

Welcome

Hello everyone,

I hope you all had a wonderful Easter and that it was a time for rejuvenation and renewed focus on the important things that matter in life such as family, friends and community.

In addition to my responsibilities as a member of the Institute Leadership Team, I am currently acting in the role of Director, Mission Integration (in a similar role to that which was previously occupied by Elaine Wainwright).

As this is my first time writing for Mercy Matters, I thought I would share a little about myself. I am the third child of eleven and grew up on a dairy farm in Western Victoria which now seems a world away from life on the Leadership Team. From time to time I love to go back to the farm, round the cows and milk. A more sophisticated process than when I was a child. After working for a few years in an office and children's homes, I entered the Sisters of Mercy in Ballarat. At the time I had come to realize God was really important in my life and the way of peace for me was to try religious life. There was some comfort in knowing I could leave if it didn't work out! I didn't have a great sense of what I wanted to do; it was more about the tug within that drew me to a relationship with God.

Most of my life in ministry has been in social services and advocacy, including time spent with Mackillop Family Services in Victoria and more recently Catholic Care in the Northern Territory, based in Darwin and Alice Springs.

I have a great love of the outdoors and enjoy nothing more than getting out and about bush walking or riding my bike. Tai Chi is a discipline that I find brings enormous balance and focus to my life.

I see it as a great privilege being able to serve the Institute as a member of the ILT and I am particularly enjoying the opportunity to get to know you all as colleagues.

As Eveline advised in her email to you in February, we are currently recruiting for the Mission Integration Director Position, as well as Mission Animation Coordinator and Faith, Life and Ministry Education Coordinator.

At this stage, the ILT have invited applications from Sisters for these positions, and depending on the response, these roles may be advertised more broadly.

The new positions will join with Communications, Governance, Environmental Sustainability and Archives and Heritage to make up the Mission Integration Team. The Faith, Life and Ministry Education Coordinator (FLAME) include what was formally Mercy Ethos. The Mission Animation Coordinator role has a particular focus on supporting and networking with those in ministries that do not necessarily belong to McAuley Ministries.

The Mission Integration Team will work closely and cohesively with the Professional Services Team (formerly Operations), as we all continue to bring the charism, gifted to us by Catherine McAuley, to life in our work.

Regards

Elizabeth Moloney

Institute Councillor



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New Appointments

- **Mary Mazzeo** – Financial Accountant, Mercy Centre Alphington
- **Sarah McNeil** – Financial / Management Accountant, Mercy Centre Alphington
- **Dawn Firth** – Personal Carer, Rice Village Geelong

In Memory of ...



Sheila Gleeson

19th June 1923 – 31st March 2018



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

Environmental Sustainability Update

Hello All,

As a follow up to the Simple Daily Gestures booklet that was circulated to sisters and staff in December, I am keen to receive feedback on its effectiveness for you.

Please take five minutes to email me with some brief responses to these questions:

- **Did you use the guide?**
- **What behaviours are you doing now that you were not doing before?**
- **Is there a behaviour or behaviours you would like more information on?**
- **Have you had a conversation with anyone about incorporating some of these activities into their everyday activities?**
- **Are there other behaviours you would like to share with others?**



Solar update

After investigating alternative financial options for future Power Purchasing Agreements through various financing companies, we are unable to meet the energy load thresholds required for this solution with our residential properties.

Following discussions with David Penny, a capital budget has been made available for the 2018/19 financial year to roll out a number of solar installations. Prior to this, a small group of properties (4 or 5) in Queensland will be selected in conjunction with the Community Leader, Sr Helen White, within the 17/18 financial year for the first project and to prove payback savings.

These properties are being used as a sample for us to collect the usage data so we can have an understanding of what size of system is best suited to each property and this will allow us to model a larger view of our property portfolio.

Different electricity contract rates we are currently paying in different states along with different network providers and retailers means the payback on some installations will be a lot quicker in some states than others. This modelling will provide a guide of what the average payback will be across our property portfolio. In the new financial year, properties will be selected in conjunction with the relevant community leader to ensure we capture a good representation of residential properties across the country.

