

Our impact, our stories

2019

20
Annual Report





6 *We act compassionately and courageously, open to others and to their needs, nurturing hope and joy...*

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.



About this report

We are proud to present *Our impact, our stories* for 2019-20. The report highlights our work over the past 12 months, the impact of our programs and services and the stories of the people we support.

Image disclaimer

We are committed to protecting the privacy of people who engage our services. Unless indicated, stock images are used for representative purposes.

Where indicated by © these images are of Mercy Community employees or people we support. All appropriate consents and authorisations are held.

Where appropriate, names have been changed and stock photography used in our stories.

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Message from Mercy Partners



Mercy Community Services SEQ is a ministry of Mercy Partners and is inspired by the life of Catherine McCauley and the traditions of the Sisters of Mercy to support people to live healthy, connected lives within inclusive communities.

In an environment of uncertainty and instability it is a great credit to the management, staff and volunteers of Mercy Community that they have continued to provide excellent care to those they serve in residential aged care, community care, NDIS and family services.

It is the responsibility of Mercy Partners to both sponsor their ministries in the name of the Catholic Church and to respond compassionately and creatively to the existing and emerging formation needs. During the year this has continued to be successfully delivered through the Formation Directorate of Mercy Partners. These responsibilities rely on the readiness of a ministry to firstly accept that they are a faith-based organisation and secondly engage in activities that help staff and volunteers understand and demonstrate

their commitment to the values and traditions of that faith. Mercy Community has continued to demonstrate that commitment and this is evident through the operations of the services.

Mercy Partners has been delighted with the level of engagement of the Mercy Community Board and Executive Leaders in opportunities that enrich understanding of mission, Catholic identity and governance. The engagement with Mercy Partners at gatherings for leaders, mission leaders and working groups has been excellent and demonstrative of their commitment to the mission and values of the organisation.

Mercy Partners again acknowledges and thanks all staff and volunteers for their dedication and ongoing commitment to service excellence. Mercy Community, through its day to day service delivery heeds Pope Francis' instruction that we need to ensure that our approaches to community at all levels are appropriate to and inclusive of the diversity of cultures within our communities. The importance of local culture and active participation by community members in developing local solutions is inherent in our approach to work.

Mercy Partners takes pride in the continued pursuit of the vision for Mercy Community as originally set by the Brisbane Sisters of Mercy—to carry forward and drive innovative, integrated, inclusive, coordinated and responsive social services in the communities we serve.

Dr Ricki Jeffery
Chair
Mercy Partners Council

Ella and her three children make a new start

Ella, a mum of three, left her long-term marriage. For many years her husband had been violent and emotionally controlling. She self-referred to our Family and Child Connect (FaCC) service.

Although still managing to work she had been living out of her car.

Her main priority was finding a stable home so that she could bring her three children—who were with their dad—to live with her.

Lauren our family response facilitator referred Ella to the Salvation Army, Homestay and Rent Connect and other domestic violence services. Rent Connect organised and paid for temporary hotel accommodation and assisted Ella to secure a place to stay for herself and her children. Both Homestay and Rent Connect worked with her to achieve this, however results and long-term solutions were still lacking for this family.

Eventually a suitable home was found for Ella and her three children and they are now settled and enjoy a calmer family life together.

Every day we are humbled to see how our services can make everlasting changes to people's lives.

Names and image have been changed for privacy.



Dear (worker)

I am settled in my new home since Friday last week. This is because of you and how you started the ball rolling forward and kept pushing for me and my children. I would just like to say thank you from the bottom of my heart - you are amazing.

Chair and CEO Report



The 2019-20 financial year has been, in many ways, a watershed year for Mercy Community.

As well as navigating our way through the unprecedented global pandemic of COVID19, we have experienced a significant change of leadership within the organisation over the past 12 months. Immense credit goes to our executive team who had to rise to this challenge even as the group was forming, as well as the broader Mercy team who provided the much-needed continuity during these testing times. Thanks to all, we were able to effectively manage the situation and make the significant changes that were needed for the organisation to adapt and be ready for the future.

At the beginning of this financial year, our focus was internal—to get our ‘back of house’ running more effectively and more efficiently, to support the organisation we currently are and the one that we hope to be. When COVID19 came along to test us, our beliefs were confirmed: that to be successful in this really tight-margin, high-risk sector, we would have to work a lot smarter than we have been historically. Our response to COVID19 demonstrated that we are more than up to the task, and we discuss this in detail later in the report.

