

Welcome to Morrissey

2018/19 Annual Report for Members, Clients, Families and Carers



Morrissey

Actively Supporting You

Supporters of Morrissey Homestead

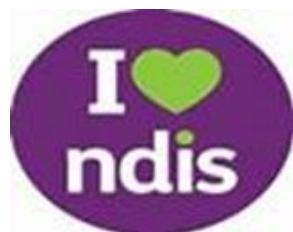


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Welcome to Morrissey Homestead

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.

We look forward to sharing and celebrating our past year with you in our Annual Report.



2018/19 overview

During the past year you could not help but notice Morrissey. Our story was told on TV, on the big screen at the movies and in the Newspapers. You could see our service promoted when out and about, not only on our buses and also on some of the Bunbury of City Transit buses.

"Actively Supporting you", has been our moto for 17 years. It is still as relevant today as it was then. Morrissey has supported you by providing support in the Community, at our two Centres, in groups with your friends and individual supports in the Community or at your home.

We have enjoyed days out as guests of the Bunbury Turf Club on Melbourne Cup day, visited places of interest between Perth to Margaret River, Collie and Bridgetown with many visits in between.

Activities at the Centres have included Christmas and Birthday Parties, with singers and disco music, craft, carpet bowls, board games, exercise activities, gardening, quizzes and many more exciting events. People who attend Morrissey choose when they wish to attend and when attending what they would enjoy participating in.

We are small, but we are a nimble organisation, we can 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.

In 2020, our clients will experience genuine wellbeing in their lives and will be achieving their potential in terms of their own independence, and their participation in and contribution to the broader community. They will be warmly embraced within the region as people who enrich community life.





Our services

Morrissey Homestead helped people in a variety of ways.

We provided services through and compliant with the service standards required to provide 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 helped people live independently at home and connected to their communities. We helped people to clean their house and tidy their garden, supported them to go shopping and attend medical appointments. We assisted with showering, dressing and grooming. We provided social times and respite for carers and parents.

Our services included:

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

Who we supported in 2019/20





Our stories

We work with clients to help them progress their goals.

Our clients like everyone have hopes and aspirations. At Morrissey we hope to play a small part in assisting clients and their families in reaching fulfilling those hopes and aspirations.

Christian

Christian is one of our clients who attends the SOUL (Social, Outing, Uplifting and Laughter) group, he joins the activity every Saturday. Christian enjoys coming to Morrissey and he is always looking forward to spending time with his friends on a Saturday outing, so much so Christian declined a birthday invite from a relative because it was happening on a Saturday and he did not want to miss out on Morrissey day. His mother found this impressive because it shows the commitment Christian has for Morrissey.

Lorraine

Lorraine sometimes struggles with anger management and as a result she has been finding it difficult to maintain friendships. At the end of August, while on an outing, Liz did something that distressed one of the Clients she was friends with. Lorraine's Client Liaison at Morrissey discussed the effects this has on her friends and spoke about some coping mechanisms which she could use to deal with her anger. A week later Lorraine wrote a letter of apology to the Client she had upset. Lorraine finally managed to restore her relationship with the other Client. Deciding to write a letter of apology without the direction of the Client Liaison shows Lorraine acknowledged her mistake and was responsible for her behaviour.

Craig

A gentleman in his 80s, has dementia and recovering from a broken hip, has been sleeping for 16-18 hours a day & not talking or engaging with his wife. He was a client of Morrissey's approximately 10 years ago, but found it confronting seeing other clients with more obvious disabilities therefor ceased attending. Contact has been kept with his wife via newsletter, phone calls & scheduled visits. After an in-home visit in late August, Craig's wife decided to give attending Morrissey another go, but was sceptical she would not be able to get Craig out of bed. Craig attended Monday men's group where he obviously enjoyed himself, talking & interacting with many different clients. Craig's wife called on the Tuesday to see if David could attend on Wednesday as well, as Craig spoke to her about the day and she could see he enjoyed himself. Craig attended the Wednesday and was collected by his wife in the afternoon. She was so happy and said a big thank you for "bringing her husband out of it" as he had not been so "alive and talking" for months.

