



MurphyHouse

Supported Residential Living

INFORMATION FOR PROSPECTIVE PARTICIPANTS



sass

QUALITY SUPPORT SERVICES

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Welcome to Murphy House. We pride ourselves on offering a point of difference within the Supported Residential Service sector to ensure we can make a positive difference to the lives of our Participants.

Murphy House is a wonderful community with private rooms and ensuites, generous lounge and dining areas, multiple activity rooms with endless entertainment including everything from karaoke, trivia and cinema nights, cooking programs, yoga and meditation, vegetable gardening and access to our activity farm Ironstone Hill.

Our kitchen produces tasty and nutritious meals with ingredients grown from our onsite vegetable gardens. Our supportive and compassionate staff are onsite 24/7 and always there to lend a hand or have a cuppa and a chat.

Our aim is to improve the lives of everyday people and what better way to achieve this than providing support at the coalface. Where it is needed most. We are passionate about the people we support.

Thank you for trusting our wonderful support staff with your everyday needs. I look forward to hearing about your journey at Murphy House.

James Maw
Managing Director



1. SRS Details



MurphyHouse
Supported Residential Living

House Details

Address: 5-7 Murphy Street, Kennington
Phone: (03) 4416 3831
Email: info@sasscare.com.au
Web: www.sasscare.com.au
Personal Support Coordinator: Maxine Bruce



2. Intake – What to Expect

Intake Process

WHAT TO EXPECT



- 1

Arrange a walkthrough of the facility to make sure Murphy House meets your needs.
- 2

Submit a referral and intake form to SASS for consideration.
- 3

The Participant Intake Committee at SASS will assess your application to determine your suitability for accommodation.
- 4

If successful, you will receive a Condition Report, Interim Support Plan and a move in date.
- 5

Welcome aboard!

3. Fees and Charges

Fees and Charges







The following fees and charges apply to Supported Residential Services at Murphy House.

Accommodation and Support Fee Fee for the participant's accommodation and personal support.	\$440 Weekly
Security Deposit A security deposit is an amount of money paid in advance by a participant to cover potential losses that a proprietor may suffer as a result of the participant or participant's visitor causing damage to the SRS, or a failure to pay fees.	\$1,760
Reservation Fee A reservation fee is a fee to reserve a place at the SRS. When you first move in, the fee is deducted from your weekly fee.	\$880
Establishment Fee The establishment fee covers the costs of assessing your needs and preparing a support plan when you first move into the SRS.	\$880
Other Fees Day-to-day expenses that are not included in the weekly fees. These include services that come to the SRS, excursions outside the SRS, or incidental items such as non-essential toiletries (such as perfume or aftershave).	Varying

4. Our Facilities

What Murphy House has to Offer

There is never a dull moment at Murphy House. Our goal is to give our participants the greatest success in achieving their goals. We offer a range of services including:

 <p>Our chef prepares a fortnightly menu with a wide variety of dishes</p>	 <p>All bedrooms are private and fully furnished with fresh linen and towels provided</p>
<p>Each Participant will have their own private ensuite</p> 	<p>Yoga and meditation classes are available free of charge throughout the week</p> 
 <p>Our kitchen produces healthy and nutritious meals</p>	 <p>Participants can practice their culinary skills with weekly cooking classes</p>
<p>There are heaps of activities throughout the week from karaoke to bingo</p> 	<p>Those with green thumbs can utilise our extensive onsite vegetable gardens</p> 
 <p>Laundry is washed, dried and folded by staff frequently</p>	 <p>Free WiFi is available for you to check your socials, stream a movie or check your emails</p>
<p>Call bells are fitted in all rooms, ensuites and communal areas</p> 	<p>Each private room is cleaned regularly</p> 
 <p>We administer medication to ensure correct dosages are given at the correct time</p>	 <p>Our support staff are always on hand to assist you with managing personal hygiene</p>
<p>Public transport is conveniently located at the front door of the facility</p> 	<p>Participants can access our activity farm Ironstone Hill free of charge</p> 
 <p>Facility front door and private room keys provided to Participants</p>	 <p>Our meeting rooms can be used by you for appointments with health professionals</p>

5. Concerns or Complaints

Have a Concern or Complaint?

At Murphy House, your complaints and feedback are taken seriously, and we will do our best to resolve them promptly.

We have nominated our Personal Support Coordinator as our complaints officer. This person will receive and record your complaint within 2 business days of the complaint and will endeavour to resolve your complaint in a timely fashion and with total confidentiality. The Participant making the complaint will not be adversely affected and will be informed of any actions taken in respect of the complaint. If you are not satisfied with the outcome, you can also get assistance from a community visitor or from an authorised office of the Department of Families, Fairness and Housing on 1300 475 170 or via <https://www.dffh.vic.gov.au/making-complaint>.

6. House Rules

House Rules

The following house rules need to be respected by each Participant at Murphy House:

- Murphy House has a zero drug and alcohol policy. There are to be no drugs or alcohol consumed at the facility nor are you to be obviously under the influence whilst at Murphy House.
- Smoking is only permitted at the bottom of the ramp on the South side of the building. This area has signage to assist and is accessible through the 2nd loungeroom door and front gate.
- There is to be no violent or aggressive language or behaviour towards any other Participant, visitor or staff member or damage or destruction of any part of the building and furnishings.
- All meals must be consumed within the designated dining room.
- Participants are permitted to allow visitors to the facility. To ensure the comfort and enjoyment of all Participants, visiting hours are strictly between the hours of 9.00am and 6.00pm.
- All Participants must ensure they keep noise to a minimum between 9pm - 7am. This includes the use of the smoking area. The door and ramp are very disruptive when used during the night.
- Your room must remain clutter free and have a clear path to ensure safety of yourself, staff and visitors.
- Any rubbish must be removed regularly.
- All clothing to be labelled by name or room number.
- Please ensure all soiled washing is ready to be collected on your designated laundry day.
- Residents must sign in and out when leaving the building.

Special Terms:

- A \$10 fee will be charged for replacement of lost keys.
- Friends and family are permitted to stay for a meal at the cost of \$10 per head with 48 hour notice.

7. Routine Observed



Routines Observed

Breakfast: 7.00am to 8.00am
Morning Tea: 9.30am to 10.00am
Lunch: 12.00 noon to 1.00pm
Afternoon Tea: 2.30pm to 3.00pm
Dinner: 5.30pm to 6.30pm
Supper: 7.30pm to 8.00pm

Room Cleaning: conducted between 8.00am and 1.00pm

Laundry availability: 10.00am to 2.00pm