Across our NDIS programs we’ve seen incredible growth. This is a service stream which has more than tripled in size from \$9m to \$23m revenue in less than three years, and all indicators point to this growth continuing. More information is included on page 18.

With regard to Aged Care, this year has been primarily about looking after our residents who call Mercy Community their home, and our team who go above and beyond every day to care for them. Change has—and is—still coming to the industry in the wake of the Royal Commission into Aged Care Quality and Safety, and we know we'll be ready to respond to any new developments.

At the same time, across our Families and Young People Service Stream, 2019-20 has been a year of consolidation. We have made a number of structural changes to respond to the increasing need from children and families for our support and the evolving parameters of our funding contract obligations.

By necessity, 2019-20 has been a year with an inward focus. As well as devoting our attention to the care outcomes for families, children, and all the people we support, we've also sought to understand what our challenges are, to respond to them internally, and to prepare effectively for where we want to go.

Now, in the new financial year, we're ready to start putting our long-term strategic plans into action. Part of laying bedrock for our future—and a large part of the Board's focus—has been making sure we have the leadership team that we need. We've been looking for, and believe we've now found, highly skilled and experienced executives who have the right balance of head and heart, to take Mercy Community onward and upward—results of which we are already seeing with improved financial sustainability, growing team engagement and real clarity of our role as a Catholic Ministry.

In closing, we'd like to acknowledge the collegiality, diligence and professionalism of our outgoing Board members with particular mention our outgoing Chair, Dr Lee-Anne Perry AM, who is currently also the Executive Director of the Queensland Catholic Education Commission. Dr Perry particularly provided great strength of leadership and support to Mercy Community during the early and challenging stages of the COVID19 pandemic and we thank her for her contribution.

...enhancing the quality of life and wellbeing of those who access our services, believing that through actions of merciful love, Mercy is given and received...

We pay tribute to the leadership group and especially to our frontline teams at Mercy Community, who have managed throughout a period of major change to maintain a steadfast focus on, and delivery of, our Mission and purpose.

We thank Mercy Partners and their Stewards for their guidance, trust and support and acknowledge and thank all our volunteers for their dedication and ongoing commitment to excellence in pursuing the Mercy Community's mission.

We believe Mercy Community's services remain true to the legacy of Catherine McAuley and our Mission which commits us to "...enhancing the quality of life and wellbeing of those who access our services, believing that through actions of merciful love, Mercy is given and received".

Rowena McNally
Chair

Fritha Radyk
Chief Executive Officer

Our Mission



Mission has always been at the heart of everything we do at Mercy Community. It is the number one reason our team choose to work here. This strength and heart of mission stood us well in the last 12 months with an incredible sharing of experiences and reflection during this time, and some of the stories are included in this Annual Report. When looking at the year as a whole, however, three keys areas stand out.

Innovate Reconciliation Action Plan

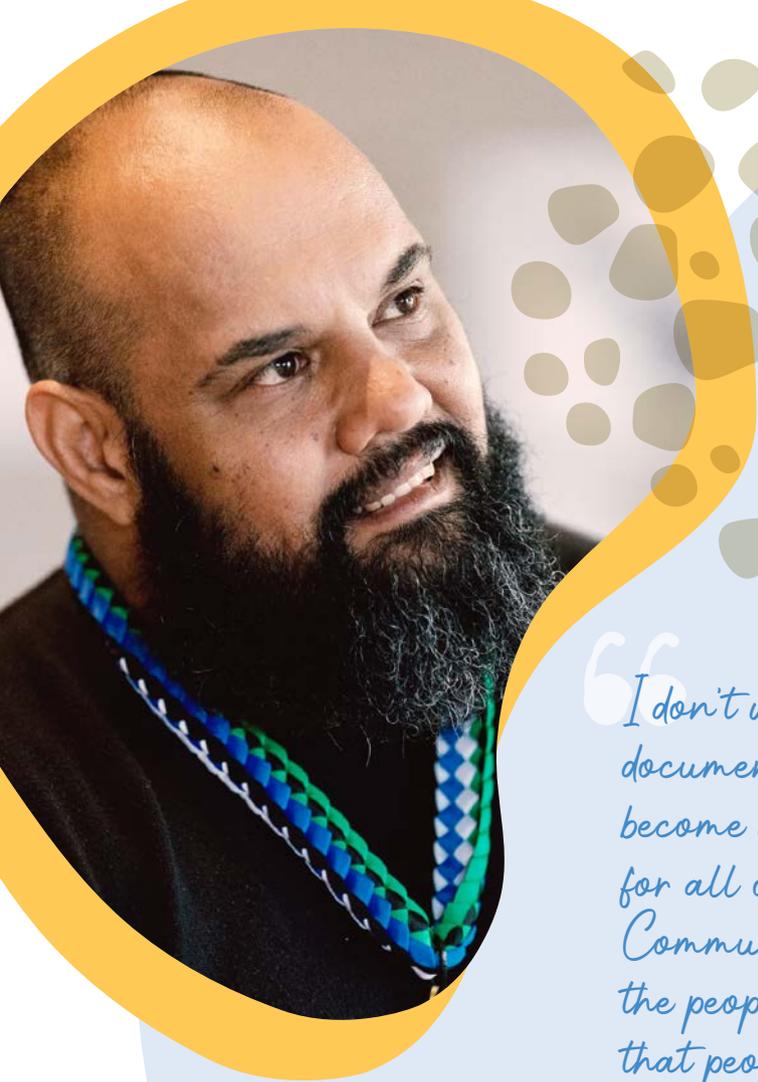
One of the endeavours we are most proud of is the creation of our first Reconciliation Action Plan (RAP). Supporting the national reconciliation movement it will enable Mercy Community to continue building and maintaining the strong, respectful relationships the Sisters of Mercy commenced with Aboriginal peoples over 150 years ago at Nudgee.