John

John is an energetic middle-aged client who attends Morrissey on Monday, Wednesday and Friday. John enjoys chatting with other clients as well as staff. John lives with his elderly mother. John's mother appreciates the services Morrissey provides as they enable her to have some respite time and do other tasks while John is with us.

Stories are true, names have been changed.



Our people

Meet some of our amazing team



Dinesh, wife and daughter

My name is Dinesh, I was born in Nepal. I moved to Australia with my family in 2011, I started working for Morrissey in September 2016 as a fulltime Client Assistant. It has been a wonderful experience working for this organisation as they have fully accepted me as part of their team without any form of prejudice. This has improved my skills, productiveness as well as my confidence.

Since moving to Australia, my wife and I don't have much local family support to care for our daughter. The management for Morrissey is considerate of parental leave which enables my wife to continue with her career and contribute to the family. The organisation allows me flexible hours, where possible, for my wife to attend training required for her work.

As a Morrissey staff, I have never been treated differently or felt excluded because of my ethnical background. The staff and management are both very supportive and encouraging. In Nepal, we have a big festival where we celebrate with our families and the community. I handed in my leave application to attend the festival a bit late and although there were other staff leave granted for the same dates, Morrissey Management approved the leave as they considered the importance of the festival for my cultural and my family. Before Christmas last year, Management asked staff to bring an authentic dish from our culture. It was really a marvellous experience eating and sharing my cultural insights with staff and clients.

Alfio

My name is Alfio. I was born in Australia and when I was 2 years old, we relocated to Italy with my parents and moved to France when I was 20. I stayed in France for 38 years. In 2010, I came back to Australia. I started working for Morrissey in 2011 as a cleaner. Currently I am employed as a maintenance man. Prior to working for Morrissey, I was working as an electronic technician in France. I enjoy working for this organisation because the staff and management are very friendly.



Gianluca Family



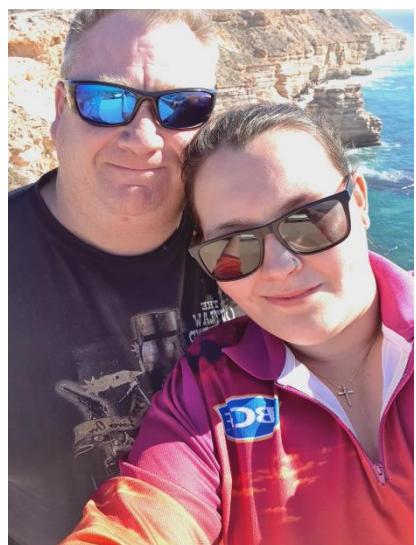
My name is Gianluca, I am 47 and I am Italian. Three years ago, I migrated to Australia with my wife Sonia and our two little girls Vittoria and Giorgia. After living in Perth for 18 months, we moved to Bunbury to follow the job for my wife in regional area. In January 2018 we obtained a permanent visa and now we are waiting to receive the Australian citizenship.

I started working for Morrissey Homestead in September 2018 as a Client Assistant, and I am very happy to be part of this amazing organisation. Everything at Morrissey is wonderful, clients, colleagues and volunteers.

For that reason, when I am at work, I feel like I am at home. Thank you all for making me happy every day!!!

Tiffany and her partner

Hi Everyone! My name is Tiffany, I have been employed at Morrissey a little over 3 years now. Before coming here, I had spent a lot of time looking for work however employers always wanted experience which I did not have. Here, at Morrissey I was given the opportunity to start as a kitchen assistant, to show my skills, then received training to obtain qualifications and grown into a multifaceted Client Assistant and now permanent cook. Morrissey not only supports clients in the community it also enables people to grow!



Our Board



Rowland Blades

Chairman

Rowland has been a board member since 2016. He has expertise in community development and contract management.



Kath Keeffe

Deputy Chairman

Kath has been a Board member for three years. Kath's background is in accounting and finance.



Annette Whitelaw

Community Representative

Annette (former Manager of MHI) joined the Board in 2016. She has extensive knowledge of the disability and aged care sector.



Jethro Hepton

Community Representative

Jethro serves on several City of Bunbury Committees and lectures on Individual Support Disability Certificate III and IV at TAFE.



