

# Welcome to Morrissey

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Members, Clients, Families and Carers  
Handbook 2025



**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**  
42 Leisure Drive  
Australind WA 6233

Office hours: Monday – Friday, 7.30am – 4:30pm

## **Programs offered**

Dementia Services – delivered daily from Morrissey Day Centre

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

Men's day – Tuesday Outing into the community

Women's day – Wednesday Outing into the community

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

Explorers – Saturday Children 6 – 12yrs of age club delivered from Morrissey Day Centre on the 2<sup>nd</sup> and 4<sup>th</sup> Saturday's of the calendar month

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

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

Overnight respite – delivered from either one of our center's upon request

Emergency Respite available on 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

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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” too,

- 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

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 Allied Health professionals or other services who may assist you in the future, and communicating with representatives or family members if necessary.

## Complaints

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.

All complaints can be made without fear of reprisal to you and the nature of the complaint is kept confidential.

If you are not satisfied with the response to the comment or complaint, you may wish to contact one of the following external complaints agencies:

## Further Information

### AGED CARE

Aged Care Complaints Commissioner- Phone: 1800 550 552

[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au) National Aged Care Advocacy Line- Phone: 1800 700 600

### NDIS

Health and Disability Services Complaints Office (HaDSCO) Telephone: 1800 813 583.

Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au).

Western Australia Consumer Protection. Telephone: 08 6552 9596, or 1300 30 40 54.

Email: [consumer@dmirs.wa.gov.au](mailto:consumer@dmirs.wa.gov.au).

Commonwealth Ombudsman. Telephone: 1300 362 072.

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au).

### Advocacy support

Should you ever feel unsafe, or wish to make an allegation of violence, abuse, neglect exploitation or discrimination, relay a concern, complaint or comment on your behalf you have the right to access independent advocates. The advocate's role is to act on your behalf as directed by you expressing your wishes, preferences, and rights. This can be from an Advocacy group or other representative of you.

You can contact local Advocacy WA by telephone: 9721 6444 or email:

[admin@advocacywa.org.au](mailto:admin@advocacywa.org.au) or accessing the Disability Advocacy Finder [Disability Advocacy Finder | Ask Izzy](#) to access this link you will need to use Microsoft Edge or Google Chrome.

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.

### Advisory Bodies

#### Consumer Advisory Body

The Consumer Advisory Body role is to provide feedback to the Board of Management to assist them in improving the care and services received by clients.

If you wish to be part of the Morrissey Consumer advisory Body, please advise your Liaison or call the office on 97254699.

This is open to all clients and representatives.

#### Quality Care Advisory Body

The Chairperson or representative from the Consumer Advisory Bodies is asked to be part of the Quality Care Advisory Body, where they are able to give feedback and have an understanding about quality care expectations, including clinical care, continuous improvement and quality audits.



## Client Code of Conduct

### YOUR RIGHTS

- To receive a fair, safe and high-quality service from Morrissey.
- To be treated with dignity and respect, with the freedom from any discrimination or harassment on the grounds of gender, marital status, pregnancy, disability, race, age, religious or political conviction, having my identity, culture and diversity valued and supported.
- To attend the Centre in a peaceful, social and friendly atmosphere.
- To live without abuse and neglect.
- Be treated with respect and dignity and receive clear and honest information about my care from staff and Management, in a way I understand.
- To have access to your preferred mode of communication.
- 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. Should you ever feel unsafe, or wish to make an allegation of violence, abuse, neglect exploitation or discrimination, relay a concern, complaint or comment on your behalf you have the right to access independent advocates. The advocates role is to act on your behalf as directed by you expressing your wishes, preferences, and rights. This can be from an Advocacy group or other representative of you. You can contact local Advocacy WA by telephone: 9721 6444 or email: [admin@advocacywa.org.au](mailto:admin@advocacywa.org.au) or accessing the Disability Advocacy Finder [Disability Advocacy Finder](#) | Ask Izzy to access this link you will need to use Microsoft Edge or Google Chrome.
- 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.

### Advanced Care Planning

Advance care planning is a simple process that you can start today. It involves thinking about your values, beliefs and preferences for your future health and care while you are still able to make decisions and communicate your preferences and acceptable outcomes. It also involves discussing them with your loved ones and doctors and documenting them.

Consider your beliefs, values and preferences for your current and future health. Think about the medical treatment you may or may not want.

- Past experiences with health care
- Your current health
- Your future health

Speak to your family and others close to you about your views and preference for your medical care. A close or loving relationship does not always mean someone knows or understands your preferences.

When you have thought about your future health care, discussed it with others and selected a substitute decision-maker, you should record your choices, you can discuss this with your doctor.

Completing Advanced Health Directive documents is the best way to make your preferences known about the type of treatment you would want if you are unable to participate in decisions and to ensure that family and health professionals respect these preferences.

## Advanced Care Planning Contacts

National Advanced Care Planning Support Service- Phone: 1300 208 582

Events and webinars- [www.advancedcareplanning.org.au](http://www.advancedcareplanning.org.au)

