

Annual Report

2020/2021

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
- Samaritans Foundation
- Australian Government Department of Health
- Network of Alcohol and Other Drug Agencies (NADA)
- Hunter New England Health (NSW Health)
- National Disability Insurance Agency (NDIA)
- The NSW Department of Community and Justice
- Mercy Action Support Fund
- Transport for NSW
- All people supported by Mercy Services, their families, carers, volunteers and all Mercy Services staff.

The wonderful photos in this publication have been captured by some of our talented staff and volunteers. We are particularly grateful to Sue Joy, Chris Latham, and Marg Mackie, who captured so many of the images contained within this report.

THANK YOU

Thank you for taking the time to read Mercy Services 2020-2021 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

It is my great pleasure to present this Annual Report, for the first time as Chairperson of the Mercy Services. Despite the challenges of the pandemic, I am pleased to report that Mercy Services from a governance and strategy perspective, has risen to meet many challenges, and still delivered sound results. I would like to acknowledge the service and dedication of previous Chair Valerie Woodman.

Mercy Services has persevered in a challenging care landscape, to continue to provide exceptional services to the community. Chief amongst the challenges was the COVID-19 pandemic - the priority remained the health and wellbeing of our clients, residents and staff communities at all times, which occasionally required an adjustment to our models of care. The Risk and Continuous Improvement Committee met as frequently as necessary to adjust to the changes and challenges each wave or hotspot presented. On behalf of the Board of Directors, we remain grateful for the time dedicated by Committee members during this year in particular, who were instrumental in making the adjustments that kept the Mercy Services community safe. I also commend the staff at all levels, for the grace with which they adjusted to changes- from when their services require PPE - and what type - through to helping our clients with 'checking in' to venues. It remains a credit to our staff that the client and resident community remained safe, well, and resilient in such uncertain times.

This year also saw the Royal Commission into Aged Care publish their Final Report, with no less than 148 recommendations, all of which have the full support of the Mercy Services Board. While many of these changes may take years - and significant funding changes - to enact, we remain positive that pursuit of these recommendations will pave the way to a changed care landscape for future generations.

Despite the external forces putting pressure on the teams at Mercy Services, progress was still made with a multitude of Strategic Plan projects. There were technological changes, including the implementation

of digital timesheets - both time saving, and more environmentally responsible - and a digital payroll system - doing away with printed payslips and the need to mail them to our less-local staff. We also made significant progress in addressing our client management systems, which is a core focus of our Strategic Plan. We continue to review options and opportunities to future proof the care we plan to provide for years to come.

The Board of Mercy Services has maintained a focus on the progress of the Mercy Ministry Companions transition, which will see the ministries of the Institute Leadership Team - including Mercy Services - move to a Public Juridic Person (PJP) model of governance. In addition, Mercy Services Board of Directors are readying our processes and reporting to move to a common board within Mercy Community Services Australia Limited (MCSAL). The efforts of our board remain geared towards a smooth transiting of governance and appropriate oversight to the incoming common Board - shared with Mackillop Family Services, McAuley Community Services for Women, and Mercy Connect. This transition will be gradual over the coming year, with the effective handover anticipated in June 2022.

With no shortage of adventures awaiting Mercy Services in the coming year, I hope the reports and photos within this Annual Report give a sense of the valuable work done at Mercy Services in each area, and a snapshot of the impact our staff make on the individuals who access our services. Some of the highlights on the pages that follow, include the person centred care on offer at our residential facility, the lives being changed in our AOD team, the freedoms being regained through our Community Transport team, and the compassionate care at home being provided by our Home and Community Care team. The care provided by our staff at Mercy Services is genuine, and exceptional - and it shows.

Peter Williams
Chairperson of Mercy Services Board

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 Papua New Guinea (ISMAPNG) 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 OUT OF 14
Peter Williams	2019	12
Val Woodman	2015	13
Mark O'Connor	2012	14
Darlene McLeod	2018	12
Felicity Evers	2020	11
Sr Anne Hannigan	2020	12
Sr Anne McGuire	2020	12

The Company Secretary and Public Officer is Tony Bidstrup.

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

Community Housing Advisory Group: Robert Hodgson, Narelle De Losa, Trish Tanner, Felicity Evers, and Jamie Young



Management Team

MERCY SERVICES MANAGEMENT TEAM IS NOW COMPRISED OF SEVEN (7) 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.

MERRIN DIMMOCK

Merrin Dimmock joined Mercy Services in May 2021 as Manager of Alcohol and Other Drug (AOD) and Family Services. While Merrin is new to the role, she brings with her a wealth of experience and knowledge from the Community Services sector in our region. Merrin holds a Bachelor of Social Work, a Master of Applied Linguistics and is an accredited social worker with the Australian Association of Social Workers (AASW).

LEESA BIGHAM

Leesa began with Mercy Services at the residential facility in August 2006 and is now the Facility 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 15 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.

