

## Letter from the ILT

*Dear Colleagues,*

As you appreciate, there are a number of recommendations from the Royal Commission which affect religious orders such as ours. Concerning the Institute of Sisters of Mercy of Australia and Papua New Guinea, we are keen to implement these recommendations as best we can.

Our Legal and Professional Standards staff are giving us much valued assistance in this important work of implementation, which is concerned primarily with ensuring that children and other vulnerable people in our care, such as the frail aged, are safe and protected at all times.

In that regard, we gratefully acknowledge the efforts that have been made over recent years to develop and abide by policies and practices of the highest standards.

At the same time, we can always strive to do more than we have to date, and so to ensure that our Institute is truly 'in accord with' the intentions of the Royal Commission's recommendations, our relevant policies and practices are currently being reviewed. These include

- the code of conduct for all sisters throughout the Institute who are engaged in ministry of any kind;
- the code of conduct for all Institute staff and volunteers throughout Australia and Papua New Guinea;
- the documents and practices related to the Initial Formation Programme for potential Institute members.

We will provide you with periodic updates on how the reviews are progressing.

The findings of the Royal Commission have been and remain deeply disturbing for people of all faiths and none. For many Catholics much trust in the Church and its ministers - clerical, religious and lay - has been destroyed. Please pray often that God's mercy will heal the hearts of all, especially the survivors of abuse and those who love them.

Gratefully,

*Eveline, Caroline, Gaye, Marie and Liz*

*Institute Leadership Team*



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# New Appointments

- **Christie Tran** – Young Mercy Links Project Coordinator, The Hub – Carlton North

# Current Vacancies

- **Mercy Associates Network Facilitator** – North Queensland

All vacant positions are advertised on the ISMAPNG website. On the home page [www.institute.mercy.org.au](http://www.institute.mercy.org.au) you will see it under the heading become involved or follow this link <http://institute.mercy.org.au/become-involved/employment-opportunities/>

For further information please contact Human Resources on 02 4964 6400 or [humanresources@ismapng.org.au](mailto:humanresources@ismapng.org.au)

# Would you like to be involved?

Do you keep your ear to the ground?

Are you often aware of what is going on in your area or community?

Mercy Matters is only as informative as the content we put in it. If you would like to contribute and join the committee that brings this newsletter to you on monthly basis, please contact Natalie Anderson on 02 4964 6400 or [natalie.anderson@ismapng.org.au](mailto:natalie.anderson@ismapng.org.au)

*Natalie Anderson*

*Human Resource Manager*

## Mercy Matters

If you would like any further information on any of the topics, have heard something that has not been communicated that you would like clarification on, or have an article that you would like to see published in Mercy Matters please email [mercymatters@ismapng.org.au](mailto:mercymatters@ismapng.org.au)

## In Memory of ...



**Sister Rita Crowley RSM**

18 May 1924 – 10 February 2018



**Sister Mary Stallard RSM**

12 September 1927 - 20 February 2018



**Sister Margaret Hogan**

20 January 1922 - 26 February 2018



## Mercy Connect

Mercy Connect is one of Mercy Works' oldest and largest Refugee/Asylum Seeker projects. The program involves recruiting, training and supporting volunteers to assist school students and their families settle in Australia.

After training, the volunteers offer in-school guidance to students as they settle into the Australian school system. They provide support that nurtures well-being and self-esteem and improves students' literacy and numeracy skills.

The volunteers have a background in school education with many being ex-teachers and they generously devote a considerable amount of their time each week for a whole school year.

In the video which can be accessed below, four volunteers from Mercy Connect Sydney, talk about what motivated them to join the project.

They are truly inspirational people!

To view the video go to:

<http://institute.mercy.org.au/mercy-connect-volunteers-share-their-experiences-with-mercy-works-refugee-asylum-seeker-projects/>



# Environmental Sustainability

## Solar update

A number of meetings have occurred with energy financiers and electricity retailers as we work through and learn about different options available to us that will allow us to deliver renewable solar energy to our properties. At this stage we are still identifying how we can do this without any up front capital cost. This has involved us looking into solar farms, shared distribution methods across different roof spaces as well as individual installations onto our residences. The area we are currently investigating is the shared distribution method as there are increased financial savings through not having to transport the power as far along the network and we can then save on distribution costs. This also allows us the ability in the future to upscale to batteries as we monitor and measure our energy loads and as the cost of batteries decreases. We still have further work to complete to collect all of the interval data from each electricity meter (NMI) for each property and then in conjunction with the property team we will identify a “cluster” of properties that we will use as our proof of concept. Along with this we are still looking as to how we can incorporate LED lighting upgrades into this financial methodology so we can then address the three components of our original sustainable energy objectives of LED lighting, Solar generation and green energy.