Divestment (Fossil Fuel related investments)

Following an online webinar attended by Deirdre Gardiner, myself and other interested Sisters, I followed up with a number of conversations and emails with the international coordinator of the Global Catholic Climate movement.

This international movement is encouraging faith based organisations to review their investment portfolios with the aim to commit to removing fossil fuel related investments from their investments schedule.

This topic will be discussed at the next Investment Committee meeting in May and we will also be discussing signing the pledge that the Global Catholic Climate movement is promoting to support this level of divestment.

Fleet update

We have received responses to our questions from different fleet providers and are evaluating the emissions profile and costs for different types of vehicles.

Given we have a large fleet there would be a long transition time to move towards more environmentally friendly options and this is just one consideration, along with safety and cost on what vehicles may meet our needs going forward.

The Carbon Dioxide output is different for every vehicle and part of our investigation is looking for a benchmark for emissions that we will consider as a target level for future vehicle purchases.

As always, I'm happy to discuss the above with any of you. Chris.hill@ismapng.org.au

07 3866 4170

Chris Hill

Environmental Sustainability Manager

Finance Update – Budget Process

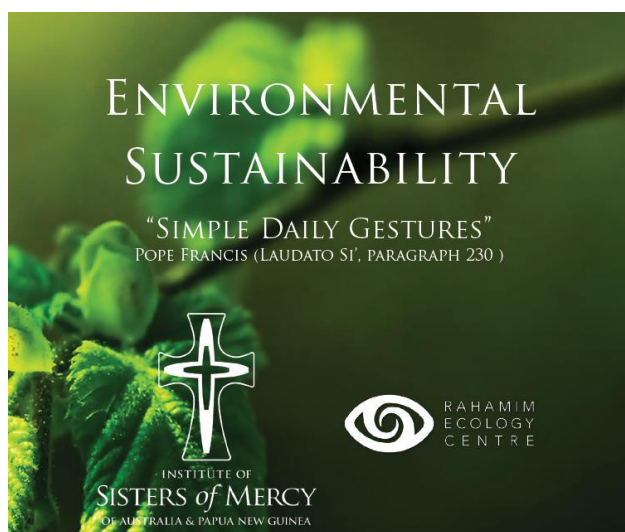
With the end of financial year fast approaching, the finance team have begun the initial budgeting process for 2018/19. This has started much earlier than in prior years as a greater importance has been placed on the financial sustainability of the Institute. With the newness of the Institute the budget process is constantly evolving, challenges arise as we seek to answer who is responsible for what and move costs to the ultimate controller of them.

Throughout February and March initial meetings were held with key stakeholders including the ILT, Community Leaders and Cost Centre Managers to discuss where possible savings could be made and to establish a first draft of the 2018/19 budget. This will be finalised in the coming months and presented for acceptance at the Finance Advisory Council meeting in early July and then by the ILT. Once accepted there will be a more thorough ongoing review process throughout 2018/19 to ensure actuals remain in line with budget and any major variances explained.

Regards

Darren Schutz

Chief Financial Officer



Holiday House Calendars Online

A new Holiday House Calendar has been developed on the ISMAPNG website. All current holiday bookings have been collated into five state-based calendars, for Sisters and Staff use that can be easily checked for availability.

To login into the calendars visit the front page of the Institute website: <http://institute.mercy.org.au>. There is an orange button marked 'Calendars' which you should click on. You will be prompted to enter a password which will be the same for both staff and sisters to use.

Please enter: somcalendar

Navigate to Holiday House Calendars and select your chosen state. The holiday houses are colour coded and display whether or not the property has been booked.

To book you will still need to email the relevant contact at the top of the calendar or listed in the holiday house booklet. Please remember that staff can only book up to 3 months in advance. If you have any feedback or queries about the calendars please contact.

sarah.massard@ismapng.org.au



View of Belmore Basin across the road from the Wollongong apartment

Professional Development for Mercy Centre Alphington

Last November a small group of staff from Mercy Centre Alphington began working closely with Sr Karon Donnellon to work through the focus for the staff Professional Development Day that was scheduled for February 2018.

