

*Our impact,
our stories*



ANNUAL REPORT
2020-21



Mercy Health and Aged Care
Central Queensland Limited





About this report

We are proud to present Our impact, our stories for 2020-21. The report highlights our work over the past 12 months and the impact of our programs and services.

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 or Mercy Health and Aged Care Central Queensland 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.



Mercy Community and Mercy Health and Aged Care Central Queensland acknowledge 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. We acknowledge that Aboriginal and Torres Strait Islander people continue to live in spiritual and sacred relationships with this country.



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Message from Mercy Partners



Mercy Partners is delighted to see two of our great ministries in the traditions of the Sisters of Mercy coming together in this annual report – Mercy Community Services SEQ (Mercy Community) and Mercy Health and Aged Care Central Queensland (MHACCQ).

The harmonisation of these Ministries has long been part of our vision for the delivery of Aged Care across Queensland and is already working effectively. As part of the harmonisation project, the appointment of common Board Members and Executive Leadership across Mercy Community and Mercy Health and Aged Care Central Queensland has been implemented and is providing strategic benefits for both organisations. We are grateful for the commitment of these leaders to take on these additional responsibilities.

As part of this project, both the Mercy Community and Mercy Health and Aged Care Central Queensland teams have been working in close collaboration with another of our Ministries, Mercy Community Services North Queensland.

This coming together of our community services Ministries has never been more necessary. Our strength as Ministries of Mercy has been critical to success in managing the challenges of a global pandemic for our team and for those we care for. And we note the broader collegiality that has occurred as Mercy Community works ever more closely with another of the Mercy Partners Ministries, the Mater Group, to support those in need.

To enable all of our leaders in their duties Mercy Partners' role in supporting formation has continued, in a more flexible way due to COVID-19, with the Director of Formation working with Mercy Community and their senior leadership team on regular formation sessions that have covered Catherine McAuley, Servant Leadership, Canon Law and handling difficult situations.

Both Mercy Community and MHACCQ were recipients of new grants from the Nudgee Trust this year to assist them with targeted work to support the community – initiation of organisation wide pastoral care services, and creation of a community café at the Rockhampton site. Previous

grants to the Romero Centre, and for mapping of kin relationships in the Toowoomba Aboriginal community have both resulted in great success in changing the lives of the people Mercy Community supports. Mercy Partners is very proud to see the Nudgee Trust having such an impact through the work of our Ministries.

We welcome the completion of the Mercy Community Strategic Plan and Reconciliation Action Plan as clear signs of the maturity and commitment this Ministry has in delivering services and solutions in a way that is both modern and effective, yet at the same time rooted in the legacy of the Sisters of Mercy.

Our gratitude and appreciation goes out to all members of the Mercy Community and MHACCQ teams for the work they have done and continue to do.

Dr Ricki Jeffery
Chair
Mercy Partners Council

Chair and CEO Report



The 2020-21 financial year was one of change, challenge and celebration for Mercy Community and Mercy Health and Aged Care Central Queensland (MHACCQ) as our people worked together to effectively and successfully respond to the impacts of COVID pandemic.

A significant and exciting change was the joining together in November of MHACCQ and Mercy Community under the one board and Executive team and marks the first step in the creation of a stronger and broader mission of Mercy in the Aged Care community. This formed part of the completion of the 'One Mater' merger process undertaken by Mercy Partners to create more aligned health and aged care operations within its Mercy Ministries. Harmonisation and collaboration across the organisations is underway, with special focus on our ability to service needs of the Rockhampton community through redevelopment of the Bethany building.

Our people have been outstanding in the face of the many challenges of the year. While we have been focussed on ensuring the continued wellbeing of our residents and others we serve, this has had a financial impact on our organisation.

We therefore welcome the reform that is now starting to address aged care funding shortfalls, and the progress made with combatting COVID and its impact on our communities through vaccination programmes.

The efforts of staff across the organisation to increase and improve services and efficiency have served our services and communities well and put us in a position where we are starting to realise a recovery, particularly with increased stability and growth across our Aged Care, NDIS and Families and Young People services. In Rockhampton, the support of regionally focussed grants such as the Building Better Regions Fund, provided a welcome and much needed boost and helped the MHACCQ operation to deliver a solid result for the financial year.