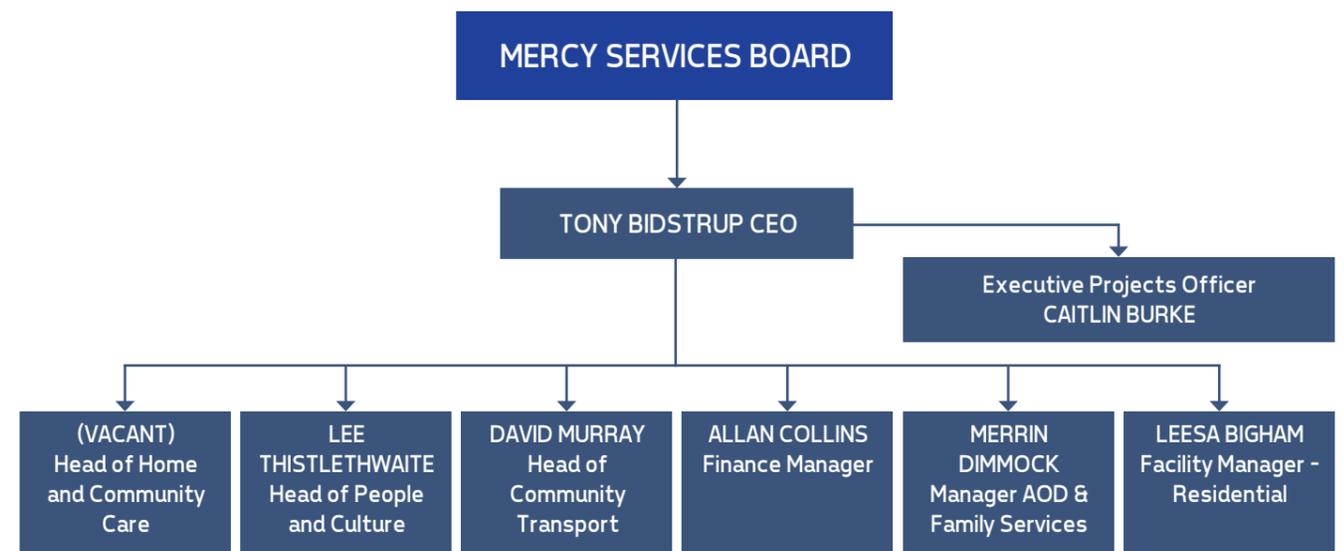
DAVID MURRAY

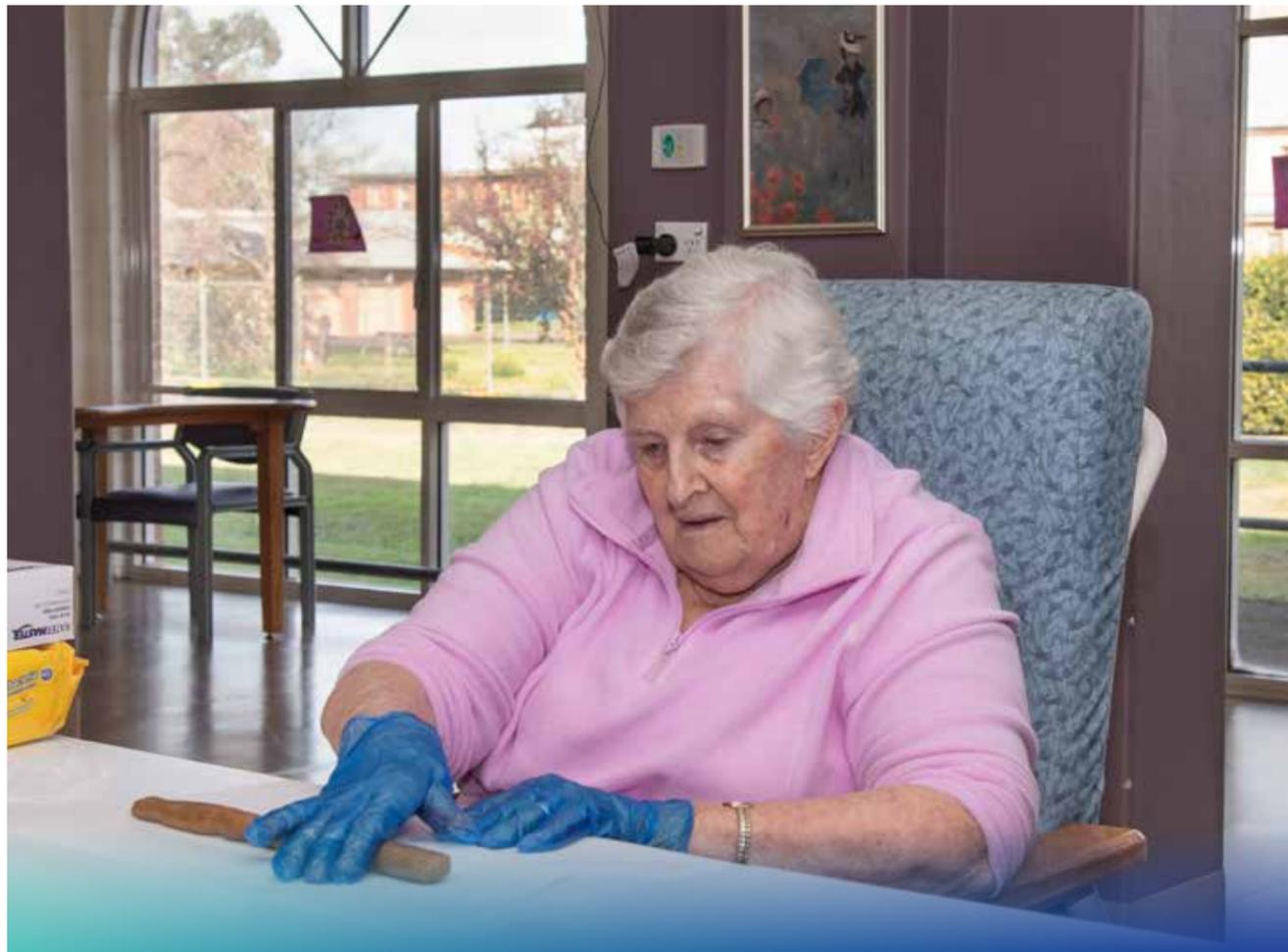
Head of Community Transport since November 2017, David came to Mercy Services with experience as a senior manager in community transport, social housing and the building industries. He has worked for both government and not-for-profit coordinating their maintenance and capital works programs, bringing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

This year we have heard a great deal on fear, and uncertainty, but there is also place for gratitude and learning. With these unprecedented times of the COVID-19 pandemic, there have been challenges, but also opportunities for growth, as well as events that shine a light on the talents, and hidden talents, of individuals and teams, and the innovation born of necessity. This year we have been reminded to - like Catherine McAuley wisely recommended - take short, careful steps.

I am grateful for the incredible people and teams we have here at Mercy Services, and proud of what they have achieved through these trying times. You'll see from the reports that follow from each team, that the below is just a brief summary of the incredible flexibility of our people and teams, and their dedication to providing quality care despite the challenges.

When faced with water restrictions, teams banded together to create a care package for the drought-affected town of Murrurundi. When the Aged Care Quality and Safety Standards changed, our staff were ready to make the necessary adjustments to ensure compliance, and when the Commission arrived at our Singleton facility to check our compliance, the results were testament to the dedication and attention to detail of our residential aged care team.

As the bushfires ravaged Australia over the summer, our teams continued to deliver services safely, and our plans and processes were honed across each area to address the risks of catastrophic days, with staff making welfare calls to maintain contact with clients.

When the COVID-19 pandemic gave cause for another use for the word 'unprecedented', we reviewed our services and processes, and established a hierarchy of risks and needs, to understand how we can

continue to deliver key services in the midst of a pandemic. Some services were deemed to be too risky to continue, so things like group social outings and Day Centres were paused until the health advice changed. Our Transport Team redirected some of their staff to procure essential PPE. Some Day Centre staff worked on procuring and delivering groceries for those who needed them, while others took on the task of welfare calling all clients and staff to ensure services are delivered by 'well people' and that those clients who are unwell were provided services by staff wearing appropriate PPE. Our Residential facility had to put a hold on visitation, but the team worked hard to facilitate window visits, and creative ways to engage residents and their loved ones. When visitation was able to recommence, on a reduced scale, we moved to a booking system to allow families to visit in person, using our Chapel.

The COVID-19 threat has shown populations around the world how easily it can take control, and take lives. We value the lives of our clients, residents, volunteers and staff, and our decision making has championed this core focus above all else. We have learnt countless lessons in preparedness this year, and these challenging events have illuminated the talents

and dedication of our staff at all levels. Many experts estimate it will be a challenge our communities will face for another few years.

Even with the reality of living with COVID-19, Mercy Services and the entire aged care and disability sectors will need to continue to reform to ensure that we have an organisation and a sector that is fit to deliver the care we as a community need well into the future. The Royal Commission into Aged Care Quality and Safety will hand down their final report in February of 2021 and the Disability Royal Commission in April of 2022.

Clearly there have been cost pressures on all providers this year but even in these uncertain times Mercy Services recorded a profit of \$107,919. Total equity grew to \$6,789,771. A strong position as we face the future of COVID-19 and the outcomes of the Royal Commissions.

To give our clients the quality care they deserve in these challenging times, we will continue to learn from each other, from other providers, and from our peak bodies and government departments. The years to come will no doubt continue to challenge and teach us, and we will continue to do our best to meet those challenges.



LEARNING AND DEVELOPMENT

The last year has once again given us challenges but also many positives for Learning and Development (L&D) at Mercy Services.

Once again, we collaborated with local Registered Training Organisation (RTO), Essential Skills, to run the Care Worker Training Program. Nine participants commenced Program Three in January 2021 and completed their qualification, a Certificate III in Individual Support (Aging), in June 2021. During this period, participants were employed 22 hours a week, which included attending two face-to-face training days a week at Essential Skills and the remaining time they worked with either Mercy Services clients in the community or residents in the Singleton Aged Care Facility. Whilst with clients and residents, they were buddied with and supervised by current, experienced Mercy Services care workers. Eight of the participants were offered ongoing employment with Mercy Services. The continued success of the program means the program is continuing in the upcoming financial year.