This brainstorming led us to arrive at the topic of "Being Comfortable with the Uncomfortable". The day was planned away from the office to ensure that we could all stay focussed on identifying ways to make to our working environment more positive and inclusive.

The Treacey Centre in Parkville was a fantastic location. A grand building with beautiful gardens provided opportunities for quiet reflection. And on this day Melbourne was blessed with sunshine and warm weather.

The day provided much active participation, discussion and engagement, with everyone encouraged to speak up and share their thoughts.

A huge thank you to Karon for working with us to make the day such a success.

Jenny Collins

Services Officer, Mercy Centre Alphington



Farewell to Margaret Oborn in Rockhampton

Margaret Oborn, the Cleaner/Housekeeper at Loreto House in Rockhampton has recently informed ISMAPNG of her decision to retire on 19 April 2018. Here, Joanne Fletcher, the House Coordinator, speaks of Margaret.

Margaret Oborn epitomises “The Mercy Way”. Her relationship and service to the Sisters of Mercy started at The Range Convent as a kitchen hand in 1982 with Sr Julian McMahon giving Margaret a week’s trial. That was over 35 years ago!

Margaret’s service to the Sisters as a cook and housekeeper has included working across many areas; The Mater Hospital, Neerkol Conference Centre, Bethany Nursing Home, private homes of sisters and finally to the present day as the Housekeeper at Loreto in Rockhampton.

Margaret is a much loved and respected person within the congregation and with her peers. Nothing is ever any trouble to Margaret. Her work ethic is immeasurable. Her finesse and detail to everything she puts her hand to, is nothing short of extraordinary. Margaret is so calm and patient. She does everything out of love for the sisters and is so very humble in what she achieves.

Recently a Morning Tea was held in Margaret’s honour to say farewell and thank you. All of the local Sisters who could be present were in attendance. So many of them shared memories and stories of how Margaret has touched their lives by the daily tasks she has helped them with. It was evident that Margaret is a very special person to them and has developed friendships that will last beyond her work.

It is always a blessing to see someone as deserving as Margaret reach her retirement goals. May you enjoy your new adventures with your husband Sid as much as we have enjoyed your dedication and hard work throughout the years. We wish you nothing but the very best!

This Poem was written by Sr Regina Camilleri from Loreto for Margaret and sums up Margaret.

A Gracious Lady

*“Margaret we appreciate your grace,
Always friendly, with a smile on your face,
You never refuse any request we make
We are grateful for the trouble you take
To make our home fresh and clean
Of housekeepers you are queen!
So many Sisters have enjoyed your care
Always obliging, your heart always there,
It is refreshing to have you moving about
A friend in need, of that there’s no doubt.
How we will miss your gracious ways
May God bless you to the end of your days.”*



Photo: L-R: Sr Helen White, Margaret Oborn and Sr Marie Riddel

Confirmation, Baptism and Climbing Kilimanjaro for Charity

Easter means different things to many different people. The passing of this Easter and all Easters to come now have a deeper enlightened meaning for the ISMAPNG Property Team's Floyd Nangreave and his family.

Easter Sunday saw Floyd and Zoe's beautiful son Austin baptised on his journey into Catholic faith by Father Brendan Reed of the Deepdene and Balwyn Parish.

In addition to that most beautiful occasion Floyd personally undertook his Sacrament of Confirmation and Holy Communion further strengthening his connection with Christian life. Floyd told Mercy Matters that his beautiful 12 year old twin boys Rhys and Cailan were his sponsors along with a parish appointed mentor through the RCIA program that has been undertaking every Tuesday night since July last year.

"I have been asked by many people why did I make this personal decision of conversion and confirmation at this particular time in my life," Floyd said.

"My decision to reconnect with my faith was the result of a number of circumstances surrounding a life changing event. Allow me to share that with you.

"Imagine seeing your precious baby, the one you have been awaiting the arrival of for 9 months, hooked up to all matter of wires and medical apparatus, and then only to be rushed onto a specially equipped neonatal ambulance headed for ICU two hours after birth.