Jacqueline Lahne

Community Representative

Jacqueline is the Cultural Development Manager with South West Catchments Council and the Director of Seven Senses Communication Consulting.



Dr Richard Oades

Community Representative

Richard is the CEO of Pathways South West and has a Doctorate of Philosophy in Social Sustainability, a Master of Arts in Community Development, a BSc (Hons) in Sociology and a BApSc in Social Work.



Cr Tresslyn Smith

City of Bunbury Representative

Representing City of Bunbury
Tresslyn grew up in Benger, holds a tertiary degree and formerly worked for Consumer Protection.



Cr Michelle Campbell

Shire of Harvey Representative

Representing Shire of Harvey
Michelle's focus is on community and youth, administration and governance.

Our Patron



Julie Swann was a founding member of the South West Association for the Physically Handicapped (SWAPH) the original association name prior to the name change to Morrissey Homestead Inc., July 1997.

Julie became a life member in 1998 after serving on the board for 13 years. After Julie's resignation she continued to have significant input into the organisation by organizing significant fundraising events.

Staff

Manager: Anne Mitchell

Assistant Manager: Lisa Malatesta

Finance Officer: Lisa Soulos

Senior Client Liaison: Michelle Ferguson (65 and over)

Client liaison: Ann Clapp (25 to 64)

Client liaison: Angie Gallagher (6 to 24)

Pod 1 Supervisor: Desley Baker at the Centre

Pod 2 Supervisor: Catherine Shreeve in Community

Morrissey has a number of volunteers, maintenance and support staff who together make our services possible.

Changing of the Guard



In February 1987 Annette Whitelaw was appointed Manager of Morrissey Homestead, in 2009 Annette Whitelaw handed the reins over to the newly appointed Manager Anne Mitchell who in December 2019, will hand the reins over to the newly appointed Manager Lisa Malatesta.

Annual General Meeting

Morrissey Homestead is a non-profit, charitable organisation.

Because of this we hold an Annual General Meeting each year. This meeting enables all members of the organisation to come together to hear about our activities and finances for the previous year. The meeting provides an opportunity for members to ask questions, for election of members to the Board.

The following pages contain information regarding our 2018/19 annual general meeting



AGM Agenda

Annual General Meeting

14 October 2019 at 1.00pm-3pm
119 South Western Highway, Glen Iris

AGENDA

1. Welcome by Chair
2. Present
3. Apologies
4. Minutes of previous Annual General Meeting - Annexure "A"
5. Business arising from minutes
6. Presentation of Chair's report
7. Presentation of audited accounts - Annexure "B"
8. Presentation of Accountant's report
9. Presentation of Manager's report
10. Election of Board Members
11. Election of Life Members
12. Appointment of Auditor
13. Appointment of Patron
14. Appointment of Legal Advisor
15. Special business
16. Close of Meeting

Chairman's report



Thank you for your attendance today; there are many things that have happened over the past 12months with more to come.

First, I must recognize our current Manager Anne Mitchell who will be leaving us early in the New Year to retire, or perhaps not to retire, time will see. Thank you, Anne, for all you have done for Morrissey in the past 10 years and thank you for your tireless efforts to promote and support Morrissey in the position of Manager.

Thank you also to the office staff who have worked under extreme pressure this year due to the requirements of the 5 (current) funding sources, who each have their different reporting requirements. I think that with the new billing and computer programs they have that under control. It will get better guys, I'm reliably informed that that should be down to 3 sometime next Year!

Thank you also to the floor staff with some of the best interaction with clients I have ever seen. Thank you too for your reliability turning up on time and making the shifts work for our clients and thank you to our Volunteers who make life better for all.

Your Board has also worked hard this year to ensure that Governance of Morrissey is overseen in an exemplary manner.

Thank you to Kath Keeffe, (Deputy Chair) Annette Whitelaw, CR Tresslyn Smith (City of Bunbury REP.), CR Michelle Campbell (Shire of Harvey Rep.), Jethro Hepton, Jacqueline Lahne and to our new and recently elected Member of the Board Dr Richard Oades.

My next duty in the New Year will be to welcome our new Manager Lisa Malatesta who has been with us for many years and is well known to clients and staff alike.

