

Annual Report

2018/2019

JUSTICE • RESPECT • SERVICE • CARE • UNITY

Exceptional care
mercyservices.org.au





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 Family and Community Services (Ageing, Disability and Home Care - ADHC)
- Transport for NSW
- Samaritans Foundation
- Network of Alcohol and Other Drug Agencies (NADA)
- National Disability Insurance Agency (NDIA)
- Mercy Action Support Fund
- 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 2018-2019 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.

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Our Profile



THE SISTERS OF MERCY HERITAGE

Mercy Services is a Ministry of the Institute of Sisters of Mercy Australia and Papua New Guinea founded by Catherine McAuley, in Ireland in 1831; who continues to inspire 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; and counselling, 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 working 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
- services to vulnerable families.

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.



MISSION

Our Mission 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

Mercy Services will be a leading provider 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.



Our People

CHAIRPERSON'S REPORT

2018 has been a challenging and rewarding year for Mercy Services, the challenges I believe have been very competently met and surmounted through the professionalism of the Board of Directors and the CEO Tony Bidstrup, supported by the team of Senior Managers. The rewards have been achieved through the dedication of Mercy Services' staff and volunteers under the guidance of the CEO.

During the year we farewelled Director Peter Chapman who resigned in December 2018 and we welcomed two new Directors, Darlene Perks and Peter Williams. Darlene's professional expertise is in Finance and Investment and Peter brings to the Board extensive knowledge of Health Services, in particular drug and alcohol services.

To further professional development, and to ensure a deep connection to our foundress and her mission, a Director and a Senior Manager were nominated to attend the Mercy International Pilgrimage to Dublin hosted by Mercy Education. This journey stimulates participants to reflect on their commitment to the Mercy Ethos; their role as stewards of Catherine McAuley's vision and legacy; to hone their leadership skills and according to one participant *"is a great opportunity to learn why we do what we do, and learn from others in Mercy organisations"*.

MAJOR OUTCOMES IN 2019 INCLUDE:

- Adoption of an Investment Management Strategy to best utilise the accounts and income of Mercy Services.
- An operational review of Community Transport completed and recommendations implemented to refine the department.
- The Home and Community Care (HCC) service review commenced, this has been necessary to ensure we are meeting the growth in home care and have the capacity to meet the expectations of our clients well into the future.
- The Aged Care Quality Agency visit to Singleton Aged Care in December prompted a review of policies and practice resulting in the residential facility subsequently meeting all 44 Quality Standards.
- Brighton House a rehabilitation unit operated by Mercy Services had to close in 2018 as the property owned by the NSW Government was being considered for sale. I wish to take this opportunity to thank Tim Crakanthorpe MP for taking up our cause which resulted in Mercy Services being able to re-occupy the building. On 10 April 2019 Brighton House celebrated 25 years of service which provided an opportunity to meet several past residents and hear about their successful journey to recovery.

Mercy Services has provided detailed comment to the Future Governance Working Party, an initiative of the Institute of the Sisters of Mercy Australia and Papua New Guinea (ISMAPNG) considering alternate models of governance for Mercy Ministries into the future with recommendations anticipated by the end of 2019.

The Royal Commission into Aged Care Quality and Safety commenced hearings in February 2019; we look forward to reading the findings and recommendations once released.

My sincere thanks to the CEO, staff and volunteers for their commitment to providing exceptional support to Mercy Services' clients across the Hunter region and I commend the skills, knowledge and expertise of my colleagues on the Board without which we would not have achieved the outcomes above.

Corporate Governance

MERCY SERVICES BOARD

Mercy Services is governed by a skills-based board of seven (7) directors who oversee the strategic direction of the organisation to implement strategies and achieve goals in compliance with the Australian Securities Investment Commission (ASIC) and Australian Charities and Not-for-profits Commission (ACNC).

The Institute of Sisters of Mercy of Australia and PNG appoint all Directors.

During the financial year, fourteen (14) meetings of directors were held. Attendances by each director during the year is shown below.

MERCY SERVICES BOARD OF DIRECTORS	YEAR APPOINTED	NUMBER OF MEETINGS ATTENDED OF OUT 14
Val Woodman	2015	14
Sr Judith Murphy	2000	12
Kay Sheridan	2007	12
Mark O'Connor	2012	13
Susan Oakey	2015	12
Peter Williams	2019	6
Darlene McLeod	2018	12

During the Financial Year, the Board welcomed Darlene McLeod in July 2018 and Peter Williams in January 2019 as new Directors.

The Company Secretary and Public Officer is Tony Bidstrup.

Finance and Investment Committee Members Mark O'Connor, Darlene McLeod, Tony Bidstrup, Allan Collins.

Mission, Values and Culture Committee comprises staff from all sites.

Community Housing Advisory Group Chair is Robert Hodgson, Narelle De Losa, Trish Tanner.

McAuley Education Fund Committee Sr. Judith Murphy, Robert Hodgson.



Management Team

MERCY SERVICES MANAGEMENT TEAM IS NOW COMPRISED OF EIGHT (8) HIGHLY TALENTED, EXPERIENCED AND WELL-QUALIFIED PEOPLE.

Tony Bidstrup

Tony Bidstrup was appointed Chief Executive Officer in November 2016.

He has many years' experience in the banking and insurance industries.

Tony brings to Mercy Services exceptional leadership and management skills coupled with commercial acumen which is underpinned by a strong Christian faith.

Tony has also undertaken voluntary work overseas, working with the underprivileged in Africa.

ELVIRA JOHNSON

Manager of Alcohol and Other Drug (AOD) and Family Services, Elvira is a registered psychologist and has been employed by Mercy Services for over 25 years. She holds a Bachelor of Arts Hons (Psychology); Master of Health Science; Certificate IV Workplace Training, Assessment and Evaluation; Diploma of Business (Front Line Management); and Advanced Diploma of Community Sector Management.

Elvira is responsible for the Brighter Futures Early Intervention parenting program; McAuley Community Housing program; The Holyoake Program; McAuley Outreach Service.

LEESA BIGHAM

Leesa began with Mercy Services at the residential facility in August 2006 and is now the Facility Services Manager. She has qualifications in administration, business management, information technology and ageing support.

ALLAN COLLINS

Finance Manager Allan joined Mercy Services as our inaugural Finance Manager in November 2014 with over 14 years working in the not-for-profit disability sector. Allan directs and manages the Mercy Finance Team and is responsible for the financial reporting as well as ensuring that the Mercy Finance Team has the resources, skills and training for the introduction of new systems and ventures that Mercy may undertake.

Allan is a fellow of the Institute of Public Accountants (FIPA) and completed an Advanced Diploma of Business Management with the University of Ballarat.

Allan has also worked in the transport, newspaper, radio, packaging, metal roofing and fencing industries.

VANESSA MARKS

Commencing in 2019 as Clinical Manager, Vanessa is a Registered Nurse with over 8 years experience in Acute care nursing. Her background in Aged care and disability services augers well for her position at Mercy Services.

LEA GREGG

Now the Head of Home and Community Care, Lea has been working as an RN in the health care industry for 39yrs. For the last 16yrs of that, she has worked in Aged Care. She holds a Diploma in Leadership and Management, Diploma in Quality Auditing, Certificate IV in Training and Assessment, Mental Health First Aid Instructor and is a Registered Nurse. Lea has been working at Mercy Services since 2017 and oversees Home Care Packages, Commonwealth Home Support Program, West Wallsend Day Centre, Tighes Hill Day Centre, Maintenance Team, Newcastle Elderly Citizens Club, and COS (Coordination of Support for NDIS).

