

# Our Voice

THE GROUPWIDE NEWSLETTER OF MERCY HEALTH  
SPRING 2016



Mercy Health

Care first



Reflecting the  
light within

Transforming the wisdom  
of elders into works of art

Message of love

The gift of good palliative care

Consumer  
voices in  
our care

with Guest Editor  
Consumer Advocate  
Viktoria Rother





# Reflecting the light within

## Introducing Guest Editor Viktoria Rother.

As one of our long-serving Consumer Advocates, Viktoria offers her perspective on this issue's stories. Read more about Viktoria and her work on page 15.

"Learning isn't merely the transfer of information: it's also how that knowledge makes us feel, and what we do with it. As both a former teacher, and someone who had minimal contact with her grandparents, I was so moved by this lovely, loving collaboration between these students and our elders at Mercy Place Wyndham. Older people have much to teach us."

Viktoria

A beautiful face, laced with the experience of decades, looks out of the frame. The words displayed beside her image go straight to the heart: "My tragedy happened 40 years ago, yet even now, each day I have to keep accepting it."

These and other poignant insights have been captured by a group of Werribee high school students in an inspiring series of images of Mercy Place Wyndham residents.

The year 11 MacKillop Catholic Regional College students were invited to capture the images during one of their weekly reflection sessions organised by Pastoral Care Associate and trained interdisciplinary artist Susan Frykberg.

Each Monday, Susan meets with residents to discuss a topic of interest, on topics as wide ranging as animals, tragedy, religion, winter, love, loneliness, happiness and forgiveness.

"I usually create a handout of quotes on each subject, which I take from sources ranging from the Bible to movie stars," Susan explains. "We then have a conversation responding to the quotes, talking about the topic in general, and occasionally breaking into song!"

Inspired by the wisdom shared during these sessions, Susan started collecting the quotes.

"I thought the residents' advice was too good not to share. One 96-year-old resident's mantra was "Each day, you should learn a new thing."

Her artist's sensibility soon led Susan to explore ways to share



God is beyond religion.  
He isn't part of any club.



My tragedy happened 40 years ago,  
even now, each day I have to  
keep accepting it.



these insights with the wider community. She didn't have to look far: less than a kilometre from Mercy Place Wyndham, MacKillop College's VET media department boasted several budding photographers. An intergenerational art collaboration was born, with students sitting in on the home's reflection groups before photographing a participant, then blending their image and quote.

Media teacher Sean O'Mahoney mentored his students through the process, but stresses they brought their own vision, skills and new connection with their subjects to creating the beautiful black and white images.

"The project has offered a great opportunity for the students to apply their talents in the real world," Sean confirms. "But the residents have given as much to our students as the students have contributed. Some of them have no contact with their grandparents, so the chance to have conversations with older people is quite precious to them. I think the work reflects that."

The images were unveiled in September as *Reflections - The Wisdom of the Elders* in front of the home's residents, family, staff and the photographers. They will be displayed permanently in the home.

L-R: Jessica Bartlett, Rachel Clear, Pastoral Care Associate Susan Frykberg, Natalie Pyke, MacKillop College teacher Sean O'Mahoney, Mercy Place Wyndham resident Dalisay Diaz, and her daughter Merle Jaraba



"The exhibition is something special and it's been a wonderful intergenerational experience for our residents and local teenagers to work on together," Susan says.

"I have a photo of the students attending the reflections group and looking very contemplative and absorbed. That speaks volumes to me, because it shows they weren't just coming in to do a project: they were engaging on a profound level with our residents. The results are just amazing. This experience will stick with them forever."

It has also been revelatory for Susan.

"I think the most astonishing thing for me was when one resident, who is a very active contributor during the reflections, stopped me and said, 'I must go home, my

mum's waiting for me.' It was only then that I realised this lady is living with dementia. In the context of our reflection group, she was able to express thoughts that were a million times wiser than most."

And it seems the entire Mercy Place Wyndham community has felt similarly moved by the work, with even residents who did not take part asking to see the images up close and remarking on their beauty.

"It has been immensely satisfying for all of us," Susan agrees. "Because I'm trained in both art and pastoral care, I had been looking for a way to use art to support residents: to empower, affirm, encourage, and help them come to terms with the things we all need to come to terms with. So this project is absolutely pastoral care, as well as art and community engagement."



If you love each other, even if  
you drift apart, you can  
come back together again.  
But you need honesty with  
yourself and with the other person.