## Vehicles update

A number of us have been looking at ways we can improve our current vehicles to be more safe, fit for purpose, environmentally sustainable and financially beneficial. We have met with a couple of fleet providers who are currently working through some of our requirements and will come back with some suggestions shortly. This will include some analysis of hybrid vehicles as many sisters have raised this with me. There are a number of considerations in regards to hybrid cars that we need to consider including purchase price, kilometres driven, and resale value.

## Sustainability odd spot

And for something a little different, I have just come across this latest invention – a pod bike. Who knows this may become the future of travel once all fossil fuels are depleted and renewable or people powered vehicles will be our only option. Not sure how many are keen to get back into bike riding, but this option looks pretty flash! As I ride to work some mornings I am often passed by a recumbent cyclist in an enclosed shell that is only human powered but he certainly goes faster than a conventional bike. I’ve always wanted to get a photo of it, but I have never seen it stationary!

As always, I’m happy to discuss the above with any of you. [Chris.hill@ismapng.org.au](mailto:Chris.hill@ismapng.org.au) 07 3866 4170

*Chris Hill*

*Environmental Sustainability Manager*



# Gatherings Held Across the Institute

In the past few weeks, a series of gatherings with Sisters have been held across the Institute in Perth, Melbourne, Ballarat, Geelong, Canberra, Sydney, Newcastle, Grafton, Townsville, Brisbane and Adelaide.

Following the tradition of Catherine McAuley of travelling in pairs, at least two members of the ILT have led the gatherings in each centre. The first part focuses on the 2017 Chapter Statement and some proposed changes to the delivery of mission integration within the Institute. The second part, led by David Penny, Executive Leader, Professional Services looks at the area of financial sustainability.

Further gatherings will be held in the coming weeks.



*Front – Sisters Kath Costain, Rear - Jo Doyle, Bernie Evens and Gaye Lennon in Canberra*



*Sisters Marie Fitzgerald, Margaret Tallon, Catherine O'Connor and Dolores Coffey in Perth*

## Earth hour

On Saturday 24 March from 8.30pm - 9.30pm, Sisters are invited to once again join in the world's largest grassroots movement for our Earth - 'Earth Hour'.

Organised by the Worldwide Fund for Nature (WWF), it has grown to now include more than 180 countries.

As Sisters would be aware, Earth Hour can be celebrated by simply turning off your lights during this time (or at another time in the evening). Sisters who are on Facebook or Twitter may also be interested in participating in some of the worldwide conversations around biodiversity that are occurring at [www.connect2earth.org](http://www.connect2earth.org).

Rahamim Ecology Centre has prepared a short reflection which will be of interest.

<https://static1.squarespace.com/static/545a0a3ee4b0d314814f185b/t/5aa746a89140b783c1c25efa/1520912043435/A+reflection+for+Earth+Hour+2018.pdf>

For more information about Earth Hour -

[www.earthhour.org](http://www.earthhour.org).

