

# *Annual Report* 2017-18





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# Mercy Community

Connecting people to the services they need to live the life they want, whatever their circumstances

*"We should be shining lamps, giving light to all around us"* - Catherine McAuley

Mercy Community is committed to protecting the privacy of people who engage our services. Where appropriate, names have been changed and stock photography used.



Mercy Community acknowledges the traditional custodians of the land on which we operate and pay our respects to the Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia. Mercy Community acknowledges that Aboriginal and Torres Strait Islander people continue to live in spiritual and sacred relationships with this country.

# Foreword



Sister Catherine Reuter rsm,  
Congregation Leader,  
Sisters of Mercy,  
Brisbane Congregation

On 11 April 2018, in St Vincent's Chapel, Nudgee we witnessed a significant moment when the civil ownership and canonical sponsorship of Mercy Community Services SEQ Limited was transferred from the Sisters of Mercy, Brisbane Congregation to Mercy Partners. Within the ritual of transfer, we heard a potted history of Mercy ministry over the past 157 years. We heard also of the myriad ways through

which Mercy Community continues to realise the vision of Catherine McAuley and Mother Mary Vincent Whitty with people who are most disadvantaged and marginalised. In the words of Pope Francis (*Misericordiae Vultus*, 11 April 2015), we were reminded that "Mercy invites us to respond to life with love, compassion, forgiveness and generosity within our families, our neighborhoods, our nation, our world."

May 2018 saw members of Mercy Community's Board and staff take up an opportunity for personal and professional renewal by their participation in the Mercy Leadership Pilgrimage to Dublin, Ireland. The pilgrimage, facilitated by the Sisters of Mercy, Brisbane Congregation, allowed participants to hear and experience the story of Mercy ministry in the place where Catherine McAuley lived and ministered, to receive input and challenge as Mercy leaders from a number of keynote speakers, and to take time for personal reflection.

As a Steward of Mercy Partners, the Sisters of Mercy, Brisbane Congregation will continue to hold as special our long history and unique relationship with Mercy Community. We look forward to the ministry's growth, service and leadership within the community and invitations for the Sisters to be as involved and engaged as we are able. As Mercy Community remains "in the flow of Mercy", may the words of Mother Mary Vincent written to MM of Mercy Norris in 1861 continue to inspire you: "There is (still) a great field for permanent good to be done..."

Blessings in Mercy

Catherine Reuter rsm  
Congregation Leader  
Sisters of Mercy, Brisbane Congregation

Message from

# Mercy Partners



Dr Ricki Jeffery,  
Chair, Mercy Partners Council

The simplest and most practical lesson I know ... is to resolve to be good today, but better tomorrow.

**Catherine McAuley,**  
*Letter to de Sales White*  
February 28, 1841

These words, spoken by the Sisters of Mercy's inspirational founder, Catherine McAuley, have resonated more than ever for Mercy Community this

year – a landmark year for the organisation, in several ways.

Catherine McAuley's innovative, future-focused approach has seen the Sisters of Mercy act to secure their legacy and embed strong foundations for the future of their good works. In 2008, the Sisters received approval from the Vatican to establish a new Catholic Church entity called Mercy Partners, to ensure their legacy and works of Mercy within the Catholic Church would continue into the future.

Several entities previously owned by the Sisters of Mercy have transitioned to Mercy Partners and continue to operate in the tradition of their founding Congregations, including All Hallows School, Mater Health Services, Holy Cross Laundry, and many more.

Mercy Partners is now entrusted with safeguarding Mercy Community, helping it function effectively within the overall mission of the Catholic Church and in accordance with the founding traditions of the Sisters of Mercy. It is a privilege for Mercy Partners to take on this role – a privilege and a great responsibility. We thank the Sisters of Mercy, Brisbane Congregation for the trust they have placed in Mercy Partners, and assure them that we will do our best to ensure that the ministry operates as a ministry within the Catholic Church, and in the traditions of Mercy and compassion so well-established by the Sisters.

Mercy Partners congratulates and thanks the staff, Board and Sisters for a successful 2018. We look forward to a long and productive future together, as we continue to provide compassionate service to some of the most vulnerable people in Queensland.

Dr Ricki Jeffery  
Chair  
Mercy Partners Council

# Chair & CEO Report



Dr John O'Donnell AM, Chair



Elaine De Vos, CEO

Partners gathered to witness this important event, which celebrated the foundational work of the Congregation and ensured an ongoing governance structure to continue the Ministry for 'another 150 years'.