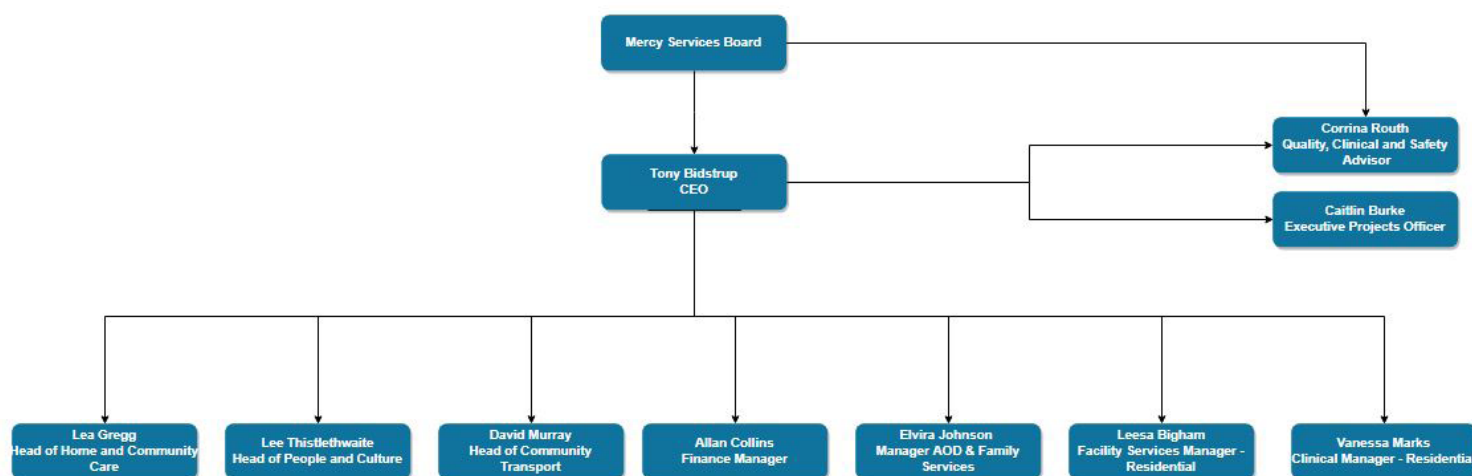
DAVID MURRAY

Head of Community Transport since November 2017, David came to Mercy Services with experience as a senior manager in community transport, social housing and the building industries. He has worked for both government and not-for-profit coordinating their maintenance and capital works programs, bringing with him solid management and leadership skills.

David also served as a Police Officer for nine years some of which was spent travelling and teaching Aboriginal Police Aides and Aboriginal National Park Rangers throughout Western Australia. He strongly believes in helping those who are disadvantaged and those in need of assistance.

LEE THISTLETHWAITE

Head of People and Culture, Lee joined the Mercy Services team in September 2017. Lee comes to Mercy with over 15 years experience in the field of human resources obtained across various industries including retail, hospitality, manufacturing and most recently in community services. Lee is passionate about ensuring people management processes are effective, transparent and respectful and she believes that sound relationships and genuine conversations are the cornerstone to achieving a respectful workplace. Lee holds a Bachelor of Arts (Psychology) and a Bachelor of Business (Honours) - Industrial Relations and Human Resources Management.





CHIEF EXECUTIVE OFFICER'S REPORT

In a year where there has been enormous change and questions being asked of the Aged Care Sector in Australia, we are very proud of our staff and volunteers who remain focused on providing exceptional care to those we serve in our community.

Much has been written about the Royal Commission into Aged Care Quality and Safety since it was announced by the Prime Minister on 16th of September 2018. Mercy Services welcomed the Royal Commission and believe it is an opportunity for all of Australia to have an honest and open conversation about ageing in Australia in the 21st century, and to date we are quietly confident that the recommendations that will be handed down by the Commission will be transformational for the aged care sector. We submitted our response to the Commission as requested on 8 February 2019.

In the same way Mercy Services supports the Royal Commission into Aged Care Quality and Safety, Mercy Services will also support the Disability Royal Commission.

We introduced the term 'Client Safeguarding' to all staff, volunteers and Board members in early 2017 to underpin our desire to always be aware of our

"There is nothing of greater importance than the perfect discharge of our ordinary duties" ¹

Catherine McAuley



At Christmas time we were very pleased to unveil the renovation of the West Wing of our residential aged care home in Singleton. The renovation included three new bathrooms and the conversion of two, four bed rooms into four, two bed rooms, allowing for much need privacy for a number of our residents and more accessible showers and toilets.

This year we continued to implement our five year strategic plan that saw some changes to staffing within the support staff of our Community Transport team, as well as the structure of drivers shifts. This has allowed for a more efficient operation and ultimately being able to deliver a more tailored service to our clients.

Following these changes, and those of the prior two years, Mercy Services recorded a profit for the year of \$233,187 which meant our total equity grew to \$6,114,445. A strong position to be in as we look to the coming reforms in the years ahead.

Another highlight of the year was the 25 year anniversary of Brighton House which was celebrated on the 10th of April. Brighton House offers accommodation to men who are ready to take responsibility for their own recovery and who have usually completed a rehabilitation program. It offers a chance to sustain and enjoy a drug free lifestyle in a supportive and friendly environment. It was a wonderful evening where current and former residents were able to talk and encourage each other in their respective journeys.

Many changes have been announced this year by the government and their respective regulatory authorities for aged care, even prior to the recommendations that will be handed down from the Royal Commission. All of these are designed to improve the health and wellbeing of residents and clients we serve in our aged care services. Mercy Services have been working hard not only to meet these changes but to exceed them as we strive to deliver 'exceptional care' to clients and residents.

The year ahead will see even more changes with the interim report being delivered in October of 2019 by the Royal Commission and then the final report in April of 2020.

Whatever the recommendations will be, rest assured that Mercy Services will work hard to ensure we meet the new requirements and where possible exceed them for the betterment of all the clients and residents we serve in our local community.

responsibilities to protect the vulnerable people we serve. That means we need to be strong and willing advocates for the clients and residents we provide care for. From that, we have now introduced annual Client Safeguarding training, to all staff at Mercy Services. In our work place Client Safeguarding takes pride of place in all we strive to do each day. This is just another reason why we believe both Royal Commissions will be valuable to the work Mercy Services and all providers do into the decades ahead.

In October we received an unannounced visit from the Australian Aged Care Quality Agency (now the Aged Care Quality and Safety Commission) at our residential home in Singleton and were found to not be meeting some of the required standards. This was disappointing but we are always looking to improve our care wherever we can, so with the help of all of the staff, volunteers and a very capable nurse consultant we were able to return a satisfactory result when the Commission visited again in February.

LEARNING AND DEVELOPMENT

The implementation of the new Aged Care Quality Standards in July 2019 and the demand for appropriately skilled staff across both Residential and Community based Aged Care has seen Mercy Services implement two new Learning and Development strategies during the past year.

Building on the experience gained from the TAFE partnership in the previous year, Mercy Services implemented an innovative training program during 2018/19. Recruitment was undertaken in the Spring of 2018 to employ for a period of 22 hours per week over 26 weeks, up to twelve training participants who would undertake combined face to face education with a local RTO together with direct service provision with clients. Essential Skills Training and Recruitment, partnered with Mercy Services to deliver a Mercy focussed Certificate III in Individual Support. An integral part of the program was to recruit 'Buddies' from existing Community Care Assistants along with a Support Coordinator who ensured participants were well supported in their field work. The Support Coordinator also ensured a strong relationship with the RTO which assisted with keeping relevance for Mercy Services. In January 2019, nine new participants commenced the program. All completed the Certificate III in Individual support and seven were offered permanent contracts to work in both our Community and Residential services. Given the successful outcome of the program it will be repeated in the next financial year.

We have also implemented an on line training platform through Altura Training who specialise in providing learning opportunities for people working in the health and social care sectors. Initially, this program has been introduced for staff working in Singleton Residential Aged Care but will be extended to staff working in Community Aged care later in 2019. Altura utilises the Bridge platform which is accessible to staff via PC, Laptop, Tablet or mobile. Staff have access to a large number of training topics which usually includes a video presentation and assessment. Staff have been allocated mandatory modules to complete such as WHS or Elder Abuse, Missing Persons and Compulsory Reporting, Duty of Care and Recognising and responding to Pain, and are also able to self-select from a range of non mandatory modules that are of interest to them. As the year progresses



staff will be allocated a further suite of mandatory modules. Since the introduction of the electronic platform to the end of the financial year there have been 804 enrolments with 83% completion rate. This has equated to 244 hrs of learning. Providing staff with an electronic opportunity to complete mandatory training supports a consistent and accessible approach to Learning and Development for all of our staff working with the Aged.