*John Rochester*

*Communications Manager*

# Beginning of Mercy Leadership Program and Dublin Pilgrimage

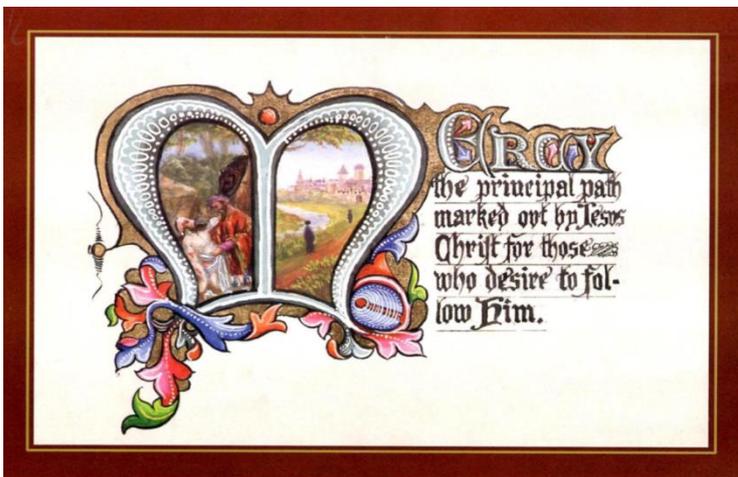
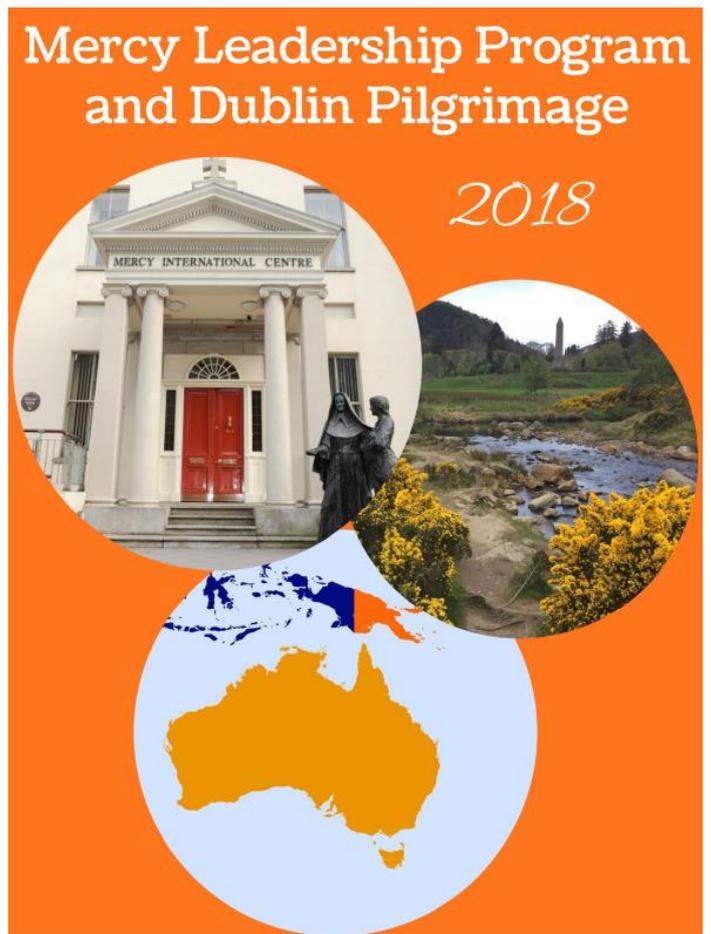
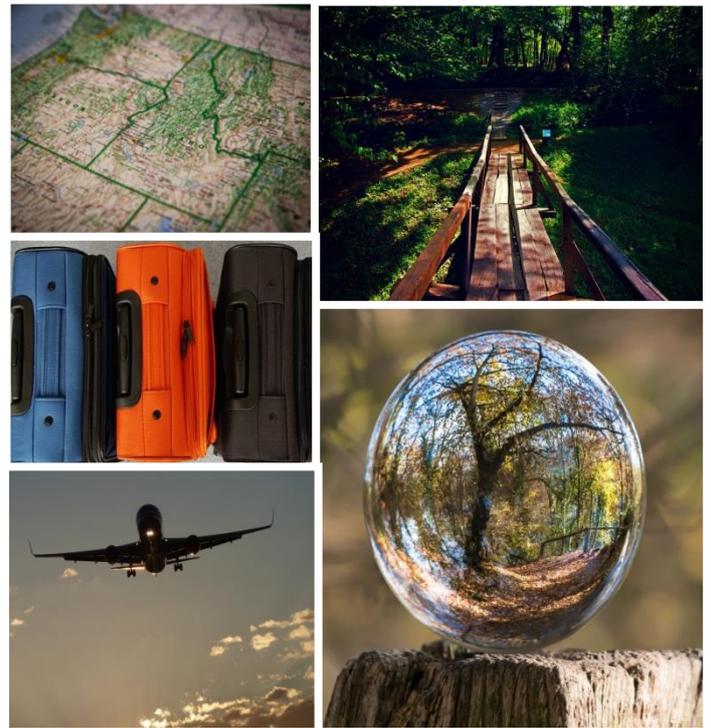
The first module of the Mercy Leadership Program and Dublin Pilgrimage 2018 was held on March 1-2, 2018 at the Catholic Leadership Centre in East Melbourne. Module One of the program serves two important purposes: to provide an introduction to the context of Mercy leadership and to provide precious time for the group to get to know each other and receive practical information before heading to Dublin in April for the pilgrimage component (Module Two) of the program.