In addition to these key milestones, Mercy Community has embarked on a journey of organisational transformation and growth throughout the year, in response to the major sector reforms in human services, specifically in the areas of disability and aged care. Mercy Community welcomes these reforms, as they aim to provide greater autonomy for individuals wishing to access support services, including the chance to build a support system which embraces their individuality and improves their quality of life.

Mercy Community undertook to review its Strategy at the beginning of 2018, in order to ascertain where we can be most effective in this time of change, and how we can best position the organisation to continue Catherine McAuley's legacy of meeting unmet need in the community.

The **Strategy 2019-2021** will focus on investing in areas and delivering outcomes where we can either demonstrate that we are the **best** at delivering services, or that we are the **only** organisation able to deliver a program or outcome for participants. In a time of unprecedented change in the sector, maintaining this core focus will help Mercy Community remain a powerful force for the betterment of the people we support, not just now, but 150 years into the future.

We look forward to working with Mercy Partners and the many other organisations with whom we have long-standing partnerships, including State and Federal Governments, to continue delivering exceptional services into the future. We would like to thank all Mercy Community staff for the commitment, drive and energy they show as they make our communities 'better every day', consistently demonstrating the Mercy values – Mercy, Acceptance, Excellence, Dignity, Empowerment, and Integrity.

Dr John O'Donnell AM  
Board Chair  
Mercy Community

Elaine De Vos  
Chief Executive Officer  
Mercy Community

2017-18 included several significant occasions for Mercy Community – moments that celebrate our rich history and which will shape our vision for the future – a world where people, families and communities are strong in spirit, healthy and connected.

- ▶ In September 2017, Mercy Community welcomed Elaine De Vos to the role of Chief Executive Officer. Elaine is a skilled CEO, bringing more than two decades' experience working at a senior level across both the public and private sectors. Her presence, vision and unique skillset has instilled fresh perspective and enthusiasm within Mercy Community's Executive Team.
- ▶ In February 2018, Mercy Community launched our new brand, comprising a new name and logo. The Mercy Community logo features a heart symbol integrated with a cross at the centre – a visual representation of the love and mercy upon which the organisation was founded and which continues to inspire all our staff.
- ▶ On 11 April 2018, a ritual at St Vincent's Chapel, Nudgee marked the official transfer of the ownership and canonical sponsorship of Mercy Community from the Sisters of Mercy, Brisbane Congregation to Mercy Partners. The Sisters of Mercy, Directors of the Board and Executive, and representatives of Mercy

# Families & Young People

Mercy Community's (MC's) services for families, children and young people are as diverse as the communities we support - from our Family and Child Connect (FaCC) services for at-risk families (of which MC is the largest Queensland provider), through to our Cultural Diversity Hub in Toowoomba and our Lowood Hub Early Years' Service.

MC staff connect each day with individuals ranging from new parents who need a listening ear, through to young people who are preparing to transition from foster care into independent living. Regardless of who we are working with, the programs we deliver to families, children and young people have one thing in common: they aim to help individuals feel valued, connected and strengthened, and have hope for the future.

## Beemar Yumba team supports child through recovery

A young girl\* was supported by MC's Beemar Yumba program, which provides Residential Care to children from the Cherbourg Aboriginal Community who are unable to safely remain in their family's care. She was referred to Beemar Yumba after 26% of her body was significantly burnt. In the initial six months, the team travelled to Brisbane (over three hours away) to support her while she was in hospital. The young girl moved into the Beemar Yumba residence after the treatment.

She initially presented challenging behaviours, as she was non-verbal and had the cognitive function of a two-year-old. After a few months at Beemar Yumba, her behaviour improved dramatically.

The team supported her in learning sign language and to attend primary school fulltime - a milestone that did not seem possible just a few months prior. She has developed into a happy, cheeky young girl and now lives with an uncle and aunty in the community, who were identified through MC's Finding Families team.

*\*Details and image have been changed to protect the individual's identity.*



# Aged Care

MC offers a comprehensive range of aged care services that span the continuum of support, including Residential Care, Respite Care, Allied Health Services, and Home and Community Care.

We are committed to providing tailored services that allow individuals to live the lifestyle they desire and feel at home in the Mercy Community.

## Sector recognition at ACSA Aged Care Awards Queensland

Our Aged Care Services team continuously strives to deliver best-practice care, support and service, and we are proud to announce that two MC representatives - employee Vicki McLennan and volunteer Noelene Rosengren - were nominated finalists for the Aged and Community Services Australia (ACSA) Employee of the Year and Volunteer of the Year awards.