In addition to the training program and the Altura Learning Platform we have continued to provide in service face to face training as required. Over the next year we will continue to develop the Training Program and Altura learning opportunities, as well as evaluate the integration of face to face training opportunities to be delivered to staff in workshops and seminars with online opportunities.

The following table outlines professional development and training undertaken by staff and volunteers.



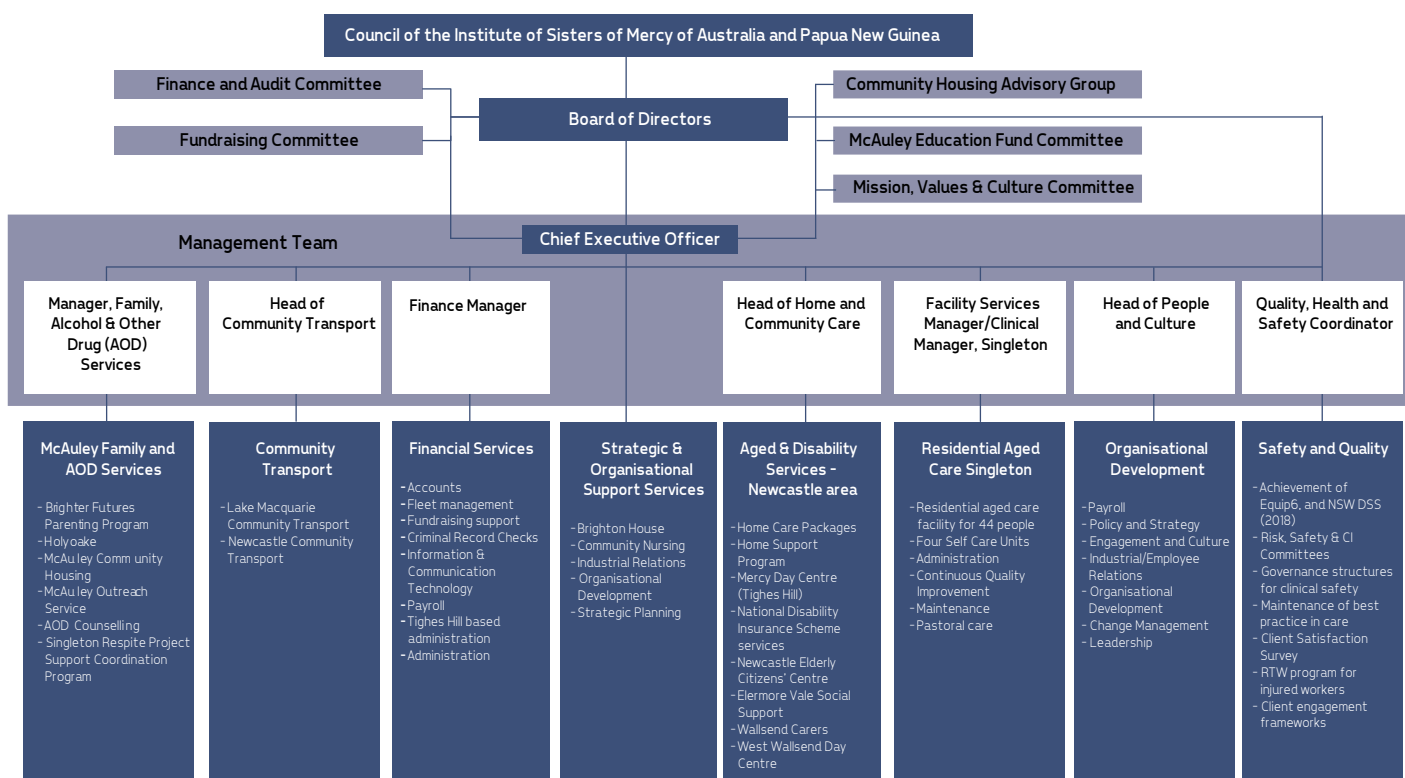
LEARNING AND DEVELOPMENT 2018/19 FINANCIAL YEAR

ATTENDANCES

Apply First Aid	31
Orientation to Mercy Services and WHS	28
Client Safeguarding (new employees)	34
Health and Safety Committee	7
Manual Handling Hoists and Lifters	12
Low Risk Driving	16
Dysphagia	9
Fire Awareness/ Warden Refresher	8
Trainee Group In service Session One	9
Trainee Group In service Session Two	9
Trainee Group In Service Session Three	9
Trainee Group In Service Session Four	9
Changing a Catheter Valve	3
Introduction to New Aged Care Quality Standards in Community	58
Volunteer Orientation	5



ORGANISATIONAL STRUCTURE



QUALITY AND SAFETY

This year there have been significant changes and challenges in the area of Quality, with all signs pointing towards continued improvement on already positive outcomes.

In December 2017, the federal government announced it will no longer provide notice to organisations regarding when accreditation audits will be scheduled by the Aged Care Quality and Safety Commission (Commission), which is a combination of the previous Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner. The Commission's role is to ultimately ensure that people who are receiving Australian Government Aged Care funding are delivered a high quality of care and services.

In January, Mercy Services had a team of staff working diligently to ensure that our provider response to the Royal Commission into Aged Care was both timely and accurate. Less than half of the 1200 providers invited to respond to the Royal Commission did so by the date requested. This response was also an opportunity to detail the efforts Mercy Services has gone to, to champion the safety of our clients and residents.

Following the formation of the Commission, a new set of Aged Care Standards has been unveiled. There are eight standards, and each one is about an aspect of care that contributes to safety, health and wellbeing of all clients and residents receiving services from Australian Government subsidised aged care services. All providers have had several months to familiarize themselves with this set of eight standards, with everyone expected to be compliant when they take effect on 1st July 2019.

The recent months have been utilized to complete a self-assessment in each area of the organisation to ensure that there will be no surprises when the new Standards take effect. This has also afforded

us the opportunity to look at things we can do better, or report or record more proactively and clearly, and plans are in place to make the required changes quickly and effectively. Ultimately these new Standards formalize the consumer-directed care Mercy Services has strived for over a number of years.

To continue to support exceptional care for our clients and residents, in the Quality Clinical and Safety area we have:

- Implemented several committees including the *Risk & Continuous Improvement Committee* and *Health & Safety Committee*. We also have plans in place for a *Clinical Advisory Council* and *Client Advisory Council* to start in July. We have implemented these committees to allow a variety of skill mix within the organization to identify issues such as incidents to ensure we are maintaining and reducing risks. The minutes to these meetings are forwarded onto the Board of Directors for oversight.
- Developed audits that will be attended to annually to maintain a high quality of care. A total of 46 audits and counting, have been scheduled throughout each year across the organisation, with the results being referred to the Risk & Continuous Improvement Committee for further action.
- Settled on a software option that once implemented will allow incidents to be reported by all employees, wherever they are in real time. This software will also allow us to track data trends to see patterns of incidents, so that appropriate measures can be put in place to address risk factors.