To be launched later in 2020, at its heart is to embed Aboriginal and Torres Strait Islander perspectives in our plans, strategies and processes as part of our day-to-day operations, as well as build a strong and respectful relationship with Aboriginal and Torres Strait Islander peoples and communities—both in terms of our team members and the people we support.

As part of this process one of the first initiatives was to form a RAP working group, finding the right people both internally and externally. In addition to this, advising the implementation in an ongoing capacity are the Aboriginal and Torres Strait Islander Connect Group and the Reconciliation Partnership and Advisory Group. As we deliver services across Queensland we will continue to engage local Aboriginal and Torres Strait Islander Elders for their counsel.

In March 2020, Harry Pitt was appointed as the Aboriginal and Torres Strait Islander Cultural Lead for Mercy Community. Harry's role is to create opportunities for our people to gain a greater understanding and appreciation for the complexities and richness of the diversity of Aboriginal and Torres Strait Islander peoples, their histories, their cultures and their continual spiritual relationship with their homelands.





I don't want the RAP to become another document. I want it to morph into us and become who we are as an organisation, for all of us, as employees of Mercy Community, and also our partners and the people who provide a service for us...so that people aren't scared by the concept of culture. It's a framework for us to evolve, but in a way that supports the ethos of what we stand for as well as the mission of Mercy Community...

Harry Pitt, Cultural Lead ©

Professional Development Mission Integration

The purpose of our work in the area of Professional Development Mission Integration (PDMI) is to offer a lens through which employees of Mercy Community can frame their roles. With many people joining Mercy Community from many different backgrounds, we support them in understanding what working for Mercy Community means—in essence, that this is a Catholic Ministry, and we abide by the Catholic ethos. As demonstrated by Sr Catherine McCauley, our founder, this is an inclusive mission. At Mercy Community each team member has the opportunity to bring their own sense of goodwill for others into the fold, and know that they're operating under the banner of a Catholic organisation that puts the wellbeing of people first.

In the 2019-20 financial year, we held Board and Executive PDMI breakfast meetings, our senior leadership team participated in two half days of instruction, and Mercy Partner retreats were offered. PDMI days were held in Toowoomba, Townsville, and in Aged Care and based on event feedback, these sessions were well received. We have a strong commitment to delivering PDMI in the future and raising the awareness of Mission within our organisation.



Pastoral Care

Pastoral care is so ingrained in our approach here at Mercy Community, most of us do it without even realising. At its core, pastoral care is care for the whole person—taking an interest in each other's wellbeing.

In a more structured sense, pastoral care at Mercy Community has traditionally been only found in Aged Care. We have a Pastoral Care Team working in our Aged Care service at Nudgee. They perform the ministry of being beside people, offering companionship, and taking an interest in the spiritual wellbeing of residents. It's about discovering what they need, and how we may offer our care.

From November 2019, the Pastoral Care Team was brought in to report to the Director of Mission Integration.

Looking forward, we are reviewing the possibility of delivering pastoral care more broadly across our organisation. Our intention is that with a larger team of people supporting Mission within our organisation, more people may benefit. A Pastoral Care Policy is being formulated, and we have started the process to extend this additional support to all service streams within Mercy Community.