Mercy Services employees have continued to participate in online learning through Altura Bridge, the online learning platform. A real positive for Mercy Services is this has now been made available to all employees. This allows L&D to develop Mercy Services specific courses in-house, in addition to those supplied by Altura, and release them to all employees and the Board of Directors to complete. An example was the new 'Incidents and Complaints' training which was the first time some employees had experienced any online learning. The benefit of this platform of learning is that it can be completed at a time that suits everyone individually and is adaptable to multiple devices - desktop computers, laptops/tablets and mobile phones. Positive feedback has been provided regarding the online learning.

Some statistics regarding training completion within the 20-21 Financial year:

- 575 hours spent on learning in total
- 40 courses completed
- The device distribution used to complete courses: 55% on a desktop/laptop computer, 4% on a tablet/mobile device, 42% on a smartphone
- 216 learners

L&D have also spent face-to-face time with Community Care Workers completing Safe Work Practices on many topics. This ensures their knowledge is current, they are competent and striving to provide exceptional care whilst working with our clients in the community and representing Mercy Services.

After they were postponed in 2020, face-to-face Safeguarding training sessions were run with all Singleton Aged Care Facility employees in June. These were workshop style sessions where real life case studies were discussed. As this is such an important aspect of the care Mercy Services provides, it was great to see all employees contributing to the discussions to ensure all our residents and clients, and even the greater community, are protected. Very positive feedback about the sessions was received and these styles of sessions will continue with the rest of Mercy Services employees as soon as is practical.

Whilst there have been many changes within L&D, both staff and systems, it has always been important to maintain a focus on training and developing Mercy Services employees. We are pleased to say this has been consistent throughout the year and we look forward to continuing in the year ahead.



575

hours spent on learning in total



40

courses completed



216

learners



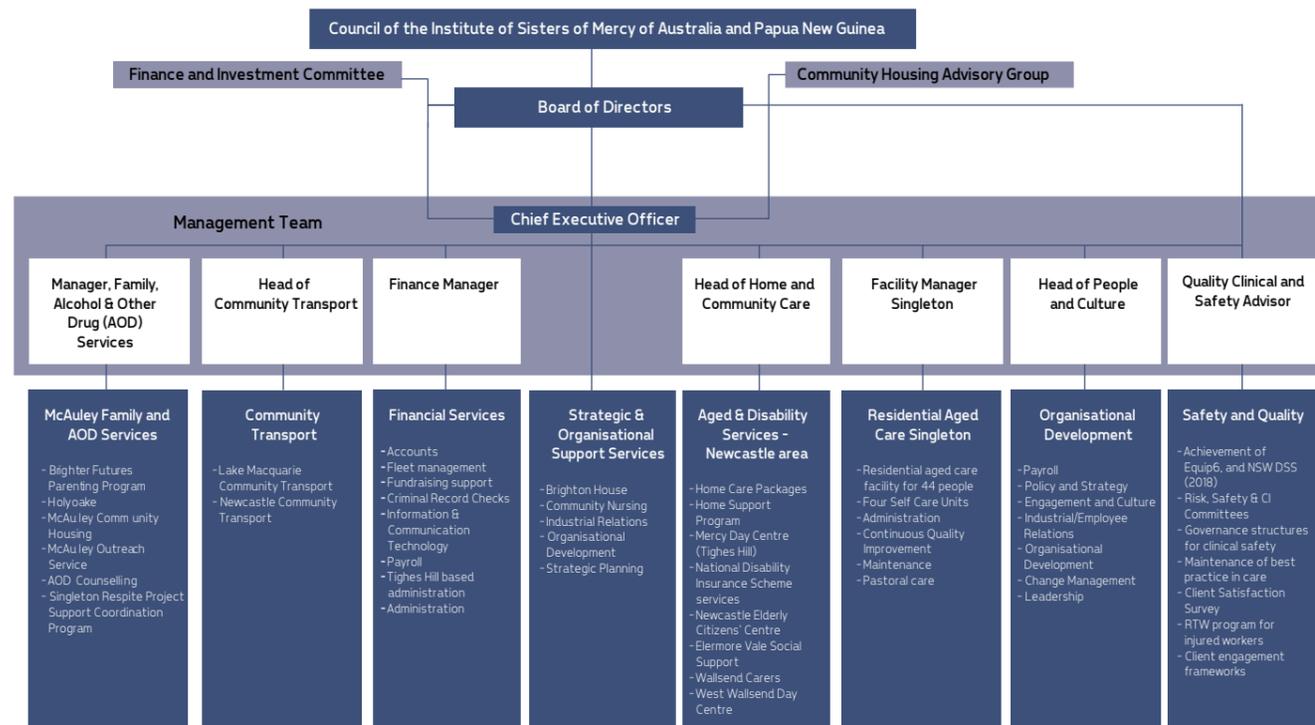
QUALITY AND SAFETY

COVID-19 has continued to be front of mind for risk management in delivering services while ensuring the quality, clinical and safety of consumers. As additional information and changes to the strains of the virus have emerged, Mercy Services has revised its contingency planning as well as adapting its infection prevention and control practices to align with health guidance. Separate management teams have been established for both the Residential facility and other services to oversee contingency planning in the event of an outbreak. These teams along with the Risk & Continuous Improvement Committee (RCI) have been continuing to meet regularly and more frequently as potential cases arose within service areas. The RCI continues to manage holistically the organisation's approach to clinical and safety matters across services. While COVID-19 has been a primary focus, several other continuous improvement projects have been implemented to improve quality and safety across services.

COMPLIANCE REVIEWS

Despite various lockdowns and state travel restrictions, Mercy Services continued to be subject to oversight and reaccreditation from external agencies. In October 2020, the Outbreak Management Team at Mercy's Singleton Aged Care Facility met with Hunter New England Health to review its plan to manage a potential outbreak within its facility. Strong support and feedback was received on the planning and preparation undertaken by Mercy Services and how it would manage continuation of care for residents under an outbreak scenario. The facility was also subject to an infection prevention and control (IPC) review from the Aged Care Quality & Safety Commission (ACQSC) and a review into its emergency management planning, following heavy rain across the east coast in March 2021. Mercy Services is continuing to update its emergency planning procedures, including organising support arrangements with other regional providers and service agencies in the event of a local emergency.

ORGANISATIONAL STRUCTURE





RISK MANAGEMENT

Mercy Services has continued to revise its Outbreak Management Plans across its services throughout the year as new information, health guidance or strains arose. A continued focus has been on ensuring the ability to provide quality care in the event of an outbreak. To this Mercy has been testing various aspects of its plans to ensure its viability and understanding from staff, with findings from these helping to enhance planning and preparation.

Mercy Services revised its Risk Management Policy during the year to align with current standards and establishing risk appetite positions for key areas under the risk management framework. This includes enhancement of the methodology in how Mercy Services assesses risk within its operations to ensure risks align within the overall Board approved risk appetite statement. The Board oversaw the revisions to the policy and helped set the risk appetite for which Mercy operates under. Going forward management will work with the Board to develop its corporate risk register and specific registers for each service.

In October and November 2020, Mercy Services underwent reaccreditation with the National Disability Insurance Scheme (NDIS). An external auditor conducted the review over two stages, reviewing organisational governance, clinical care, policies/procedures and consumer experience through interviews. While some initial non-conforming areas were identified (primarily around documentation), these were all subsequently addressed within the allotted timeframes, with a follow up review closing out all issues and providing reaccreditation.