Vicki was nominated in her role as Centralised Roster Coordinator for Brisbane, across MC's three service streams: Aged Care; NDIS/Disability; and Families and Young People.

Noelene's nomination recognised her selfless contribution to support aged care residents as a volunteer. She is committed to restoring and upholding the dignity of people in care and is well-loved by the MC residents.

The 2018 ACSA Aged Care Awards QLD Luncheon (sponsored by HESTA) was held to announce the winners in each award category, and MC was delighted that Vicki won the Employee of the Year award, which 'recognises the dedication and contribution of an

individual employee in the delivery of services to older people'. Vicki was nominated by her colleagues in recognition of the positive impact she has on aged care residents.

MC is honoured to have Vicki as part of the Mercy family and we are extremely proud of this significant achievement.

*"We would like to thank the Home and Community Care team for sending us four angels. They are a breath of fresh air each time they enter our home. Not only do they help my husband physically, but they lift up both our spirits. We love them all dearly, they are like daughters to us. Thank you so much again."*

- Home and Community Care Recipient



# NDIS

With the progressive rollout of the National Disability Insurance Scheme (NDIS) across Queensland, MC has welcomed the opportunity to review its NDIS service offerings, to meet the increasing demand for greater choice and control around the services people engage and how they wish to receive support.

MC's NDIS services focus on partnering with individuals and equipping them to live as autonomously as possible, through consumer-directed supports such as:

- ▶ Supported Independent Living
- ▶ Specialist Disability Accommodation
- ▶ Assistance with Daily Living
- ▶ Supported Employment
- ▶ Support Coordination.

No matter what service a person may engage, our number one priority is understanding the individual. This ensures that we can provide flexible NDIS supports that meet their goals, build their independence and enhance their connection to community.

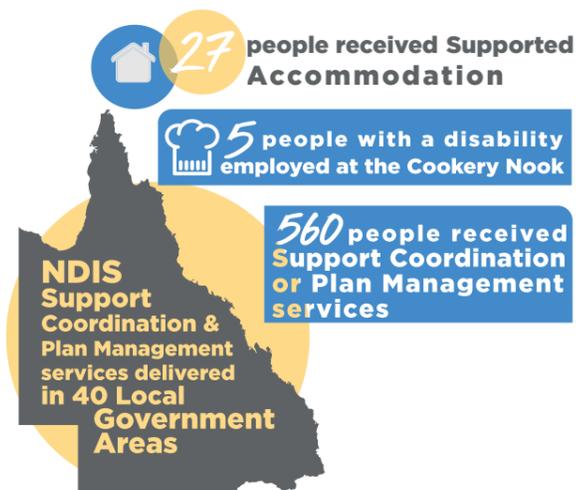
### New collaborative partnership with Tardiss

MC's person-centred approach to care has positioned the organisation as a leading provider of NDIS Support Coordination services in Townsville and surrounding areas. As such, MC was presented with an opportunity to partner with regional disability services provider, Tardiss.

MC and Tardiss have worked collaboratively since the rollout of NDIS services in Townsville in 2016. By

transferring Tardiss' Support Coordination functions to Mercy Community, each organisation can maintain a focus on its 'core business'. MC will deliver our well-recognised Support Coordination services, and Tardiss will continue to provide its prominent direct support services, which have achieved successful outcomes for many people in Townsville to date.

We are delighted to expand our NDIS footprint in the Townsville region and look forward to the opportunities this collaborative partnership will present for people in the community.



*He has never spoken more than he has in his time living with Mercy Community*

- Relative of young man who receives Supported Independent Living support

# Romero Multicultural Hub

*"The ones who have a voice must speak for those who are voiceless"* - St Oscar Romero

To a passer-by, it would seem a non-descript house in a typical Dutton Park street, but the Romero Multicultural Hub is much more. It is a beacon of hope and welcome to refugees and people seeking asylum who are driven to Australia's shores in search of a safer life for their families.

MC's Romero Multicultural Hub follows in the footsteps of Catherine McAuley and St Oscar Romero, who identified unmet need in their communities and did everything in their power to bridge the gap and bring peace to displaced societal groups.