Every day, a step toward brighter futures ... Families and Young People



Delivered across Queensland our services for families and young people span a wide continuum, from programs designed to support new families, such as the Early Years Service at Lowood and the New Families Program in Ipswich, through to our Residential Care and Transition Services, supporting young people who are unable to be placed in foster care or other residential care.

Our work also includes counselling, domestic violence support, individual and family support, foster and kinship care, as well the Romero Centre for people seeking asylum. Collectively, our team is made up of hundreds of dedicated professionals, working in the fields of psychology, occupational therapy, social work, counselling and education, just to name a few.



WE SUPPORTED

125

young people with

10,223

nights of care in our Residential Care and Transition Services



1589

children and teenagers with

326,543

nights of foster and kinship care provided through our foster and kinship care programs and services



through 741 dedicated foster and kinship carers



10,556

taking

families across Queensland

14,028

enquiries

providing

49,761

hours of support



Our New Families Program provided pre-birth outreach support to Renee and were involved in the practice panel preparing for her baby's birth. A decision had been made to apply for a long-term guardianship Child Protection Order.

Renee was referred to our program and we were able to advocate for a parallel plan where she and her newborn son Tyler would live in our house after the birth. They completed the three months in the program and then transitioned to semi-supported accommodation, Cherished House.

Renee and Tyler were provided with a further three months of support via the community visiting component of our service. After this she has remained in contact and provided regular updates on her and Tyler's wellbeing.

The best thing about this is the Court is no longer considering a long-term guardianship order, Tyler still remains in Renee's care, and the pair are transitioning to independent accommodation. This has had a significant impact upon Tyler's life story and Renee has maintained significant changes to prioritise his needs.

The Mercy Kinnected Program has just celebrated its one year anniversary in Toowoomba. The program focusses on finding kinship carers for our young Aboriginal and Torres Strait Islander people who go into care.

Melinda, a 13-year-old young lady from Dalby, was placed in a residential care setting in Toowoomba as there were no family-based placements available locally. Melinda's mental health quickly deteriorated. She became depressed and began to self-harm. Melinda refused to attend school and then due to COVID, wasn't able to engage with any family for a few weeks.

Through the Kinnected Program, a number of family members were identified. It was quickly settled that mum's brother Steve would be willing and able to become her kinship carer. Due to Melinda's poor mental health, she was placed with Steve under a family contact arrangement, while he was being assessed as a kinship carer. Melinda was pleased to be close to her family members and friends and returned to High School in Dalby and is now fully engaged in family and school life. She has regular, unsupervised contact with her mum every week, supported by her Uncle Steve. Melinda bought her Uncle Steve a coffee mug as a Father's Day gift to show him how much she appreciated him caring for her.

Melinda and Uncle Steve continue to be supported by our Intensive Intervention Placement Service team in Toowoomba.



Finding refuge at last

No matter where we come from or how we got here, everyone needs a safe place to call home. Every year, millions of people are forced to flee their homes to find safety, and many arrive here in Queensland. We have a number of programs in Brisbane and Toowoomba which support these individuals and families.

People seeking asylum face complicated challenges and uncertain futures. Based in Brisbane, Romero provides an individualised case management service that enables people seeking asylum to access the right mix of support and expertise. We provide and connect asylum seekers living in Brisbane with practical support (like food and shelter), legal connections, English classes, medical care, trauma counselling, community events and more.

Romero Centre

New people

Cases

306 | 125

4458 | 854

face to face advocacy
support coordination
services

registered
'advocacy cases'



*We share their
journey and
help make their
life easier...*

It's about home ... Aged Care





Whether it's at our Nudgee residence or in the comfort of your own home, our aged care services support people with a wide range of needs. These services include residential care, respite care, dementia care and in-home support.



185*

older Queenslanders chose to make Mercy their home

* Yearly average.



67,699

bed days

252 + 81
staff volunteers



202,575
meals served



We have

93% occupancy



Brian, 91

On joining Mercy Community Aged Care, Brian promptly found his land legs. After living on his 44ft yacht for several years, the former secondary school teacher and principal is now actively involved in Mercy life.

"I love it here," the 91-year-old told us.

"The people who care for us are wonderful—and we enjoy some fabulous activities."

Brian moved into Mercy's care after spending a number of months in Mater Hospital after treatment for heart failure.

He now "runs the movies" every day, is part of the Food Focus Group and also enjoys taking part in a range of other activities.

"Some people may wallow in their own misery—I am very much against that idea! I used to be seen as a trouble-shooter, so I love to get involved," he said.

"It makes a big difference if you are feeling contented in mind and heart then you are well in your body. The staff here know that; their care and support is about helping us continue creating lives well lived."