Most importantly, the scale and impact of our mission of Mercy continues to grow. We have responded strongly to the increasing need for services to support families and children as the extended pandemic has taken a toll on our society. Our unfunded mission, the Romero Centre, has been pivotal in supporting refugees and people seeking asylum who became even more marginalised through this period. Our NDIS service has stepped up to support regional and remote service provision where other services have been unavailable.

Our Rockhampton team has been growing its community outreach activities to enrich the lives of people they support each and every day.

Our people have achieved all this while seeing a significant uplift in the engagement of our workforce. Our teams have been engaged in services, communities and internally through activities and professional development at an unprecedented level, and we are seeing the results as we attract and retain amazing people. Our people are key to our continued ability to respond to the ever growing and more complex needs of our society, and we are thankful for their continued dedication to our mission of mercy.

During the year the 2021-24 Strategic Plan was finalised, along with the Mercy Community Reconciliation Action Plan. Full integration of MHACCQ into these plans will occur early in the next financial year. The Foundress of the Sisters of Mercy, Catherine McAuley, said 'We should be shining lamps, giving light to all around us'. These core documents will help us to ensure our future is bright with ever growing strength to support us in shining light as we deliver our mission.

Rowena McNally
Chair

Fritha Radyk
Chief Executive Officer



Our Mission

Mission remains at the heart of everything we do at Mercy Community. With so much happening in the world, we find strength in our core values as a Catholic organisation. This year, we have welcomed the opportunity to reflect on those values as we work with the challenges and blessings presented to us. From developing our Ethical Framework to planning for organisation-wide Pastoral Care, here are some of the achievements of our year.

Ethics Committee

The Mercy Community Board approved the establishment of an Ethics Committee for decision making, aligned to our mission and values as a Ministry of the Catholic Church. As a Catholic organisation facing numerous ethical challenges, it is vital to engage a committee of experts for immediate referral on questions of a complicated nature to ensure our teams are supported in their decision making that is consistent with our Catholic ethical framework.

Professional Development Mission Integration (PDMI)

As well as being launched across the organisation, the PDMI course has now been implemented into the Mercy Health & Aged Care Central Queensland Ltd (MHACCQ Ltd) Learning & Development suite for use in their organisation.

Further training has been implemented with the Senior Leadership team receiving sessions addressing Servant Leadership.

Pastoral Care

A grant was acquired through the Nudgee Trust Fund, to support a 12-month pilot for Pastoral Care to be offered across the organisation. A Project Manager has been seconded for a 3-month period to scope and plan this proposal with the view of offering Pastoral Care to all Mercy Community employees by 2022.

COVID-19 has presented enormous challenges to residents and employees at Aged Care and this year, Pastoral Care team members have spent additional time with residents to fill essential gaps in family visitation. The technical facilities of the Chapel in Mercy Community Aged Care have been updated, to enable greater participation in liturgies by residents.



Good morning Romero Centre.

I have not forgotten you and never will. I am very blessed and appreciative of all the support you have provided. A new chapter has opened for us and we will take this journey together adding onto the current journey..

Thank you so much for every support. I truly appreciate it.

Person Seeking Asylum



Reconciliation Action Plan (RAP)

Our first Reconciliation Action Plan (RAP), our Innovate RAP was formally launched in May. It includes practical actions for us to take so that we may continue to build respectful relationships and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples.

Achieved this year we

- increased the percentage of Aboriginal and Torres Strait Islander Mercy Community people employed in our workforce from 1.8% to 4%
- established two new awards, the 'Deadly Achievement Award' and 'Towards Reconciliation', in the annual Mercy Day Celebration
- implemented the Reconciliation Partnership Advisory Group (RPAG) with 98% Aboriginal and Torres Strait Islander membership, internal and external to organisation to drive the RAP implementation
- launched the first phase of our cultural awareness 'Share Our Pride' which all employees now undertake as part of their induction.

Romero because love knows no borders ... Romero Centre

Romero Centre (Romero) creates the kind of community that we all want to be a part of, by building faith-based, inclusive, and compassionate connections, between the wider Australian community and the most marginalised refugees and people seeking asylum.

