

McAuley Ministries

2019 - 2020 ANNUAL REPORT



MCAULEY MINISTRIES
LIMITED

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Introduction



Established in July 2014, McAuley Ministries Limited (MML) holds the formerly unincorporated ministries which had been directly responsible to the Leader of the Institute of Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG). With its origins in the spirit and work of Catherine McAuley in Dublin, the Company provides spiritual, pastoral, education and accommodation services within the mission of our Institute.

This is essentially a Report on the achievements and challenges of the 2019 - 2020 financial year. However, because of the changes to the way Institute ministry is to be governed in the future, as described later in the report, and the conclusion of my term as Chair of the Board at the 2020 AGM, I decided to extend the date of this report to 1 October 2020, thus including the first three months of the 2020 - 2021 financial year.

Four matters have been central to the activities of the Company in this period:

- Ongoing collaboration with the Institute Leadership Team (ILT) as Members of the Company in exploring the implication for MML of possible future changes to the structures for Ministry in the Institute of Sisters of Australia and Papua New Guinea (ISMAPNG)
- Ensuring that policies and practices relating to the safeguarding of children and adults at risk are firmly in place and fully implemented

- Ensuring best practice in our response to the present Covid-19 crisis
- The closure of three site based and historically significant ministries.

On behalf of the Board I thank all involved in MML. The achievements recorded in this report are a tribute to the passion, dedication and commitment of our sisters, staff and volunteers who are the “face of mercy” each day in so many different ministries across Australia.

In this, my final Report, I want to recognise formally the contribution of those beside whom I have had the privilege of working in the governance of MML.

The governance of MML has always been a collaborative work of the Directors each of whom has made a unique and significant contribution to the development of MML.

In particular I add my gratitude to the many expressions of appreciation of Sr Denise Fox rsm, the initial CEO of MML, who is now retiring after six

years of leadership which has transformed MML into the organisation whose achievements are described in this Report.



Sr Angela Jordan rsm
Board Chair

» Mission and Vision

McAuley Ministries

Mission and Vision

Our Mission¹

The Board of McAuley Ministries exercises governance for the formal non incorporated ministries² of ISMAPNG.

The Board seeks to govern, empower and enable those ministries in the provision of excellent, professional services.

Our Vision³

Ministries within MML are living expressions of the mission of ISMAPNG to embody God's mission of Mercy in today's changing world.

All within MML serve with a strong sense of purpose, fired by the Spirit, confident that they enhance the quality of life of those who are served.

1. A mission statement explains the overall purpose of the organisation – what you do, for whom you do it and the benefit – a vision statement gives the picture of the preferred future.
2. MML uses the term formal non incorporated ministries to distinguish the ministries in MML that offer a professional service as separate from the many non incorporated ministries of ISMAPNG.
3. A vision statement answers the question, "If the organisation fulfills its mission, what will the future look like?" In other words, the vision is a statement that describes how the future will look if the organisation meets its mission.



Within MML, sisters and partners in Mercy provide a wide range of services that are truly spiritual and corporal works of mercy in today's world. They are:

- Ministering as educators, theologians, scripture scholars, liturgists, writers and publishers, poets, researchers, musicians, artists, bioethicists, environmentalists and ecologists, lawyers and advocates for justice
- Providing counselling, psychological therapy, pastoral supervision, mediation, retreats and spiritual direction
- Working in community development, and facilitation
- Supporting rural communities
- Offering hospitality in retreat, spirituality and heritage centres
- Teaching music, speech and drama.

Catherine McAuley

"Show your instructions in actions as much as you can"

» McAuley Ministries Values



Hospitality



Compassion



Respect



Justice

*Mercy rests in thankfulness,
wakes in compassion,
works with fidelity, tenderly,
sleeps with the door ajar.*

Mercy Day

Sr Mary Wickham rsm

MML MINISTRIES

At the end of June 2020, MML engaged 57 sisters, including the CEO, Sr Denise Fox rsm on loan from Aotearoa New Zealand, and employed 39 staff in a total of 55 different ministries. By the end of September 2020, the closure of the ministry at Sacred Spaces Singleton reduced staff numbers by seven.

Lack of work resulting from closures during the Covid-19 crisis meant that thirteen casual staff had no employment at conference, retreat and hospitality Centres.

The figures given below refer to staff numbers as at 30 June 2020:

Of the sisters, 52 are engaged in full or part-time individual mercy ministry, one manages a Centre which employs professional staff (music teachers) and three manage Centres where support staff are employed.

Of the employees, one, who manages a Centre, is full-time. The remaining 38 are part-time staff and include an Events and Marketing Co-ordinator, eight music teachers and a wide range of support staff working in administration, guest services, or as cleaners or cooks.

There are, as well, volunteers who provide invaluable assistance at St Catherine's House of Hospitality Tuart Hill, Along the Murray Psychology Services in Yarrawonga and Sacred

Spaces Singleton.

These numbers fluctuate as sisters and/or Community Leaders seek to have a ministry included within MML or to discontinue their involvement in a particular ministry. In addition, staffing numbers have changed at retreat, conference and music centres.

During the 2019 – 2020 financial year, four new ministries have joined MML and several have closed including the site-based ministry of Rahamim Ecology Centre at Bathurst. A second site-based ministry, Sacred Spaces Singleton, closed in August 2020.

The majority of sisters in MML provide services on a part-time basis and some have additional commitments to a variety of other ministries. Most work from Institute owned premises while a few work out of parish or other premises.