6 The people who care for us are wonderful - and we enjoy some fabulous activities...

IN-HOME CARE



75
people
supported



9,905
hours of support



*Choice is a value we truly live by ...
our NDIS services and supports*



Mercy Community has been supporting people with a disability for almost 130 years. We are a registered National Disability Insurance Scheme (NDIS) provider, delivering a range of NDIS services across Queensland, northern NSW and the Northern Territory.

We have a wonderful team who, every day, assist people with a disability in a variety of ways. Our services include support coordination, assistance with daily living, independent living options and supported employment. We also enhance our sector's growth and capacity through the Exceptionally Complex Support Needs Program (ECSNP).



We supported

1913 people

1780

with support coordination

133

with specialist support coordination

66% ↑

increase in number of participants (760 people)



334
Staff



74,462 hours of support

Independent living options ...
to meet individual needs and
ensure people are happy, safe
and connected in their home

Mercy Community provides various individualised supports for people living with a disability. This includes supporting people at home, as well as supporting people to take an active part in the wider community. Specifically, these services are Supported Independent Living (SIL), in-home support, and community participation, which is all about supporting people to develop valued roles in their community, broaden their network and find purpose in pursuing a hobby or passion.



We supported

174

people providing

56* | 198*

in-home
supports

community
supports

* Some people access both in-home and community support

We support
36 people

in SIL arrangements



30

Queensland

6

NSW

We entered
the northern
NSW market in
September 2019

10

in-home
supports

10

community
supports

Supported Independent Living: Artist in residence

With a little help from Mercy Community's Supported Independent Living (SIL) team, Jen was able to establish the kind of life she wants for herself. For the last 7 years Jen lived in a retirement village, where she found it quite a challenge to pursue her love of painting. She is now painting again, and enjoying her newfound creative space.

Jen moved into a SIL property within the creative community of Lismore, and set up her art studio in the garage. She is now making art, decorating her studio, and enjoying all the benefits this brings to her mental health and wellbeing.



A graduate of the Queensland College of Art, Jen is looking forward to rebuilding her collection and hopes to be able to sell her artworks again someday. We're happy to be able to support Jen to follow her passion and create her own ideal environment.

In-home support: Josh pursues his passion



Josh's story highlights making the most of every opportunity to enjoy life. During the COVID19 lockdown, Josh was busy working around his home.

We provide assistance with daily living services for Josh, as well as support with community participation. We've also worked closely with Sound Solutions, who have provided weekly occupational therapy and speech therapy for Josh and helped him increase his social circle.

Josh's latest accomplishment is the building of planter boxes. He has planted out a large number at home so that he can have the fresh vegetables he loves (capsicum and cucumber are the favourites).

The smaller boxes will be planted with seeds and, once the shoots appear, sold as pre-prepared gardens at monthly Saturday markets, run by Sound Solutions. A lot of Josh's school friends will be attending the markets as well. As a bonus, he can make a little money in exchange for his craftsmanship and hard work.

The care for our community during COVID19



Unsurprisingly the COVID19 pandemic impacted every aspect of our organisation in the 2019-20 financial year.

On one level, we weren't as adversely affected as many other organisations, due to our funding structure and the constant need for our services. Yet in terms of responsibility, the impact was high. Here at Mercy Community we have a duty of care to look after some of the most vulnerable people in society—the ones who were most at risk from the virus. As a result, we were ready to take action early on.

Pandemic Action Plan initiated in January

In late January 2020, as the world was still weighing up the threat of COVID19, we mobilised our Pandemic Action Plan. Due to the complexity of the regulatory environment in which we work, as well as the escalated risk of caring for vulnerable people as mentioned above, we knew we had to be prepared for whatever was coming.

We looked to the international health community as our source of information at this stage, as governments had not yet released any directives. Backed by the strength of our Board and Executive and the skills and experience this group collectively holds, we felt confident in making some bold decisions. We started planning early and remained ahead of the curve over the coming trying months.

Our rapid response

By the time lockdowns were announced, we were prepared—either already locked down, or ready to go. We moved ahead of time to close the doors to our Aged Care facility at Nudgee and moved early to adopt a work-from-home model where applicable. We had no hesitation in taking the operational steps that were needed to keep the people we support, and our team, as safe as possible.

Not quite business as usual

The other major complexity for the leadership team during this time was managing three busy service streams in this new environment. On any given day, we would be working with the Aged Care team, the NDIS team, and coordinating six different regions where we deliver a range of services for families and young people. This involved back-to-back teleconferencing meetings, with various government groups, to coordinate the appropriate responses. A highly challenging way to work, especially when human contact is part of our fundamental service, but we managed well.