When I see someone else in pain  
I cry. I feel it in my heart.  
God gave this to me.



# Connecting community

## *"Hospital, hospitality:*

both words derive from Latin meaning a house of rest and welcome; somewhere safe to stay when you're not at home. Somewhere you will be cared for. Donna Duncanson strives to make sure that Werribee Mercy Hospital is such a place."

*Viktoria*

Every day Donna Duncanson travels the plains of Iramoo, 'a meeting place' in the Woiwurrung language, to reach her office. The land may now be known more widely as Wyndham in south west Victoria, but it remains a place of meaningful connection.

Donna's recent appointment as Aboriginal Hospital Liaison Officer (AHLO) for Werribee Mercy Hospital forges a culturally safe path for local Community to find care, advocacy and referrals to support services, a role Donna cherishes.

"I love working with Community," Donna explains. "I'll be working across all areas as a standalone AHLO.

"I already had many connections with the Wurundjeri Land Council as I'd worked with Elder Aunty Di Kerr to establish a similar role at the Royal Melbourne Hospital.

"I'm a Murri woman from the Iningai clan in central Queensland. Muttaborra is my country: it means 'meeting of the waters' in our language. I came down when I was seven so Melbourne's my second home."

Donna's links with Wyndham also run deep. "I lived over here about 20 years ago, so I've noticed big changes within the hospital," she notes. "Its expansion has to happen because Werribee itself is growing. It's a much-needed centre for the community, Indigenous and non-Indigenous."

Donna's role is equally key to enhancing the health and wellbeing of the people served by the hospital, acting as the nexus of relationships between Aboriginal patients, their families and local Community, our staff, and services outside the hospital. It's little surprise all parties have welcomed Donna warmly.

"Community and local agencies such as the Gathering Place and ISIS Primary Care want to know we have someone here to support

clients, where they'll feel safe," Donna says. "We're doing a lot of networking with Community; I'm inviting Elders to come in and tour the hospital, to ensure our Aboriginal clients know it offers an appropriate place to access care.

"People can feel too worried or embarrassed to attend appointments or ask questions. They can come to me for information, I'll support them to attend their appointments, I'll advocate for them.

"That's why we're setting up my office as a space where they can meet up, have a yarn, and receive referrals. We're planning to launch the new space formally, so we can show Community that we're here to support them in every way."

Social Work Manager Leanne Foster has been instrumental in laying the groundwork for the new space. "The hospital welcomes a growing number of Aboriginal and Torres Strait Islander People, so we were very aware we needed to create a culturally safe space to enable us to properly support patients, families and Community," Leanne says. "We're thrilled to be able to assist Donna's work in such a tangible way."





Donna Duncanson and Leanne Foster

“

## I'm inviting Elders to come in and tour the hospital”

With a grant from AusNet Services and Mercy Health Foundation, and in close consultation with Community, Leanne has almost finished sourcing elements for the new 'living room-style' area.

“We're purchasing essentials such as sofas and coffee-making equipment, but also Aboriginal artwork to foster a sense of identity and pride,” Leanne says.

“Community will be involved in selecting the artwork,” Donna adds. “We'd like to commission a local artist if we can; it's important that the work signifies something from this country,

and that it reflects the whole cycle of life, from birth to death.”

The door will also stay open to other staff, Aboriginal and non-Aboriginal alike, to learn more about how to support their patients and clients. Building staff confidence in their own 'cultural literacy' is fundamental to promoting cultural safety, and is something about which Donna is passionate.

“Asking if someone identifies as Aboriginal or Torres Strait Islander is important if we're going to close the health gap,” she affirms. “So first we need to make sure staff understand why we need to ask.

“I think staff are worried about offending patients, but it's just a question. We want to reassure them they're doing the right thing, because we need more data on how many Aboriginal or

Torres Strait Islander people are accessing services here from within the region. With those statistics we can ensure those patients receive the correct cultural referrals and support. We can also find out whether their health is improving.

“We plan to continue workshop training to improve staff cultural awareness and comfort. I'll also go to the wards and speak to people individually, to get the message out that it's ok to ask, and to answer any questions directly.”

Meeting people where they are is the essence of Donna's role and of her personal approach.

“I'm really looking forward to increasing our connections within and outside the hospital; you'll see a significant shift in Community understanding of what's available to them.”



# Our best and brightest



*"Congratulations to Shannon and Angela!"*

We honour BankVic too, for its vision in supporting our staff to continue learning, and its respect for such learning."