At MC, we value the human dignity of every person and are dedicated to enhancing their quality of life and wellbeing. It is this steadfast commitment that drives us to deliver key supports for refugees and people seeking asylum, including:

- ▶ individualised case coordination service
- ▶ an emergency support pantry (aptly called Oscar Romero Pantry)
- ▶ social inclusion groups run by volunteers, such as English classes, Men's Group, Sewing Group, and an Art Group
- ▶ in-house support delivered by individuals donating pro bono services, such as a legal migration advice clinic
- ▶ targeted programs provided in partnership with other community organisations, such as cultural exchange tours, job-readiness programs and business workshops.

### Thanking our community of supporters

Romero wishes to extend our deepest gratitude to all supporters who have gone above and beyond to ensure people seeking asylum feel welcome and connected in our community - whether it be through generous donation drives at Christmas, fundraising events, donations or pro bono services.

The work we do at Romero Multicultural Hub would simply not be possible without our generous community of supporters, who, like us, are committed to St Oscar Romero's legacy of 'giving a voice to the voiceless'.



*I will never forget the helping hand you extended for us in our difficult times. I would like to express our gratitude towards the Romero Multicultural Hub for all the support. Thank you for the kindness you showed us.*

-Individual supported through Romero Multicultural Hub

# Celebrating Our People

MC prides itself on being an employer of choice in the community sector, valuing our staff as our greatest asset. As of 30 June 2018, we employed 875 people and worked with 148 volunteers. Our team's committed efforts provided invaluable support to people in Queensland, spanning communities from the Gold Coast to Cairns.

The MC 'family' includes a diverse range of people, ranging from psychologists and social workers in our direct service streams, through to finance and HR specialists in our Corporate Services division. We have a strong focus on actively recruiting staff from Aboriginal and Torres Strait Islander and culturally and linguistically diverse (CALD) backgrounds for positions in all areas of the organisation.

Service stream	Total staff per service stream	Gender (female as % of total)	Volunteers
Aged Care	247	90.69%	110
Families & Young People	417	70.98%	27
NDIS	127	71.65%	11
Corporate Services	84	63.1%	0
<b>Total</b>	<b>875</b>	<b>75.89%</b>	<b>148</b>

## Recognising our people

Every September, MC enjoys Mercy Day – a celebration of the incredible work our staff and volunteers do, day in and day out. The Board and Executive Team pays tribute to individual achievements through 'Mercy Moments' awards on the day, which recognise colleagues who go the extra mile to deliver positive outcomes for the people we support.



MC employees at our annual Mercy Day celebrations

## Empowering our people

Leading Edge is a program for MC's emerging leaders, which provides participants with professional development workshops, peer coaching and self-reflection through MC's Integrated Leadership System (ILS).



2018 Leading Edge participants

*"Leading Edge has given me the opportunity to reflect, grow and learn, and has been crucial in helping me realize my own potential as someone in a leadership role at Mercy"*

- Kirsty Kranz, Transition Services Team Manager

**109** people completed Cultural Awareness training

**154** employees completed two-day Sanctuary Training

**13** Aboriginal and/or Torres Strait Islander staff in Cherbourg completed a Certificate IV in Youth Work

# Governance Statement

Mercy Community Services SEQ Limited is a company limited by guarantee. Mercy Partners is the sole Company Member of Mercy Community Services SEQ Ltd (Mercy Community). Mercy Partners is a Public Juridic Person in the Church and a registered charity. The member approves the statement of mission, philosophy and values of the company and appoints the Board of Directors.

The role of the Mercy Community Board of Directors is to set the strategic direction of the company and oversee good governance practice. The Chief Executive Officer (CEO) is appointed by the Board and is responsible for implementation of Mercy Community's strategy and day-to-day management of the organisation. The Mercy Community Board of Directors and Executive Team have extensive skills and experience in service delivery, strategy development and organisational governance.

The Board is supported by an independent Company Secretary and, as part of effective governance processes, all relevant governance documents are reviewed on a regular basis.

Mercy Community is supported by strong quality processes and oversight. Mercy Community has continuous improvement practices that ensure internal policies and procedures are up to date to support best practice in service delivery. This is further demonstrated by Mercy Community's accreditation against the Queensland Human Services Quality Framework (HSQF), the Australian Aged Care Quality Standards and Home Care Common Standards.



**Board of Directors**  
From left: Adjunct Professor Iyla Davies, Adjunct Professor Terry Crawford, Lynn Smart, Gail Davidson, Dr John O'Donnell, Shane Fracchia.

# Our Performance

Mercy Community Services SEQ Limited delivered a surplus of \$55K for the financial year ending 30 June 2018. The result is reflective of the restructure of our operations and our intent to invest in areas of unmet needs in support of people in the community.