Keeping the team connected

Key to this was our communication strategy. Daily updates were sent to the entire team, with daily stand-up meetings with the Executive Team. Feedback we received after the crisis had peaked informed us that, for the majority of teams, communications from Mercy Community were relied upon more than what was publicly available. Teams knew we would have already researched the situation thoroughly, have gathered the best, most up-to-date information, and be making well-informed decisions.

Communications were very direct and transparent, with many of them written by our CEO personally, which was instrumental in accelerating the creation of trust and empathy between management and staff.

Our next challenge: The legacy of COVID19

As an organisation with a close read on what's happening in the community, we are already anticipating the ongoing effects of COVID19. We are readying ourselves for escalating societal impact, especially in our child safety services, and what that means for our teams in the year to come—and beyond.

Innovation, kindness and community spirit

Out of the COVID19 crisis came many heartwarming stories, as well as advances in our capability as a provider of Aged Care Services. Our experience with OptiSim and the Mater was a first in the sector.

*Mercy Community's aged care team
one step ahead of COVID19* 

When outbreaks in aged care facilities in New South Wales and Victoria put all aged care facilities on high alert—Mercy Community Aged Care took its preparation to the next level, in a Queensland first.

Working with Mater Education, part of Mater Health, Mercy Community was able to make sure its people knew exactly what to do should a resident test positive to COVID19, by using Mater Education's OptiSim service to replicate an outbreak.

The best-practice simulation was aimed at both assessing existing processes and response tactics, as well as upskilling staff to fill any gaps. It also provided training on potential COVID19 challenges, such as managing an outbreak and treating a resident experiencing rapid deterioration from infection.

Mercy Community CEO, Fritha Radyk, was keen for the Mercy team to take part.

"We have many processes and response tactics in place already," she said. "OptiSim has made us feel more confident about what we're doing and how we'd cope with a COVID19 outbreak."

Athena Ermides, who works at Mercy Community's Aged Care in a clinical advisory role, took part in the simulation.



"I just got so much out of the experience. It's all very well to write an outbreak plan but with COVID19 it's like trying to outrun a storm. You think you're ahead, then something changes, and you have to reevaluate."

"We were able to test everything," said Athena. "We were able to identify areas to improve on, and it's so great to have that solid learning, to know what works and what doesn't. I think, now, we're as across it as we could possibly be."

And they weren't the only ones who felt reassured. One of the residents, June, was asked what she treasures most about being at Mercy.

"The safety... they've been marvelous with the COVID reactions. We've not had any problems so far, touch wood."

Alongside all the residents of Mercy Community Aged Care, June's in very good hands.

The training also caught the attention of local TV, with Channel 9 and 10 featuring the story in the news bulletin that day.

The Volunteer Army, aka 'Shining Lamps'

Luke Penfold, who was a house coordinator in one of our Residential Care and Transition Services (RCaTS) during the time of the COVID19 outbreak, led a Volunteer Army—later known as the Shining Lamps—to support people in need during the crisis.

“My staff and I, mostly direct care staff, were discussing vulnerable groups and others that might be affected by COVID19. Although young people in care were absolutely impacted, they had an existing support network around them in terms of child safety, our staff... and we were talking about groups who didn't have that,” said Luke.

“That led me to reflect on what we could do, and I reached out to our Regional Director at the time, who connected me to the Romero Centre. We quickly identified that there were people who needed support.”

“People just wanted do something, because they felt that need to help someone, somewhere,” said Luke.

After further discussions with the Romero team, Luke and his volunteer army started collection baskets and purchased supplies to meet the needs of the most vulnerable people. Hampers were funded by staff out of their own pockets with volunteers delivering them to people's doors.

“At first it was just the front line staff doing the dropoffs, but then we had senior program managers, regional directors, Kym Langill did a drop off, Jaclyn Sullivan did multiple drop-offs, one of the care team leaders did three drop-offs, and then we had people from outside of RCaTs getting involved too. It was really heartwarming to see the generosity of people,” said Luke.



Members of the Shining Lamps Mercy Community Volunteers included Cameron McIntosh, Christina Brugman, Jaclyn Sullivan, Daniel Nikles, Marc Gregory and Catherine, Chris and Joe Fatu.