Viktoria

**T**wo exceptional Mercy Health nurses were thrilled to receive a generous boost to their study pursuits thanks to the generous BankVic Study Grant.

Shannon Gardiner from Werribee Mercy Hospital (WMH) and Angela Gray from Mercy Hospital for Women (MHW) each received \$3000 towards ongoing study.

The grant was a welcome surprise for MHW Perioperative Nurse Angela Gray, who considers postgraduate study a worthy investment in her future.

"It's the type of person I am — I like to have a really good grasp of what I'm doing," Angela says.

"I want to keep improving my depth of knowledge so I can be a better team member and continue to look after patients well."





Bill Psiharis, Angela Gray and BankVic Member Relationships Manager Rebecca Attard

Angela previously worked for Melbourne IVF, The Alfred and Austin Hospital where she realised her passion for working with higher acuity patients. But MHW provided the perfect balance of high acuity and a small, intimate team.

"I love the teamwork and problem solving — working together to get the patient to a stage where they are more comfortable and stable enough to go home or back to the ward," Angela says.

Shannon Gardiner says the grant makes an immense difference to her ability to pursue her studies alongside work.

Shannon joined WMH as a student in 2013 and is currently working across resuscitation and triage in the Emergency Department. It's a job she loves because no day is the same.

"In an acute situation it's nice to know I'm making a difference," Shannon says.

BankVic Head of Member Relationships Bill Psiharis says he is pleased to support the great work that Mercy Health nursing staff do to improve the health and welfare of patients.

"We have awarded the grants to two very worthy recipients," Bill says.

"At BankVic we believe in strengthening the communities in which we serve. Our aim is for our members and their communities to be mutually enriched, financially, socially and environmentally."

Mercy Health Foundation Head of Philanthropy and Corporate Partnerships Jodi Ryan says it is a joy to bring together donors and recipients.

“It is a gift to be able to provide education, and to share our vision with those who support us”

"We are so proud of the incredible men and women working at our hospitals, and it is wonderful that our corporate partners have taken the opportunity to help further Shannon's and Angela's studies," Jodi confirms.

"It is a gift to be able to provide education, and to share our vision with those who support us."



*"It's still not easy for  
us to talk about death,*

*to plan for it, or to grieve after  
it. Denise Norwood's concept  
means that patients and carers  
finally have a resource which  
helps them with a part of this  
challenging journey."*

*Viktoria*

Mercy Care Centre Pastoral Care Associate Denise Norwood

## *A message of love and care*

As the Pastoral Care Associate at Mercy Care Centre, Young, New South Wales, Denise Norwood spends much of her time walking with people through some of their darkest days.





Denise Norwood was inspired to create these valuable resource packs for palliative care patients and their carers.

Denise has developed resources on various issues addressing grief and palliative care, including booklets on grief after the death of a loved one, a partner, or a child; grief after suicide; anticipatory grief; and helping others through their grief journey.

However, leading up to the recent Dying with Dignity forum in Young, Denise realised one critical resource was missing: an explanation of what palliative care actually means.

"If you asked someone in the street, the likelihood is they'd say 'palliative care is when you go to a hospice to die'," Denise reflects.

"It's very frightening to hear that somebody you love is 'palliative': the end seems imminent and choice is removed. People often think it means their dad, their child, their friend — a person they love — is dying, full stop and there is no room for hope of any kind. But good palliative

care is far bigger than that. It brings with it dignity and choice, which are so important.

"Palliative care embraces the person as well as the people who walk with that person. Palliative care attends to the obvious clinical needs but we also look at the whole person: their fears, their longings, and what it means to them to live their end as well as possible."

Denise admits the first time she experienced the death of a patient, it was daunting. The experience prompted her to learn more about the dying process and allowed her to understand that there are common elements in every death — helpful knowledge which may allay some fears for people living their ends, and for their carers.

"Just as there are common elements in every birth, there are common elements in every death," Denise says. "But every birth and every death is unique."

In preparation for the Young forum, Denise was inspired to create two new palliative care resource packs: one for patients and another for carers. The packs are being rolled out as a helpful new resource for community nurses supporting and caring for people in palliative care.

The lovingly packed white bags contain booklets explaining palliative care, helplines and resources, words of support and a reminder of love and strength on a fridge magnet. They even contain a few sweet treats and a tea bag, as a reminder for the recipient to take good care of themselves.