In May 2021, the McAuley Outreach Service also had its reaccreditation under the Australian Service Excellence Standards. Out of the 99 essential requirements within the standards, 98 were fully in place with one partly in place. The partly in place item related to ensuring regular review of organisational policies, for which a plan has been developed to review all key policies by the end of the year.

CLINICAL QUALITY

In March 2021, the Royal Commission into Aged Care Quality and Safety concluded with the final report highlighting a number of areas to be addressed by the sector. Mercy Services fully supports the commission's findings and working towards its roadmap, with the following already progressed:

- Embedding a centred approach to care and services provided to the people we support based on their assessed need
- Strengthening governance arrangements to promote accountability and transparency through improved quality indicator monitoring and reporting
- Increasing the professionalism of the workforce through improved training, education and qualifications of care staff - including the appropriate skills mix of clinicians

Mercy Services has continued to enhance and embed its clinical governance framework over the year. The Clinical Advisory Council continues to meet monthly, comprising of clinicians and RNs from across services to provide expert advice on clinical issues to enhance the delivery of consistent, evidence-based, high quality services, with continuous improvement of practices via review of clinical procedures or incidents. With the increased acuteness of care required by consumers, Mercy Services is ensuring it maintains a high level of quality clinical care as the needs of its consumers change over time.

The ongoing focus on IPC due to COVID-19 has led to Mercy Services appointing its Clinical Manager as the IPC lead within the Singleton facility to ensure best practice measures are maintained by staff. Mercy Services has also conducted a review of its organisational policies including clinical to ensure they remain current with expected practices.

CLIENT PERSPECTIVE

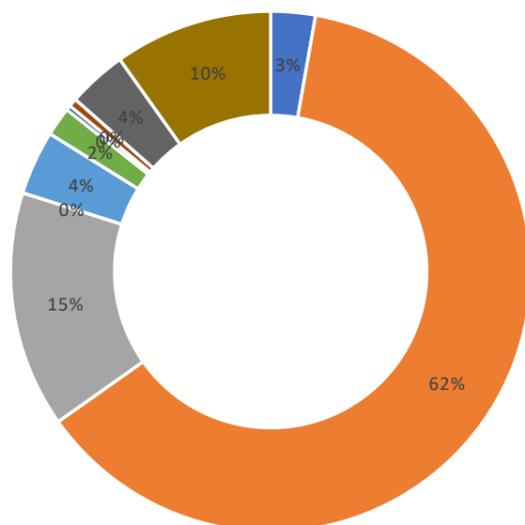
Mercy Services resumed its Client Advisory Council in early 2021, which provides the people we support with the opportunity to participate and consult on activities for issues that affect their lives. This provides valuable feedback to Mercy Services to understand their views to continuously improve and deliver better health and wellbeing outcomes. Communication of upcoming outings or services to those that we support was highlighted as an issue, which has subsequently been addressed by including this information in individual HCC statements. The council is currently suspended due to COVID-19 lockdown, which we intend to recommence once it is safe to do so.

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	
		2020	2021
Institute of Sisters of Mercy Australia & Papua New Guinea	Health and Aged Care Coordinators	\$560,239	\$468,836
Commonwealth Department of Health	- Government subsidies for Ages Care Facility Singleton - Home support (CHSP Program) - Transport - Home Care Packages (HCP)	\$10,523,668	\$10,573,665
Transport for NSW	Community Transport Lake Macquarie and Newcastle	\$2,463,035	\$2,485,944
FACS Services ceased 17-18 Year		-	-
NSW Health (HNEH)	- McAuley Outreach Service - Day Centre - Health Transport - Auspice of Newcastle CDATs	\$698,003	\$674,870
NDIS	Payment for services to persons under 65 with a disability	\$364,493	\$305,142
The Samaritans Foundation (partnership)	Brighter Futures Parenting Program	\$100,000	\$50,000
Donations		\$56,559	\$87,640
Other	- Rent Received - Interest - Sundry Income	\$604,709	\$620,639
Client/Resident fees		\$1,843,665	\$1,666,486
	Total Funding	\$17,214,371	\$16,933,222



MERCY SERVICES FUNDING SOURCES

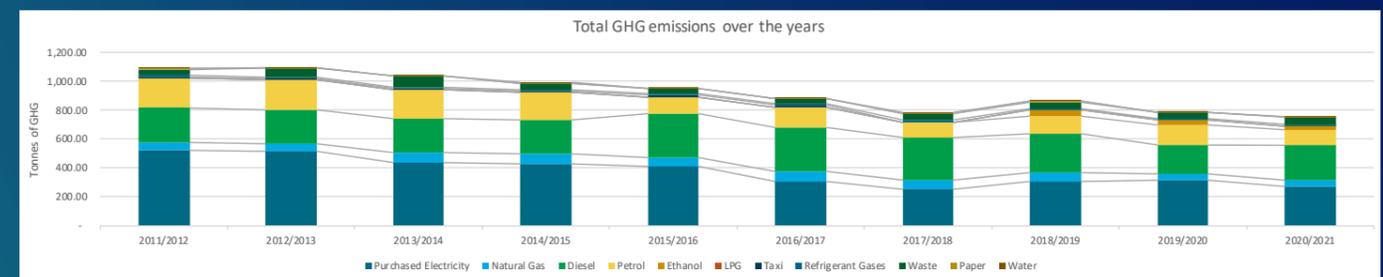
- Institute of Sisters of Mercy Aus and PNG
- Commonwealth Department of Health
- Transport NSW
- FACS Services ceased 17-18 Year
- NSW Health
- NDIS
- Samaritans
- Donations
- Other
- Client/Resident Fees



Environmental Responsibility

There was an overall decrease in greenhouse gas emissions in the financial year, however the majority of the fluctuations across the categories are due to the pandemic impacts in the current financial year, in comparison to the previous year.

The increase in diesel car emissions was largely offset by a decrease in petrol and ethanol car emissions, with more buses on the road in place of smaller vehicles to better provide distancing when transporting clients during the pandemic. Waste emissions increased slightly in 2020/21 largely due to the disposal of PPE, and the recycling and disposal of technological and furniture waste in Tighes Hill and West Wallsend.