"This was our experience for Zoe and I when our son Austin was born on June 15, 2017". When Austin was first born everything seemed as it should and for a moment Floyd told us he was the proudest father alive. But then Austin started turning blue.

Helplessly Floyd and Zoe watched as their tiny son was fitted with an assisted breathing device to keep him alive. Yet he still struggled for air. A specialised medical team was dispatched to transport Austin to the Neonatal Intensive Care Unit (NICU) at Monash Children's Hospital. Their precious baby boy was fighting for his life. The fragility of life and its ability to be taken away was staring them right in the face. It wasn't supposed to be like this, Floyd told us.

But it was in the capable hands of the Monash Children's Hospital doctors, nurses and surgeons, that Floyd and Zoe found some comfort.

"I knew they were doing everything in their power to give my son the chance to live," Floyd told us.

It was discovered that Austin had swallowed a deadly mixture of meconium and amniotic fluid deep into his tiny lungs shortly before birth. He was also suffering from a range of other issues including a small hole in his little heart, secondary infections, and a hole in his lung causing inability to breathe on his own. Austin had to be sedated. He would get worse before he got better.

"Get better he did and after 3 weeks in NICU at Monash we finally got to take our baby boy home. The nights were long and filled with anxiety, fear and emotion. There is not a day goes by now that I don't look at my son and tell him what a miracle he is," Floyd recalls.



“Medically we were gifted by gods of their profession but spiritually and emotionally things seemed to be working at a higher level. I didn’t know what that was at first but I certainly do now.

“Someone special had looked over us in what seemed like the darkest hours of our lives. Prayers, love and support from hospital cleaners through to the closest of friends, colleagues, Sisters of Mercy poured in. I had never felt such love and support by so many.

“I really witnessed true faith in action. A faith I knew existed but was not truly connected with until now. It was God’s will that Austin would win the battle of his life thus far. Both he and I had been called to a brighter and connected future together. God was working things out for us. Whether I could see it or not at the time was not the most important thing. What is important is that I have felt it and have now been called to walk by faith, not by sight. Together we are in state of grace and a welcomed member of God’s family. To be confirmed on the day of your son’s baptism is the most beautiful experience.”

It was out of this situation that bright lights shone for Floyd and his family.

“When my friends and family asked me why be catholic I simply respond with this answer. Because in the Catholic Church you will receive everything in its fullness that God desires to give you to make you happy and free. Love, mercy, compassion and peace are what we all want after all. This journey has given me that.”

Floyd told us that “Faith, Prayer and God’s will along with the team at Monash Children’s Hospital save my son’s life. Neither words nor money could ever repay the medical team for the work they had done. In some small way we want to make a difference.

“I will be climbing Mt. Kilimanjaro for Monash Health in February 2019 to honour the challenges my son went through, and to demonstrate my appreciation for the staff that saved his life. My son climbed the first of many mountains when he was born so now it’s my turn.

“We hope to raise in excess of \$100,000 in funds as a result of this charity climb I hope you will either join, support me or sponsor me to take on the challenge to support healthy futures for thousands of patients like my son Austin”.

To support Floyd, please click on the link:

<https://monash-health-kilimanjaro-2019.everydayhero.com/au/austin-s-assault>

Further information on Floyd’s Kilimanjaro Charity Climb with the Monash Health Foundation can be found at

https://inspiredadventures.com.au/events/monash_health_kili_2019/



Staff Profile – ‘Under the Spotlight’

**Employee Name**

Anne Pate

Position

1. Mercy Hub Program & Activities Facilitator
2. Mercy Associates Network Facilitator for Victoria

Location

1. Mercy Hub, Carlton North, Melbourne
2. Working from home

Length of Time in Role

1. Three months
2. Five months

What does an ordinary day at work look like?

I am not sure there is such a thing as an ordinary day, as both roles are quite varied! I spent much of the first part of this year developing and giving a series of Lenten retreats on the theme of hope at the Mercy Hub. Now I am immersed in planning events for the rest of the year, and meeting with agencies active in the local community. As Mercy Associates Network Facilitator, I work from home, and am gradually contacting and visiting Mercy ministries and the existing Mercy Associates groups in Victoria.