Luke recounts a couple of the most memorable stories

“Residential Case Worker Daniel Nikles, by chance, dropped off a hamper to a Chinese lady and her son, who spoke very little English. I feared the language barrier may make things difficult for Daniel. However, as it turned out, he's fluent in Mandarin. The woman was so amazed by Daniel's linguistic skills and kindness, she insisted he stay for tea. They spent over an hour chatting, drinking several cups of tea.”

“Three siblings, two who work with Mercy and one who works with Edmen one of our labour hire partners. When I shared the good news story with Edmen's management, the next minute they donated over \$500 worth of supermarket vouchers to the cause.”

Our financial health

We have continued to grow our organisation through offering our aged care, disability and family and young people services to more people in need than ever before. In particular, our disability services have grown rapidly in response to the changes brought about by the introduction of the NDIS.

While we made a loss of \$3.6m during the financial year, this was an improvement on the loss of \$4.3m in the previous financial year and we saw significant progress towards sustainability in the latter half of the financial year thanks to a range of improvement initiatives implemented through the year.

Like many organisations, we were not immune to the impact of COVID19 and the current year loss was exacerbated by the ongoing pandemic.

We continue to have a strong balance sheet, and will carefully steward our finances in the face of continued uncertainty brought about by COVID19 and also increasing demand for our services.

Good financial stewardship is a critical part of our Catholic identity and a continuation of the legacy of the Sisters of Mercy. We are quietly anticipating a return to a more sustainable position in the 2020-21 financial year.

Where our money comes from

Our main sources of funding comes from State and Federal Government grants totalling \$55m.

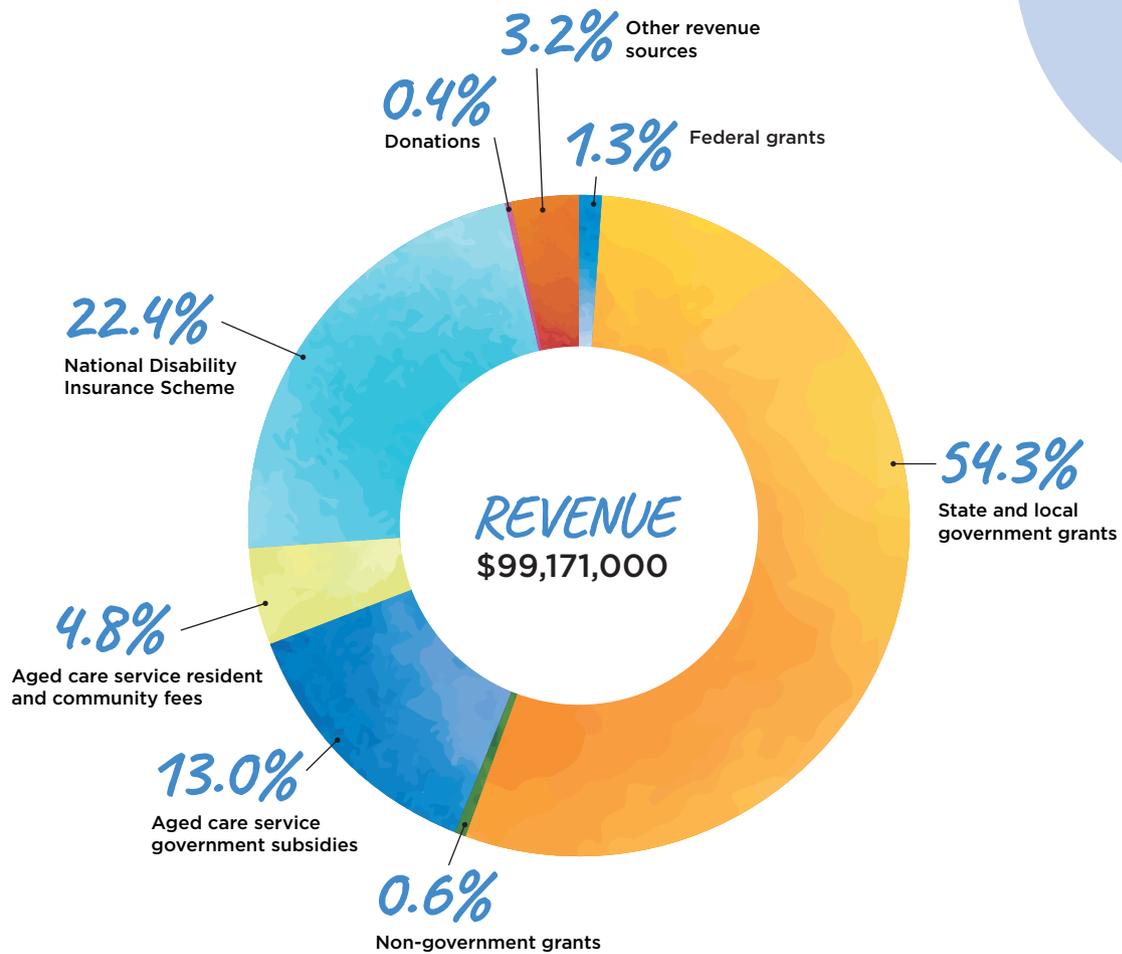
This includes \$1.3m from the Department of Social Services Federal Grants Program.

