

Mercy Connect Strategic Priorities

2024 - 2027



Community Services

Develop holistic, innovative, high quality and inclusive community services to respond where there is an identified need.

- Grow through innovation to expand our community services.
- **Develop greater capacity for early intervention with families.**
- Nurture confidence and resilience through access to quality education and support.
- **Grow and promote accessible services that are inclusive.**
- Embed best practice in all our services.
- **Support former clients to access their records and understand their family history.**
- Address Royal Commission responses and to engage with participants, their families and guardians.



Social Justice

To steward the Mercy Ministry Companions theological formation process and advocate for social justice.

- Embed the commitment to Catholic Social Teaching across all programs.
- **Promote awareness and an understanding of the MMC theological framework.**
- Develop, evaluate and scale up innovative programs and emerging practice.
- **Advocate on critical issues informed by the voices of vulnerable members of the community.**
- Develop a focused and innovative research and evaluation agenda.



Respect

Deepen our commitment to respect the dignity of every person with a preferential option for the poor and marginalised.

- Establish new and develop existing community services programs that are people-centred.
- **Listen deeply to the Aboriginal voice and CALD voices and, as appropriate, implement RAPs.**
- Proactively engage with Aboriginal Communities and ACCOs to build respectful partnerships.



Safety and Wellbeing

Ensure accountable and integrated systems that prioritise the safety and wellbeing of those we service and those we work alongside.

- Embed through leadership, strong governance and professional development.
- **Drive leadership development and Work Health & Safety improvements for ministry volunteers and staff.**
- Develop and maintain robust, integrated systems in place to measure and increase the quality of services provided to the community.
- **Attract, develop and retain the most capable and engaged workforce.**
- Strengthen the culture of continuous improvement and participation, through feedback from all clients and workforce.



Sustainability

Strengthen organisational and financial sustainability.

- Ensure strong governance, risk management and integration strategies are successfully implemented.
- **Maintain stringent financial oversight and adherence to financial budgets and operational plans.**
- Enhance and diversify the income streams to strengthen their financial sustainability.
- **Promote environmental responsibility and connection to our community ecological footprint and systems.**

MMC - Mercy Ministry Companions
RAPs - Reconciliation Action Plans
ACCOs - Aboriginal Community Controlled Organisation's

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4



Sustainability

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