What do you most enjoy about the role?

I love meeting people in the various Mercy ministries, and the older sisters in Melbourne and beyond. I am enjoying the scope which both roles offer to be creative and to work alongside people to develop programs and groups relevant to their needs and desires.

What has surprised you most about working with ISMAPNG?

As someone new to the Mercy tradition, I have had my eyes opened to the breadth of ISMAPNG's ministries. I have also been touched and sometimes surprised by the warm welcome I have received.

How do you spend your spare time?

I love reading, painting, and writing. My husband Alister and I lead a church which meets in a pub, so a lot of our social activity is connected to that community.

What is your personal philosophy or favourite saying?

Taped to the ruler in my Filofax (I am old-fashioned that way), I have a lovely phrase from the Jesuit writer Anthony de Mello which reads Behold God beholding you ... and smiling.

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

One of my friends recently tagged me in a photo of a sign for 'Gentle Annie Winery'. My husband suggests that this is not always a true description, however!

What was your first job?

My very first job was in a department store in England, when I was a vague and not very practical 16-year-old, but my first 'real' job was as a social worker ten years later, working with older people in north London. I hope I was better at the second job than I was at the first.

What was an influence that shaped your life?

Discovering Ignatian spirituality ten years ago when I attended a retreat called 'Who stole the joy?'. Following that weekend, my life unfolded in quite unexpected ways, leading me to become a spiritual director in the Ignatian tradition and a teacher.

If you could wave a magic wand....

We would all be better at really listening to one another, especially to our experiences of suffering. As a society I don't think we do this well.

What is one thing you couldn't live without?

I find it hard to imagine a life without books! I love how easy it is now to summon up books using my kindle, wherever I happen to be.

What are you most proud of?

My happy marriage and my resilience at various points during my life.

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

The beautiful island of Iona off the west coast of Scotland is one of my favourite places. I spent a wonderful summer there in 1993, working as a volunteer for the Iona Community. It's particularly important to me because I met my husband there when he was visiting the island for a few days.

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

I don't particularly like super heroes and find it very hard to answer this question!

Favourite Movie?

I find this question hard too, but I love Christopher Nolan's films, especially Interstellar, which I find very moving.

What is something that might surprise us about you?

I am obsessed with mountaineering books, something which began years ago when I first read Into Thin Air. I am terrified of heights and very unlikely to actually climb anything higher than a garden wall, but I love reading books about Everest and about polar exploration. Perhaps it's the desire for transcendence, and the toughness and endurance required that makes these books so compelling.

Sisters in Focus:



Please click on or copy and paste the following link in to your internet browser to view a short video interview with Sister Kerry Willison:

<http://vimeo.com/261745675>

For those who are unable to watch the video, some highlights of the video include:

- Kerry has lived in Perth her entire life
- Was taught by the Sisters of Mercy
- Was involved in Ballroom Dancing and taught ballroom dancing
- Currently runs an office that provides training for various ministries in the archdiocesan
- Currently assists in writing policies for various ministries
- Works with the Catholic Education Office and local schools to present accreditation courses for teachers on Eucharist and prayer
- Works with new churches and helps run workshop programs for formation
- It is hard to summarise but Kerry also offers a great perspective on prayer and liturgy in the video.

For Our Ministries to Flourish: 2018 Ministry Governance Forum

Leaders of the Institute's incorporated ministries gathered for a forum whose focus included the new Chapter Statement and models for delivering ministry into the future.

The sixth annual forum, which was held in Sydney on March 20 and 21, brought together leaders of the Institute's Incorporated Ministries, the Institute Leadership Team, Community Leaders and some staff. The forum was facilitated by Anne Derwin RSJ.

The theme for this year's forum was 'For Our Ministries to Flourish'.

The forum began with a reflection on the implications for ministry of the 2017 Chapter Statement.

In a challenging and thought-provoking address, Institute Leader, Eveline Crotty RSM asked those present a series of questions arising from the Statement that included – “Am I really disturbed by the despair and suffering of many peoples and the degradation of Earth? “

Where are the new needs in my ministry that are emerging? Am I hearing them? Do I ignore them with busyness or do I begin to delve further into the need that I hear arising? Be it to do with the Earth or peoples.