At a state level we are funded by Department of Child Safety, Youth and Women, Department of Education, Queensland Mental Health Commission, Department of Justice and Attorney General and the Department of Communities, Disability Services and Seniors totalling \$53.7m.

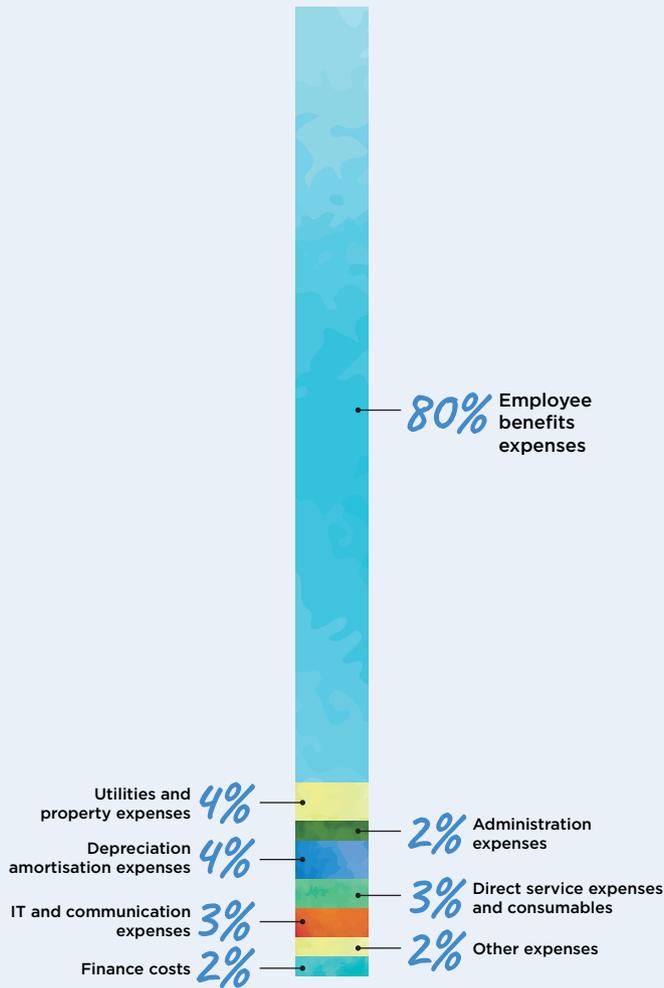
We also receive \$12.9m of funding from government subsidies for aged care services and \$4.8m from residents of our aged care residential facilities and people supported in our community.

Individuals funded under the National Disability Insurance Scheme and who choose Mercy Community as their preferred provider, contribute a further \$22.1m.

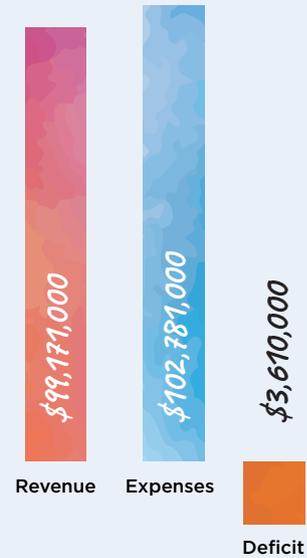




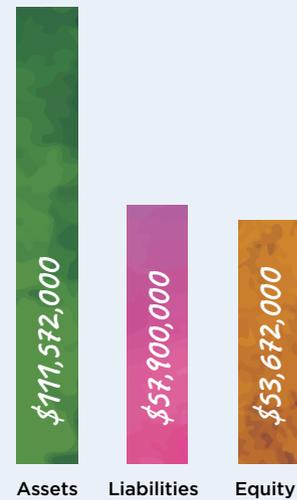
Where our money goes



Our financial performance



Our financial position



2019-20 Financial Statements

Our 2019-20 Financial Statements are available from the Australian Charities and Not-for-profits Commission's website.

If you would like a hard copy please email marketingservices.mailbox@mercycommunity.org.au



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