Holding fast to the courage and pioneering missionary work of Catherine McAuley and the social justice advocacy of Oscar Romero, Romero works with the help of community members, without any government funding, to meet basic human rights, often in the face of fear and opposition. Romero, as a part of Mercy Community, does this to bring the light of mercy, hope and love to a place that few dare to go.

This year, with the generous help of our supporters, Romero was able to build employment pathways with the Hills & District Chamber of Commerce, open a legal service through pro bono support from McInnes and Williams and QUT, hold pop-up kitchens where people seeking asylum cook for destitute people seeking asylum and Brisbane supporters with the help of MICAH's Café, established an Instagram social media advocacy footprint with the help of All Hallows', and held our inaugural Welcome Walk where hundreds of people walked in peaceful solidarity and welcome. Along the way Romero provided 27,000 nights of community accommodation, over 2,500 support and advocacy coordination sessions, 250 people with migration advice, over 300 people with ESL classes (despite COVID!). We also distributed 1,600 food parcels, and served approximately 500 people at any given time.





families & young people

*Every day, a step toward
brighter futures ...*

Young People's Advisory Group

Our Families and Young People Services supports thousands of young people each year through a diverse range of programs, including younger people who live in out of home care - whether these are foster care placements, living with kin (family) or in residential care.

Recognising that the voice of younger people is critical to innovation and service quality improvement, in 2021 we invited young people who received a service from Mercy Community, to

work with us and co-design a way to better include them in decision-making and service design.

We launched the co-design process in February 2021, following a stringent internal ethics review. To date we have had conversations with 41 younger people in Mercy Family and Young People services from South-East Queensland to the Darling Downs. We have engaged a broad diversity of younger people, including those living with an intellectual disability, younger people from diverse cultural backgrounds and younger people who identify as Aboriginal and/or Torres Strait Islanders.

These conversations will provide the foundation for the forthcoming Mercy Community Young People's Participation Strategy, which will ensure Mercy Community is an emerging force, keeping the voice of young people at the heart of decision-making-services for young people designed by young people.

As one young person involved in the group has said, "It's a great avenue to provide our perspective and hopefully contribute to change."

SNAICC Genuine Partnership and Australian Institute of Family Studies webinar

We continue to celebrate our partnership with Kurbingui Youth and Family Development to co-deliver Yadeni Tago (Brisbane - Family and Child Connect and Indigenous Family & Child Connect). This year we applied and were successful to participate in the SNAICC Genuine Partnerships workshops, one of only a handful of partnerships in Australia to be given this opportunity.

The workshops provided the partnership with the opportunity to reflect on its strengths, challenges and areas for growth and opportunities. A true partnership requires a long-term commitment and the SNAICC Genuine Partnerships training has provided the framework, tools and opportunity to enable the Yadeni Tago partnership to thrive now and into the future.

Following the workshops, SNAICC nominated Yadeni Tago to present the partnership at an Australian Institute of Family Studies webinar-Advancing partnerships with Aboriginal and Torres Strait Islander Organisations. The webinar was a huge success, attended by 1,500 people across 580 organisations. Post-webinar responses were completed by 317 attendees, with 99% indicating they'd use the information presented.

Kinship Mapping

During the year, we were successful in securing \$100,000 grant from Mercy Partners through the Nudgee Trust to develop a First Nations Kinship Mapping project. Piloted in Toowoomba and the Greater Downs, it set out to explore and develop resources for First Nations children who are in care to ensure they are supported in maintaining or re-establishing their connection with family, kin, culture, country and community.

As a result of the pilot, we have developed a number of resources to help our practitioners undertake kinship mapping so that our responses can be shaped accordingly to support the cultural connections of the children in our care. Mercy Community now leads a collaboration in the Toowoomba and Greater Downs area, involving local Aboriginal Community Controlled Organisations - Goolburri Aboriginal Health Advancement and Carbal Medical Services - along with key First Nations leaders from foster and kinship providers and Child Safety Services Managers.

This initiative intends to further enhance the cultural support provided to children, young people, carers and families at all points of the system, and drive innovation and collaboration across the sector. This collaboration, supported by our partnerships with the University of Southern Queensland, TAFE Queensland and local RTOs and employment agencies helps training and employment pathways established to nurture more First Nations people into the human services sector, including Mercy Community.