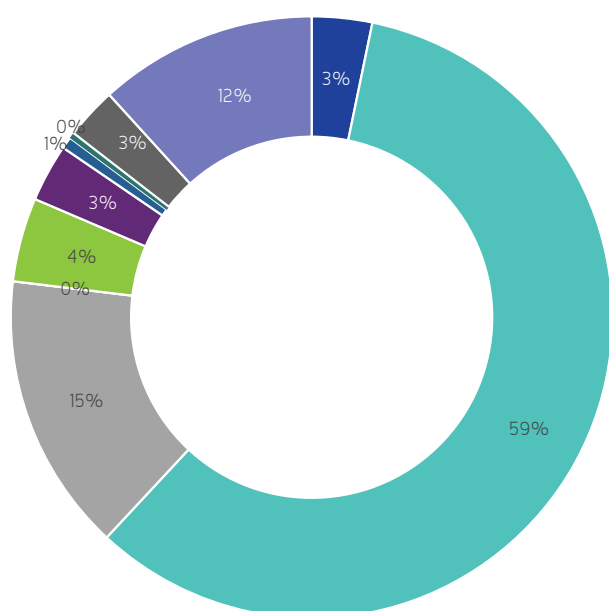
Quality, safety, and clinical practices are forever evolving and the next year will continue to see more progress, development, and new ideas at Mercy Services.

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.

This year the variances include additional funding from Home Care Packages, and the Institute of Sisters of Mercy Australia & Papua New Guinea, as well as the addition of the Telethon Kids Institute (TKI) Commonwealth funding.

SOURCE	PROGRAM	FUNDS RECEIVED	
		2018	2019
Institute of Sisters of Mercy Australia & Papua New Guinea	Health and Aged Care Coordinators	\$420,161	\$510,655
Commonwealth Department of Health	- Government subsidies for Ages Care Facility Singleton - Home support (CHSP Program) - Transport - Home Care Packages (HCP)	\$7,757,149	\$9,248,385
Transport for NSW	Community Transport Lake Macquarie and Newcastle	\$2,199,319	\$2,360,632
NSW Health (HNEH)	- McAuley Outreach Service - Day Centre - Health Transport - Auspice of Newcastle CDATs	\$673,561	\$710,929
NDIS	Payment for services to persons under 65 with a disability	\$811,994	\$489,518
The Samaritans Foundation (partnership)	Brighter Futures Parenting Program	\$100,000	\$100,000
Donations, Bequests and Fundraising		\$34,353	\$50,005
Other	- Rent Received - Interest - Sundry Income	\$409,590	\$436,975
Client/Resident fees		\$1,938,800	\$1,850,973
Total Funding		\$14,344,927	\$15,758,092

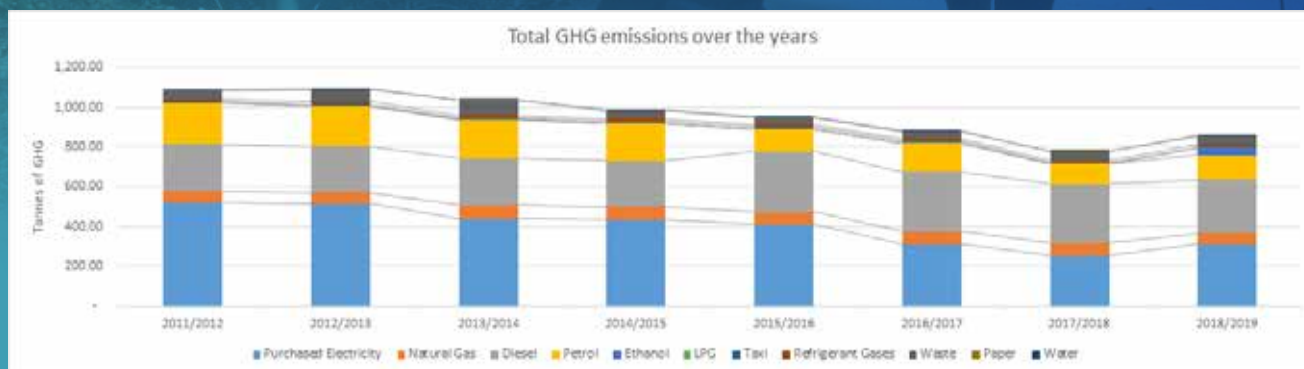


MERCY SERVICES FUNDING SOURCES

- Institute of Sisters of Mercy Aus and PNG
- Commonwealth Department of Health
- Transport NSW
- FACS Services ceased 17-18 Year
- NSW Health
- NDIS
- Samaritans
- Donations
- Other
- Client/Resident Fees

Environmental Responsibility

The 2018/2019 year saw a slight increase in greenhouse gas emissions across the business. This has been largely the result of increased usage of purchased electricity, and a larger fleet across the business. To balance this, we have continued to review the fleet to choose efficient vehicles, with employees encouraged to use e10 vehicles compared to higher octane petrol, as e10 has significantly lower greenhouse gas emissions. The paper usage remains a focus for us, which we anticipate will improve dramatically in years to come, with the introduction of comprehensive paperless IT systems over the coming 12-18 months which will result in significantly less printing across the business.



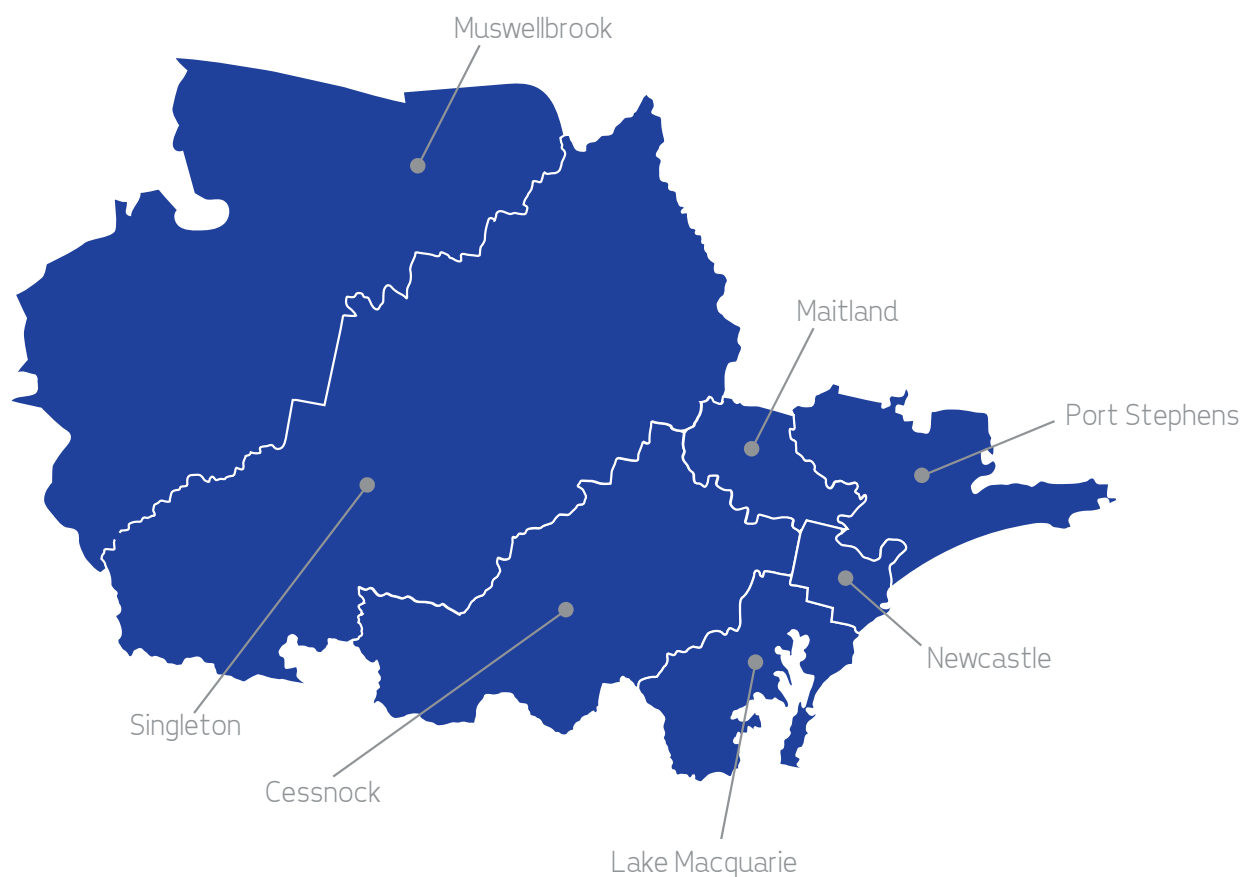


Our Services

ACTIVITIES AND OUTCOMES

During the 2018-2019 year, on any average week, our 203 Mercy Services staff, assisted clients across a number of programs across the community.