The MML Administration Office located at Lewisham is staffed by Sr Denise Fox rsm, the Chief Executive Officer, who has accepted appointment until 14 October 2020, her part-time Executive Assistant, Mrs Danielle Sutherland and the part-time Finance Officer, Ms Barbra Parmaxidis.

Details of ministries are to be found in Appendix 3.

Ministries**57**

at the end of June 2020, MML comprised of 57 different ministries

Sisters**52**

in 2020 52 Sisters within MML were engaged in full or part-time individual Mercy ministry

Employees**39**

in 2020 MML comprised of 39 full and part-time staff working in a wide range of roles across the ministries

“It is not possible to settle for what was achieved in the past and complacently enjoy it, as if we could somehow disregard the fact that many of our brothers and sisters still endure situations that cry out for our attention.”

Fratelli Tutti 11, Pope Francis

➤ MML Board of Directors

Appointments

Ms Margery Jackman was appointed Director for three years until August 1, 2023.

Four Directors were reappointed from September 2019: Mrs Sheena Barber, Sr Faith Jones rsm and Sr Gabriella Gresz rsm until the AGM in 2022 and Sr Angela Jordan rsm Chair until the AGM in 2020. Sr Marie Ralph rsm resigned from Directorship in July 2020.

Sr Margaret McGrath rsm was appointed manager of Star of the Sea, Apollo Bay until April 2022. Sr Lizzie Finnerty rsm was reappointed manager of Santa Casa, Queenscliff until the end of 2022. Sr Elizabeth Nicholls rsm was reappointed manager of St Catherine's House of Hospitality Tuart Hill until October 2023.

The Members re-appointed ShineWing Company Auditors for the 2019 - 2020 financial year.

McAuley Ministries Board of Directors



Mrs Sheena Barber



Gabriella Gresz rsm



Faith Jones rsm



Annette Schneider rsm



Angela Jordan rsm (Chair)



Marie Ralph rsm



Ms Margery Jackman

Board Governance & Compliance

Achievements

The MML Board has met six times in the 2019 – 2020 year, three times at McAuley Centre, Lewisham including a two day meeting and three times using Zoom teleconference.

The Board met an additional six times by Zoom teleconference in the months 1 July to 31 September 2020. One of these was a scheduled meeting and the others were in response to ongoing developments in the discernment of Institute ministry structure.

All compliance requirements have been met, including timely notification of ASIC and ACNC as required.

Reports on Finance, Safeguarding and Work Health and Safety are included as regular meeting agenda items and a rolling agenda ensures that Risk Management and Insurance, Legal Compliance, regular Policy Review and the annual Board Review have been addressed.

Risk management and safeguarding policies are firmly in place.

The financial viability of the Company is guaranteed by the Institute. The Institute Leader informed the Board that "ISMAPNG will provide sufficient funding to ensure that MML remains solvent in the 2020 - 2021 financial year. As a consequence of this assurance ISMAPNG requires that all directors exercise diligence in regard to the operation of the company and in performing your role as director." The Directors consider carefully and in detail the comprehensive reports presented by the Finance Officer at each meeting. The Board provides an annual budget to fund each of its ministries and its operations.

MML has contributed to Institute initiatives in many ways both as an organisation and in tasks undertaken by individual MML members. These contributions include, but are certainly not limited to:

The Board

- Participation in the consultation by the Future Governance Working Party
- Participation in the consultation to develop the Governance Formation plan
- Coordination of the eco-spirituality consultation and preparation of recommendations to the ILT
- Participation in consultation with the ILT about how best what has been achieved for sisters in MML may be expanded to include all sisters in ministry.

➤ Governance and Compliance cont.

The CEO

- Membership of the Planning Committee for the ILT's Governance Forum
- Representative of MML on the Safeguarding Working Group in preparation for the upcoming safeguarding audit of ISMAPNG
- Membership of the planning committee for a Laudato Si' Conference – subsequently cancelled because of the pandemic.

Individual MML members

- Membership of several Institute Reference/Working Groups e.g. the Ecological Reference Group and the Committee for the Contemplative Dialogue process
- Featuring in many ways in the on-line zoom sessions that have become an integral part of Covid-19 Institute life: retreats, prayer opportunities, scripture reflections, workshops in the use of Zoom and other technology, health and welfare, education and support sessions, concerts and cooking demonstrations.

Professional development of the Directors included participation in Formation for Governance modules offered by Mission Integration and relevant professional reading including extensive study of safeguarding material. Planned site visits to Melbourne based ministries were cancelled.

The Company and Minutes Secretaries participated in the two half day seminars for Company Secretaries and Minute Secretaries organised by Mission Integration.

The Board has greatly appreciated the opportunity for ready communication with Sr Eveline Crotty rsm, including her attendance at several Board meetings.

The ISMAPNG Governance Charter requires each Board of Directors to review its overall effectiveness every two years. An informal review of Board effectiveness was part of the February 2020 strategic plan review and development of a process for the appointment of the new CEO.

As I commented in the 2019 Report:

The five year mark represents a milestone in the development of MML. MML has achieved many of the goals set in 2015 and the Directors are now in the position to develop a new Strategic Plan for the next five years. Changes to the structure within which ISMAPNG delivers its ministry (presently in the planning stage) will certainly have an impact on the way MML is structured and operates in the future.