Over the two days of Module One, participants explored understandings of the God of Mercy, discussed what inspired Catherine McAuley, and built up a picture of Catherine McAuley's characteristics and leadership from reading a selection of her letters. Participants were also invited to reflect on the different stages of pilgrimage. By the end of our time together, the group was enjoying each other's company and insights and were excited to be travelling together on pilgrimage in the near future.

*Karon Donnellon, Liz Dowling and*

*Sue Manester*

*Program Organisers*



# Staff Profile: 'Under the Spotlight'



**Employee Name:**

Ann Edwards

**Position:**

Personal Carer

**Location:** Mercy Place, Rice Village – Victoria

**Length of Time in Role:** 7 years

## What does an ordinary day at work look like?

I visit each Sister asking about their wellbeing and if there is anything I can do. This may be driving and accompanying to appointments, doing personal shopping or just going for an outing. I also do the accounting, collection of mail, washing, cleaning and mending.

## What do you most enjoy about the role?

Being a part of the Sister's day and helping to support their quality of life is a wonderful blessing. Listening to their life stories is very often inspiring, uplifting and often funny.

## What has surprised you most about working with ISMAPNG?

A generosity above and beyond anything I have ever experienced.

## How do you spend your spare time?

I live at the beach so swimming is something I do. I also like reading, bush walking and bike riding.

## What is your personal philosophy or favourite saying?

My personal philosophy or favourite saying changes regarding what is happening in my life and those around

me. At the moment I am starting each day with "What can I do for others."

## If we could bottle your personality, what would the label read?

Feedback from family and friends tells me I am reliable, get things done and honest.

## What was your first job?

My first job was working at the local milk bar after school and on weekends.

## What was an influence that shaped your life?

My mother-in-law encouraged me to become a carer and because of this my professional life went from retail industry to the aged care.

## If you could wave a magic wand....

With a magic wand I would have everyone live by the Ten Commandments.

## What is one thing you couldn't live without?

I couldn't live without love ♥

## What are you most proud of?

I am most proud of my successful marriage and my two kids.

## What has been your favourite place you have travelled to and why?

New Zealand North Island was spectacular, the scenery truly jaw dropping, the mountains, trees and lakes a sight to be seen.

## If you were a super hero, who would you be?

Iron Man, I would love to put on a suit and have supersonic flight.

## Favourite Movie?

Favourite movie, that's a hard one, too many great movies from all different genres.

One movie I have watched several times is "Grease."

## What is something that might surprise us about you?

I can't think of anything surprising about me except that I have a hippy, surfing dude with dreadlocks as a husband.

## Sister Profile: 'Under the Spotlight'



**Name:** Val O'Hara

**Current community:** Central B

### **Where were you born?**

Nurse White's Maternity Clinic, Hanbury St, Mayfield.  
(still there, but not a maternity clinic any more!)

### **What age did you start your novitiate and what do you remember most from this time?**

I was 18 (going on 15) when I entered; very naïve; full of romantic ideas of what a 'nun' was. The novitiate soon taught me everything a 'nun' wasn't! I wanted to be a teacher and had a great love of God which I wanted to share.

### **Why did you choose to become a religious Sister of Mercy?**

I was taught by the Sisters of Mercy in primary and secondary. I went to St Catherine's College in Singleton and the Novitiate was in the same grounds, postulants and novices were mostly girls I knew. Besides – my great Aunt was the Reverend Mother!

