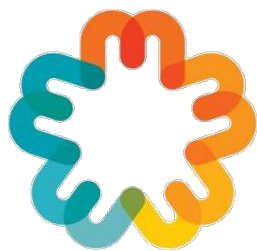


Welcome to Morrissey

Members, Clients, Families and Carers
Handbook 2020



Morrissey
Actively Supporting You

Supporters of Morrissey Homestead



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Welcome to Morrissey Homestead

Morrissey Homestead is proud to deliver individualised services tailored to people with disabilities and the aged across the Bunbury-Geographe region.

From local, humble beginnings in 1984 with volunteers operating 2 days per week supporting people with disability in a building behind St Patrick's Cathedral, we have expanded many times to support older people and people living in Australind. We are pleased in 2019 to continue to grow our services, employing 33 staff, 16 volunteers and provide services 24 hours 7 days per week to more than 255 clients throughout the region.

Morrissey proudly delivers five programs funded by the West Australian Government and the Australian Federal Government. We continue our commitment to excellence in delivering flexible, inclusive and respectful services to help people with disabilities and older people to enjoy good, connected lives.

Specializing in Aged Care Packages and National Disability Insurance Scheme

Morrissey Day Centre
119 South Western Highway
Glen Iris WA 6230

Leschenault Day Centre
Lot 42 Leisure Drive
Australind WA 6233

Office hours: Monday – Friday, 7.30am – 5pm

Programs offered

Dementia Services – delivered daily from both Centres

Ladies day – Mondays from Leschenault Day Centre

Men's day – Mondays from Morrissey Day Centre

Vibrant, Lively day for younger clients – Tuesdays from Morrissey Day Centre

Weekend SOUL group – Outings and activities every Saturday in the community available for mixed ages

Weekly outing each Friday of the month for mixed age groups

Teen Group – Saturday Children 13 – 17yrs of age club delivered on the 1st and 3rd Saturday of the calendar month

After School Club – For 13 – 17yrs, we collect from school and go into the community or go to Morrissey Day Centre on Tuesday and Thursday afternoons

Domestic Assistance – Assist to complete daily domestic tasks in the client's home.

Lot 42 – Saturday Children 6 – 12yrs of age club delivered from Leschenault Day Centre on the 2nd and 4th Saturday's of the calendar month

In home respite – One to one care provided in the client's home

Overnight respite – delivered from Leschenault Day Centre upon request

Our services

Morrissey Homestead assist people in a variety of ways.

We provide services through and compliant with the service standards required when providing services for clients accessing Home Care Packages (HCP), Commonwealth Home Care Program (CHSP), National Disability Insurance Scheme (NDIS) for the Commonwealth Government and the Home and Community Care (HACC) program, Disability Insurance Commission (DSC) for the State Government and brokering arrangements with other agencies.

We assist people to live independently at home and remain connected to their communities. We assist people to clean their homes and tidy their gardens, support people to go shopping and attend medical appointments. We assist with showering, dressing and grooming. We provided social times and respite for carers and parents of younger children.

Our services included:

- Transport
- Personal care
- Respite
- Day centre
- Home and garden maintenance
- Social support
- Domestic assistant



Our philosophy and values

Morrissey Homestead Incorporated provides Home Care Packages, Commonwealth Home Support, National Disability Insurance Scheme and Disability Services either from our Centres or in the community. Our goal continues to be; work in conjunction with the individual, family and friends to embrace wellness, independence, abilities and interests when developing activities and planning of services.

We engage, staff and volunteers who share our values of Trust, Honesty, Respect, Responsibility, Loyalty and Teamwork. By believing in these values we are assured services provided to clients are to the highest possible standard. A benefit by Morrissey providing these services it also allows respite for the carer, allowing them time from their caring role, enabling them to pursue other activities or interests with the knowledge their loved one is engaged and socialising either individually or within a group of likeminded people.

Throughout the year we recognise the important role of carers with acknowledgments and celebrations.

Morrissey is small, but nimble organisation, we amend our services to what is needed by our Clients and their Carers. Our services are responsive, our staff are dedicated, and our philosophy and beliefs are simple.

Morrissey believes in the rights of people, enabling them to;

- Make choices in their own lives;
- Be treated with Dignity and Respect;
- Have their right to confidentiality and privacy respected;
- Access services on a non-discriminatory basis;
- Have programs developed to promote and maintain Independence; and
- Be valued as an individual.

We “Actively Support you” to;

- Maintain and enhance the quality of life of people with physical disabilities, younger disabled, the frail aged and those with a diverse ethnic background.
- Provide the service in a manner that is caring, professional and maintains the dignity of the client.
- Assist our clients with their wellbeing and reablement through the wide range of personally developed services we provide.