This remains true in the 2019 – 2020 year when the ILT has continued its discernment of the most appropriate structure for the governance and management of its mission and ministry following the planned transfer of the majority of its Incorporated Ministries to the developing Ministerial PJP. MML is not included in this transfer and will remain within ISMAPNG.

In this context, the outcome of the review of the Strategic Plan was that the Long Term Objectives for 2020 – 2024 as developed in 2019 and included in last year's Annual Report were affirmed.

Short Term Objectives were revised as indicated below:

2020 - 2024 Objectives

Long Term

1. Ministries within MML are living expressions of the mission of ISMAPNG (the Institute) to embody God's mission of Mercy in today's changing world
2. The Board promotes the growth of MML by proactive collaboration with Mission Integration in nurturing new ministries
3. The organisation retains its flexibility in responding to the developing needs and demands of the Institute and the world
4. All ministries within MML offer professional, quality services
5. Each site-based ministry within MML is well managed, accountable to MML and moves through its life cycle in a way that is appropriate to the ministry and to the people it serves
6. Processes of communication are constantly reviewed to facilitate and ensure effective coordination and interaction between the Institute and MML.

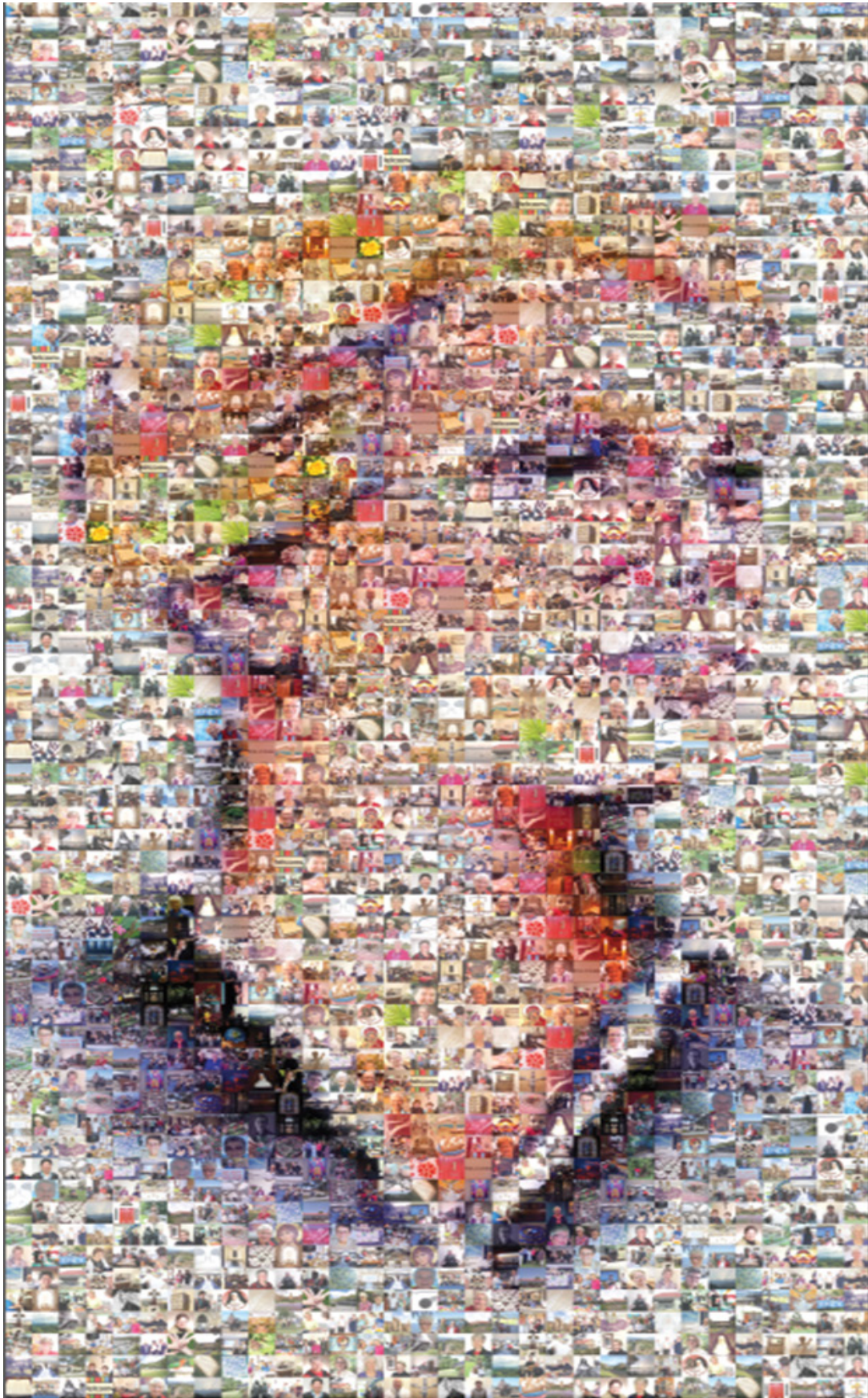
➤ Governance and Compliance cont.

Short Term

1. A 2020 - 2024 Strategic Plan for MML will be developed in the context of both its own long term objectives and the Institute's developing plans for the structure and governance of ministry
2. The management structure and staffing of MML will reflect MML's long term objectives and developments in the provision of ministry by the Institute
3. Operational and other costs will remain within the limits set by the Institute regarding its future subsidy of the company's operation
4. All Institute Safeguarding Policies will be fully implemented in ministries within MML
5. The learnings of the past five years in bringing a new ministry into MML and in the closure of a ministry or transfer of a ministry from MML to another governance structure will be recorded and incorporated into management procedures.