"We want to send a message of love and care from Mercy Care Centre to the people we walk with," Denise says. "Nothing prepares us for this part of life's journey but knowing we are truly cared for helps us find the strength and courage to meet this personal challenge. It was with this in mind that these packs were designed."





# Good friends for life

## *"Sister Angela's life is celebrated in this*

insightful sketch of her by Peter Wegner, in which one may see a century of life dedicated to the service of God. Friendship is the basis of her capacity to live well. This is mirrored in the relationship between the congregations of the Sisters of Mercy and the Good Shepherd Sisters of Melbourne.

*Viktoria*

In her portrait she appears with kind, gentle eyes peering over her glasses, her hands lightly folded and a patient, serene smile playing on her lips.

It took Melbourne artist Peter Wegner just two hours to capture the likeness of Mercy Place Abbotsford resident Good Shepherd Sister Angela O'Donoghue, who turned 100 on 11 August 2016.

The figurative sketch will form part of Wegner's next touring exhibition, a growing collection of centenarian portraits.

"I am fascinated by the whole process, by how some humans live so long," says Wegner, whose aunt Rita died last year aged 104. "I have asked all the centenarians I have met, and there is not one secret to longevity."

When asked her secret, Sr Angela doesn't miss a beat: "Good friends," she says.

Christened Kathleen Mary O'Donoghue, Sr Angela, who has lived at Mercy Place Abbotsford for the past five years, is the first nun in Wegner's centenarian collection.

Born and raised in inner Melbourne, Sr Angela recalls the Great Depression among the hardest times in her life. "I remember pushing the car because we had no money for petrol," Sr Angela says.

Upon leaving school, Sr Angela attended business college and secured a good job as an executive assistant at the Shell Corporation. She joined the Good Shepherd Sisters in her early 20s, but returned to live with her parents upon the outbreak of World War II. Sr Angela nursed them in their old age and re-entered the convent in 1961, aged 45.



Sr Angela O'Donoghue, Mercy Place Abbotsford Service Manager Karin Woods, and Melbourne artist Peter Wegner



“

I have asked  
all the  
centenarians  
I have met,  
and there is  
not one secret  
to longevity”

Sr Angela lived in many Good Shepherd Sisters communities, including Boronia, Abbotsford, Bendigo, Albert Park, Adelaide and Oakleigh. Her primary job was archiving: “I was busy all the time,” she recalls.

In her time off, Sr Angela enjoyed driving to the Dandenong Ranges for picnics that included delicious homemade sandwiches and jam rolls.

Sr Angela counts the years spent in service to God among her best. She still says the Hail Mary regularly and attends Mass at the Mercy Place Abbotsford chapel. “I have a very good relationship with God,” Sr Angela says.



Peter Wegner's portrait of Sr Angela



Sr Madeleine Fox and Sr Bernadette Fox

The Sisters of Mercy and Good Shepherd Sisters enjoy a close bond that has been strengthened since Mercy Health welcomed two Good Shepherd homes in Boronia and Abbotsford just over a year ago.

Sr Bernadette Fox and Sr Madeleine Fox — biological siblings who belong to the Good Shepherd Sisters and Sisters of Mercy, respectively — have nothing but praise for the relationship between the orders.

“Gratitude is the memory of the heart,” says Sr Bernadette Fox, quoting 18th-century French priest Jean-Baptiste Massieu. “I am very happy with the way [the acquisition] has worked out. Gratitude is about being grateful for what has been as well as what will come.”

Mercy Place Abbotsford Service Manager Karin Woods says Good Shepherd Sisters come across to the home for Mass, morning teas and to participate in community activities.

“We’re also working closely with our other home in Boronia,” Karin says. “We often have morning teas and activities where residents and Good Shepherd Sisters from Boronia visit our home in Abbotsford.”

Karin hopes to further enhance the essence of the relationship between the Sisters of Mercy and Good Shepherd Sisters into the future.





# Soul food

## "What a team!"

Congratulations to everyone – especially the residents – at Mercy Place Westcourt in Cairns. They've certainly got what it takes. Proof that helping others isn't just for those blessed with youth, time, or money. Everyone can make a difference."

Viktoria

Mercy Place Westcourt residents are partnering with a local volunteer organisation to offer hot meals and helping hands to the Cairns community. And the nourishment is flowing both ways.