Lisa has a wealth of experience both of and external to Morrissey and will take over in the new year upon Anne's retirement. Lisa will be assisted by a new Assistant Manager; this appointment has not yet been made but should be in place by October.

Both the Board and I are looking forward to working with Lisa.

What happened this year? Quite a lot really, our new computerized billing process should be in place and working very soon; a grant from the Harvey Shire Council has helped to provide a more reliable system when using water at the Leschenault Centre and my grateful thanks to the local LIONS Club out that way who recently tidied up the gardens.

But much of that I will leave Anne to cover in her report.

I will remain your Chairman for another year, if elected, and if so, I'm looking forward to another year of growth for Morrissey to enable the delivery of better and more services including some innovations to our clients.

Rowland Blades

Chairman

Accountants report



The audited financial statements for the financial year to June 30, 2019 include all the financial information for Morrissey Homestead Inc and those audited financial statements form part of and are incorporated into the AGM Report.

During 2018-19 income for the day-to-day running of our facilities has increased to 5 sources of funding. These include Disability Services, NDIS, Community Home Care support, Home and Community Care (HACC) via the State

Government, which also includes funding from the Federal Government. And of course, self-funded and brokered private clients. This has brought with it an increase in administrative costs and offered all the financial challenges we expected.

Due to the nature of Morrissey's business, our major costs continue to be wages due to the high level of individual care and attention we offer to our clients including healthy meals provided by our busy kitchens and transport services provided by our modern buses. Other significant expenditure items are motor vehicle running costs, general maintenance and insurance.

The funding sources continue to change over the next 12 months with HACC-based funding transitioning to the NDIS and Disability Services will no longer apply.

Please do not hesitate to talk to Anne, Lisa or a Board member if you have any concerns with regards to how your funding will apply. We are more than happy to help you navigate this change with minimum disruption.

Whilst we anticipate challenges with the ever-changing landscape, we also look forward to providing our clients with the best most personal care available.

Megan William-Jones
Bachelor of Business/ Chartered Accountant
Nomad Accounting

Manager's report



Welcome to my report for the 2018-2019, this will be my final report as Manager. I would like to thank Morrissey for the most wonderful ten years. These ten years have been the most wonderful working years of my life, I can hardly describe coming to Morrissey as work. The fun and friendship of this organization is unsurpassed.

My thanks to Lisa Malatesta for her unwavering support. The staff of whom there were 45 over the year. I thank you; it has been an honor and pleasure to be your "Boss".

The year that was:

We commenced the financial year with many unknowns, HACC clients over the age of 65 moved the CHSP. This program was similar to HACC. Clients under the age of 65 were to start a gradual transition to the NDIS and was to roll from October. Clients who had been allocated an HCP could choose Morrissey as their provider. All of these new programs required new approaches, modified guidelines and information to be circulated. Our three Liaison staff have made a point of being in contact with our Clients on a regular basis to ensure a smooth transition to the new programs.

In August 18 we unveiled the "new look" of Morrissey, the team from, Jack in the Box worked tirelessly, speaking with clients, carers and staff to ensure the new image captured the essence of Morrissey without losing our focus of delivering high standards of client services.

I travelled to Sydney in November 2018 for four days, sponsored by the Board to investigate what providers were doing in NSW. My experience was invaluable in maintaining Morrissey's direction. It was very apparent Morrissey is the only organisation supporting people of all ages. Staff require a vast knowledge base as we need to understand all funding sources and finance.

November also saw the fruits of a couple years effort and strategic planning in developing plans, seeking support from the City of Bunbury and securing funding to add a further addition to the south west end of Morrissey Day Centre. We were honored to have Hon. Nola Marino MP and Mr Don Punch MLA who are supporters of Morrissey to attend the celebration. This beautiful new client area was officially opened by our Patron Julie Swann and launched with an afternoon soiree.

Corporate First Aide continues to be a valuable partner, many of their students come to Morrissey for their work experience. The students are provided with excellent training opportunities which are consolidated in our workplaces. Several of these students have gone on to gain employment with Morrissey.

A very unfortunate event of the past 12 months was the failure of the new statistic program. Nightingale had promised so much and after almost 12 months of struggle it was decided in April, not to continue to use the program. A commitment was made to repurchase licenses for SMS.