“Will we, all of us present, be impelled to reflective action for gospel justice to look at our service, move out of our comfort zone, re-examine it and if need be reach out beyond our present services to listen to those most disadvantaged and see what is needed to relieve some of “that despair and suffering?”.

“So at this time of global vulnerability, what will impel us together to reflective action not just to bring about

change but transformation which is real gospel justice?” Eveline said.

Eveline said to ask these questions takes ‘courage, trust and hope’, it causes disruption and disorientation as we all seek to follow the example of Jesus to ‘Go and proclaim to the nations’.

“Now everyone is included – no one is to be excluded, not only the poor but the poorest of the poor,” Eveline said.

Elizabeth Dowling RSM provided an examination of the ‘Theology of Governance’, including reminding those gathered of a Retreat Instruction from Catherine McAuley in which she says, ‘It is not sufficient that Jesus Christ be formed in us – he must be recognized in our conduct’ (Retreat Instructions, page 72). Following on from Eveline, she asked the question ‘What decisions do we need to take so that our mission of Mercy can flourish?’. She said that the governance is a ministry in itself and was critical work being undertaken in the name of God’s mercy.

“The governance of our ministries is also holding our mercy traditions in trust. It is a critical work to be done in the name of God’s mercy. Governance is a critical work and each of our ministries are a critical works in bringing God’s mercy to people in need.

“What decisions do we need to take so that our mission of mercy can evolve to meet the needs of the times?” she said.

Peter Cranko, a management consultant with a focus on social policy, strategy and organisational change, led a panel discussion ‘Future Governance Structures’ that featured Bill D’Apice (Board of Calvary Ministries Ltd), Dr Ricki Jeffery (Mercy Partners) and Mary Wright IBVM (Canon Lawyer).

Mary Wright IBVM said charisms are never like a little jewel box in a safe.

“In my experience, our understanding of our own charism developed enormously. I would hope that with lay leadership it does change but hopefully within the stream of authenticity,” said Sister Wright.

Day Two commenced with a session, on Canon Law, in which Mary Wright IBVM built on a her presentation to the 2017 Governance Forum by addressing a series of questions including – ‘How do we value lay, communal and religious forms of ministry within the Church?’, ‘What provision does Canon Law make for lay governance of ministry?’ and ‘How do you define ‘authentic’ in your ministry of leadership?’.

“There is a whole lot about how we respond in this particular age... I think there is something else about this turbulence that is calling us to a different sort of response.

“We are heading in a direction we haven’t really seen before in the church. The sense of the vocation of the lay person as central to the church,” Sister Wright said.

Paul Jensen (Centacare South West New South Wales), Nicki Patten (General Counsel) and Margery Jackman (Professional Standards Officer), led a wide-ranging discussion on the personal and organisational response to the Australian Royal Commission into Institutional Responses to Child Sexual Abuse.

Paul spoke of the guilt and shame rightly being experienced by the Catholic Church following the horrific revelations at the recent Royal Commission. Nicki outlined the key recommendations of the Royal Commission and how the Church and Institute have responded and will respond.

Margery spoke of the importance of enabling the participation of children and vulnerable people in decisions affecting them. She asked those gathered to think of ways in which the voice of children and young people are heard in the formulation of policies, procedures and other aspects of ministry.

The forum ended with a panel discussion ‘Developing structures for governance of incorporated ministries that affirms and encourages lay leadership’. Members of the panel were Lucy Molony (Mercy Education), Stephen Cornelissen (Mercy Health) and David Penny (Executive Leader, Professional Services).

Lucy said a question we could ask is what attracts a person to the ministry in the first place?

“Hopefully it is a passion for the mission, born of an experience of the ministry at some stage.

“Those of us who are in Mercy ministries need to be mindful in our relationships that we do build the reputation of mercy within the Church and society generally,” said Lucy.

Stephen Cornelissen said in health care people can do the work that they do anywhere at any time using the same skills set.

“Yet the reason we do our work and the why factor are different and when they come they need to feel that tangibly,” said Stephen.