Short Term Objectives as modified in February 2020

1. All ministries within MML deliver quality professional services
2. MML retains its flexibility in responding to the developing landscape of the Institute and the world
3. MML facilitates and ensures effective co-ordination, interaction and networking within the ministries of MML
4. By building its capacity as a company, MML provides support to the Institute.



➤ Achievements & Ongoing Challenges in the light of the MML Strategic Plan Goals (2020 - 2024)

From the Long Term Objectives

Long Term Objectives 1 and 4:

Ministries within MML are living expressions of the mission of ISMAPNG (the Institute) to embody God's mission of Mercy in today's changing world.

The most important way in which MML worked towards this objective was to ensure that all ministries within MML offer professional, quality services and to encourage and support sisters, employees and volunteers in their ministry, providing formation and professional development, and an understanding of the place of their ministry within the Institute.

Achievements

RESPONSE TO COVID-19

The CEO worked with managers and all in MML to provide support and direction during the Covid-19 crisis often involving significant time spent in one-to-one communication.

MML made the same generous provisions as ISMAPNG to its staff.

Each manager made a site risk assessment of the Centre they manage leading to the decision in March to close the Centres during the pandemic. Site by site limited opening from August is determined by the individual Centre's ability to operate within the appropriate State legislation.

Individual sisters as well as Centres have been encouraged and supported to provide part of their usual service remotely.

ANNUAL GATHERING

The annual gathering in August 2019 was once more very well attended not only by members of MML and the Administration Staff but also by representatives of the ILT, three Directors and four of the Community Leaders and representatives of ISMAPNG staff.

The overarching theme of the gathering was Compassion and included inspirational material: Sr Mary Sullivan rsm speaking via Zoom from America on Catherine and the Heart of Mission, Dr Kathleen Williams rsm reflecting on Grace and Forgiveness, as well as Mr Chris Hill and Ms Sally Neaves speaking about Climate Crisis and Solutions.

The participants engaged in workshops involving the sharing of ideas and hopes about possible futures for MML.

Finally all took part in the annual Safeguarding Training lead by Ms Margery Jackman, this year focused on the MML Code of Conduct.

Participants appreciated the value of the gathering as a way of experiencing their ministry as part of the expression of the far larger mission of the Institute and of facilitating co-ordination, interaction and networking across MML.

MANAGERS' MEETINGS

MML managers met regularly, sometimes twice weekly, during the year in 2020 by Zoom teleconference. Meetings included a professional development component especially in relation to Safeguarding Policy and Procedures as well as preparation and implementation of individual Covid-19 safe plans.

Equally, if not more, important to those involved is the mutual support and opportunity for networking and sharing of resources and skills.

➤ Achievements & Ongoing Challenges cont.

COMMUNICATION

Regular communication between the CEO and all MML people included:

- Five MML Newsletters distributed in the year to all in MML
- Just Mercy and Living Mercy Staff Updates made available to all MML staff to assist in their understanding of ISMAPNG and the place of MML ministries within ISMAPNG
- Information on the ISMAPNG Website kept up to date
- Regular reporting from each ministry (monthly from site based ministries and six monthly by individual sisters) which includes a record of professional development, professional supervision, legal compliance as well as the scope of the ministry.

MINISTRY CENTRES

The management of MML Ministry Centres aims to model best practice in the running of small businesses. To this end the CEO:

- Undertakes performance appraisal of managers each year
- Ensures that Managers appraise the performance of their staff annually
- Ensures that, as far as possible, client feedback is gathered and acted upon
- Ensures that managers complete risk management assessment whenever appropriate
- Ensures that Safeguarding, Work Health and Safety, and Financial reporting requirements are met.

INDIVIDUAL SISTERS

There has been the usual fluctuation of numbers in MML. Several individual sisters have joined MML this year because they discerned that their ministry belonged appropriately under the MML umbrella and several sisters have decided to retire from their MML ministry.

Close collaboration and communication between the CEO and the appropriate Community Leader has been central in the transition of sisters to and from MML ministry.

Long Term Objectives 2, 3 and 6:

The Board promotes the growth of MML by proactive collaboration with Mission Integration in nurturing new ministries. Working towards this objective challenges MML to retain its flexibility in responding to the developing needs and demands of the Institute and the world.

Central to achieving this objective is constant attention to processes of communication which will facilitate and ensure effective coordination and interaction between the Institute and MML.

Achievements

The Board has worked collaboratively with the ILT as Company Members and as Leaders of the Institute to clarify the direction of Institute ministry in the near future when the majority of its incorporated ministries will have moved from Institute governance to a new Ministerial Public Juridic Person.

CHALLENGES

In September 2020 the Company Members informed the Directors that, following an extensive consultation and review of Institute life and ministry, ministry support and management will move to a stronger local base. This will mean major changes in the governance and administration of MML, namely MML being driven by the ILT as Directors of the Company.

Long Term Objective 5:

Each site-based ministry within MML is well managed, accountable to MML and moves through its life cycle in a way that is appropriate to the ministry and to the people it serves.