### **Tell us one of your fondest childhood memories**

I was one of four daughters (my brother was born while I was in the novitiate) so happy times with family around the dining table with my Dad acting the clown and we girls sharing our doings of the day are some of my favourite memories. (Being tied to the peach tree for wandering away is a strong memory, but not necessarily a 'fond' one!)

### **Tell us about a ministry you have been involved with in the past or are currently involved with**

Teaching in its many forms has been my main ministry. I was fortunate to be able to study Educational Drama in Armidale, NSW and in Newcastle upon Tyne, UK, and what I learnt there I have put to good use— especially in re-telling the story of Catherine McAuley through Role Play and participative Reflection on Gospel.

### **What are your hobbies and interest?**

My greatest hobby, learnt from my Mum at an early age, is enjoying story-telling in the form of movies. (I was even an extra in a movie once!) I now run movie clubs where I introduce different styles of movies, and encourage discussion around Christian values and movie-making skills.

### **What is your personal philosophy or favourite saying?**

I try to live by Catherine's words: We have one solid comfort amid all this tripping about, our hearts can always be in the same place, centred in God, for whom alone we go forward or go back. This summarises the 'dance' of my life as a religious engaged in multiple activities: unless God is my centre, all else I do is in vain.

### **If we could bottle your personality, what would the label read?**

EFFERVESCENT!! Bubbling ingredients likely to explode at any moment with the joy, love and mercy of God.

Does have quieter moments replenishing and revitalising!

## If you could change one thing about the world today....

Jesus taught us that the essential ingredient of Mercy is forgiveness. I pray often that we could all learn what that really means in our daily lives – true forgiveness would do away with war, with racism, with discrimination of all kinds. It would draw each of us into compassionate relationships, precluding antipathy and aggression. John Lennon said what the world needs is love – true, but I think forgiveness and compassion would have to be the basis of such love.

## What is one thing you couldn't live without?

My Religious Community – we have grown in love with one another over my 60 years of professed life. I rejoice in this love and know it is an integral part of my being.

## What are you most proud of?

Again – of being a part of an extraordinary group of women in our world who live Mercy in every fibre of their beings.

## What has been your favourite place you have travelled to and why?

- Ireland – place of my heart, my family ancestry and my spiritual heritage, especially Baggott St and Ennis.
- Amsterdam for its wonderful Anne Frank's Museum, the Rijksmuseum and the Van Gogh Gallery. Rosenberg, Germany, for the inspirational works of Fr Sieger Koder.
- Assisi – a place of serenity and peace.

## What is your favourite film or book?

So many! For humour: The Court Jester (Danny Kaye), To Be or Not to Be (Mel Brooks); Plots with a View (British humour); for true story: For Gods and Men (Trappist martyrs); for gripping drama and strong values: To Kill a Mocking Bird; for fantasy revealing many human values: Peter Jackson's re-telling of Tolkien's Lord of the Ring series; for sheer enjoyment, magnificent music and spectacle: Les Miserables.

## What is your favourite Catherine McAuley quote?

We have one solid comfort amid all this tripping about, our hearts can always be in the same place, centred in God, for whom alone we go forward or go back.



# WHS – Key Definitions

Work Health and Safety legislation contains some specific terminology which can be confusing, and at times can have a different meaning to what we know at ISMAPNG.

Here are some key words and their definitions;

## **What is a PCBU?**

A 'person conducting a business or undertaking' (PCBU) is a legal term under WHS laws for individuals, businesses or organisations that are conducting business.

The model WHS Act places the primary duty of care on the PCBU. A PCBU can be public and private companies; unincorporated body or association; sole trader or self-employed person, partners in a partnership.

## **Primary duty of care**

As a PCBU you have a primary duty of care to ensure workers and others are not exposed to a risk to their health and safety.

You owe this duty of care when as a PCBU you:

- direct or influence work carried out by a worker
- engage or cause to engage a worker to carry out work (including through sub-contracting)
- have management or control of a workplace

You must also ensure that the health and safety of others is not put at risk from work done as part of the business.

## **Who is a Worker?**

Anyone who performs paid work in any capacity for an employer, business or organisation is considered a worker. However the term can also include unpaid workers such as volunteers or work experience students.

