Contractual obligations	N/A
Organisation policies	All Mercy Services policies
Forms, record keeping, other documents	Mercy Services Values: Justice, Respect, Care, Unity and Service

Policy Statement

The Mercy Services Mission and Philosophy will direct the structures, policies and actions of the Mercy Services Board, management, staff, and volunteers.

Philosophy Statement

- Mercy philosophy embraces a deep and lasting trust in the compassionate love of God.
- We believe in, and 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 social needs of our times.
- We are committed to ecological sustainability in the use and care of the lands on which our work is situated – in keeping with Pope Francis 'Laudato Si' encyclical issued in 2015.

Vision Statement

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.

Mission Statement

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.

Mercy Values

Respect, Care, Justice, Unity, and Service (see Appendix 1).

Procedures

Development of Mission and Philosophy

The Board of Mercy Services will consult with staff, volunteers and clients of Mercy services in developing and review this Mission and Philosophy Policy.

Communication of Mission and Philosophy

The Mission and Philosophy will be communicated at orientation to all new Board members, staff and volunteers.

Additionally, it will be included in the annual report and communicated at various events throughout the year including but not limited to training days and Mercy Day celebrations.

Integration of Mission and Philosophy

The Mission and Philosophy are to be integral to all aspects of the organisation and its operations (see Mission Integration Chart on page 5).

Responsibilities for Mission Integration:

- a) The Mercy services Board of Directors is responsible for providing:
 1. Background documentation and resources that tell the story of the Gospel Origins of the Care Ministry, Catherine McAuley – foundress of Sisters of Mercy;
 2. Statements of Philosophy, Mission, Values and Vision for Mercy Services (see above);
 3. Values Integration Programme and Values Assessment Tool;
 4. The Board Code of Conduct (see Governance Policies);
 5. Administration of the Board Assessment and Board Formation Process;
 6. Ensuring that all Board activities are in keeping with the Philosophy, Mission, Values and Vision Statements provided by the Trustees;
 7. Overseeing the integration of the Values Programme by Management, and their administering of the Values Assessment Tool for the Services; and
 8. Report to the ISMAPNG/MMC annually on these responsibilities.
- b) The Chief Executive Officer is responsible for:
 1. Integrating the Values Programme into the organisation;
 2. Including in each report to the Board a statement of progress and effectiveness of Values Integration;
 3. Ensuring that all staff and volunteers understand the importance of participating in keeping the values active; and
 4. Engaging appropriate support to ensure that creativity is brought to ways of varying implementation methods.

Mission Integration Chart



Appendix 1

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 right relationships are maintained by establishing and living out of 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 or religion 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 marginalised 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 bondedness is 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.