Achievements

In addition to managing the impact on their management of Covid-19, there have been two significant

➤ Achievements & Ongoing Challenges cont.

changes to MML's site based ministries in the year. Both have involved ministries which have had significant historical value to the local community and particularly to former Mercy Congregations.

As in many changes, the greatest challenges were in the management of the change with staff, sisters and the wider civic community.

RAHAMIM ECOLOGICAL CENTRE, BATHURST

The ministry at Rahamim Ecology Centre Bathurst had moved from being a separate Company Limited by Guarantee to come under the governance and management of MML in the last financial year.

In October 2019, having received advice from the ILT that the site and buildings located at 34 Busby Street, Bathurst will not be available after 30 June 2020, MML decided to close the Rahamim Ecology Centre ministry on 30 April 2020.

This decision arose out of conversations regarding the future of the site and ministry given that the site limited the delivery of the services, the staffing arrangements required a significant review and the upkeep of the buildings and the present form of operation of the ministry were not financially sustainable.

MML believed that the pioneering work of this ministry should continue within the broader context of the Institute's commitment to sustainability and, to that end, offered to lead a theological reflection process on behalf of the Institute to discern the most effective way that sustainability and eco-spirituality could be taken into the future with the resources available. The process was managed by a Working Group who prepared a comprehensive report which is currently under consideration by the ILT.

SACRED SPACES HERITAGE CENTRE, SINGLETON

Since 1995 Sacred Spaces on this site, formerly a sisters' residence, has been a place of welcome, hospitality, heritage, and culture. For some years there had been a level of uncertainty at Sacred Spaces regarding future planning and direction and since 2016, when sisters were no longer living on site, there has been significant consultation and exploration of ways to use the whole site to benefit the Singleton and Hunter area.

The level of annual subsidy required to provide funding needed if the ministry was to continue, as well as to maintain the building and site had become financially unsustainable, particularly when MML became responsible for the costs of running the whole site of which MML used only part. Consequently MML decided that the ministry at Sacred Spaces would close on 31 August 2020.

The protocols developed by MML for the closure of a site-based ministry were followed in the communication and closure.

In the past four years MML has facilitated the closure of four ministries significant to the Sisters of Mercy and to local communities:

- Mercy Spirituality Centre, Toronto at the end of 2017
- Mercy Heritage Centre, Perth at the end of 2018
- Rahamim Ecological Centre, Bathurst in April 2020
- Sacred Spaces, Singleton in August 2020.

In each case the site is already or will be used for community or religious purposes sympathetic to its original purpose.

MML appreciates the collaboration with Mrs Jane McGee and her staff at Archives and Heritage for their guidance and management in ensuring the appropriate location and storage of valuable historical items and the advice and support of Ms Anita Mueller from Human Relations in managing the transitions for staff.

Discernment and decision making about the appropriate future of a ministry are complex tasks with many factors at play, including emotional ties and strong local support. As a result, well-designed strategies for communication and management of local resistance to change are necessary.

Financial viability is not the only issue in discerning the future of a ministry but it is a significant factor for the Board in determining the best way of using its resources for mission.

➤ Achievements & Ongoing Challenges cont.

Short Term Objectives identified in the 2019 Annual Report

Short Term Objectives 1 and 2:

A 2020 - 2024 Strategic Plan for MML will be developed in the context of both its own long term objectives and the Institute's developing plans for the structure and governance of ministry.

The management structure and staffing of MML will reflect MML's long term objectives and developments in the provision of ministry by the Institute.

Achievements

Because the direction for the governance of ministry within the Institute was under review and expected to change, the Directors decided that, while we accepted the Short Term Objectives articulated in February as working directions, we would not continue to develop them further.

Short Term Objective 3:

Operational and other costs will remain within the limits set by the Institute regarding its future subsidy of the company's operation.

Achievements

The Board, CEO and Finance Officer recognise their responsibility to work closely with the Institute to identify and agree on the limits to the annual subsidy and then to manage in such a way that MML remains within these limits.

Decisions about the subsidy of ministries and their future based on both the need for the service

(mission and values) and the funding required for a ministry is an ongoing task and, in all cases, the final decisions rest with the Institute. In this regard:

- Sound decision making in relation to the future of each ministry has been enhanced by increased access to accurate information about income and expenditure for each ministry
- MML will always require financial subsidy from ISMAPNG
- The following table shows the approximate percentage subsidies provided by ISMAPNG to cover the operating costs of MML.

Year	Subsidy from ISMAPNG as a % of Operating Costs
2015 - 2016	25%
2016 - 2017	31%
2017 - 2018	18%
2018 - 2019	15%
2019 - 2020	23%

When comparing the subsidies across these years it is important to note:

- in the first 2 years there were major maintenance costs on ministry properties
- in the 2018 - 2019 budget there are costs not incurred in prior years. The finance function that was previously managed by the ISMAPNG finance department, is now managed and funded by MML directly
- in 2018 - 2019 Rahamim Ecology Centre joined MML with significant financial implications
- in 2019 - 2020 Rahamim Ecology Centre closed
- in 2019 - 2020 Preparation for the Safeguarding Audit by CPSL increased costs of consultants
- in the 2020 Covid-19 driven closure of Ministry Centres had a significant impact on income and some impact on expenditure.

➤ Achievements & Ongoing Challenges cont.

Short Term Objective 4:

All Institute Safeguarding Policies will be fully implemented in ministries within MML.