Information technology has taken off, we work on the cloud with MYOB and our payroll system EXO.

An aim for our organisations is to have a diverse workforce. It has been a pleasure to welcome new faces to Morrissey, in particular the many young men who have joined us. Our diversity is celebrated earlier in this report.

Our financial position remains strong however the 2019/20 budget was one of the most difficult to prepare. My thanks to Megan from Nomad Accounting and Kath Keeffe for their expert advice. AMD as you will hear were happy with our financial processes.

During November 2018 a quality review was undertaken by Australian Aged Care Quality Commission. It came as no surprise that Morrissey met the required quality standards.

I would once again like to thank Rowland Blades and Board members for their support throughout the year. Thanks to all Clients and Carers, you have taught me so much, You are the people that make Morrissey the great organisation it is. Finally, to all the Volunteers and Staff my admiration goes to you all.

May Morrissey remain always a caring, compassionate organization and most importantly independent.

In finishing, to the Morrissey community my best wishes to you always.

Anne Mitchell

Manager



Election of board members

Morrissey Homestead is governed by a proactive, forward-thinking voluntary Board consisting of professional people who bring a wealth of experience and knowledge to the organisation.

Members completing their terms

We acknowledge Annette Whitelaw and Jacqueline Lahne who have agreed to complete their second year of their two-year terms.



For election one-year term

Rowland Blades – Chairman

Rowland is an existing Board member who has served since 2016. Rowland's expertise is in community development and contract management

For election two-year terms



**Kath Keeffe
Deputy Chairman**

Kath has been a Board member for three years



**Jethro Hepton
Community Rep**

Jethro has been a Board member for two years



For election two-year terms

**Dr Richard Oades
Community Rep**

Richard is the CEO of Pathways South West and has strengthened the relationship between Morrissey and Pathways who utilize Morrissey's centre on Friday

For election one-year term

Councillor's Tresslyn Smith and Michelle Campbell are both nominating for one-year terms representing their Local Governments.

These positions are dependent on Local Government elections



Tresslyn Smith
Cr City of Bunbury
Representative

Tresslyn has been a
Board member for
two years



Michelle Campbell
Cr Shire of Harvey
Representative

Michelle has been
a Board member
for two years

Election of life members

Lois is a dedicated volunteer who attends every Thursday since July 2011. Lois is a warm welcoming face for MHI clients. She never fails to engage those less physically mobile Clients, who are very competitive in playing cards and board games. She greatly assists the staff by spending quality one on one time with clients, ensuring they feel they are a part of the MHI family. A task, paid staff are unable to achieve consistently. Life Membership bestowed to Lois acknowledges the significant contribution she makes to our organisation as a whole.



Annexure "A"

Annual General Meeting

8 October 2018 at 12 noon
123 South Western Highway, Bunbury

AGENDA

Welcome by Chair

- Acknowledged the Wardandi, Noongar people
- Acknowledged the passing of former Board Member Mrs Pam Mason.
- Acknowledged the presence of distinguished guests including our Patron, Phil Smith, my Deputy, Rowland Blades, Board Members, Kath Keeffe Treasurer, Councillor Michelle Campbell Harvey Shire, Councillor Tresslyn City of Bunbury, Jethro Hepton, Mary Hutchinson Maria Cavallo from AMD Auditors, Anne Mitchell, Manager, staff and all in attendance.

Present

- As per list

Apologies

- Dr Sally Talbot, MLC
- Hon Colin Holt MLC Member of the South West,
- Hon Don Punch MLC for Bunbury,
- Mayor Gary Brennan, City of Bunbury
- Mrs. Alison Comparti JP
- Mr Shane Collie, Action CEO Shire of Harvey,
- Mrs Phyllis Barnes,
- Mrs Julie Swann,
- Paul Lander from Lander Lawyer.

Minutes of previous Annual General Meeting

MOTION: That the minutes be accepted as a true and correct record of the 2017 AGM.

Moved: Danzey Watkins Seconded: Sybil Clithero Carried

Business arising from minutes

Presentation of Chair's report

MOTION: That the Chairman's Reports be accepted.