## Financial Summary

Statement of profit or loss and other comprehensive income		
For the year ended 30 June 2018		
	2018 \$000	2017 \$000
<b>Income</b>		
Revenue	77,904	**64,940
Other income	2,165	2,360
<b>Total Income</b>	<b>80,069</b>	<b>67,300</b>
<b>Expenses</b>		
Employee benefit expenses	(63,785)	(51,445)
Client service expenses and consumables	(2,362)	(2,245)
Administrative expenses	(2,419)	(1,626)
Auditor remuneration	(84)	(76)
Utility and property expenses	(4,178)	(3,754)
Motor vehicle expenses	(1,686)	(1,363)
Computer and communication expenses	(1,665)	(1,348)
Insurance expenses	(723)	(720)
Depreciation and amortisation expense	(2,498)	(2,463)
Impairments	-	(904)
Finance costs	(155)	(153)
Other expenses	(459)	(392)
<b>Total expenses</b>	<b>(80,014)</b>	<b>(66,489)</b>
<b>Surplus for the year</b>	<b>55</b>	<b>811</b>
<b>Other comprehensive income</b>		
Items that may be reclassified subsequently to profit or loss		
Change in fair value of financial asset	(6)	8
<b>Other comprehensive income</b>	<b>(6)</b>	<b>8</b>
<b>Total comprehensive income for the year</b>	<b>49</b>	<b>819</b>

\*\* 2017 Revenue restated to reflect Government funding to be returned \$54K.

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Statement of financial position as at 30 June 2018		
	2018 \$000	2017 \$000
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	31,327	37,108
Trade and other receivables	4,904	7,398
Other current assets	1,359	768
<b>Total current assets</b>	<b>37,590</b>	<b>45,274</b>
<b>Non-current assets</b>		
Financial assets	426	458
Property, plant and equipment	52,546	50,487
Intangible assets	3,619	3,562
<b>Total non-current assets</b>	<b>56,591</b>	<b>54,507</b>
<b>Total assets</b>	<b>94,181</b>	<b>99,781</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables*	39,558	45,648
Employee benefits	5,071	4,112
Other current liabilities	4,663	**5,164
<b>Total current liabilities</b>	<b>49,292</b>	<b>55,924</b>
<b>Non-current liabilities</b>		
Employees benefits	494	511
<b>Total non-current liabilities</b>	<b>494</b>	<b>511</b>
<b>Total liabilities</b>	<b>49,786</b>	<b>55,435</b>
<b>Net assets</b>	<b>44,395</b>	<b>44,346</b>
<b>EQUITY</b>		
Contributed equity	36,040	36,040
Other reserves	9	15
Retained surplus	8,346	**8,291
<b>Total equity</b>	<b>44,395</b>	<b>44,346</b>

\* Total Aged Care Accommodation Deposits/Bonds = 2018: \$37,817M (2017: \$43,795M)

Aged Care Accommodation Deposits/Bonds expected to be paid within 12 months = 2018: \$7,564M (2017: \$8,759M)

Aged Care Accommodation Deposits/Bonds not expected to be paid within 12 months = 2018: \$30,253M (2017: \$35,036M)

\*\* 2017 Deferred Income and Retained surplus to reflect Government funding to be returned \$54K.

The above statement of financial position should be read in conjunction with the accompanying notes

## Thanking Our

# Partners and Supporters

MC works in collaborative partnerships with all tiers of government, community organisations, businesses, and local communities throughout Queensland. These partnerships are critical to ensuring we deliver the best possible outcomes for people in need, as we empower them to live healthy, connected lives within inclusive communities.

Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane  
 Access Community Services  
 AccessEAP  
 Advantage Salary Packaging  
 Aftercare, The Poppy Centre  
 Aged and Community Services Australia (ACSA)  
 Agencies CALD Action Group (ACAG)  
 All Hallows' School  
 Alzheimers Australia  
 Anglicare  
 Ascot Optical  
 Asylum Circle  
 Asylum Seeker and Refugee Support Group - Indooroopilly Uniting Church  
 Audiology Trio  
 Australian Catholic University  
 Australian Government Department of Health  
 Australian Government Department of Social Services  
 Ballina for Refugees  
 Banyo Clinic  
 Bargumar Aboriginal and Torres Strait Islander Corporation  
 Bidfood  
 Boboto Connections  
 BreastScreen Queensland – Brisbane Northside Service  
 Brisbane City Council  
 Brisbane City Football Club