Award win

We're proud of our Toowoomba-based General and Sexual Abuse Counselling Programs, who together took out a 2021 Child Protection Week Award for "An NGO individual or team working collaboratively with the community (Non-Government)". Other nominees for this award were Gareth Lee from our Family Intervention Program, and Ashley Muller from our Foster and Kinship Care Program. Our Aboriginal and Torres Strait Islander Regional Cultural Lead Laurie Stewart was also nominated, for the category "An Aboriginal or Torres Strait Islander professional, who works collaboratively across agencies in the Child Protection or Families sector to support the aims of keeping Indigenous families connected to Family, Community and Culture (Government and/or Non-Government)".



466 + 39

EMPLOYEES

VOLUNTEERS



Multicultural

Romero (See page 5)

Housing support for people seeking asylum



27,000 nights of community accommodation

Green Care

32 people



Unaccompanied humanitarian minors program

4 young people



Early Years

Integrated Early Years Service (Lowood Hub)



Supported 22 parents & 154 children

Home Interaction Program for Parents and Youngsters (HIPPY)

131 children & young people and **54** families

Pathways for Early Learning & Development (PELD)



Supported 53 parents & 66 children

Counselling

General Counselling

44 individual children & young people

Sexual Abuse Counselling



41 individual children & young people

Family and Relationship Services

66 Clients

Intensive Intervention Placement Support Counselling



12 Clients

Family Mental Health Support Service (Family Matters)

118 Clients



Individual and family support

Assessment Service Connect

 **87**
Families

Family Intervention Program

54 carers & families

New Families Program

 **38**
mums and bubs supported

22 (11 went into ISH), 15 retained care of their child once they finished the program

Intensive Family Support (Connected Families)

313 Families

Family Unit

123 Families 

Targeted Family Support

16 Families

Youth Support Service

 **42**
Young people

FaCC

12,834
families across Queensland

Domestic & Family Violence

Domestic Violence System Coordination

- 9 regular "alliance" groups in region, multiple CoP and working groups
- facilitation and/or attendance in 9 regional events
- ongoing education/training/presentations & information sharing provisions, DFV sector training and development
- Coordination of TORs, info sharing templates, service mapping
- Involvement in variety of community, gov initiatives

Women's Wellness Centre

 **55**
Women

Foster and Kinship Care

- Early Intervention
- Foster and Kinship Care
- Intensive Foster and Kinship Care (incl. High Plus and IIPS)
- Kinconnected Families



705
dedicated foster and kinship carers



1321
children and teenagers

Residential Care & Transition



We supported **123**
young people

- Residential Care (including pre-adolescent model)
- Intensive Therapeutic Intervention Services (including Pre-Supported Independent Living & Pre-Adolescent models)
- Pre-Supported Independent Living
- Supported Independent Living (including outreach)
- Youth Justice Programs
- Education and Vocation Support Program (EVSP)





aged care

It's about home ...

Harmonising our aged care ministries

We welcomed the coming together of Mercy Health and Aged Care Central Queensland (MHACCQ) and Mercy Community in November 2020 as part of a decision by The Mercy Partners Council to harmonise its aged care ministries which were previously governed by Mater Health. MHACCQ has a large, aged care operation in Rockhampton providing residential aged care, independent living units and community services. We share the legacy of the Sisters of Mercy and have strong alignment of mission and Mercy values.

As the aged care sector becomes more complex and challenging, the synergy between our aged care ministries will help create harmonisation of systems, policies, procedures and processes, critical to our collective long-term success.

Other advantages include increased levels of excellence and service within each of the services, better access to capital funding for future development, leveraging the capability of teams, and open pathways to respond to similar areas of community need.

Funding received

MHACCQ was successful in being awarded \$9 million in funding during the recent Aged Care Approvals Round, which has facilitated planning for the long awaited residential aged care facility on the Bethany Village site to replace the current outdated residential building.