In our organisation, a sister could be considered a worker if they are performing a specific role within the ISMAPNG workplace.

You're considered a worker if you're an:

- employee
- trainee, apprentice or work experience student
- outworker, contractor or sub contractor
- employee of a contractor or sub contractor
- employee of a labour hire company

## **What is a Workplace?**

Any place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work. This may include offices, factories, shops, construction sites, convents and vehicles.

## **Reasonably Practicable**

Means that is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters, including:

- the likelihood of the hazard or risk concerned occurring
- the degree of harm that might result from the hazard or risk
- what the person concerned knows, or reasonable ought to know, about the hazard or risk, and ways of eliminating or minimising the risk
- the availability and suitability of ways to eliminate or minimise the risk
- after assessing the extent of the risk and ways to eliminate or minimise, the cost associated with these ways, including whether the cost is grossly disproportionate to the risk.

## **What is a Hazard?**

A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to environment, or a combination of these.

## **What is Risk Control?**

Taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

## **What is a Risk Assessment?**

The overall process of estimating the magnitude of risk and deciding what actions will be taken.

## **Stay Safe.**

*Peter Byrne*

WHS Advisor – Tighes Hill

# Tech Tips

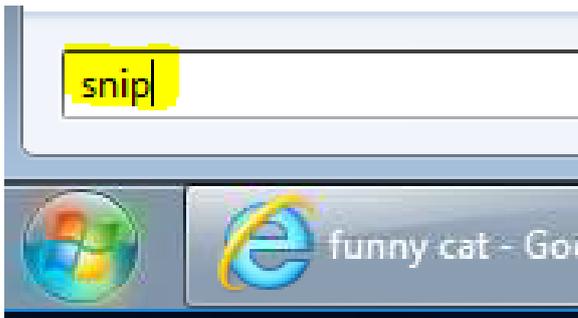


## Snipping Tool

A very useful tool that is not widely known and available to all users is Microsoft's 'Snipping Tool'.

This program allows you to capture and crop anything on your display. You can then easily save this as a new picture or paste it in another document. You can also highlight areas of your 'snipped' image.

To find the Snipping Tool, click on Start and then search for 'snip'



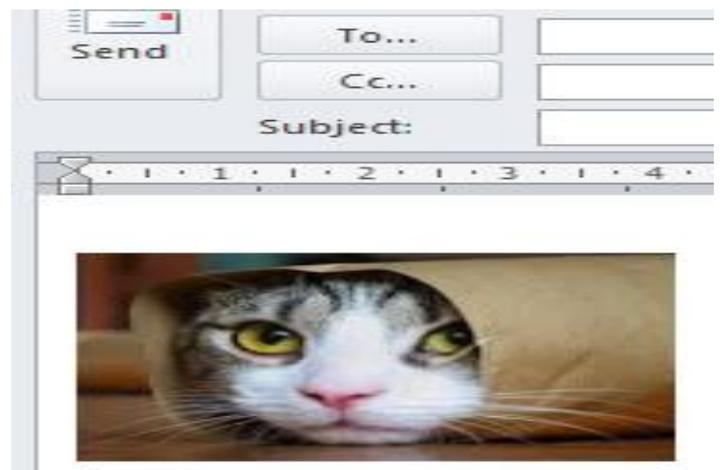
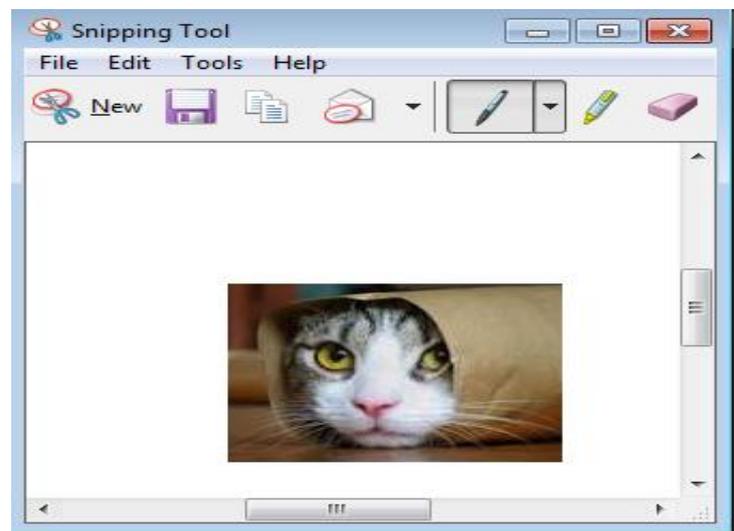
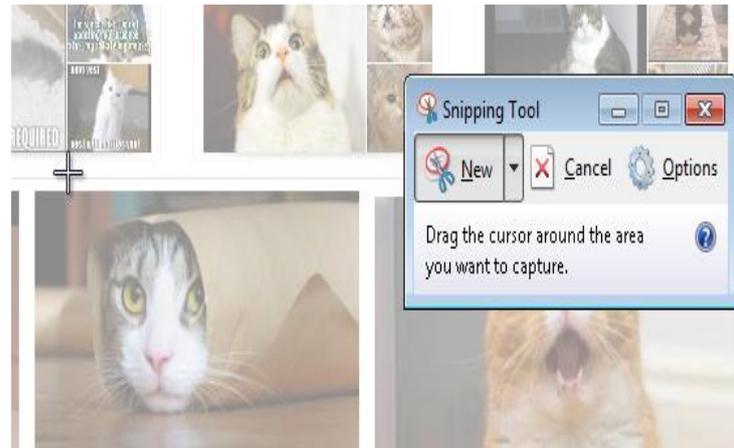
The Snipping Tool will show in the list of programs