Brisbane Girls Grammar School  
 Brisbane North PHN  
 Burnie Brae  
 Caboolture Regional Domestic Violence Service  
 Carbal Indigenous Medical Centre  
 CareConnect  
 Care Agency Services  
 Centacare Brisbane  
 Centre Against Domestic Abuse Inc  
 Centrelink  
 Cherbourg Community Council  
 Church Resources  
 Community Living Association  
 CREATE Foundation  
 Domestic Violence Action Centre  
 East Creek Community Centre  
 Edmen Community Staffing  
 Empire Theatre  
 Encara  
 Endeavour Foundation  
 Essilor Vision Foundation  
 Federal Loves Refugees Food Solutions  
 Foster Care Queensland  
 GIVIT  
 Global Sisters  
 Griffith University  
 Halal Food Bank  
 Hands of Hope  
 Healthmetrics  
 Heart Foundation

Heather Hill Nursing Agency  
 Holy Cross Laundry  
 Holy Spirit Hospital  
 HumeRidge Church  
 Indigenous Family and Child Support Service  
 Ipswich Independent Youth Service  
 JS Data  
 Just Bettercare  
 Kambu Aboriginal and Torres Strait Islander Corporation for Health  
 Kedron Wavell RSL Emergency Medical alarms  
 Kummara Association Inc  
 Kurbingui Youth Development  
 Lawn and Order Property Maintenance  
 Lifeline Darling Downs and South West QLD  
 Logan Elders  
 Lourdes Hill College  
 Mater Hospitals and Health Services Brisbane  
 Meaningful Ageing Australia  
 MICAH Projects  
 Mission Australia  
 Mobile Attendant Care Services (MACS)  
 Mobile Dentistry  
 Mosaix  
 Multicultural Affairs Queensland  
 Multicultural Development Association (MDA)  
 Mums for Refugees  
 Mununjali Housing and Development Company

My Aged Care  
 North Queensland Domestic Resource Service  
 Nundah Activity Centre Digital Community Visitors Scheme  
 OzHarvest  
 Palm Island Community Company  
 Parkinson's QLD  
 Playgroup Queensland  
 Prince Charles Hospital  
 Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited (QATSICPP)  
 Queensland Congregation of the Presentation Sisters  
 Queensland Department of Child Safety, Youth and Women  
 Queensland Department of Communities, Disability Services and Seniors  
 Queensland Department of Housing and Public Works  
 Queensland Health  
 Rachel Henry Podiatry  
 Redlands for Refugees  
 Refugee and Immigration Legal Service (RAILS)  
 Refugees Welcome Australia  
 Royal Brisbane and Women's Hospital  
 Sarina Russo  
 Secretariat National Aboriginal and Islander Child Care (SNAICC) – Family Matters Campaign  
 Share the Dignity  
 Sisters of Mercy, Brisbane Congregation

*"Each one of us can make a difference. Together we make change"* - Barbara Mikulski



Sisters of St Joseph of the Sacred Heart, TransPacifico Region  
 Staffing Options  
 St Vincent de Paul Society  
 St Vincent's Palliative Care  
 Tafe Queensland – South West  
 Tardiss  
 Technology One  
 Telstra Health  
 Tempsmart  
 The Church of Jesus Christ of Latter-Day Saints  
 Think Pharmacy  
 Toowoomba African Multicultural Association  
 Toowoomba Regional Council  
 Townsville Aboriginal and Islander Health Service (TAIHS)  
 Tufnell Road Pharmacy  
 Uki Refugees Support Group  
 Veridia  
 Vital Call

Volunteering Queensland  
 Working Against Violence Support Service (WAVSS)  
 WWILD

In addition, we would like to extend our warmest thanks to the countless individuals, groups, businesses and other supporters who donated to MC throughout the year, either financially or through in-kind support. Whether you donated to Romero Multicultural Hub to support people seeking asylum; to Aged Care for the provision of in-home entertainment for residents; or towards our Families and Young People programs, your contribution is valued greatly and has had a positive impact on the lives of the people we support.

### Engagement with tertiary institutions

As part of our commitment to quality and excellence, we continued to engage universities and other tertiary education institutions in student placements, including:

- ▶ **Student placements in Families and Young People, NDIS, and Romero Multicultural Hub:** Australian Catholic University, Queensland University of Technology, and Queensland TAFEs
- ▶ **Student placements in Aged Care:** nursing students (Australian Catholic University, Griffith University, Mater Health Services, and Mackay Medical College Taiwan), and dietitian, physiotherapy and occupational therapy students (Australian Catholic University).



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