



Mercy Health
Care first

Mercy Health and Our Response...



Formative Environments...





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Governance of Catholic Health and Aged Care Services

‘Those who work for the Church’s charitable organisations must be distinguished by the fact that they do not merely meet the needs of the moment, but they dedicate themselves to others with heartfelt concern, enabling them to experience the **richness of their humanity**. Consequently, in addition their necessary professional training, these charity workers need a ‘formation of the heart’.

Deus Caritas Est (2005) Para 31

Long History...



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Context

- Team of 4 people
- Employed by Institute of Sisters of Mercy of Australia and Papua New Guinea
- 11,000+ employees (7,000 – Health and Aged Care)
- Programs are Cross Ministry – Health, Education and Welfare Services
- Victoria and Western Australian run programs
- Programs include:
 1. Foundation Programs
 2. Leadership Programs
 3. Formation and Governance Programs
 4. Customised Programs, Audit and Consultancy
 5. Resources – The Spirit of Mercy in the Digital Space

Foundation Programs:

- Delivering Orientation in the Workplace (half day)
- Mercy Matters (1 day)

Leadership Programs:

Mercy Story – Then and Now (2 day residential program*)

The Mercy Leadership Program and Dublin Pilgrimage (3 Modules – 11 days)



Formation For Governance:

- Orientation of new Board Directors within a Mercy Ministry
- Offers a variety of formation options designed in conjunction with local Board needs

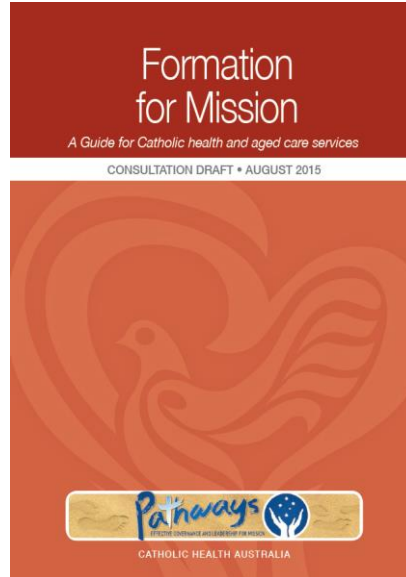
Customised Programs, Audit and Consultancy (sample from 2016/17)

- Designed workshops - 29 Ethos, Values and Culture Committees
- Designed Reflection resources on our Values for various committees
- Redesigning our Model of Care Training in Aged Care to include more detail regarding the Ethos of Mercy Health
- Acquisitions – Introduction into Our Story (WA, Cairns, former Good Shepherd sites)
- New Builds – Re-introduction to Our Story: Fernhill Site in Victoria
- Designing a Melbourne based Pilgrimage (late 2017)
- Nurse based Ethos Training Programs (structures of their meetings)

Board and Executive at Mercy Health (2016/17)



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Priorities for further development

- Personal Commitment – **Disposition** (8 areas)
- Catholic Theology and Tradition – **Knowledge** (7 areas)
- Governance and Stewardship – **Relationships** (6 areas)
- Authentic Integration – **Action** (6 areas)



What next?

- Agreement – Board Strategic Meetings during the year and other occasions
- Board Chair – creation of opportunities wherever possible (e.g. Fr Richard Leonard sj)
- CEO – International guests: e.g. Fr Frank Morrissey and Massimo Faggioli
- Group Executive Director of Leadership & Mission: upcoming issues

Additional Formation Opportunities

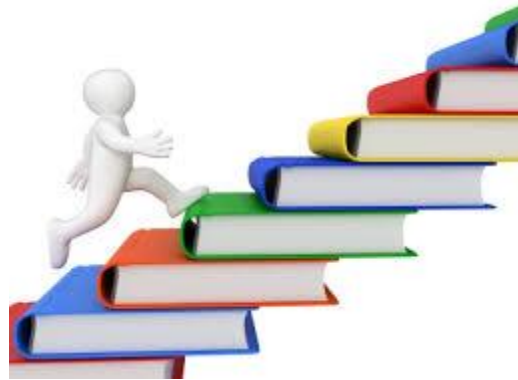
- Graduate Certificate in Leadership and Catholic Culture
- Decoding the Code Course
- Ministry Leadership Program – 1 Board member and 3 Executives
- Governance Symposium
- Mission in Focus DVD's
- Catholic Health Australia Conferences
- Etc...



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Mercy Health Leadership Capability Framework

- Self Leader
- Team/Project Leader
- Service Leader
- Operational Leader
- Strategic Leader
- Organisational Leader





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