When you launch the Snipping Tool, the display will be faded out and there will be a cursor. You can then click and drag around the area that you want to make into a picture.

A really cool feature is that the new picture is automatically copied, which means you can then go into a Word document or email and paste the new picture in.

I have 'snipped' a picture of a cat and pasted it into an email as an example below.



## Technology

03 9490 6600

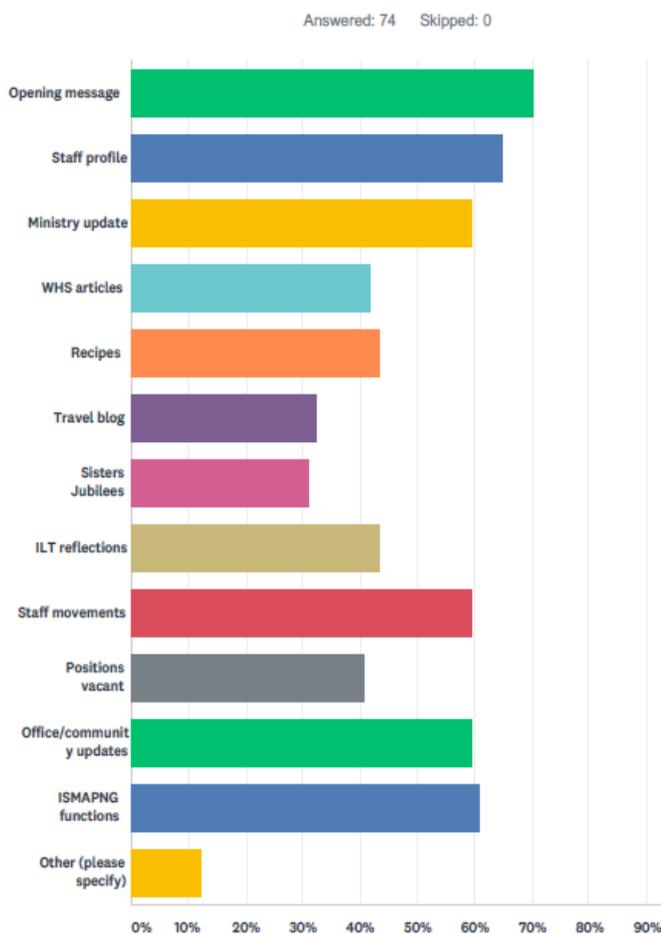
# Mercy Matters Survey

Many thanks to everyone who participated in the Mercy Matters survey last month. Below we have sought to summarise some of the main points, as well as respond to the key outcomes.

## Results

We had a total of 74 respondents (which included 57 office based and 17 community based staff). This represents a 42% response rate. This response rate is slightly higher than expected, as research shows that internal surveys traditionally receive a 30-40% response rate.

