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We would like to introduce ourselves to your neighbourhood...



About us

Mercy Community is a not-for-profit community services organisation. On any given day, there are over 1,000 Mercy Community employees supporting thousands of people through our comprehensive suite of programs and services that cater for all ages, circumstances and seasons of life.

Our services

We provide innovative and responsive services for people living with disability; for older Australians, across community and residential aged care; and for families and young people, through services and programs including counselling and family wellbeing services, Family and Child Connect (FaCC), Foster and Kinship Care, and Residential Care.

Much of our work focuses on supporting children, young people and families who are experiencing challenges and may be engaged in the child protection system. Our role is to assist at-risk families to feel valued, connected and strengthened—and to have hope for the future.

Residential care in your neighbourhood

Here, in your neighbourhood, we are providing Residential Care. It is a

placement service for children and young people who are subject to statutory child protection intervention with the Department of Child Safety and have complex needs or behavioural challenges. We provide residential housing for these children and young people, and each residence is staffed by expert teams who are committed to supporting each young person to achieve their personal goals.

All our work is based on the latest available research and evidence. It is based on what experts call a trauma-informed and person-centred approach—meaning that our programs are tailored to the unique needs of each individual we work with; and they recognise that people's experiences are shaped by the trauma they may have lived with. Every day, we work with children, young people and families to help them recover from trauma, build their resilience, and improve their wellbeing.

To find out more about our services, please visit mercycommunity.org.au

Kind regards
Residential Care Team, Mercy Community

If you have any questions or concerns about the Residential Care services being provided in your area, please email feedback@mercycommunity.org.au

families
& young
people

mercycommunity.org.au