Sr Patricia Hayes Community Centre

This Rockhampton based Community Centre officially opened in August 2020, funded with \$1.2 million from the Building Better Regions Fund and MHACCQ. The building expands

the Bethany Village site, and houses a reception, respite centre, a new satellite of the Mercy Day Therapy Centre, a café space and a hairdressing salon. Community allied health and social support services have expanded since the opening. Our thanks to the Nudgee Trust Fund grant which will assist to progress this exciting business opportunity.

In May 2021, a Dementia Friendly Communities event held for the local community and carers of people with dementia saw attendees try a virtual reality programme EDIE which gives insight into the experience of living with dementia.



Protecting and connecting our residents

In a Queensland first, we worked with Mater Education to simulate the conditions of a COVID outbreak in our aged care residence in Nudgee by adopting their OptiSim service. The best-practice simulation assessed our existing processes and response tactics and upskilled staff on

managing an outbreak and treating residents experiencing rapid deterioration from infection.

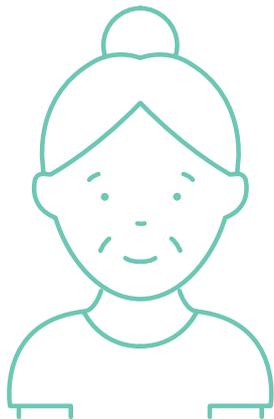
During the exercise we identified improvements, as well as confirming that established processes and response tactics in place worked under emergency conditions. The best result of this exercise was the preparedness felt by the team, who received clarity and clearly identified roles for various scenarios.

Keeping our residents connected to their friends, family and volunteers was high on our agenda to prevent the social isolation and loneliness due to COVID visitor restrictions. We encouraged Skype calls, Facetime chats and let residents and families alike know we were here to help them keep in touch.

Nudgee Residential Aged Care



166 + 42
EMPLOYEES VOLUNTEERS



191*

OLDER QUEENSLANDERS
CHOSE TO MAKE MERCY
THEIR HOME

** Yearly average.*



93.13%
OCCUPANCY



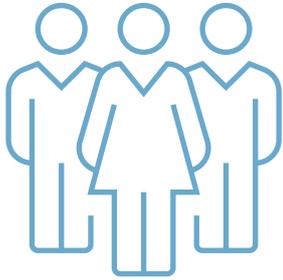
69,821
BED DAYS

209,145
MEALS SERVED



Rockhampton Aged Care Services

Residential Aged Care Services



257 EMPLOYEES

9* VOLUNTEERS

*(numbers reduced due to COVID)

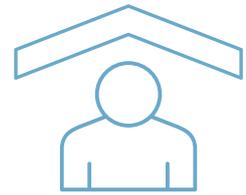


209*

OLDER QUEENSLANDERS
CHOSE TO MAKE MERCY
THEIR HOME
(*Yearly average.)

76,469

BED DAYS



97%

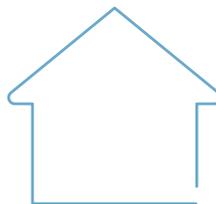
OCCUPANCY



229,407

MEALS SERVED

Retirement Living



50

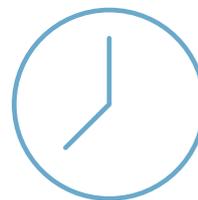
UNITS



98%

OCCUPANCY

Community Aged Care Services provided at Mercy Day Therapy Centre and Mercy Day Respite Centre



10,935

RESPITE HOURS

7,151

HOURS OF THERAPY

3 OF THERAPY PROVIDED:
OCCUPATIONAL THERAPY,
PHYSIOTHERAPY,
PODIATRY



1,041

CLIENTS



26 EMPLOYEES

5* VOLUNTEERS

*(numbers reduced due to COVID)



Community Supports ...

Home Care and QCSS



The focus this year has been the establishment of the Community Supports Stream, bringing together the team delivering Home Care supports for people aged 65 and over (or over 55 if Aboriginal or Torres Strait Islander) with the team delivering Queensland Community Support Scheme for people with disability under the age of 65 who do not meet the access requirements for the NDIS. We will be building our brand awareness and capacity to provide supports in these programs across north Brisbane through to the Sunshine Coast. We also successfully registered to deliver supports under the National Injury Insurance Scheme Queensland and have one person being supported under this program.