OUTPUTS 2018-2019	ACTIVITY PROVIDED BY MERCY SERVICES
55,938	Aged care in client's home/community (hours)
908	Alcohol and Other Drug services (home visits)
16,874/7877	Centre based activities hours/meals provided
2297	Community Nursing Service (hours)
52,212	Community Transport (trips)
549	McAuley Parenting Program (hours)
12,888	National Disability Insurance Scheme (hours)
149,543	TOTAL Community Outputs



3800

Clients



203

Staff



88

Volunteers





Home and Community Care

It has been another year of growth, change, and care in Home and Community Care at Mercy Services. Our services are now assessed under the new Aged Care Standards, which governs all aged care, including residential and even community transport for seniors. We have watched with interest, the unfolding Royal Commission into Aged Care Quality and Safety, and will support and observe the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability with the same vigour, as both will have a lasting impact on the way our sector operates. Anything that ensures the best possible care for our many clients, is worthwhile pursuing.

We have found a trend of younger clients commencing packages. These clients in general do not seem to be as frail, and this appears to indicate that people are recognising the length of time it can take to be allocated a package, so they are arranging their assistance sooner rather than waiting for things to become too difficult. This also means that we get to meet these clients sooner, and help them with tasks and care that aims to keep them well for longer. This also means that when these clients have an acute event, and the right supports in place, they are more likely to avoid residential care, if that is their choosing. We have experienced nearly a 10% growth in our package numbers, finishing the year with 163 packages. This growth has been through word of mouth, which we are grateful for, and shows the dedication and value of our workers.

Our Commonwealth Home Support program clients are now being assigned packages of their own. These

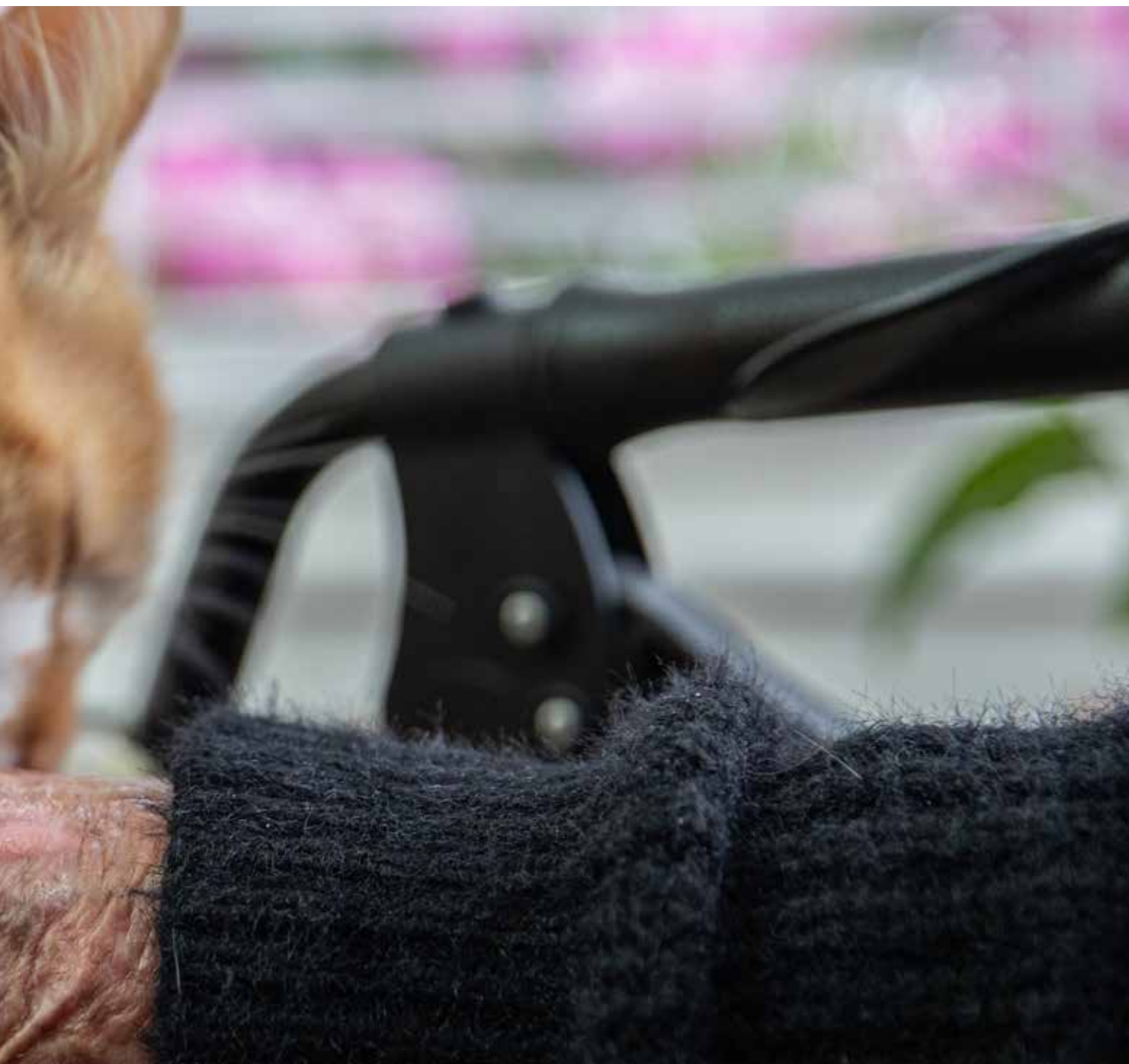


"The day centres are enjoying consistent visits - with new and old friends - and an enormous variety of performances and activities to enjoy."

clients now have access to many more services and choices that come with having a Home Care Package - giving clients so much more freedom to continue to live the life they desire.

It seems clients on this program are more aware of the fact that the Commonwealth Home Support program will be ending sometime in the future, and there is a significant imperative to exit before this to be assured of continuing care with the provider they prefer.

The day centres are enjoying consistent visits - with new and old friends - and an enormous variety of



performances and activities to enjoy. We have even taken to advertising these on the radio, to encourage those at home to take a chance on a new experience - like chair yoga, or a craft of your choosing - with the opportunity to have transport provided to clients by our wonderful Community Transport team.

Our home maintenance team, and our day centres keep our services focussed on delivering ideal value to our clients - to know who is maintaining their yard, and what performance, outing, activity, or craft they will experience is a great comfort.

Due to the popularity of our service we have

steadily been recruiting for new community care assistants, this takes quite some time due to the many applicants and wanting to choose those with experience and the qualities that Mercy values. Complementing this, we have also taken to 'growing our own' talent, by partnering with a registered training organisation to offer paid placement for people looking to have a career in aged and community care.

The years ahead will no doubt provide the Home and Community Team further opportunity for growth, development, and possibilities to reach more people with our services.



Mercy Services Residential Aged Care

Here in Singleton we continue to review how we provide the best possible care to our residents. Through this year, we have had the pleasure of the company of 64 residents and their families, some for respite, others permanently residing here.

This year we have changed our management structure to include a Clinical Manager, and a Facility Services Manager. During the implementation of these changes, consultant Diane Herr assisted us greatly, to ensure a smooth transition. These changes allow us to continue to run a comfortable and engaging residential aged care facility in the evolving aged care sector.

We continue to benefit from the number of

volunteers who spend their time with us in various ways, sharing their skills and talents. There are those who set hair, and those who paint nails. There are others who entertain, and more still who visit purely to provide regular company to our residents. Many have contributed their time to fundraising, with significant results which have allowed us to continue to improve the way we entertain our residents, including an enormous TV so that everyone can see the news - and just about anything else they want to watch - during meals.