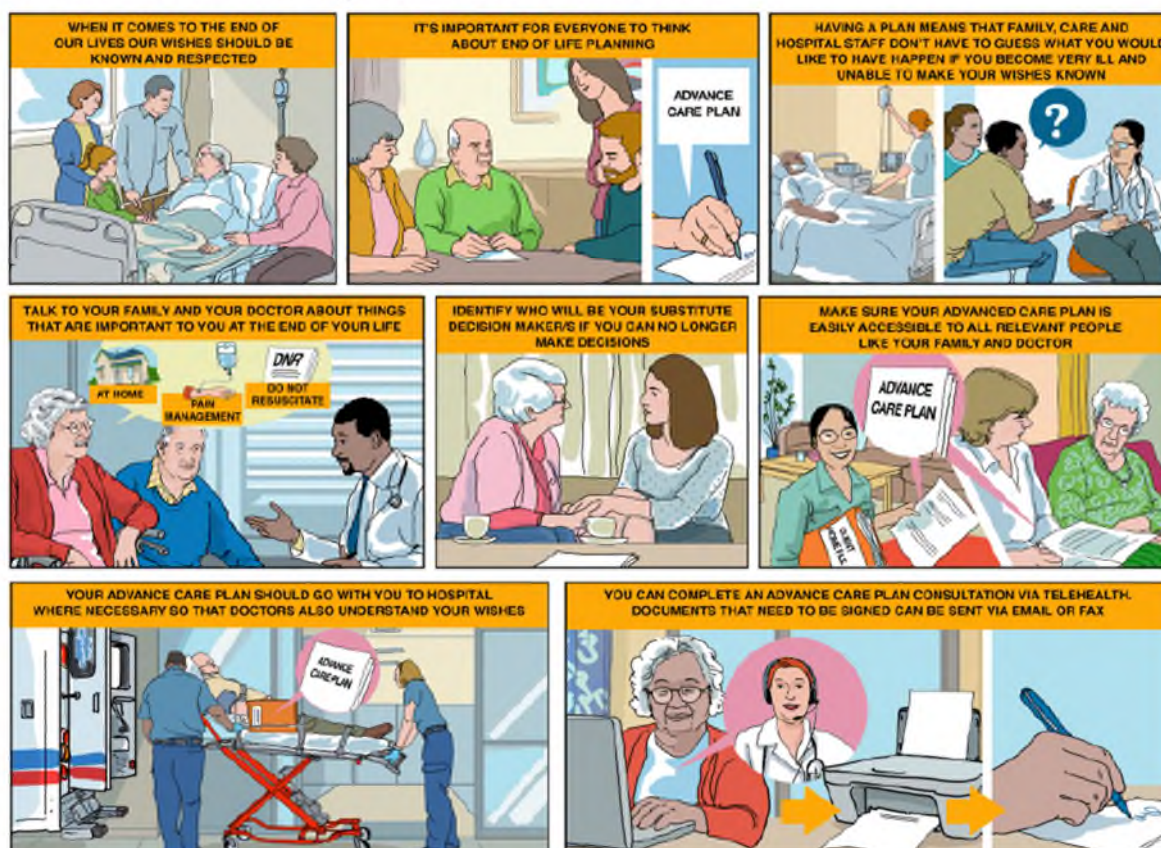
Department of Health and Aged Care- Phone: 1800 020 103

Website information & resources [www.health.gov.au](http://www.health.gov.au)

Department of Health - [www.healthywa.wa.gov.au](http://www.healthywa.wa.gov.au)

If you would like support to access websites or documents, please call the office on 9725 4699

## Advance Care Planning - Don't Leave it Too Late



## Aged Care Volunteer Visitors Scheme

This scheme supports volunteer visits to provide friendship and companionship to older people. Visits are available to anyone who receive government-subsidised residential aged care or Home Care Packages, including care recipients approved or on the National Priority System for residential or home care packages or who are socially isolated.

[Request a volunteer visitor](#) (for yourself or someone else).

<https://www.health.gov.au/our-work/aged-care-volunteer-visitors-scheme-acvvs/request>

### Enjoying Dining in Aged Care

Research shows that a good dining experience increases your enjoyment of food and drinks. Eating well helps you to stay well-nourished and healthy. It can reduce the likelihood of weight loss, malnutrition, frailty, falls and poor health.

Your dining experience while with Morrissey should be enjoyable, respectful and meet your preferences, respect your cultural, religious and dietary imperatives & dietary requirements.

Morrissey cook is open to suggestions for recipes, meals and snacks cooked daily onsite.

Morrissey welcomes feedback about your meals and dining experience and that the feedback will be respected and welcomed.

For more information:

[www.agedcarequality.gov.au/older-australians/health-wellbeing/food-and-nutrition](http://www.agedcarequality.gov.au/older-australians/health-wellbeing/food-and-nutrition)

### National Redress Scheme

The National Redress Scheme commenced on 1 July 2018, in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The Royal Commission listened to thousands of survivors detail the abuse they experienced as children while in the care of an institution. The abuse happened in institutions such as orphanages, children's homes, schools, churches, sports clubs, hospitals, and foster care.

For more information go to: [www.nationalredress.gov.au](http://www.nationalredress.gov.au)

### Single Assessment System

Previously, there were different assessment pathways. As a result, assessments were not consistent and older people often moved between assessment organisations as their needs changed.

The Single Assessment System will simplify and improve the experience of older people as they enter and progress through the aged care system by:

- providing a single assessment pathway for older people so they don't have to change assessment providers as their needs change
- ensuring that older people only have to tell their story once
- ensuring access to assessments in regional, remote and rural areas
- reducing wait times to access aged care assessment.

**If you require further information on any of the above please call 97254699 and speak with your Client Liaison.**



## → The Western Australian Carers Charter

The *Carers Recognition Act 2004* establishes the Western Australian Carers Charter which states:

1. Carers must be treated with respect and dignity.
2. The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
3. The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
4. Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

### → Contact us

#### Department for Communities

Gordon Stephenson House, 140 William Street, Perth WA 6000

t: (08) 6551 8700

f: (08) 6551 8556

e: [info@communities.wa.gov.au](mailto:info@communities.wa.gov.au)

w: [www.communities.wa.gov.au](http://www.communities.wa.gov.au)

DFC CA12-Aug 2012



Government of Western Australia  
Department for Communities

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

*Welcome*