While the protection of children and adults at risk has been a priority for MML since its formation in 2014, more strategic work towards achieving this objective commenced in September 2019 with the annual Safeguarding training, this year focussing on the MML Code of Conduct.

Ms Margery Jackman was engaged to work with MML staff in completing the self-assessment for Catholic Professional Standards Limited (CPSL) and to oversee the preparation of all necessary documentation for the CPSL Audit planned for later in 2020. This involved aligning MML policies with those of ISMAPNG and addressing all Standards required for a Category One organisation. MML was well placed to attend to these tasks because Sr Denise Fox rsm, Ms Margery Jackman and Mrs Danielle Sutherland are part of the Safeguarding Working Group for ISMAPNG.

15 of the people in MML have direct contact with children (music and drama teachers, psychologists and a General Practitioner) and a further 7 have indirect contact when children under the supervision of an adult visit MML Centres.

At the time of writing this report, there have been no allegations of abuse made against MML people.

The Directors are satisfied that all reasonable steps are being taken to ensure the protection of children and adults at risk with whom those in MML come in contact. These include:

- All Ministry Centres have site risk safeguarding assessments
- Posters and leaflets relating to the commitment of MML to safeguarding and clear information about how allegations may be made are clearly available at each location where MML operates
- The template for the Position Descriptions in MML contain a clear statement about our commitment to zero tolerance of abuse of children and adults at risk

- In relation to mandatory report of allegations made against others not related to MML, it needs to be noted that MML has a clear protocol in place and that all Sisters understand their responsibilities in relation to mandatory reporting.

The following safeguarding policies have been approved by the Board:

SAFEGUARDING COMMITMENT

- Code of Conduct
- Safeguarding of Children and Vulnerable Adults Commitment
- Safeguarding Implementation Plan
- Safeguarding Governance Roles and Responsibilities
- Continuous Improvement Framework (Board responsibility)
- Policy and Procedures Review Schedule

POLICIES

- Safeguarding Policy
- Safeguarding Complaints Management Policy
- Safe Use of Technology Policy
- Professional Development Policy
- One to One Interactions with Children Policy
- Lay Volunteer Policy
- Privacy Policy
- Safeguarding Information and Record Keeping Policy

The following procedures have been accepted by the Board:

- Analysis of Complaints Framework (CEO responsibility)
- Risk Management Plan
- Client Safeguarding Declaration
- Mandatory WWCC and Police Checks
- Safeguarding Training Overview.
- ISMAPNG DRAFT IMPROVEMENT PLAN June 2019

All Safeguarding documentation is available in the MML section on the ISMAPNG website.

➤ Achievements & Ongoing Challenges cont.

Short Term Objective 5:

The learnings of the past five years in bringing a new ministry into MML and in the closure of a ministry or transfer of a ministry from MML to another governance structure will be recorded and incorporated into management procedures.

Achievements

As part of her preparation to hand over her role in October 2020, the CEO prepared three detailed Handbooks: CEO, Employees and Volunteers, and Sisters. These include the protocols developed for the inclusion of a new ministry within MML and the closure or transfer of a current ministry.

SIGNIFICANT EMERGING TRENDS AND ISSUES TO BE ADDRESSED

The challenges presented by future changes are twofold: the transfer of governance and the more complex process of embedding ministry support and compliance at a more local level.

A second significant challenge is to implement any recommendations that emerge from the CPSL Safeguarding Audit.

“Mercy is the very foundation of the Church’s life...The Church’s very credibility is seen in how she shows merciful and compassionate love...Mercy is the force that reawakens us to new life and instills in us the courage to look to the future with hope”.

Pope Francis

Acknowledgments

Acknowledgements

- The Board is grateful to retiring Director Sr Marie Ralph rsm who brought financial expertise and a fresh perspective to the Board in her short time on the Board.
- The Board acknowledges with gratitude the ongoing interest in and support of the work of MML by the ILT and in particular Sr Eveline Crotty rsm who was appointed by the ILT as their contact person with MML.
- The Community Leaders have willingly and generously collaborated with the CEO in addressing practical issues as they arose with sisters and their ministries.
- MML has been very well served by the ISMAPNG Operations Unit. We have received invaluable advice and ready assistance in Legal matters, Human Relations, Insurance, Property and Work Health and Safety, Communications and Technology.
- Mr Jonathan Campton, in his role as Executive Officer Ministry Governance, has been unfailingly available to MML and has generously shared his expertise in governance related legal matters.
- Sr Annette Schneider rsm from Mission Integration has consulted MML in the development of the Governance Formation Framework and has already provided valuable formation opportunities.
- The office, directors and all our ministries are excellently served by the generosity, skill, flexibility and professionalism of the MML Administration Staff: Mrs Danielle Sutherland, Executive Assistant and Ms Barbra Parmaxidis, Finance Officer. They provide us with the exceptional support that underpins the quality of our service as MML.
- It is impossible to express adequately the appreciation the Directors, and in particular I, as Chair, have for the achievements of Sr Denise Fox rsm, the initial CEO of MML whose term of engagement finishes on 1 October 2020. The achievements of MML in the past six years are clear evidence of Denise's generous sharing of her capacity to create community and call forth the gifts in others, to always keep the broader context in sight and still attend carefully to the details of day to day administration and to challenge and support with the utmost professionalism.