The approach we have for all our programs is centred around providing a stable and consistent support team for each person, maximising the capacity for independence of each person and recognising their individual goals, aspirations and strengths.

Our customer satisfaction

There's an overall satisfaction level of 80% amongst people we support.



I am feeling lot less stressed or overwhelmed about my physical capabilities. Offers me emotional support as I have none other feel safe and if needed. I also am able to have extra time for the things I would otherwise not be able to do. Thanks Mercy.



80%

CUSTOMER SATISFACTION



Happy, professional support worker who is no way makes me feel silly that I can't do some easy things. Adaptable and caring when I am having a bad day.

Home Care

ACROSS THE YEAR BETWEEN

28-32 PEOPLE

SUPPORTED WITH HOME CARE PACKAGES, ADDITIONALLY SUPPORT IS PROVIDED TO OVER 20 PEOPLE ON A FEE FOR SERVICE BASIS



9,905
HOURS OF SUPPORT

QCSS



10,775
HOURS OF SUPPORT



Choice is something we truly value ...



We're continuing to expand not only the support we provide the community, but also the locations we provide support. Among the expanding locations and support offerings during the financial year are new sites in Mt Isa, Charters Towers, Wooribinda, Doomagee, Mackay and Hervey Bay.

We continued to work hard to adjust how we continued to support people throughout COVID lockdowns and changing health directives, including the use of PPE, assisting people to access vaccinations, increased use of technology, and delivering webinars and training under the Exceptionally Complex Support Needs Program.

Our teams responded to the challenge of innovating in delivery of community participation and some exciting activities were developed to keep people active and occupied during lockdowns, some of these which have become daily routines. We were able to continue operation of all supports throughout the year and did not have to close or reduce any of our operations.

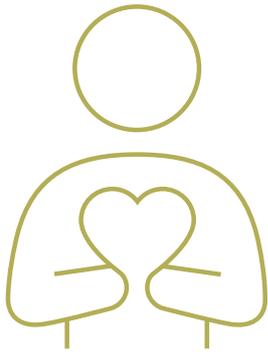
There were many stories of positive changes made to the lives of the people we support, from increased exercise through walking dogs, to going to a nightclub to celebrate a 21st birthday, setting up a creative art space, and launching a podcast on living with early onset dementia. Others included finding new accommodation solutions and building positive partnerships with Aboriginal communities in remote locations.



432
EMPLOYEES



Support Coordination



WE SUPPORTED
2586

2407
WITH SUPPORT
COORDINATION

179
WITH SPECIALIST
SUPPORT
COORDINATION



102,306
HOURS OF SUPPORT

35% ↑

INCREASE IN NUMBER
OF PARTICIPANTS
(673 PEOPLE)

Individualised Support



39

PEOPLE PROVIDED
SUPPORTED
INDEPENDENT LIVING



42

PEOPLE PROVIDED SUPPORT TO
ACCESS AND PARTICIPATE IN
COMMUNITY AND SOCIAL ACTIVITIES

41

PEOPLE PROVIDED SUPPORT
IN THEIR HOME WITH
ACTIVITIES OF DAILY LIVING

7

SUPPORTED
EMPLOYEES
THROUGH THE ADE

Our customer satisfaction



79.5%
OF RESPONSES
INDICATED MERCY HAD
HELPED THEM A LOT



97.4%
HAVE A FEELING
OF SAFETY

Our financial health ...

Mercy Community

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. Our NDIS services have grown rapidly in response to the changes brought about by the introduction of the NDIA several years ago and increasing demand of participants.

COVID continued to have an impact on our organisation as it did to many other organisations.

We made a loss of \$4.1m during the financial year, mainly driven from challenges in our Aged Care division and impacts across this sector. We have implemented a range of improvement initiatives to improve the financial result of Mercy Community's aged care services going forward.

We continue to have a strong balance sheet and will carefully steward our finances in the face of future uncertainty.

Good financial stewardship is a critical aspect of our Catholic identity and a continuation of the legacy of the Sisters of Mercy. We have put in place measures to assist in the continuing improvement of our financial results into successive financial years.