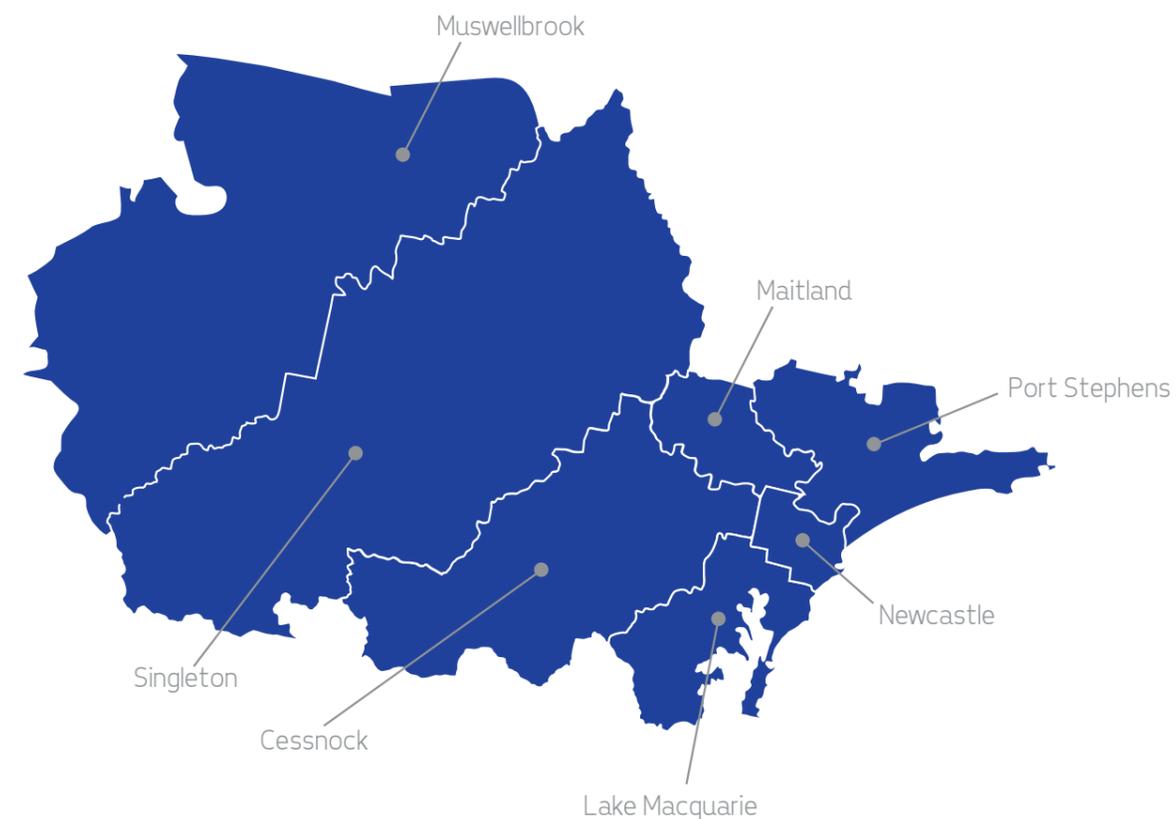


Our Services

ACTIVITIES AND OUTCOMES

During the 2020-2021 year, on an average week, our 204 Mercy Services staff assisted clients across a number of programs across the community. For much of this year, the COVID-19 pandemic and its ensuing restrictions on distancing and capacity, affected outputs in our Day Centres, our Parenting Program, and our Community Transport services.

OUTPUTS 2020-2021	ACTIVITY PROVIDED BY MERCY SERVICES
953	Alcohol and Other Drug services (individual counselling services)
12,916/ 2083	Centre based activities hours/meals provided
2,196	Community Nursing Service (hours)
35,936	Community Transport (trips)
231	McAuley Parenting Program (hours)
4092	NDIS (hours)



2939

Clients



204

Staff



54

Volunteers



Home and Community Care

As the global COVID-19 pandemic continues to grow and adapt to its environment, so does Mercy Services. We can clearly see that this devastating communicable disease is not going away any time soon, so Mercy Services will ensure that we as an Aged Care provider learn to provide care despite it.

The Mercy Services Home & Community Team refuse to let COVID stop us from providing exceptional care to our clients in their own home. Our extraordinary Community Care Assistants (CCAs) continue to face this pandemic on the front line and provide essential services. Over the last year we have been practicing

our donning and doffing with our Personal Protective Equipment (PPE) and ensure we have all aspects of required PPE if and when we have an outbreak. Mercy Services have our own stockpile to safeguard our CCAs. This has been managed by the wonderful Community Transport Team.

During this year we have seen a number of CCAs retire, and some have elected to seek other work, which at times has made it difficult for our rostering team to cover clients' services. The Customer Service Officer (CSO) team have been working diligently and thinking outside of the box to ensure our vulnerable clients

receive the care and support they need. To have had the pleasure of working directly with this team has been such a wonderful experience. The team camaraderie is something to behold, particularly in what can sometimes be challenging circumstances. Our Care Managers continue their exceptional work, and their knowledge and capability is an asset to the clients they support. Care Managers know not only their clients as they are, but they also understand each client's goals and individual needs, preferences, and all the little details in between. There is no one size fits all 'Care Plan' nor is any care plan above reproach. I am incredibly proud of the work the Care

Managers are doing to revise, challenge, and improve on the way they write Care Plans, to ensure they best fit each client's needs, as well as legislative requirements.

Our Community Nurses and Nurse Practitioner continue to work together to provide clinical guidance and ensure our clients' medical needs are always met with high standards and best practice.

The three teams, CSO, Care Managers and community nurses now work an on-call roster providing support to the CCA's outside of office hours.

Our three day centres at West Wallsend, Mayfield and Tighes Hill go above and beyond to collaborate with their clients allowing them to feel they have social connection whilst provided with a healthy meal at lunch. Despite the challenges of lockdowns and restrictions this year, our Day Centre staff have maintained connections with clients with phone calls, when gathering wasn't possible, and all are looking forward to a time where nothing prevents them from gathering again.

Mercy Services continues to support people to live safely in their own homes, despite the current challenges. We continue to hone our processes, our skills, and our communication, to ensure that even a pandemic cannot stop our positive impact on seniors in our community. It has been a great pleasure to work with these teams through these challenging times, to see the growth, the resilience, and the spirit of mercy in our community each day.

Corrina Routh
Acting Head of Home and Community Care



Residential Aged Care

This past year has given us - as is the case for many - ongoing challenges whilst the world continues to grapple with the COVID-19 pandemic. We have been blessed to be largely unaffected, with none of our residents or staff contracting the virus. There have been periods where visitation has been restricted due to Public Health Orders, in an effort to protect the residents from outbreaks potentially affecting our area. It is always difficult to see both residents and families adjust to restricted access and we are grateful for the technology tools available to facilitate virtual visits and interactions. We appreciate that for families it was a challenging time to see their loved ones, but so many took it in their stride.

The staff and volunteers have continued to work tirelessly over the past year, truly striving to deliver exceptional care to the most vulnerable. We continue to participate in the Pacific Labour Scheme, and have

four assistants in nursing here mid-way through the 3 year program. It is a scheme that has been very beneficial, and something we are keen to continue participating in when the international travel and quarantine restrictions allow. Two of the assistants in nursing are in the process of studying to further develop their skills.

The residential facility is excited to play an ongoing role in the Mercy Services training program. The training program allows students to gain invaluable experience in both residential and community care during their studies. One graduate, Michael, was successful in a permanent role with us at Singleton, after completion of his training qualification. He has fast become a firm favourite with many residents.

In 2021, the federal government pandemic roadmap included a vaccination rollout that offered priority

vaccination to aged care residents. Despite being a regional facility, the Public Health staff arrived in May. After significant consultation with families and residents, 69% of our residents elected to have the Pfizer vaccination at this in-reach clinic.

Our staff and residents are exceedingly grateful for the generosity of our community. The Friends of Mercy have again collected donations which help provide items on the residents' wish lists. We also have benefitted from surprise acts of generosity. One such remarkable donation from a local community member, allowed us to get started on two significant projects to benefit our residents. The first one was to move the hairdressing area to a dedicated space, equipped with real salon furniture so residents can have an authentic experience. We secured a local artist who painted a wonderful one of a kind mural. Our skilled maintenance staff have installed the furniture and the space is

almost ready to be officially opened! The second exciting project was the purchase of a Tovertafel "magic table". The device is mounted on the ceiling and projects interactive games down onto the table surface. The residents are loving the games, and the laughter and smiles are priceless.

As we embark on the next twelve months, we remain vigilant in the face of the COVID-19 Delta strain currently impacting much of the Sydney region, not all that far from our own region. The year has shown us the strength of our staff, and the community of families that surround our facility and residents. We will continue to adapt to changing requirements, and push to get as many of our staff vaccinated, to protect our residents as best we can. On behalf of all at our facility, we will continue to produce the same great care for our residents, and raise the bar as often as we can, on how we can best engage with and entertain those who live with us.