- Finally I recognise the extraordinary contribution made to MML by the Directors who have served with such distinction, four former Directors: Srs Margaret Scroope rsm the founding Chair, Kath Tierney rsm, Sharon Price rsm and Marie Ralph rsm and present Directors: Sr Gabriella Gresz rsm, Mrs Sheena Barber, Sr Faith Jones rsm, Sr Annette Schneider rsm and Ms Margery Jackman.



Sr Angela Jordan rsm

1 October 2020

“None are so poor that they have nothing to give...and none are so rich that they have nothing to receive”.

Pope John Paul II

Client Feedback

Sr Liz Dowling - Scripture Scholar

"I love the way Liz connected the Hebrew Scriptures and the Gospel. Have heard before words like "kin-dom", metanoite, but not explained as clearly as Liz in her presentation.

Found the whole presentation on Matthew's Gospel so alive, clear and far-reaching into the meaning/message that Matthew wanted to communicate.

Parables - challenge to think differently made a big impact.

I look forward to using the notes on the Passion Narrative during this year's Holy Week.

And as always, the artwork and other visuals, poems, songs and music that always enhance the presentation. Thank you".

Star of the Sea, Apollo Bay

"We are so grateful and hold the memories we made in our minds and hearts.

(My Daughter) did a drawing with the title 'Kindness is like a chain, it grows and grows and takes away pain.'

I think that is what your ministry does - the kindness of offering traumatised people rest, peace, refreshment, and healing.

Your kindness makes it possible for us to carry on with love and hope in our hearts, and we are so blessed".

Seville Mercy Conference Centre

"Private, peaceful, conducive to helping you to meditate, great people".

"Excellent venue for retreats, conferences, birthday parties".

"Accommodations are roomy too! [sic]"



» Appendix 1

Directors and Officers of McAuley Ministries Ltd

DIRECTORS

Grabriella Gresz rsm

Angela Jordan rsm

Term ends 2 December 2020

Faith Jones rsm

Mrs Sheena Barber

Term ends 2 December 2020

Marie Ralph rsm

Resigned 2 July 2020

Annette Schneider rsm

Ms Margery Jackman

Appointed August 2020

COMPANY SECRETARY

Ms Barbra Parmaxidis

PUBLIC OFFICER

Denise Fox rsm

Contract ends 1 October 2020

Appendix 2

Advisory Committees

Mercy Ministries Far North Queensland	<i>Mr Luke Reed (Chair)</i> <i>Sr Margaret Endicott</i>	<i>Ms Nerina Caltabiano</i> <i>Sr Therese Masterson</i>	<i>Ms Judy Collins</i> <i>Ms Toni Foley</i>
St Catherine's House of Hospitality	<i>Sr Joan Buckham (Chair)</i> <i>Ms Chris Andrews</i> <i>Ms Penny Carroll</i>	<i>Sr Martina Killeen</i> <i>Ms Catherine Broderick</i>	<i>Sr Roberta Dillon</i> <i>Ms Sue Baile</i>
Santa Casa Queenscliff	<i>Sr Kathy Ryan</i>	<i>Sr Margie Abbott</i>	<i>Sr Lizzie Finnerty</i>

Appendix 3

Contact	Ministry	Registered Trading Name
1 Sr Margie Abbott	Sociometrist; spiritual director; supervisor and group worker	Igniting Sparks
2 Sr Helen Baguley	Spiritual Direction	
3 Sr Grace Bartolo	Spiritual Direction	
4 Sr Margaret Bray	Workshops - art therapy, aromatherapy, retreats	
5 Sr Margaret Broadbent	Art, icon writing	Viriditas Contemporary Art Studio
6 Sr Rae Brooker	Spiritual Direction	
7 Sr Liz Callen	Manager Apollo Bay Guest House	Star of the Sea Guest House
8 Sr Carole Carmody	Spiritual Direction Retreats	
9 Sr Roslyn Carr	Psychologist - private clients	
10 Sr Catherine Corbett	Pastoral Services, Child Care, Family Support	
11 Sr Lorraine Cupitt	Retreat - Spiritual Direction	
12 Sr Giovanna Danza	Art and spirituality	
13 Sr Karon Donnellon	Consultancy: Organisational Development, Spirituality	
14 Sr Elizabeth Dowling	Scripture Scholar	
15 Sr Madeline Duckett	Retreats; "Together in Mercy"	
16 Sr Helen Duffy	Spirituality workshops, retreats	
17 Sr Carmel Dwan	Retreat Facilitator	
18 Sr Marg Endicott	Facilitator/Trainer	
19 Sr Lizzie Finnerty	Santa Casa Retreat Centre, Manager	Santa Casa Queenscliff
20 Sr Trish Fitzsimmons	Creative Arts Practitioner	
21 Sr Theresa Foley	Spiritual Direction	
22 Sr Denise Fox	CEO, MML	McAuley Ministries, Lewisham
23 Sr Patricia Fox	Theologian, Spiritual Direction	
24 Sr Anne Gallagher	Music therapist/Music Academy	Maclean Music Academy
25 Sr Gwen Garland	Admin support for Along the Murray Psychology Services	
26 Sr Helen Glasheen	Pastoral Supervision, group/individual Spiritual Direction	
27 Sr Kerry Gordon	Education - Speech and Drama Centre, Magic House	
28 Sr Margaret Hart	Social Support/Liturgy	
29 Sr Pat Healion	Mediation and Legal services	
30 Sr Patricia Johnson	Spirituality, social services	
31 Sr Helen Kearins	Facilitator, Sociodramatist, Pastoral Supervision	
32 Sr Berenice Kerr	BK Consulting - education	
33 Sr Trudy Keur	Consultancy	
34 Sr Veronica Lawson	Consultancy - scripture	
35 Sr Mary Ann Lennon	Guest services	Seville Mercy Conference Centre
36 Sr Margaret McGrath	Manager, Star of the Sea Apollo Bay	Star of the Sea Apollo Bay
37 Sr Anne McGuire	Consulting services - advocacy, mission formation	