Each month, more than a dozen residents spend a morning slicing and dicing fresh vegetables to make hearty meals for clients of national not-for-profit organisation Rosie's —Friends on the Street. Rosie's Cairns branch was set up in 1992 to provide outreach services to people experiencing poverty and homelessness in Northern Queensland.

When Mercy Place Westcourt Lifestyle Coordinator Amy Stewart and Pastoral Care Associate Jacky Mallon first pitched the idea to residents, the response was resoundingly positive — and the mutual benefits were soon clear.

"From the very start we had a good turnout of residents who were happy to take part," Amy confirms. "We're doing it every month; Rosie's rosters us onto a set day and we put it in our planner. It's the first time we've committed to something so regular, which is exciting.

"We now have a core group of helpers, and we encourage others to be involved. As a leisure/lifestyle therapist, I'm always looking at different ways to keep our people engaged with the community. It's so beneficial for residents to know they can still make an impact and connect with people, so Rosie's offered the perfect opportunity."





Amy and Jeffrey preparing spaghetti Napolitano



Participant Jeffrey Satrick, a long-time Westcourt resident, seconds that view. “It’s a very good activity, because it’s great to be able to give back to those who are less fortunate,” he says.

Service Manager Angela Cox agrees residents are keen to help Rosie’s continue the great work and genuine friendship they offer marginalised people in the community.

“Our residents certainly don’t need too much persuasion to help others, nor to indulge in their passion for cooking,” Angela says. “It’s such a great initiative and everyone’s getting on board. We post up the recipe for the month and ask

people to donate any goods they would like to contribute.

“The meals are chosen in conjunction with Rosie’s on a rotating menu. The first session was fairly arduous as residents had loads of veggies to peel and chop. So for the second session they prepared spaghetti Napolitano, which was a little less labour intensive.

“The residents have been very receptive; at a recent meeting they confirmed they want to continue with the program.

“Staying active, both mentally and, where possible, physically, is really important for our

residents, as is supporting other not-for-profit organisations doing great work locally.”

The project is only the latest example of the home’s proud tradition of responding to the needs of others.

“We’ve always fundraised for causes, whether it’s Jeans for Jeans Day or Australia’s Biggest Morning Tea,” Angela says. “The residents love helping out. Recently we baked cupcakes to raise money for the RSPCA; I had asked staff for donations, but when the residents heard about it they wanted to donate too — and we tripled the amount I had originally aimed for.”

“People need to know their contributions are still highly valued,” Amy says. “I’m really proud our home supports activities that keep residents aware of that. It’s rewarding for everyone.”





Mercy Health Richmond Ethos, Values and Culture Committee members Michael Taylor, Gillian Moorehouse, Sophie Friggens, Sonia Carter, Andrea Gray (Chair), Amber Kelly, Elsa McDonald

### *“Caring for another:*

what could be nobler? Our compassionate and selfless staff also support each other, and that’s why this fund is so important.”

*Viktoria*

# *Hands up for staff in need*

**E**ven caregivers need a little care themselves sometimes. Mercy Health’s Staff in Need fund was created to offer extra support to colleagues facing sudden or severe hardship.

The brainchild of our executive group and Ethos, Values and Culture (EVC) committees, the Staff in Need fund made its first donation in 2015 from founding contributions by Group CEO Stephen Cornelissen and Executive Coach and Mentor Sr Helen Monkivitch.

Since then, eight staff members have received donations, with many more requests likely in future as our organisation grows.

“We have been able to help people in quite urgent need, right across the organisation,” Richmond EVC committee member and Procurement Administrator Andrea Gray says.

“It’s fantastic to be able to offer a helping hand to someone you may work alongside every day, when they’re experiencing a tough time. Those times could happen to any of us. The fund is a really valuable resource to help each other face life’s challenges.”

Those challenges can be heartbreaking. Requests have included help to meet hospital costs for a staff member’s terminally ill child; to cover treatment for a colleague diagnosed with cancer; to support a colleague’s family after her husband was severely injured; and to pay for a funeral after a colleague’s partner died unexpectedly.

When one of our aged care team discovered recently that her young son is ill, Aged Care Regional Manager Toni Cuthbertson witnessed the fund’s impact firsthand. “We

organised a donation from the fund to help her financially; she was overwhelmed by the gesture, as she’s facing one of the hardest things any parent can face,” Toni confirms. “The fund is a true demonstration of our Mercy values of compassion and teamwork, especially as it’s run by staff for staff. We’re living Catherine McAuley’s edict to ‘support those who support others in need’.”