This year we unveiled 'McMercy Ice Creamery' as a direct response to the frequent resident requests to get a soft serve cone when we are out and about. Thanks to McMercy, these ice creams are available

"We continue to benefit from the number of volunteers who spend their time with us in various ways, sharing their skills and talents. There are those who set hair, and those who paint nails. There are others who entertain, and more still who visit purely to provide regular company"



on demand, for all residents- not just those looking to go out on the bus or with their relatives. For the facility, we had some renovations completed on our West Wing and four larger bedrooms were divided to allow for additional privacy for our residents. These renovations included significant involvement with residents - down to ensuring that the paint colour was to their liking. We are sure never to forget that this is their home, so they are actively involved in the decisions that affect their lives, and where they live.

We have also had the pleasure of hosting the children from our local preschool as a regular intergenerational playdate which we plan to continue far into the future. We have seen such a positive change in the demeanour of so many residents when they see



COMMUNITY NURSING

Mercy Services runs a Community Nursing service across the region. Our experienced Registered Nurses attend client homes, and will work closely with them and their GPs to provide an integrated, flexible and comprehensive service.

On any ordinary day, our nurses assist with a number of matters, including wound management, diabetic education, monitoring blood sugar levels, catheter care, continence assessments, stoma care, and injections prescribed by your GP.



"We have seen such a positive change in the demeanour of so many residents when they see the smiling faces of the pre-schoolers walk in."

the smiling faces of the pre-schoolers walk in. Many thanks to St Nicholas Early Education for bringing so many bright and bubbly personalities to us, and allowing these intergenerational friendships to blossom with their presence.

With the new Aged Care Standards announced, we have continued to make adjustments to the way we provide care, to ensure that our residents always receive the right care for their individual needs, and the opportunity to live the life of their choosing. We

continue to engage with residents collectively and individually at our regular meetings, to ensure that the activities on offer are to their liking.

The continuing emphasis on engaging with our residents to find how we can best support them in their time with us, is sure to hold us in great stead as an organisation, and as a community far into the future. I look forward to reporting to you in years to come with the great ideas our residents have had, and what we have done to bring them to fruition.



THE MY AGED CARE SYSTEM FOR HOME CARE

Our staff are dedicated to assisting our clients to get what they need - and are entitled to - from their funded services. The My Aged Care system can sometimes be challenging for our clients to navigate or to understand, and our staff are always happy to help explain how best to proceed through the system. Here are some brief explanations on how the system operates:

- An ACAT (Aged Care Assessment Team) re-assessment is now needed to change the level of Home Care Package or to transition from CHSP to a Package;
- People wanting a Home Care Package will be contacted by My Aged Care and informed that their Package has been Assigned and they just need to choose a provider. Once approved you are now on the waiting list but cannot commence your package yet.
- After you are notified your package has been assigned you have 56 days (with the option of an extension of 28 days) to choose your Home Care Package provider otherwise it will be withdrawn; (if you do not want to lose your package but want to stay on the cue and choose to commence your package at a later date you will need to ring My Aged Care and request this.)
- People who already have a Home Care Package can change providers and any unspent funds are transferred to the Package with the new provider;
- When a person dies or goes into residential care any unspent funds in their Home Care Package goes back to the government (except for the unspent component that the person has contributed which is returned to them/their estate);
- The My Aged Care website now provides people with more information on the different providers, including service prices, and any applicable exit fees.

Community Transport

This year saw many changes to the transport team with a complete review across the team, shaping both team and fleet so as to better service our clients. Our team has become more stream lined and any cost savings were able to be put back into service for our clients.

We were able to get new uniforms for our drivers so they look professional and can be noticed when we go to collect our clients. Some of our buses are getting a makeover with some new signage again to look professional while we're out in the public eye delivering service.

The ability to engage in the community, to have social interaction and to meet the basic needs of our lives such as accessing medical and other services is crucial to maintaining wellbeing. Mercy Service's Community Transport meets the needs of transport disadvantaged individuals and groups in the community. For this very reason we are a major player in the maintenance of our client's wellbeing.

Across the 12 months, we delivered a total of 52,212 transport services or trips. Our vehicles travelled a total of 791,342km to supply this service, that's to the moon and back. We supplied a transport service to 2,310 individual people taking them from their homes to many different locations from hospitals to doctors, shopping to community outings and visiting friends.

We completed the following number of trips to these main destinations:

Day programs:	6,881
Medical - GP:	2,050
Medical Hospital	3,269
Medical - Oncology:	2,171
Medical Specialist:	4,487
Medical Rehabilitation:	3,383
Shopping - Personal:	5,871
Social - Group:	18,203
Social independent:	1,641
Social - Visiting friends:	1,576
Other destinations:	2,680

While we were conducting these trips we were also faced with 4,095 cancellations plus 2,527 no shows at the front door. Although this hampers our service a little, it's a credit to the team to keep the service moving and getting our clients to where they need to go.



Below is an instance between a driver and an elderly client which wraps up what we're trying to achieve, delivering a quality service no matter how big or small and going out of our way to make a real difference in someone's life.

One of our drivers was driving John, who's 90 plus years old, very hard of hearing and vision impaired, home from Charlestown to Fishing Point. On route they got talking about food and mid conversation John said to the driver, 'You know what I really miss? Eating a hamburger!' There was a



female passenger on board as well and they talked to John about how he could make a simple burger at home.

Anyway, after dropping the lady home, the driver noticed that he had a lunch break scheduled after dropping John off and that he would also just about be going straight past a take-away shop on route to his place. So, the driver threw it out there and asked John if he'd like to get a burger on his way home? He turned to the driver in slight dismay and said, 'Yes, I'd really like that'. Off they went to the shop and the driver had to read out loud, the board menu to him. He happily chose a burger with

Bacon and Cheese and they both had some lovely banter with the super friendly shop owner!

John, paid for his burger and as they walked back to the car, he moved the burger bag up and down with his hand and said, 'Geez, it's heavy!' Off they drove a few minutes to his place and when he got out he was so grateful and the driver watched him go down his driveway with a big smile on his face, hamburger in hand.

As the driver moved away, he imagined him sitting at home, chewing on that big juicy burger and probably dripping it all over himself and totally loving the experience of eating a burger again!

Alcohol and other drug (AOD) & Family programs



Photo recently taken at Holyoake group

MCAULEY OUTREACH SERVICE

McAuley Outreach has continued to provide counselling and support to families in the lower hunter areas throughout the year. We provided AOD counselling and support to 191 parents during the year; with 908 individual services provided. In addition 297 group sessions were provided by the Holyoake women's group. Eighty two per cent (82%) of clients were female; and eighteen per cent (18%) identified as Aboriginal and/or Torres Strait Islander. The drug identified as most problematic by the majority of clients (53%) was amphetamines (including methamphetamines aka ice). Alcohol was identified as most problematic by 21% and Cannabis by 20%.

The occasions of service and the number of clients provided with a service again well exceed the targets. We attempted to contact all clients to complete a

follow up survey. The outcomes indicate significant positive change among participants e.g. a reduction in AOD use; as well as in clients' perception of the severity of their AOD dependence. A large majority also expressed an increase in their parenting skills and confidence. Clients also expressed a high level of satisfaction with the services provided and all indicated that they would re-refer to the service in the future if they required further support.

SOME TYPICAL COMMENTS FROM MCAULEY OUTREACH AOD CLIENTS:

- "I couldn't have had more help. (Counsellor) made it so that I am still here now and still clean... I am now drug free, alcohol free; and am a lot more headstrong"

- "(Counsellor) was able to come to the house to help me quit.... (she) helped with my mental health and kids. I am now spending more time with my kids"
- "(Counsellor) wasn't judgmental; you felt trusted; she was great. I stopped drinking; saved money; am moving on with my life without a man; and have my own place now with my son."
- "You come to me; in the beginning I wasn't able to go out.... You have gone above and beyond the help I thought I would get..... I have given up alcohol and drugs. I have developed plans to continue abstinence and self-care. I have developed an interest in further education and am a healthier, holistic me".
- "(Counsellor) is always on time and gives great support. I feel comfortable and able to speak my mind. I have started the Holyoake group; received legal advice; am spending more time with my children; and now have a Work Development Order."
- "The Holyoake group has helped with my sobriety. I look forward to my group each week. The facilitators are great with understanding and everything".
- Thank you card received by counsellor: "I may have been a bit difficult but I just wanted you to know how much I appreciated your help. Thank you."