Community Transport

This year commenced right in the middle of the pandemic that saw our trip numbers sitting well below 50% of what we were doing 12 months earlier.

Our clients were clearly concerned about their own welfare and so Mercy Services were exploring ways that we could not only assist our clients to get where they need to go but ensure that everybody that wished to, could get out of the house and in to the community for some social activity.

The exercise outings that we commenced earlier became more and more popular and so while we navigated our way through the changing landscape and directions from government, we didn't let up in assisting our clients to get some social enjoyment.

Throughout the year our exercise outings somewhat evolved from a two-hour journey to get a pie for lunch to eat on the bus to eventually utilising some lunch venues when it was safe to do so.

Outside of our normal transport service comes the responsibility of assisting our clients much more when they require it. During our normal service delivery, we come across some lonely souls that simply need our help, not for transport but for different help either to do with mental or physical health well beyond what our transport staff can offer.

This is when Mercy Services as a whole gets the opportunity to step up and really carry forward the work that Catherine McCauley commenced all those years ago.

We had a lovely lady that used our transport service quite regularly and who lost her husband not so long ago. This lady was left on her own, desperately missing her late husband and unfortunately wasn't well herself. Despite her sometimes getting angry over the phone, our transport customer service staff here in the office would continue to chat with her and provide great

customer service so that she could be confident that Mercy would treat her with dignity. At some point, the lady was needing more help than we could offer and so we brought in our nurse practitioner and care manager to assist this client to get more service than we could provide. Much work, well outside our normal scope of work was completed to ensure this client had the best opportunity to stay in her home. It is very inspiring to see how the team at Mercy work together to ensure we do the most we can to help others.

Getting our male clients out and about is a little difficult so we're planning to have some dedicated social outings for men where we hope to visit some locations that may suit the men. We picked them all up in a bus, brought them in for morning tea to ask them to come up with some destinations. We're waiting for restrictions to lift so we can organise some outings for them.



■ Day Program ■ Medical ■ Shopping ■ Social ■ Community Related

SOME NICE FEEDBACK

Compliment received through Grapevine

The driver took him to hospital and wanted to compliment the driver as he was "so friendly and a good driver."

Beryl (client) wrote in to say that she appreciates the kindness shown to her by Leo as nothing was a trouble to him

Mother called to say that the driver was great with Jess (NDIS) today, such a relief to have a reliable and friendly service

Carol called to say that she is very happy with our service. She said Mercy is such a good service. She loves the exercise outings and our service takes a load off her mind knowing that she can get help with transport

Eric rang to say he had a brilliant day out. They drove him to Stroud and visited his parent's grave and where he grew up.

Jean a 93 years old client called and said that our scheduler, Lindsay was very obliging and to thank him as she needed assistance to get to her accountant.

Alcohol and other drug (AOD) & Family programs

MCAULEY OUTREACH SERVICE

McAuley Outreach has continued to provide Alcohol and other drug (AOD) counselling and support to families in the Lower Hunter areas throughout the year, despite restrictions. When the COVID-19 Delta outbreak pandemic impacted the State, staff moved to working from home, to minimise the risk to clients. This time we were as ready as possible with appropriate equipment and know-how, and adapted quickly to the new routine. We continue to provide individual counselling via phone and/or zoom and have maintained the level of service previously held. We also continue to take on new referrals, so in many ways its business as usual for us.

During the year we provided counselling and support to 145 parents with 344 children.

197 of those children remain in the care of their parents, while 147 children have been placed into care. 117 clients

were female, and thirty-seven identified as indigenous (26%). Thirty one percent (31%) were single parents.

The drug identified as most problematic by the largest number of clients (43%) was amphetamines (predominantly meth-amphetamines). Cannabis was identified as most problematic by 26%; and alcohol by 25%.

WORK AND DEVELOPMENT ORDERS (WDO)

Work and Development Orders (WDOs) are a way to help people who can't pay their fines. People who are eligible for a WDO can clear their fines with approved activities instead of money such as AOD counselling.

McAuley Outreach AOD counsellors have supported 48 clients to work off State debt through the Work Development Order scheme this year, totalling \$87,781.75 in paid fines.

HOLYOAKE

The Holyoake program is designed specifically for women (who have children aged 11 years and under) and who are experiencing problems with their use of alcohol &/or other drugs. The program runs continuously each Friday and individuals can commence any week.

The program aims to

- Increase individual's understanding of their use of alcohol or other drugs, or other related behaviours
- Increase the understanding of the effects of substance use on dynamics in the family / parenting context; and the role that alcohol/drug use plays in maintaining these dynamics
- Empower women by assisting them to develop strategies and skills appropriate to their own unique situation.

Groups include up to eight women, who meet to explore and confront their concerns and hopes in a safe environment.

The tree of Holyoake represents growth, seasonal change, shelter and safety. Within our group we have used the Holyoake tree as our feelings tree for the women. Each member of the group writes their feelings before and after the group on dried gum leaf that we attach to our tree, the hope here is that in time they can see, their own emotional and spiritual growth that will continue to guide them as they move forward with their lives.

We were able to run three sessions prior to the Covid restrictions and lockdown; we have remained in contact



with the women during lockdown and look forward to resuming in the near future.

In maintaining best practice, we actively seek feedback from clients who have been engaged with our program every 3 - 6 months. The following are some examples of client's feedback.

"The understanding of my worker; also the dedication of her, to help me and my children. The main change (I have made) is trying not to blame myself for everything that goes wrong; and that I can get through without using or drinking."

"The friendly counsellor; they do not judge you. (I) cut down on my drug use. I now have hope in life and am more confident."

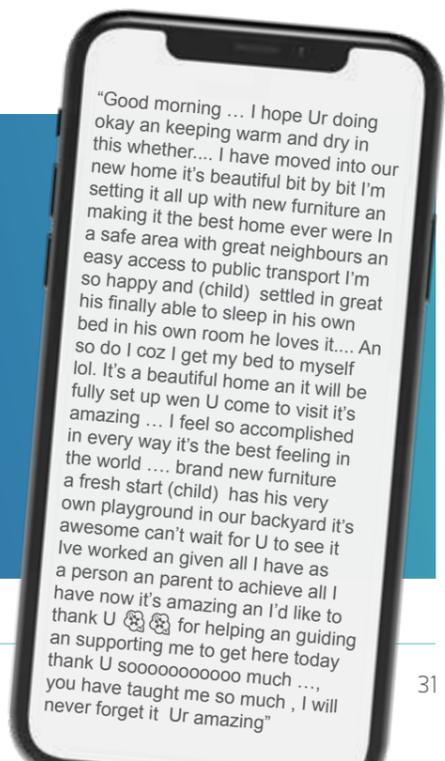
"The counselling, talking, advice. The one-on-one. Home visits. I haven't relapse; I stayed abstinent. I gave birth to a baby boy; and have been keeping appointments."

"Someone to listen; and have my side; and not judge me in any way, I stopped drinking and learned to love myself more."

CLIENT STORY

One of our McAuley counsellors had been working with a client for several months. This client had four of her children previously removed from her care. She has worked really hard to have her youngest aged now 2 years restored to her care, she has broken the cycle of transgenerational trauma and dedicates her days to raising her son and maintaining contact with her other children. This client has shown incredible strength, and a remarkable ability to grow, learn and change. The client was living in an area where crime and violence was literally on her door step, hence the excitement in her message about her new space and place for her son and herself.

The client recently sent a lovely message to her counsellor:



HOUSING PROGRAMS

BRONTE HOUSE

Bronte House provides a supportive community where women who committed to remaining abstinent from alcohol or other drugs can receive support from other likeminded women. A part-time staff member also provides assistance and support to all residents.

