



OUR IDENTITY

Mercy Community Services SEQ Ltd is a Catholic ministry finding inspiration in the Gospel, the charism of Mercy, the life of Catherine McAuley and the traditions of the Sisters of Mercy.

VISION

A world where people, families and communities are strong in spirit, healthy and connected

MISSION

To support and inspire people in need to live healthy connected lives within inclusive communities

VALUES

All of our work is driven by our core values of:

MERCY	DIGNITY
ACCEPTANCE	EMPOWERMENT
EXCELLENCE	INTEGRITY

Strategic Plan

2017 – 2020



STRATEGIC INITIATIVES AND KEY AIMS

01 ENHANCE EXISTING AND DEVELOP NEW SERVICES AND ACCOMMODATION

Mercy Community Services will be guided by the Vision of the Sisters of Mercy and utilise contemporary business and property development methodologies to grow and expand services.

KEY STRATEGIC AIM - 4500 people supported every day.

02 IMPLEMENT AND MANAGE NEW CUSTOMER FOCUSED STRUCTURES

Mercy Community Services will have the governance and organisational structures that support our leaders to implement the strategic initiatives.

KEY STRATEGIC AIM - People supported by MCS seamlessly access person centred services.

03 DEVELOP OUR PEOPLE

Mercy Community Services will invest in our people to ensure our culture remains aligned with the ethos of the Sisters of Mercy as we deliver the strategic initiatives.

KEY STRATEGIC AIM - 80% or more of staff would recommend MCS as a place to work and our services.

04 CREATE AND MANAGE OUR BRAND

Mercy Community Services will be widely known and recognised as a solutions focused Catholic organisation that inspires and supports people in need.

KEY STRATEGIC AIM - 70% or more of people in the communities we survey have a positive view of our brand.

05 ADVANCE PARTNERSHIPS AND INNOVATIVE PRACTICE

Mercy Community Services will work in partnership with other Catholic and values aligned organisations, undertake evidence based research and implement innovative service models to provide or facilitate person centred supports.

KEY STRATEGIC AIM - MCS is a valued partner and thought leader in the human services sector.

06 STRENGTHEN OUR BUSINESS SYSTEMS AND PROCESSES

Mercy Community Services will invest in business processes, practices and enabling technology that enhance service efficiency and efficacy.

KEY STRATEGIC AIM - Technology is used to continually improve service outcomes.

OUR CULTURE

Mercy Community Services values the human dignity of every person and is committed 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.

Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.