Many clients stressed the value of receiving support in their own homes. Many also expressed benefitting from the information and materials given to them.

MCAULEY (BRIGHTER FUTURES) PARENTING PROGRAM

We continue to partner with The Samaritans Foundation to provide the Brighter Futures early intervention program. Throughout the year our Family Workers (IFTE) have provided parenting interventions and support to 17 at-risk families (21 parents) with a total of 32 children (25 aged eight years or younger). The FWs completed 301 home visits (totaling 549 hours) some of several hours duration. Nineteen per cent (19%) of visits were conducted either before 8.30am or after 5pm. The length of service for families whose service was completed during the year, ranged from one week to 57 weeks; with an average of 33 weeks. The average number of visits was 21 per family.

MCAULEY PARENTING (BRIGHTER FUTURES) CLIENT'S STORY"

"I was lucky enough to have my (family worker [FW]) working with me for the past year. I was living with my daughter and her father when I commenced the Brighter Futures program. Over my time working with FW I began to realise that my relationship (with my partner) was unhealthy and unsafe. I felt (the FW) listened to me and I never felt judged. I began to realise the relationship was not only hurting me but the verbal and physical abuse was starting to be directed towards my daughter and I decided to leave (the relationship). FW helped me attend rental inspections, fill out paperwork, helped me move my belongings and re-home my pets that I was unable to take with me. She supported me with getting my daughter to school during this time; and when I felt ready to give up she helped me back to my feet again. I am now living in a nice unit with my daughter, enjoying life and freedom and for the first time in a long time I feel happy and safe."



McAuley Parenting (Brighter Futures) client and her daughter

FETAL ALCOHOL SPECTRUM DISORDER (FASD) PROJECT.

During the year we continued to work with the Newcastle Local Drug Action Team (LDAT) and Telethon Kids Institute, WA, on the innovative new project aimed at taking a local approach towards Making FASD History.

We recruited a Research Officer in May 2019 to join the FASD project Coordinator to support her in moving the project forward. Comprehensive literature reviews have been completed in the two targeted areas: the juvenile justice system; and AOD and pregnant women. Service mapping has been completed and demographic information has been gathered in preparation for extensive interviewing of stakeholders in both of the targeted fields. We aim to ascertain the roles of the various local agencies; and their needs and challenges in providing services to minimize associated harm of those in the target groups.

Both the manager of AOD and Family Services, and the FASD project coordinator attended the FASD Conference in Perth in November 2018 and a presentation on the Newcastle project was given.

Planning has also begun on an International FASD Day Forum to be held on 9 September at Fort Scratchley entitled International DASFD Day - making FASD History in Newcastle.

The program ultimately aims to address the gaps in FASD prevention projects in the Hunter region. A comprehensive report will be completed before the project finishes at the end of the 2019-20 financial year.

COMMUNITY HOUSING

We have four 3-4 bedroom houses situated in the suburbs of: Mayfield, Maryland, Elmore Vale and Whitebridge. These are available to families for up to two years. This year we have assisted four parents (3 mothers and one father) with a total of 8 children. Two residents have had children returned to their care during the year. In all cases the residents have been in situ throughout the year. The length

of stay to date ranges from 13 to 21 month; with an average of 19 months.

Two of the houses will become vacant in the next couple of months as the residents successfully complete their two-year program.

BRIGHTON HOUSE

In December, three men moved back into Brighton House after repairs were completed following the accidental fire in April 2018. The men had been supported in temporary accommodation while the repairs were carried out.

In total nine men stayed at "Brighton" during the year. Their ages ranged from 21 to 54 years; with all but one being in their 20s or 30s. The length of residency of those who left during the year ranged from one week to 13 months; the average length of stay was 5.6 months. Most finished the program or left by their own choice. One left to seek further treatment after having lapsed.

There are two residents as at 30 June 2019 and we expect to attract several more over the coming weeks.





BRONTE HOUSE

Bronte House has provided accommodation and support for six women over the past year; two of these are still in residence. The women's ages ranged from 22 years to 35 years; with all but one in their early/mid thirties. Many of the women have young children and are working towards increasing contact with them.

Two women are currently residing at Bronte House. Their average stay to date is nearly 8 months. Of the four women who left, three left after incidents occurring early in the financial year; and one left recently after completing her program. The latter has applied for one of our community houses so that her daughter can be returned to her care.

A resident of Bronte House for the past eight months recently wrote:

... "Being a resident of Bronte House has been incredibly beneficial for my recovery.... It has provided me with stable accommodation for the first time in my life, allowed me a safe place to live where I can move forward in my recovery - with weekly visits from the Support Worker who always goes above and beyond. I have been able to achieve many things that I once thought weren't possible..... I have been able to manage first studying, then getting into the workforce and now working and studying while attending (12-step) meetings and keeping my recovery is priority. Slowly I have been able to build a foundation for myself and have been able to find a balance of work/study/ recovery that suits myself and my needs. Mercy services (Education Fund) assisted me with getting a laptop for my study's which has been incredibly helpful. Without Bronte House and Mercy Services

I wouldn't have been able to achieve half of the things I have in the last 8 months, I will be forever grateful to have been able to move in here".

HIGHLIGHTS:

In April we celebrated 25 years of Brighton House in its current location on The Hill. We held a celebratory get-together of past residents and staff; and workers from agencies who refer prospective residents. We were delighted to also have attend a number of the individuals who first acted on the concept of a recovery house for men and who made it happen. This group included three Sisters of Mercy.

McAuley outreach counsellors have assisted a further 30 plus clients work off State debt through the Work Development Order (WDO) scheme this year. This is a bonus additional service for clients of our services.

CHALLENGES

Clients and families in all of our programs continue to present with more complex problems and more challenging issues. We are fortunate to have a competent and dedicated work force who have the skills and abilities to meet these challenges.

PLANS FOR THE NEXT 12 MONTHS:

The biggest issue we want to work on is to make progress towards the realisation of our long-held dream of having a residential rehabilitation service available for women with AOD issues and their dependent children.

We have begun a consultation process with providers of similar services in other parts of the state.

Volunteers & Unpaid Carers

After Mary's husband passed away she felt it was time to move closer to her only son, hopefully being around family and her grandchildren would help lift her spirits. Gardening was Mary's greatest joy, a hobby she shared with her late husband but since he passed it was all getting too hard. The interstate move meant parting with many of her beloved roses and orchids however Mary managed to squeeze as many as she could into the removalist's van. A new life in another state waited for her and she was determined to have as many of her favourite things around her.

Though Mary now had her family close by she still felt incredibly lonely and health problems started to impact her mobility. Losing the ability to drive meant that for the first time in her life Mary had to be totally dependent on others to get to appointments.

I first met Mary when she came into our Day Centre, conversation soon turned to her love of roses and Mary would show her photos and bring in her beautiful blooms to share with her new friends. As time passed we talked about how a volunteer may be able to assist her to get to her appointments, Mary was hesitant at first not wanting to have to rely on a stranger but eventually warmed to the idea.

It's been 6 months since Mary met Bernie and life is much different. Mary says "I don't see anyone for days on end so I really look forward to having someone to talk to and Bernie makes me laugh. I know he is happy to be here to help me and it is such a nice, relaxed atmosphere when we are together"

Bernie says, "Having a coffee and a chat is immeasurable, I get so much emotionally by being able in the smallest way to brighten Mary's day".

Volunteering creates a different type of friendship: a relationship built on trust, reliability and sharing of stories. No two volunteers are the same just like our clients that we support.