Polite, Respectful and Consideration of others

Staff and clients alike are expected to wear neat and clean clothing and practice good hygiene.

The clients and staff of each Centre expect you to be respectful to others and yourself, positively allowing others to be themselves. (See Client Code of Conduct below).

Should a client's physical or mental condition/s deteriorate beyond where their care needs are greater than the resources each centre can provide, Morrissey we will assist that person to find another suitable service which would better meet these new needs.

Confidentiality and Complaints

Your confidentiality is important to Morrissey and we are bound by the Privacy Legislation changes of 2001. There is some information about your medical condition, likes, dislikes and individual needs which we need to know in order to ensure you are provided services specifically tailored to you.

Any information about yourself and your family you provide, is kept confidential. The Australian Government needs only minimum data on clients. This information includes your de-identifiable name, your date of birth, the town where you live and whether you have a carer.

At the initial meeting with the Morrissey Client Liaison, you will be asked to sign an authorisation form allowing us to use your basic information for the Government required statistics reporting; sharing with other services who may assist you in the future, and communicating with family members if necessary.

Complaints are an important part of services delivery for Morrissey. All clients have the right to complain and are encouraged to express their complaints to enable MHI to improve the quality of our services. The complaint is dealt with fairly, promptly, confidentially and without retribution. The complaint can be made either by letter, email, Client Complaint Form, Tell Us What you Think form, telephone or face to face.

We encourage clients, if they feel unable to speak about their complaint to have an advocate present. An advocate is someone who can support you through the complaints process. It can be a carer, friend or a professional.

All complaints will be addressed within 4 working days of receipt with an agreed resolution in 25 working days.

Our goal is to provide a safe place where you are happy, and all your care needs are met. If you have any concerns, we want to hear them.

We trust you will enjoy yourself, make new friends and have a great time.

Welcome!

Client Code of Conduct

YOUR RIGHTS

- To receive a fair, proper and efficient service from Morrissey.
- To attend the Centres with the freedom from any discrimination or harassment on the grounds of gender, marital status, pregnancy, disability, race, age, religious or political conviction.
- To attend the Centre in a peaceful, social and friendly atmosphere.
- To attend the Centre without any risk of imminent injury or harm.
- Be treated with respect and dignity and receive clear and honest communication from all staff and Management.
- Raise any complaints or grievances in an atmosphere which is non-threatening and without fear of retribution in accordance with the Morrissey Grievance Policy.
- Have all grievances and allegations made by, or against you, dealt with in a confidential and prompt manner.
- The use of an Advocate or Advocacy Service.
- Have all information about you kept confidential unless you give permission for that information to be passed on.
- View your file information, on request during office hours. A minimum of one working day will be required.

EXPECTATIONS

It is expected that you will:

- Abide by the Morrissey agreed values of Honesty, Loyalty, Responsibility, Trust, Respect and Teamwork.
- Display a positive attitude toward other clients, volunteers, visitors and staff.
- Treat all other clients, volunteers, visitors and staff with respect and dignity.
- Respect the rights and opinions of other clients, volunteers, visitors. and staff.
- Be mindful of the right of confidentiality of others.
- Not engage in the mistreatment of, cruelty or inappropriate behaviour, in any form towards other clients, volunteers, visitors.
- Not to contact or discuss issues pertaining to Morrissey with the media without prior authorisation obtained from the Manager.
- Not to comment publicly on issues pertaining to Morrissey without prior authorisation obtained from the Manager, this includes while at a public place involved in an activity organised by Morrissey.
- Use Morrissey property and equipment for its proper use, with care. Property and equipment is not to be removed from the premises without authorisation obtained from the Manager.
- Take reasonable care to ensure your own safety while at the Centre or on outings and avoid adversely affecting the health, safety and welfare of any other person.
- Use or wear any protective equipment or clothing required for any activity at the Centre.

- Immediately report to staff any situation at the Centre which may constitute a hazard to any other person.
- Immediately report any accident to the nearest staff member.
- Not to smoke, drink (other than water) or eat while in transit in a Morrissey vehicle.
- Be ready 10 minutes before the agreed time of pick-up by bus driver and to advise the Centre by 8am if not requiring transport.
- Cancel scheduled service before 3pm the day before as to not incur a non-cancellation fee.
- Contact staff or the General Office to inform the service of your choice to attend any outing.
- For the continuation of activities and events organised by the Centre, you are encouraged to support the programs offered.