38	Sr Frances Moran	Psychologist; Music teaching	
39	Sr Mary Moran	Music tuition	
40	Sr Carmel Muir	Pastoral Care and lifeskills workshops	
41	Sr Ilsa Neicinieks	Liturgy Consultancy	
42	Sr Elizabeth Nicholls	Accommodation, Hospitality: Manager	St Catherine's House of Hospitality
43	Sr Ann-Maree O'Beirne	Spiritual Direction	
44	Sr Julie O'Brien	Professional Supervision of Ministry	
45	Sr Caroline Ong	GP: Medical practitioner	
46	Sr Eileen Quade	Loss and Grief Counselling	
47	Sr Colleen Rhodes	Retreats, Spiritual Direction	
48	Sr Nicole Rotaru	workshops, consultancy	
49	Sr Liz Rothe	Spiritual Direction, Reflection Days	
50	Sr Anne Slattery	Pastoral Supervision	
51	Sr Noella Sullivan	Spiritual Direction	
52	Sr Lis Teggelove	Retreat, Spiritual Direction; teacher 'Heart of Life'	
53	Sr Mary Tinney	Newsletter and website - eco justice - EarthLink	
54	Sr Elaine Treagus	Spiritual Direction, Volunteer - Daily Life Retreats	
55	Sr Elain Wainwright	Scripture Scholar	
56	Sr Patricia Weekes	Along the Murray Psychology Services - child & adolescent psychotherapy, Adult Mental Health	
57	Sr Mary Wickham	Retreats/Writing/Poetry	
1	Danielle Sutherland	Executive Assistant	McAuley Ministries, Lewisham
2	Barbra Parmaxidis	Finance Officer	McAuley Ministries, Lewisham
3	Gweneth Berman	Music Tuition	Maclean Music Academy
4	Anne Commerford	Music Tuition	Maclean Music Academy
5	John (Jack) Eyles	Music Tuition	Maclean Music Academy
6	Robert Gairns	Music Tuition	Maclean Music Academy
7	Anthony Hickey	Music Tuition	Maclean Music Academy
8	Lynnetta McGrath	Music Tuition	Maclean Music Academy
9	Elizabeth Moore	Music Tuition	Maclean Music Academy
10	Lorna Sneesby	Cleaner	Maclean Music Academy
11	Dawn Stewart	Admin services	Maclean Music Academy
12	Connor Willmore	Music Tuition	Maclean Music Academy
13	Cynthia Mulholland	Sacred Spaces Events & Marketing Coordinator	Sacred Spaces Singleton
14	Anne Brooker	Admin Services	Sacred Spaces Singleton

Appendix 3

Contact	Ministry	Registered Trading Name
15 Jan Falding	Concert Organiser	Sacred Spaces Singleton
16 Kay Janssen	Casual Cook	Sacred Spaces Singleton
17 Ben Mulholland	Casual General Support Services	Sacred Spaces Singleton
18 Patrick Mulholland	Casual General Support Services	Sacred Spaces Singleton
19 Ray Nelson	Gardener	Sacred Spaces Singleton
20 Anthony Varghese	Cleaner	Sacred Spaces Singleton
21 Kereen Smith	Cook	Santa Casa Queenscliff
22 Amanda Wootton	Cook	Santa Casa Queenscliff
23 Rod Cole-Clarke	Manager: Conference Centre	Seville Mercy Conference Centre
24 Kelly Brennan	Guest services	Seville Mercy Conference Centre
25 Nattie Gako	Guest Services	Seville Mercy Conference Centre
26 Sam Gaunt	Guest Services	Seville Mercy Conference Centre
27 Johanna Delaney	Guest Services	Seville Mercy Conference Centre
28 Charles Milsom Owen	Guest Services	Seville Mercy Conference Centre
29 Lachlan Maher	Guest Services	Seville Mercy Conference Centre
30 Graham Pett	Gardener	Seville Mercy Conference Centre
31 Tonia Smith	Guest Services Coordinator	Seville Mercy Conference Centre
32 Kerrie Warner	Guest Services	Seville Mercy Conference Centre
33 James Waters	Gardener and guest services	Seville Mercy Conference Centre
34 Chris Andrews	Guest and Admin services	St Catherine's House of Hospitality
35 John Coleman	Guest and Admin services	St Catherine's House of Hospitality
36 Heather Wayte	Guest and Admin services	St Catherine's House of Hospitality
37 Gaye Fox	Gardener (casual cleaner)	Star of the Sea Guest House
38 Stephen Fox	Gardener (casual cleaner)	Star of the Sea Guest House
39 Suzanne Stinchcombe	Guest Services	Star of the Sea Guest House



“Our Vocation is full of joy and peace in
the Holy Spirit”.

Catherine McAuley



Contact Us

// McAuley Centre

1 Thomas Street
Lewisham NSW 2049

// +61 2 9564 2089

// mcauleyministries@ismapng.org.au

// <https://institute.mercy.org.au>