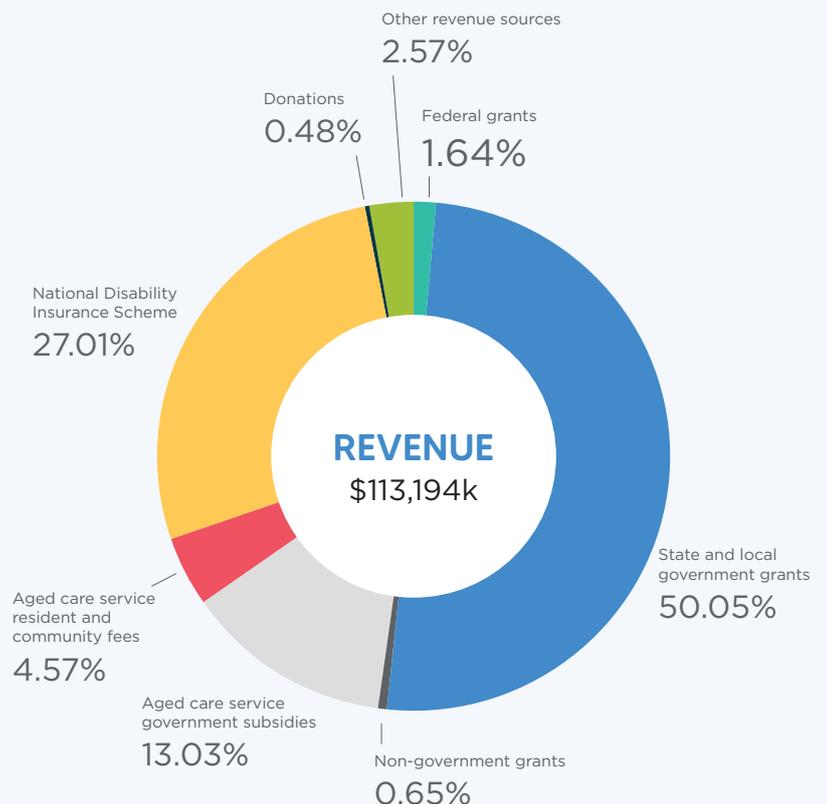
Where our money comes from

Our main sources of funding comes from State and Federal Government grants totalling \$59.2m.

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 \$56.3m.

We also receive \$14.7m of funding from government subsidies for aged care services and \$5.1m 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 \$30.4m.



Where our money goes

What	
Employee benefits expenses	79.70% (\$93,462k)
Administration expenses	2.24% (\$2,625k)
Direct service expenses and consumables	4.32% (\$5,068k)
Utilities and property expenses	3.34% (\$3,917k)
Depreciation amortisation expenses	3.86% (\$4,524k)
IT and communication expenses	2.25% (\$2,636k)
Finance costs	1.47% (\$1,728k)
Other expenses	2.82% (\$3,303k)

Our financial position

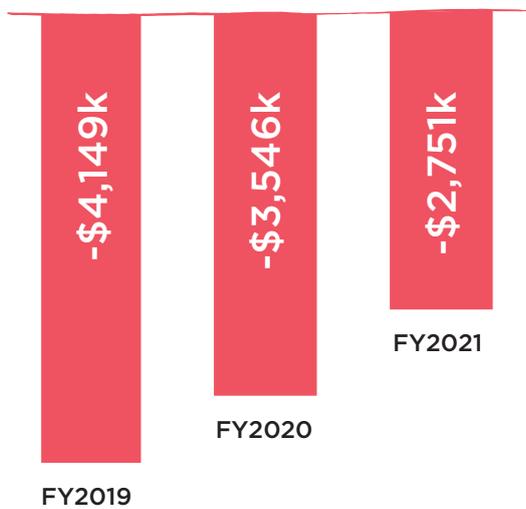
What	
Assets	\$108,554k
Liabilities	\$58,951k
Equity	\$49,603k

Our financial performance

What	
Revenue	\$113,194k
Expenses	\$117,263k
Deficit	\$4,069k

Mercy Community Deficit adjusted

Deficit (excluding non-cash impairments)



Mercy Health and Aged Care Central Queensland

As part of the changes for the entities sponsored by Mercy Partners through the “One Mater” project, there were some noteworthy impacts for Mercy Health and Aged Care Central Queensland (MHACCQ).