### *Support the Staff In Need fund with your ideas!*

For every request we meet, we need to top up the fund — and we’d welcome your fundraising suggestions.

Email Andrea Gray ([Andrea.Gray@mercy.com.au](mailto:Andrea.Gray@mercy.com.au)) with your idea, and help our staff support one another.





Guest editor, Consumer Advocate Viktoria Rother

## From our guest editor, Consumer Advocate *Viktoria Rother*

### **W**hy did you offer to bring your perspective as a consumer to the Mercy Health table?

I'm just one of many voices in the Australian healthcare community, taking part in a conversation between the system and the consumer.

My journey to consumer advocacy started when I became very angry about the way my ailing father was treated — not by everybody, but there were certain elements along the path to his death that weren't handled well.

If health is supposed to reflect diversity and plurality of voice, where are the older voices? That's why I wanted to speak on behalf of people who are not always heard. For 10,000 years we incorporated our elderly into our culture and communities, and that seems to have gradually diminished.

I see my role as trying to redress that balance in the conversation so that it's not so much about the medical establishment and terminology, it's about what I think and you think, regardless of age, culture, gender: 'my body, my business.' It's very positive that services like Mercy Health want to hear consumer voices within their structures because it gives us the opportunity to change the system from the inside.

I'm always trying to think of ways to improve processes and systems; if you don't have someone from outside the organisation to look at them, how are you going to improve? It can be hard work at times, getting up to speed on terminology and who everyone is. People sometimes need to be reminded that the healthcare system is made up of human beings with strengths and weaknesses — it's not an inanimate thing.

As pro bono contributors, consumer advocates might be on the periphery in terms of the formal structure, but informally we're very important, and it's very rewarding work. I have developed a new skillset which is around listening; remembering I'm speaking for a lot of people, and not just to speak up but to step back at times and think objectively; and finding people who are interested in supporting consumer input.

I would say to other consumers: don't wait to see advocacy roles advertised, ask your local healthcare service. Many are crying out for consumer input. Once you're in the role, ask lots of questions. It's a way of getting what you might need to do your job. Health professionals are experts in fields that are so important to us all. You might be overwhelmed by what you need to learn, but people love sharing their knowledge.

### **You know our work well. What aspects of this issue of *Our Voice* resonated with you?**

What struck me was the word 'help'. From chopping veggies in Cairns, to welcoming local Community to Werribee Mercy Hospital, to listening to, and learning from, one's elders at Mercy Place Wyndham: it's all about helping. And what a gloriously satisfying feeling it is, at the end of one's day — working, non-working, caring, being cared for, young, old, well, ill — to consider what one has done to help another. It is the core of my work here and the very quintessence of being human.

► *Help us shape Mercy Health's care*

Contact Bec Jolly, Community Participation Manager, on (03) 8416 7872 or [rjolly@mercy.com.au](mailto:rjolly@mercy.com.au)





*PramJam*

PUSHING FOR  
HEALTHY MUMS  
& BUBS

# Are you ready to push for healthy mums and bubs?

Pram Jam is calling on mothers, fathers, grandparents, family and friends to push a pram and raise money to help prevent stillbirth and bubs being born prematurely.

No pram? No problem! Donate to a participant, or walk/run and ask others to donate.

- Set your challenge (e.g. 1km a day, 20km for the week, it's up to you)
- Ask your family, friends and work mates to donate for the distance you cover
- Push your pram and track your distance for the week
- Share your achievements and raise money for healthy mums and bubs

Register now, and push for healthy mums and bubs!

[mercypramjam.org.au](http://mercypramjam.org.au)

## *We're online!*

Help us go green and get your copy of *Our Voice* delivered to your inbox!

Visit [issuu.com/mercyhealthaus](http://issuu.com/mercyhealthaus) to subscribe today.

We hope you've enjoyed the spring edition of *Our Voice*, Mercy Health's groupwide newsletter.

Please send your feedback and stories to [ourvoice@mercy.com.au](mailto:ourvoice@mercy.com.au)

Mercy Health acknowledges Aboriginal and Torres Strait Islander Peoples as the first Australians. We acknowledge the diversity of Indigenous Australia. We respectfully recognise Elders both past and present. This report was produced on Wurundjeri Country.



*Our Voice* will be back in December with our summer edition. In the meantime you can keep up to date with current Mercy Health news at [mercyhealth.com.au](http://mercyhealth.com.au)

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