More than 90% of those who responded to the survey read Mercy Matters each month, with the most popular articles being:



In response to the questions about ‘What would you like to add’, the top two suggestions were facts and stories about the Sisters of Mercy and Policy Updates.

More than 94% percent of respondents read Mercy Matters on screen, with only 5% printing out or accessing a printed edition. This is a wonderful outcome, which contributes in a small, yet important way, to the Institute’s Sustainability Policy.

Approximately 87% of respondents said they would like to retain the current monthly length and frequency of Mercy Matters, as opposed to shorter more regular communication.

Some of you did comment you would like to see a different format for the newsletter.

Overall, in terms of satisfaction with Mercy Matters:



## Outcomes

Arising from the survey, Mercy Matters will continue as the main staff communication. It will continue to be sent monthly. We will however seek to send out Mercy Matters in the middle of each month, so as not to conflict with Just Mercy which is published at the end of each month.

Over the coming months, we will be trialling a new format. The format will be one which is similar to Just Mercy and Mercy Enews, which will give you the ability to 'Click here to read more' rather than having to scroll through the newsletter and makes it easier to view online. This should also mean that for those who like to print the newsletter, they can easily choose to only print the articles of interest (meaning a reduction in the amount of paper used).

We will continue to retain a number of the existing features (including the Welcome Message, staff profile, ILT reflection, ministry update, WHS, HR/Employment Announcements, IT Tip and Office Happenings). From time-to-time, we will also continue to feature recipes, access to historical information about the Sisters of Mercy and Policy updates. A new section honouring those Sisters who have died in the past month will also feature as well as a Sister profile, similar to that for staff.

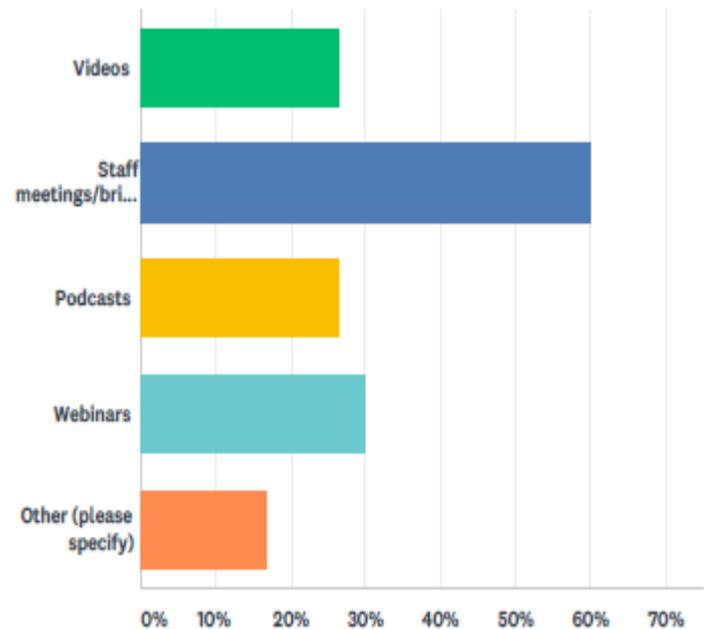
We are also calling for representatives from across ISMAPNG offices and locations to contribute to Mercy Matters by informing us of what is happening locally. If you would like to be involved, please let us know by emailing [mercymatters@ismapng.org.au](mailto:mercymatters@ismapng.org.au)

So, thank you. We have and will continue to keep listening to your suggestions and thoughts. Mercy Matters is produced for you, so if there is anything we can do (or should not do), please let us know.

## The Way We Communicate With You

You may recall that as part of the survey we asked a question 'Are there other ways you would prefer we communicate with you?' The results of this question were as follows:

Answered: 30 Skipped: 44



Arising from the strong response for staff meetings/briefings, Human Resources and Communications will be working with the two Executive Leaders and the ILT to develop a regular program of briefings (what is likely to be a combination of face-to-face and virtual meetings). If there are particular topics that you feel should be covered, please email your suggestions to [mercymatters@ismapng.org.au](mailto:mercymatters@ismapng.org.au)

*John Rochester and Natalie Anderson*