Bronte House provides medium-term semi-supported accommodation (up to 12 months) in a semi-structured environment, where formerly drug-dependent women can develop the skills required to maintain a drug-free lifestyle and enable them to become self-supporting and to live independently.

Throughout the program, residents are expected to be proactive in their recovery and display a high level of self-motivation.

Bronte House has accommodated four women over the past year. The support worker meets with the women once a week and we discuss and set their goals. Discussion points include goal setting, AA/NA meetings and group attendance, and any household matters that may arise.

The ages of this year's women ranged from 25- 38 years. Two of the women have children and both are seeking visitation or restoration. Unfortunately one of the four women was asked to leave Bronte House as she lapsed and was in breach of the house rules. This lady has sought further support and rehabilitation regarding her AOD challenges, and is currently doing well.

One woman left Bronte House after 8 months and the women who have remained in contact with her report that she has connected with her children and is continuing to build on her relationships.

Our youngest Bronte House resident came to us after nine months of rehabilitation, prior to this she had been arrested and jailed. This young woman had no supportive positive family influences; she had endured early childhood abuse and had a lived experience of family domestic violence. During her 11 months at Bronte House she attended her Bronte House obligations (AA/NA meetings) as well as completing the Drug Court program. The Drug Court program is developed to address the person's specific needs and can involve a range of evidence-based treatment options. Upon this resident's successful graduation from Drug Court, she was granted a non-custodial sentence.

Since then this young lady has fulfilled a goal of volunteer work. She enrolled and completed a business management course and moved from Bronte House into her own housing, and is enrolled to commence studies through Newcastle University.

COMMUNITY HOUSING

The Community Housing program aim is to assist and support parents, who have overcome AOD problems and their dependent children, by providing short to medium term housing at public housing rental rates. Houses are available to low income families who have demonstrated the ability to live alcohol and drug-free for a significant period (at least six months).

Mercy Services has houses situated in the suburbs of Mayfield, Maryland, Whitebridge and Elmore Vale. These are available to families for up to a 24-month period.

Four individuals with four children have occupied the community houses in the past financial year. Three of the long-term tenants have completed vocational courses and obtained employment during their time in Community Housing.

One tenant recently moved out after obtaining a townhouse through Compass housing. The vacated property filled with another suitable applicant within the same week.

Another of the tenants, moved into a Mercy Community house in April 2020. He stated that gaining affordable stable housing enabled many positive things to happen in his life. The housing allowed his son to move in with him, which has been a positive move for them both. This tenant completed vocational training in mental health and gained a placement with a local not for profit, eventually leading to a job as a Mental Health Support Worker in supported accommodation. He said that he never understood people loving work but now that he has changed careers, he understands how enjoying work spills over into enjoying life.

Since moving into the house and starting work, this tenant has purchased himself a car, fridge, air conditioner, vacuum cleaner and a mower. His teenage son has also obtained work, his license and a car. His next goal is saving and planning a holiday, which will be his first in many years.

This father and his son are enjoying living as a family. Having stable, affordable accommodation has given him the space and time to focus on improving himself, his relationships and reaching his goals.



BRIGHTON HOUSE

One of the current residents has recently graduated from the Hunter Drug Court Program. This resident continues to attend TAFE and will be participating in a rehabilitation placement while maintaining ongoing employment at Coles.

Another resident has settled into full-time employment, has recently purchased a second hand car that is registered and insured and maintains his visitation with his two children. He remains diligent in attending NA meetings. Brighton House residents continue to kick their personal goals and do so from the safety and stability of their supported accommodation, with the guidance of a counsellor and support worker.

BRIGHTER FUTURES

Brighter Futures is an early intervention program aimed at building resilience in vulnerable families with young children. This year, the partnership with Samaritans ceased, and the dedicated Brighter Futures worker, Sue joined Mercy Services as an AOD counsellor within the McAuley Outreach Team.

The service focussed on ensuring children can live safely in their homes by helping to address specific problems

like domestic and family violence, parental mental health issues and substance misuse. Our Brighter Futures worker provided parenting interventions and supports to eleven at risk families with a total of thirty children aged 11 years and younger.

From the 1st of July 2020 to the fourth of December 2020 The Brighter Futures family worker attended 148 home visits, thirty one of those visits (21%) were before 8:30 am.

Eight percent were after 5:30pm. Most families had one or more parents with mental health issues; and several had alcohol or other drug concerns.

Sue has worked for over ten years with high risk families and has been an advocate for child protection. Sue has been instrumental in keeping children safe from abuse and risk by providing and guiding families in building their capacity and understanding as parents, ensuring a nurturing, stable, secure and loving environment for their children.

The McAuley Outreach team is very excited to have retained Sue as a valuable member of the team, to continue to provide her care, guidance and expertise to families accessing counselling at Mercy Services.



Volunteer Update



MERCY VOLUNTEERS FOR PALLIATIVE CARE

In May 2021 it was officially announced that Mercy Services was successful in our expression of interest to establish Volunteer Palliative Care services in Newcastle/Lake Macquarie and Muswellbrook local government areas. With our Sisters of Mercy having a long history of providing care and support to people in their final stages of life, we are very proud to be able to continue this legacy. Partnering with HNELDH, Mercy Services will recruit, train and mentor volunteers that will provide practical assistance and respite for carers and/ or companionship to support the client during their end of life. Volunteers will need to commit to a comprehensive training program developed by Palliative Care NSW to ensure they have the skills and empathy required for this unique volunteer role.

VOLUNTEERING

This year has been challenging for everyone but in particular the volunteering sector has experienced lots of changes. As many of our Mercy volunteers are in the vulnerable age group they have had to make decisions about their own health and this has seen our volunteer numbers halved over the last 12 months. Many of these volunteers have been with us for years and will be fondly remembered by the clients they supported across all areas and the staff they worked alongside. In particular our Newcastle Elderly Citizens Centre experienced significant change with not only COVID-19 restrictions but the need to relocate premises. A regular team of over 12 volunteers worked at NECC for many years and devoted thousands of hours of service to our clients. With current social distancing restrictions only 2 volunteers remain at the

new Centre in Mayfield. We look forward to being able to increase that in the future.

For over 20 years Mercy Services volunteers have provided a weekly Frozen Food delivery service in the Lake Macquarie area. During COVID-19 the service dropped in numbers and after careful evaluation it was decided that transitioning to Meals on Wheels would have better outcomes for our clients. Thank you to the dedicated men and women that volunteered for this service for many years. Their reliability, professionalism and most of all their friendliness were key factors to the longevity of the program.

During the lockdown a call was put out requesting volunteers that could make cloth face masks to come forward, we would supply the material if you can make them. Two crafty volunteers offered their services and a month later we had over 200 colourful

masks donated. The time and care put into the making of these is a great example of our volunteers commitment to Mercy Services and the safety of our clients.

In October 2020 our volunteers were finally able to return to providing social support to clients in the Newcastle and Lake Macquarie areas after a 7 month cessation of service. With strict guidelines in place and PPE provided, our volunteers were back providing transport to appointments and shopping, life was finally returning to some normality. For many of our clients who had not left their home during COVID and had had to rely on online shopping they were thoroughly enjoying getting out of the house with someone they felt safe and comfortable with.

Unfortunately we were not able to come together for Christmas celebrations as we have in past years and with communities struggling financially, we



reached out to help others in need in our local areas and globally. On behalf of all of our Mercy Services volunteers and with their blessing we made donations of \$1,000 to 3 charities, Mums Cottage in West Wallsend, Singleton Neighbourhood Centre and Mercy Works Ltd.