David Penny reflected on the characteristics of a lay leader today.

“A lay leader needs to be a very influential type of a person and a person who can change the way they want to influence in the church or organisation.

“You need a willingness to lead from the second chair...you aren’t going to be the leader, but it’s perfectly okay for others to be in leadership positions,” said David.

All agreed that the development of a coordinated approach to fostering of talent and appointment of Directors would be a valuable initiative to maintain sound future governance of the Institute’s incorporated ministries into the future.

To view videos from the Governance Forum please use the link below:

<http://institute.mercy.org.au/for-our-ministries-to-flourish-2018-ministry-governance-forum/>

John Rochester

Communications
Manager



WHS – Slips, Trips and Falls

Each year across Australia; slips, trips and falls result in thousands of preventable injuries. The most common ones are musculoskeletal injuries, cuts, bruises, fractures and dislocations; but more serious injuries can also occur.

Environmental factors can include slippery surfaces following rain or spills, poorly designed or maintained walkways, poor lighting on stairs and walkways and trip hazards for example from poorly stored materials.

Most of these factors can be eliminated, and at the very least, controlled. Let's look further at what you can do to prevent a slip, trip or fall injury in your workplace.

Slips, trips and falls: a definition

- Slips occur when your foot loses traction with the ground surface due to inappropriate footwear or walking on slippery floor surfaces that are highly polished, wet or greasy.
- Trips occur when you catch your foot on an object or surface. In most cases people trip on low obstacles that are hard to spot such as uneven edges in flooring, loose mats, open drawers, untidy tools or electrical cables.
- Falls can result from a slip or trip but many occur during falls from low heights such as steps, stairs and curbs, falling into a hole or a ditch or into water.

Types of injuries

According to Safe Work Australia, over the 12 years (between 2003–15) slips, trips or falls:

- caused the death of 386 workers
- led to 23% of serious claims
- were caused by environmental factors (as noted above) 56% of the time.

The most common injury locations to people include*:

Body area	Injury numbers	% of all slips, trips and falls
Knee	4,930	20.7%
Ankle	3,985	16.7%
Back—upper or lower	3,000	12.6%

* Data provided by Safe Work Australia over 12 years, between 2003–15

Managing risk

ISMAPNG, as a recognised PCBU under WHS legislation, must manage health and safety risks associated with slips, trips and falls by eliminating the risk so far as is reasonably practicable. If that is not possible, you must minimise risks so far as is reasonably practicable.

Tips for eliminating or minimising the risk

You should consider the design of floors, stairs, lighting, drainage and storage.

Keep walkways free from debris, clutter and obstacles. Keep desk drawers shut when not in use. Cover cables or cords in walkways.

Work procedures can also impact on the incidence of slips, trips and falls. For example, develop procedures that avoid the build-up of stationary or paperwork in a particular area.

Clean up spills immediately. If it can't be cleaned straight away, place warning signs around the spill for workers.

When selecting and buying footwear, think about whether it has good slip resistance properties along with any other safety features you may need.

For example:

- In wet conditions the shoe sole tread pattern should be deep enough to help penetrate the surface water and make direct contact with the floor.
- In dry conditions the shoe sole tread pattern should be a flat bottom construction that grips the floor with maximum contact area.
- Urethane and rubber soles are more effective than vinyl and leather soles for slip resistance. Sole materials that have tiny cell like features will be slip resistant.

Report any uneven surfaces, damaged flooring, trip hazards, leaks or other potential hazards to site management or myself for rectification or improvements.

Most importantly, pay attention to your surroundings. Let's not add any injured people from ISMAPNG to the above statistics!

Stay safe.

Peter Byrne

WHS Advisor



Saint Patrick and Saint Joseph's feast day celebration

On Monday 19th March staff from the Mercy Centre Tighes Hill as well as Sisters from Central B community celebrated both Saint Patrick's and Saint Joseph's feast days with a special 'green and red' themed morning tea. We of course used the colour green which represents Saint Patrick and red representing Saint Joseph.

The morning tea commenced with a reflection that touched on the lives of both men and how their 'messages' are relevant today, and then progressed to the sharing of many 'hilarious' Irish jokes.