Moved: Danzey Watkins Seconded: Philip SmithCarried

Presentation of audited accounts Annexure "B" Maria Cavallo

Treasurer's report

MOTION: That the Audited Accounts and Treasurers Report be accepted.

Moved: Danzey Watkins Seconded: Caroline Nicols Carried

Presentation of Manager's report

MOTION: That the Managers Report be accepted.

Moved: Caroline Nicols Seconded: Sybil Clithero Carried

Election of Board Members

- No new Board members are being appointed only Community Representatives

Endorsement of Community Representatives

- Our Client Representative Mary Hutchinson and Chair Murray Cook are both retiring from their positions on the board.
- The Chair acknowledged Kath Keeffe, Rowland Blades and Jethro Hepton as Board members who are continuing with their current terms.
- Annette Whitelaw is seeking nomination for a further two-year term and Jacqueline Lahne who have recently joined the board are nominating for her first two year term

MOTION: That Annette Whitelaw and Jacqueline Lahne be endorsed as a Community Representative for a two-year term (2018/2020); City of Bunbury Councillor Tresslyn Smith and Shire of Harvey's Councillor Michelle Campbell, representative for a one-year term (2018/2019)

Moved: Danzey Watkins Seconded: Philip Smith Carried

Election of Life Members

- Lyndall Rogers was a dedicated volunteer and staff member for Morrissey for 17 years. Lyndall volunteered for one day per week as well as providing transport trips to Perth for clients and members of the community who were not funded, and Morrissey was not funded to provide, she was employed from January 2002 until 15th of December 2017 one day a week with a focus on Ceramics. Lyndall has a great enthusiasm and love of life, not to mention an amazing voice and would never miss the chance to sing Proud Mary
- Annette Whitelaw, commenced as a Coordinator/Manager in February 1987 and worked tirelessly for 22 ½ years, undertaking a huge amount of work outside her formal role including organizing many, many fundraising events and other activities. Annette remained Manager until 2009 when she retired. After taking a back seat for a couple of years she rejoined Morrissey in 2011 where she accepted the role of Co-Patron and then Patron until 2016, when she became a Board Member.

MOTION: That Annette Whitelaw and Lyndall Rodgers be appointed as Life Members for 2017/18.

Moved: Caroline Nicholls Seconded: Kath Keeffe Carried

Appointment of Auditor

MOTION: That AMD Chartered Accountant be appointed as MHI's Auditor for the 2017/18 Financial Year:

Moved: Lyndall Rogers Seconded: Danzey Watkins Carried

Appointment of Patron

- Unfortunately, our proposed Patron Julie Swann, has sent her apologies as she is unwell, we wish her a speedy recovery.
- Julie Swann was a founding member of the South West Association for the Physically Handicapped (SWAPH) the original association name prior to the name change to Morrissey Homestead Inc., July 1997. Julie is a Life Member.

MOTION: That Julie Swann be appointed as Patron for 2017/18.

Moved: Annette Whitelaw Seconded: Philip Smith Carried

Appointment of Legal Advisor

MOTION: That Paul Lander of Lander Lawyers be endorsed as MHI's legal representative.

Moved: Jacqueline Lahne Seconded: Mary Hutchinson Carried

Special Resolutions for amending the Constitution in accordance with Annexure "C" The proposed amendments to the Constitution have been provided to you with your Agenda Annexure "D" Is the Final version of our Constitution.

Amendments moved by Phil

Change 9. Rule 10.2 Proposal m): delete all after "for the year." Transfer (i) to (x) to By Laws.

REASON: What is, or is not, in the report will vary over the years. Keep information in the Constitution to essential directions.

Change 10. Rule 17.5: Insert "or authorised" between "signed" and "by two (2)".

REASON: Many payments are now electronic and not "Signed".

MOTION: That constitution with the advised changes be endorsed

Moved: Phil Smith Seconded: Kath Keeffe Carried

Special business

Rowland Blades took the chair.

MOTION: That a vote of thanks be given to Murray Cook and Mary Hutchinson for their excellent service to Morrissey Homestead.

Moved: Danzey Watkins Seconded: Sybil Clithero Carried

Close of Meeting 1.35pm

The above minutes are a true and accurate record of this meeting.

Signature of the Chairman.

Date: