



**Our
Social Impact
2021**

Holy Cross Services

Holy Cross Services is a Ministry of Mercy Partners that fulfils its Mission by restoring the dignity to those who are often locked out of employment due to disability and difference by helping them gain meaningful employment.

We are a profit for purpose organisation established by the Sisters of Mercy in 1889 that empowers people of all abilities to succeed through our employment and support services to create a community of compassion, care and respect.

Inspired by the charism of the Sisters of Mercy, we are committed in providing valued and meaningful work in a safe, positive, and welcoming environment and offer life-changing employment opportunities to meet the needs and interests of employees from disadvantaged backgrounds.

There are currently more than 350 people employed at Holy Cross Services, and many of our employees have faced barriers to employment. Through our employment and training program for people of different abilities (mainly intellectual disability), we offer multiple pathways of employment through our commercial laundry, cleaning and food services.



Acknowledgement of Country

Holy Cross Services acknowledges the traditional owners and Country on whose lands we provide a service and recognise the Aboriginal and Torres Strait Islander people and their ongoing connection to land, sea and community. We pay our respects to their Elders past, present and emerging and acknowledge their cultural and spiritual connection to Country.

Who we are

Our Mission

In the spirit of the Sisters of Mercy, Holy Cross Services provides supported and inclusive employment opportunities to all through the delivery of integrated services.

Our Values

Our Values of Dignity, Respect, Integrity and Compassion guide our interactions and the culture of our workplace.

Dignity

by recognising and accepting each person

Respect

by treating people equally and fairly

Integrity

by acting justly and working honestly

Compassion

by being friendly and caring



Our services

We provide integrated and inclusive employment and training opportunities through the provision of our professional laundry, cleaning and food services.



Holy Cross Laundry

Holy Cross Laundry was established at Woolloowin in 1889 and is one of the oldest working commercial laundries in Australia. Following relocation to a new, purpose-built laundry site at Banyo in 2014, Holy Cross Services currently employs more than 220 people and processes more than 6,500 tonnes of laundry per year. The laundry provides a high-quality linen and laundry service to healthcare facilities, aged care, and associated services across Southeast Queensland.



Holy Cross Cleaning Services

Holy Cross Cleaning Services has significantly grown since its commencement in 2018 and provides 24/7 professional clinical and non-clinical cleaning services including hospitals, aged care, food, childcare and administration facilities across Brisbane.



Holy Cross Food Services

Holy Cross Food Services offers tailored food service options to meet many different requirements including running commercial cafés and catering to large corporate events. This new service continues to expand the range of employment opportunities we can offer to people of all abilities.



Our commitment

As a Catholic ministry, our work is informed by the principles of Catholic Social Teaching, which guide Holy Cross Services to protect and promote the dignity of every person and assist us to fulfil our Mission in a spirit of mercy and compassion.

Referenced from the Mercy Partners' Catholic Social Teaching Prayer Resource, the principles include:

- Life and Dignity of the Human Person
- The Common Good
- Solidarity – Love of Neighbour
- Dignity of Work and the Rights of Workers
- The Promotion of Peace
- Call to Family, Community and Participation
- Preferential Option for the Poor and Vulnerable
- Care for God's Creation
- The Rights and Responsibilities of the Human Person

Our impact



As a Ministry of the Catholic Church, Holy Cross Services is committed to building a culture based on Gospel values and the desire to make a difference in the lives of our community.

In 2021, we consulted those who benefit from our employment services to measure our social impact and effectiveness in fulfilling our Mission.

Meet our employees

Holy Cross Services has a total workforce of 371 employees, of which 45 identified as having a disability.



receive supports in employment



open employment



mainstream employment

Age of Supported Employees

29
years

median age of employees in supported employment

69%

of employees in supported employment are between 18 – 34 years

18
years

youngest supported employee

63
years

oldest supported employee

Disability Diagnosis

68%

of employees in supported employment have a primary diagnosis of intellectual disability

Our commitment to the Mission and Values

Our employees have a strong connection with our Mission and Values and recognise the important role they play in contributing to our Mission.



89%

of respondents feel that Holy Cross Services is a great organisation for them to contribute to



86%

feel that the people they work with share Holy Cross Services' Values



85%

feel confident to communicate Holy Cross Services' Mission and Values with their team to motivate them in their work

Clients of Holy Cross Services are also highly engaged and motivated by the Mission of employment outcomes. Most of our clients are aware of the important employment support offered and social impact generated from the laundry, food and cleaning services.



Creating life changing opportunities

Holy Cross Services offers people with a disability and from disadvantaged backgrounds (Supported Employees) an opportunity to work alongside mainstream employees as equals through our supportive workforce program.

All our employees across our laundry, cleaning and food services are supported during the recruitment process and throughout their employment at Holy Cross Services, so they can thrive and achieve their career goals.

We are honoured by our role in providing opportunities of employment for people of all abilities in an inclusive and supportive environment and are dedicated to a culture of continuous improvement to further enhance the experience of our employees.

88%

were happy with the recruiting process at HCS ✓

84%

would refer others to apply for a position at HCS ✓

86%

would apply for a role at HCS again ✓

93%

are satisfied with HCS as their employer ✓

As an employer of people who have and are experiencing disadvantage, the creation of an inclusive work environment is crucial to ensure that every employee feels valued, while also acknowledging people's differences and how these differences contribute to our culture and business outcomes.

87%

stated that Holy Cross Services has created an inclusive employment environment ✓

86%

feel supported to do their job ✓

77%

stated that they are recognised for the good work that they do ✓

In addition to the benefit of finding meaningful work, many of our staff find that working for Holy Cross Services provides them with an opportunity to develop their social networks further and help them to increase their social skills and confidence.

"I have developed friends with two other guys that work with me, we go out together on the weekends and support each other. **This has really helped me.**"

Opportunities for learning and development

We are committed to providing quality training and ongoing professional development to support all our employees on their career journey. Our dedicated team works with our employees to help them achieve their career goals and offer opportunities for them to learn new skills and gain experience.

A Supported Employee is provided with a suite of employment supports, training and development options throughout their career progression that will enable them to develop and implement individualistic career focused plans and pathways.

Many of our Supported Employees want to progress to mainstream employment with 17% of supported employees indicating that they have a goal of moving into either open or mainstream employment, so providing these career development opportunities are essential to help Supported Employees reach their career goals.

76%

stated that they had received training in the last 12 months ✓

75%

stated that they were satisfied with the training that they had received ✓

80%

stated that they were working towards achieving personal goals in their work ✓

73%

stated that they were receiving support to achieve these goals ✓

92%

stated they can fully utilise their skills and knowledge in their daily work ✓

80%

stated they are encouraged to develop skills and knowledge to help them grow ✓

Holy Cross Services remains wholly committed to further enhance the impact our service is having on people of all abilities to access meaningful work in a safe and supportive environment.



Our Vision for the future

Holy Cross Services is dedicated to implementing its vision for the future by:

Respecting our strong history, build sustainability and community relevance by providing meaningful employment through inclusivity and integration.

Our Strategic Plan for 2022 to 2024 continues to build on our strengths to facilitate business growth and further engagement with our stakeholders to sustainably serve our Mission.

We remain dedicated to support people with a disability or from a disadvantaged background gain meaningful employment in a supportive and inclusive work environment where people of all abilities can thrive and achieve their goals.



Get in touch

For more information about Holy Cross Services and our services, including our employment opportunities, please get in touch with us as outlined below:

Phone **07 3637 9299**

Mail **31 Guardhouse Road, Banyo QLD 4014**

Email **information@hcl.org.auq**

Visit **hcl.org.au**