During the financial year, the hospital operations of the organisation were transferred to the Queensland Government and Mater Misericordiae Limited.

The underlying aged care and community service operations performed strongly however in the financial year and we expect MHACCQ to continue to perform well. The underlying aged care and community service operations performed strongly and we expect MHACCQ to continue to perform well.

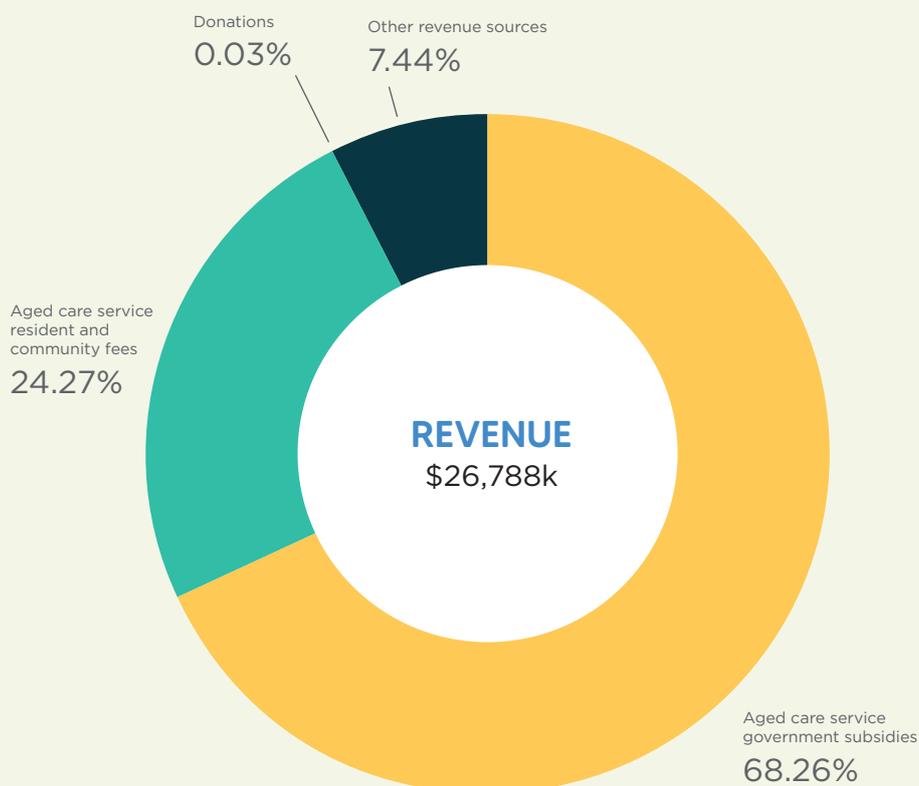
The normalised result, excluding the impact of the disposal of hospital assets and impairments, was a surplus of \$979K.

MHACCQ also booked a non-cash impairment against its intangible bed licenses during the year.

Where our money comes from

Our main source of funding comes from Federal Government subsidies totalling \$18.3m.

We also receive \$6.5m of funding from residents of our aged care residential facilities and people supported in our community.



Where our money goes

What	
Employee benefits expenses	61.63% (\$15,907k)
Administration expenses	9.98% (\$2,576k)
Direct service expenses and consumables	11.89% (\$3,069k)
Utilities and property expenses	8.49% (\$2,192k)
Depreciation amortisation expenses	4.41% (\$1,138k)
IT and communication expenses	1.39% (\$356k)
Finance costs	2.21% (\$569k)
Other expenses	0.00%

Our financial position

What	
Assets	\$50,201k
Liabilities	\$25,817k
Equity	\$24,384k

Our financial performance

What	
Revenue	\$26,788k
Expenses	\$25,809k
Surplus from continuing operation	\$979k

2020-21 Financial Statements

Our 2020-21 Financial Statements for both Mercy Community and Mercy Health and Aged Care Central Queensland 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





Get in touch ...



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For detailed and up to date information about Mercy Community visit our website at mercycommunity.org.au

For more information on Mercy Health and Aged Care Central Queensland go to www.mercycq.com/mh/home

To get a copy of this report you can download it from our website or email marketingsupport@mercycommunity.org.au

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