It is always a lovely experience when staff and Sisters can get together and share each other's company and Saint Patrick's Day in particular is a special occasion for the team at Tighes Hill and the Sisters of Central B community.

Nick Rayment



Sisters and staff enjoying each other's company and a delicious spread of red and green cupcakes, scones, biscuits, lollies and zucchini slice.

Mercy Place Nurse Brings Radio Host to Tears

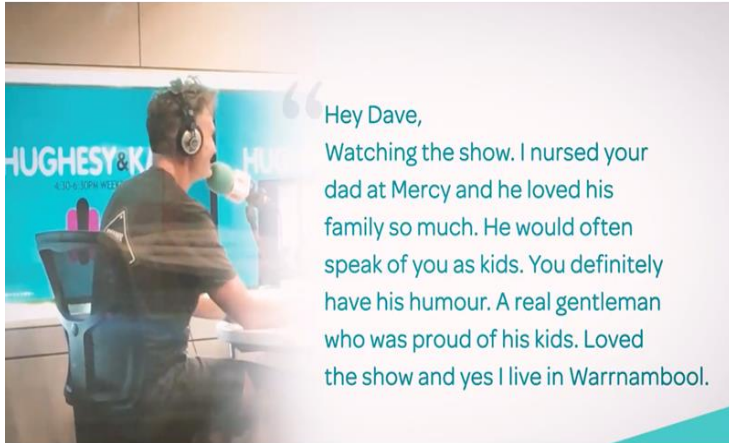


Image from: hit.com.au

Mercy Place Warrnambool Nurse Katrina recently had a beautiful exchange with Dave Hughes on the Hughesy and Kate Show (104.1FM).

Katrina was one of the nurses who was there for Dave Hughes' father in his final months on this Earth and she felt like she needed to share a message with the radio presenter, about his father.

Katrina wrote: "Hey Dave, Watching the show. I nursed your dad at Mercy and he loved his family so much. He would often speak of you as kids. You definitely have his humour. A real gentleman who was proud of his kids. Loved the show and yes I live in Warrnambool."

After receiving the message Dave Hughes struggled to get through reading the message on air, high on emotion.

On International Women's Day, 'Hughesy and Kate' called Katrina live on air to thank her for her message and express gratitude for all that these wonderful nurses and women do for us.

Kate Langbroek said: "So much nursing is done by women and you see us at our most vulnerable; and you see us at the start of life; and you see us at the end of life... We just wanted to say on International Women's Day, you're one

of the women who does an amazing job. That's a really beautiful quality that women have; the ability to care for and understand when people are at their weakest."

Thank you to all of our Mercy nurses!

Listen to the full interview here:

<https://omny.fm/shows/hit-network-drive/hughesy-reduced-to-tears-over-this-message-and-the>

Easter Celebration at Stanmore



On Wednesday 28th March the Stanmore office celebrated Easter with a special morning tea.

This began with a special Easter prayer that coincides with our weekly reflection time.

The staff enjoyed a variety of delicious homemade cakes, Hot cross buns, Easter eggs and to balance it all out, a healthy selection of fruit and celery with peanut butter.

Every week it seems that the Stanmore morning tea table is getting smaller and smaller and the laughter and chatter is getting louder and louder.

So this morning tea was definitely no exception!!

Tech Tips



How To: Call ISMAPNG offices easier

A useful tip that you may not be aware of is each ISMAPNG office desk phone is programmed with an easy to get to, quick dial option to all ISMAPNG office main numbers. With just a few button pushes you can dial any ISMAPNG office.

To do this, start with leaving the handset in the cradle and push the right hand arrow on the big silver disk 2 times. The LCD screen will display 'Sys Directory'. You can then push the up arrow or down arrow to cycle through a list of ISMAPNG offices and several other useful office numbers.

The list is in alphabetical order; you can go down alphabetically or up alphabetically depending on the up or down arrow.

When you have selected the office you want, simply lift up the handset to call it.

If you make a mistake and want to reset everything, the easiest way is to pick up the handset and put it back down again.



Technology

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