Volunteer Highlights



BIGGEST MORNING TEA HELD TO CELEBRATE NATIONAL VOLUNTEERS WEEK

The theme for 2019 Volunteers Week was “making a world of difference” and what better way to celebrate than hosting a Biggest Morning Tea to raise funds for cancer research. The event also gave us an opportunity to show off our expansive garden in its autumn beauty. Over \$600 was raised through raffles and donations. As a thank you gift all Mercy volunteers were given a Catherine McAuley rose plant and encouraged to share their photos of the first buds and continued growth.

CHRISTMAS LUNCH

At Mercy Services we cherish every opportunity to say thank you to our volunteers for the time, generosity and compassion they give to our clients. Over 50 volunteers from Newcastle and Lake Macquarie joined us for Christmas lunch on the 3rd December to celebrate another amazing year of dedication.

SINGLETON FACILITY



They slip in every Tuesday morning quietly two at a time, make little fuss as they go about their business and just as quietly slip away again. The smiles and the laughter they leave in their wake are more powerful than any medicine and the sense of self-esteem that comes with spending time with these ladies is worth more than gold. These are our amazing “hairdressing ladies” of Singleton Residential Facility. Whether it’s a set, comb up, blow-dry or brush every resident is treated individually with kindness, care and genuine interest in how they are going. Not only do these amazing women enjoy making our residents look and feel better it doesn’t stop there. Behind the scenes they cook, craft and sew to raise funds at Mercy events like the Twilight markets held every December. Just through cakes and craft they raised over \$1300.00, an amazing effort by a small group of dedicated volunteers.



A COMFORTING CUP OF TEA

When Catherine McAuley was dying, many of the sisters gathered around her bedside to say good-bye and to pray the prayers for the dying. Not long before she died, at the end of a long day of waiting, she said to one of the sisters: "Be sure you have a comfortable cup of tea for them when I am gone." Ever since, the comfortable cup of tea has been a symbol of the warm and caring relationships which were at the heart of Catherine McAuley's Mercy vision.

Gathering together over a cuppa is a simple gesture that our volunteers continue to do today. Whether it be at one of our day centres or after a morning of grocery shopping, sitting down and being present with someone is often the greatest gift of all.

Over 1600 cups of teas (and coffee) were enjoyed by our volunteers and clients over the last year .

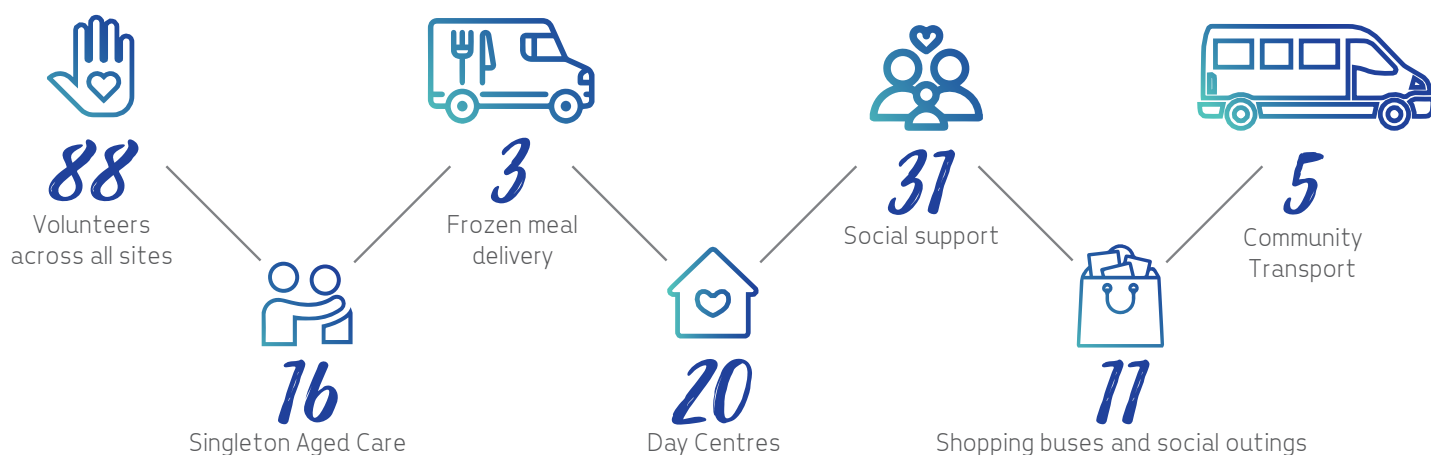


'A SAINTLY ROSE'

This rose is named after Catherine McAuley, a gifted Irish heiress who gathered a group of generous ladies to care for the impoverished women and children of 19th century Ireland. These women formed the nucleus of the Sisters of Mercy, an Order which quickly spread from Dublin through Ireland and the United Kingdom to Australia and the Americas and later to Africa and the Pacific Islands. The radiant colour and delicate fragrance of this rose is reminiscent of the golden haired, gracious Catherine. The clusters of blooms are symbols of the devoted groups of sisters sent by her to bring comfort to the needy. A free flowering rose which repeat flowers quickly.



AREAS OF VOLUNTEERING



SITE	VOLUNTEER HOURS PER MONTH	VOLUNTEER HOURS PER ANNUM BASED ON 48 WEEKS
West wallsend and bus outings	193	2123
Necc	430	4730
Wallsend carers	59	649
Tighes hill	176	1936
Mens group	88	968
Singleton	184	2024
Community transport	224	2464
Social support	146.50	1611.50
Frozen meals	48	528
Total	1548.5	17033.5



Financial Report

MERCY SERVICES
Financial Statements
For the year ended 30 June 2019

Mercy Services Limited

ABN 34 095 335 309

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2019

		2019	2018
	Note	\$	\$
Revenue	4	15,758,092	14,344,927
Employee benefits expense		(11,216,578)	(11,035,892)
Depreciation and amortisation expense		(571,169)	(579,691)
Finance costs		(2,127)	(2,293)
Other expenses		(3,735,031)	(3,387,011)
Surplus / (loss) before income tax		233,187	(659,960)
Income tax expense		-	-
Surplus / (loss) for the year		233,187	(659,960)
Other comprehensive income for the year		-	-
Total comprehensive loss for the year		233,187	(659,960)

Mercy Services Limited

ABN 34 095 335 309

Statement of Financial Position

As At 30 June 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	12,281,476	10,310,087
Trade and other receivables	6	297,005	269,676
Other financial assets	7	5,254	5,527
Other assets	8	221,549	231,073
TOTAL CURRENT ASSETS		12,805,284	10,816,363
NON-CURRENT ASSETS			
Property, plant and equipment	9	3,345,476	3,452,901
TOTAL NON-CURRENT ASSETS		3,345,476	3,452,901
TOTAL ASSETS		16,150,760	14,269,264
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	6,862,983	6,019,491
Employee benefits	11	1,322,346	1,209,800
Income in advance	12	1,671,409	992,134
TOTAL CURRENT LIABILITIES		9,856,738	8,221,425
NON-CURRENT LIABILITIES			
Employee benefits	11	179,577	166,581
TOTAL NON-CURRENT LIABILITIES		179,577	166,581
TOTAL LIABILITIES		10,036,315	8,388,006
NET ASSETS		6,114,445	5,881,258
EQUITY			
Reserves	13	1,308,227	1,327,894
Retained surplus		4,806,218	4,553,364
TOTAL EQUITY		6,114,445	5,881,258





Contact us

MERCY SERVICE MAIN ADMINISTRATION

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Fax: 02 4955 4218

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
Fax: 02 4955 4218

MCAULEY FAMILY AND AOD SERVICES

32 Union Street, Tighes Hill NSW 2297
Phone: 02 4961 2686
Fax: 02 4969 5149

NEWCASTLE ELDERLY CITIZEN'S CENTRE

Laing Street, Newcastle NSW 2300
Phone: 02 4926 2324

COMMUNITY TRANSPORT

15 Stenhouse Drive, Cameron Park NSW 2285
Phone: 02 4961 3113



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