

## Audit 2

This audit tool asks participants to assess the culture of a ministry through the senses: feeling, hearing and seeing. It could be used at both a leadership and staff level.

**Questions to ask: What is the evidence that these elements are honoured in your ministry?**

**How do these elements reinforce Mercy values?**

### BEING MERCY – WHAT SHOULD WE FEEL?

You often hear people say, 'I felt comfortable when I walked into that place'. This sense of being welcome or at home is something that operates at the subliminal level. Nevertheless, it is a great indicator of strong culture.

ELEMENT	EVIDENCE
There is support in times of need	
You can be forgiven when things go wrong	
You are welcome	
There is a commitment to mutuality	
There is a strong sense of community	
All gifts are valued	
Everyone is included	
Everyone is heard	
You are emotionally safe	
You are respected	
You are treated with justice and fairness	
You are part of the Mercy story	
Your professional development is important	
Truth is honoured	
Relationships matter	
The Mercy charism is a living force	
The Gospel is proclaimed through deed and word	
Prayer and ritual are important	
Faith matters	
The environment is honoured and cared for	
Environmental action is encouraged.	
Can you add other feelings?	

## BEING MERCY – WHAT SHOULD WE SEE?

What are the visible signs that you are working in a Mercy community?

ELEMENT	EVIDENCE
Symbols which reflect the Mercy story	
Sacred spaces which reflect the Mercy story	
Images of Mercy people – Catherine McAuley, founding Sisters	
Celebrations which reflect the Mercy story	
History honoured through image and installation	
Practical care for the environment	
Policies which align with Mercy values	
Practices which align with Mercy values	
Everyday welcome and hospitality	
Involvement of the Sisters of Mercy	
Involvement with the local parish and community	
Service focused on making a difference	
Openness in decision making	
Honouring of relationships	
Commitment to evaluation and improvement	
Unique traditions continued	
Servant leadership	
Staff professional development supported	
Strategic planning which includes mission effectiveness	
Outreach programs to those most vulnerable	
Mercy articles in newsletters and other publications	
Other:	

Catherine was a woman of daring vision and courage, immense practicality, heartfelt compassion, humour and exceptional hospitality, and, within and beyond all these qualities, we know her as a woman of deep faith, who readily recognised a most marked providential guidance in her life

(Mary C Sullivan rsm. The Correspondence of Catherine McAuley, 1818-1841. Letter 220. In Marie Duffy rsm. *The Charism of Catherine McAuley*. Conference Paper).

### BEING MERCY – WHAT SHOULD WE HEAR?

What are the messages which a ministry communicates through the spoken and written word?  
How is language used for mission? What Mercy language do you hear?

ELEMENT	EVIDENCE
Articulation of the Mercy values	
Mercy stories shared and discussed	
Honouring Mercy people – past and present	
Mercy leadership principles articulated	
Everyone known by name	
Prayers and rituals which include Mercy elements	
Mercy language used	
Injustice named and openly confronted	
Effective communication at all levels	
Positive commitment to the ministry	
Rituals of remembering	
Advocacy on behalf of those who are in need	
Open invitations to give insight and feedback	
Affirmation and thanks given and received	
Staff, student, community satisfaction	
Ecological justice discussed and defended	
Regular praise and celebration of achievements	
Courtesy and helpfulness	
The voices of the vulnerable heard and celebrated	
Indigenous voices included	
Publications reflect Mercy values and heritage	
Other:	

‘Mercy, the principal path pointed out by Jesus Christ to those who are desirous of following Him, has in all ages of the Church excited the faithful in a particular manner to instruct and comfort the sick and dying poor, as in them they regarded the person of our Divine Master’

(Original Rule and Constitutions of the Sisters of Mercy. In Mary Sullivan rsm. Catherine McAuley and the Tradition of Mercy. 297).