Our volunteers at Singleton Residential Aged Care were thrilled to be able to return to their volunteering duties when restrictions lifted. Our weekly Men's Group provides an opportunity to utilise trade skills and as one gentleman told me "a break from the women". Our Men's Shed in West Wallsend donated power tools which will be used to make donations for our Twilight Markets that are held every December on the lawns in Singleton. Our goal over the coming months is to find a more suitable space for the group

to meet and hopefully attract more participants.

Our garden at West Wallsend, which has been tended lovingly by one dedicated volunteer over the last 3 years, continues to bring delight to all who visit. Fresh flowers often adorn the foyer at West Wallsend and as the clients pass through they comment on their beauty and reflect on their own past gardens. Our Day Centre clients love to wander through literally smelling the roses and taking a cutting here and there. Earlier this year we took part in a Zoom where the garden was filmed in all its glory and enjoyed by our Sisters of Mercy across Australia and Papua New Guinea as well as staff of Mercy Services.

In summary though our numbers are depleted our volunteers have proved they are resilient, flexible and diligent in their care to the clients they support.

Financial Report

MERCY SERVICES
Financial Statements
For the year ended 30 June 2021

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
Revenue	5	16,933,222	17,214,371
Employee benefits expense		(11,771,131)	(11,469,332)
Depreciation and amortisation expense		(760,933)	(711,577)
Other expenses		(4,132,018)	(4,422,391)
Finance expenses		(36,788)	(43,037)
Lease expenses	11	(124,433)	(141,888)
Surplus before income tax		107,919	426,146
Income tax expense		-	-
Surplus for the year		107,919	426,146
Other comprehensive income, net of income tax			
Net fair value movements for available-for-sale financial assets		414,770	(226,390)
Other comprehensive income for the year, net of tax		414,770	(226,390)
Total comprehensive income for the year		522,689	199,756

Statement of Financial Position
As At 30 June 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	6,523,885	5,896,420
Trade and other receivables	7	230,860	185,748
Other financial assets	8	6,437,768	5,884,753
Other assets	9	784,706	165,815
TOTAL CURRENT ASSETS		13,977,219	12,132,736
NON-CURRENT ASSETS			
Property, plant and equipment	10	3,261,093	3,366,199
Right-of-use assets	11	697,030	832,282
TOTAL NON-CURRENT ASSETS		3,958,123	4,198,481
TOTAL ASSETS		17,935,342	16,331,217
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	5,735,329	5,513,035
Lease liabilities	13	128,655	121,986
Employee benefits	14	1,540,701	1,448,153
Other financial liabilities	15	2,864,167	2,066,915
TOTAL CURRENT LIABILITIES		10,268,852	9,150,089
NON-CURRENT LIABILITIES			
Lease liabilities	13	655,866	781,305
Employee benefits	14	220,853	132,741
TOTAL NON-CURRENT LIABILITIES		876,719	914,046
TOTAL LIABILITIES		11,145,571	10,064,135
NET ASSETS		6,789,771	6,267,082
EQUITY			
Motor vehicle replacement reserve		1,251,519	1,228,883
Financial assets reserve		188,380	(226,390)
Retained earnings		5,349,872	5,264,589
TOTAL EQUITY		6,789,771	6,267,082

Contact us

MERCY SERVICES MAIN ADMINISTRATION

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MERCY RESIDENTIAL AGED CARE

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Fax: 02 6572 3951

HOME & COMMUNITY CARE CENTRE

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Fax: 02 4955 4218

MCAULEY FAMILY AND AOD SERVICES

32 Union Street, Tighes Hill NSW 2297

Phone: 02 4961 2686

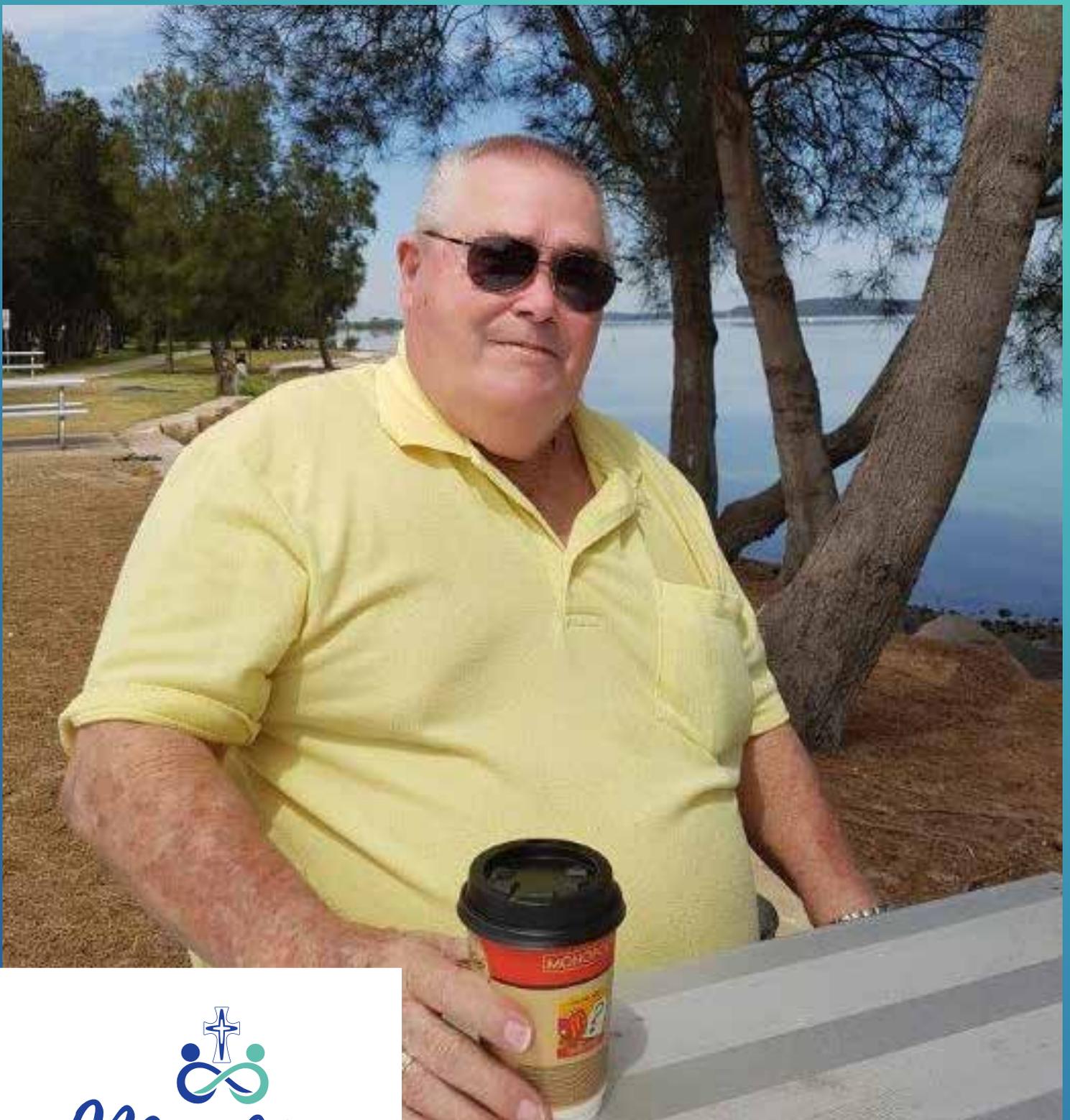
Fax: 02 4969 5149

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