



12 February 2025

Joint Statement: Transfer of Home Care and Transport Services from Mercy Services to Mercy Health

We are pleased to announce that planning is underway for the transfer of Home Care and Transport services from Mercy Services to Mercy Health. Governed under the same overarching structure of [Mercy Ministry Companions](#), this decision reflects the strong alignment between our organisations' values and mission, ensuring that these essential services continue to support individuals and communities with compassion and care. The completion of this transfer is subject to regulatory approvals and other customary conditions.

Mercy Services has a proud history of delivering community-based care in Newcastle, Lake Macquarie and the Lower Hunter region of NSW for over 40 years, inspired by the legacy of the Sisters of Mercy. Throughout this time, the organisation has been dedicated to supporting some of the community's most vulnerable – older Australians, individuals living with disability, those affected by drug and alcohol abuse, the socially disadvantaged and families in need. Its commitment to dignity, inclusion, and service has made a meaningful difference in the lives of many.

Similarly, Mercy Health Australia, founded by the Sisters of Mercy, has grown into a national provider of health, aged care and community services, maintaining a deep commitment to person-centred care. With over 10,000 dedicated healthcare professionals, Mercy Health serves people at every age and stage of life. Over the past century, the Sisters of Mercy and Mercy Health have expanded their reach, establishing four public hospitals, aged care, and palliative care services at more than 50 sites across Australia.

The transfer of Home Care and Transport services to Mercy Health ensures that clients will continue receiving high-quality support from a provider with a shared ethos and a strong national network. Current clients and service users will be contacted by Mercy Health and do not need to take action at this time. This move also strengthens Mercy Health's ability to expand its mission and enhance service delivery for those in need.

It is our intention that the transition will occur in early May 2025.

Mercy Services Limited Board Chair, Charles Reis stated, "Mercy Services has always sought to ensure that our clients receive the best possible care. In Mercy Health, we have a trusted partner that shares our values and commitment to compassionate service. We are confident that this transfer will provide long-term benefits for both clients and staff."

Mercy Health Board Chair, Virginia Bourke added, "We are honoured to continue the mission of Mercy Services by welcoming their Home Care and Transport services into the Mercy Health family. This transfer reflects our shared history and dedication to supporting individuals with dignity and respect. As always, our priority remains the wellbeing of clients, staff, and the broader community."

We look forward to a smooth transition and the continued provision of outstanding care under the Mercy Health banner.

Yours sincerely,

A handwritten signature in blue ink that reads "Virginia Bourke". The signature is written in a cursive style with a large initial "V".

Virginia Bourke
Board Chair, Mercy Health

A handwritten signature in blue ink that reads "Charles Reis". The signature is written in a cursive style with a large initial "C".

Charles Reis
Board Chair, Mercy Services Limited