



MOSAIC

Creating possibilities,
transforming lives.



Annual Report
2020/21



Mosaic wishes to acknowledge the traditional custodians of the land on our services are delivered – the people of the Noongar Nation. We acknowledge and pay respect the Noongar people's ongoing culture, beliefs and relationship with the land, as well as their rich contribution to life in this region.



Let's look beyond disability.
One person, one family, one life goal at a time.

**Exploring possibilities.
Together.**

Contents

About Us	4
Chair Report	6
CEO Report	7
Strategic Plan	8
Our Board	10
Our People	12
Listening to Our People	16
Our Services	17
Conversations with Mosaic	20
Our Supporters	21
Finances	22

About Us

At Mosaic, we focus on the possibilities that matter to people with disability, the opportunities and potential and their hopes and dreams – no matter how big or small – and how, together, we can make them happen.

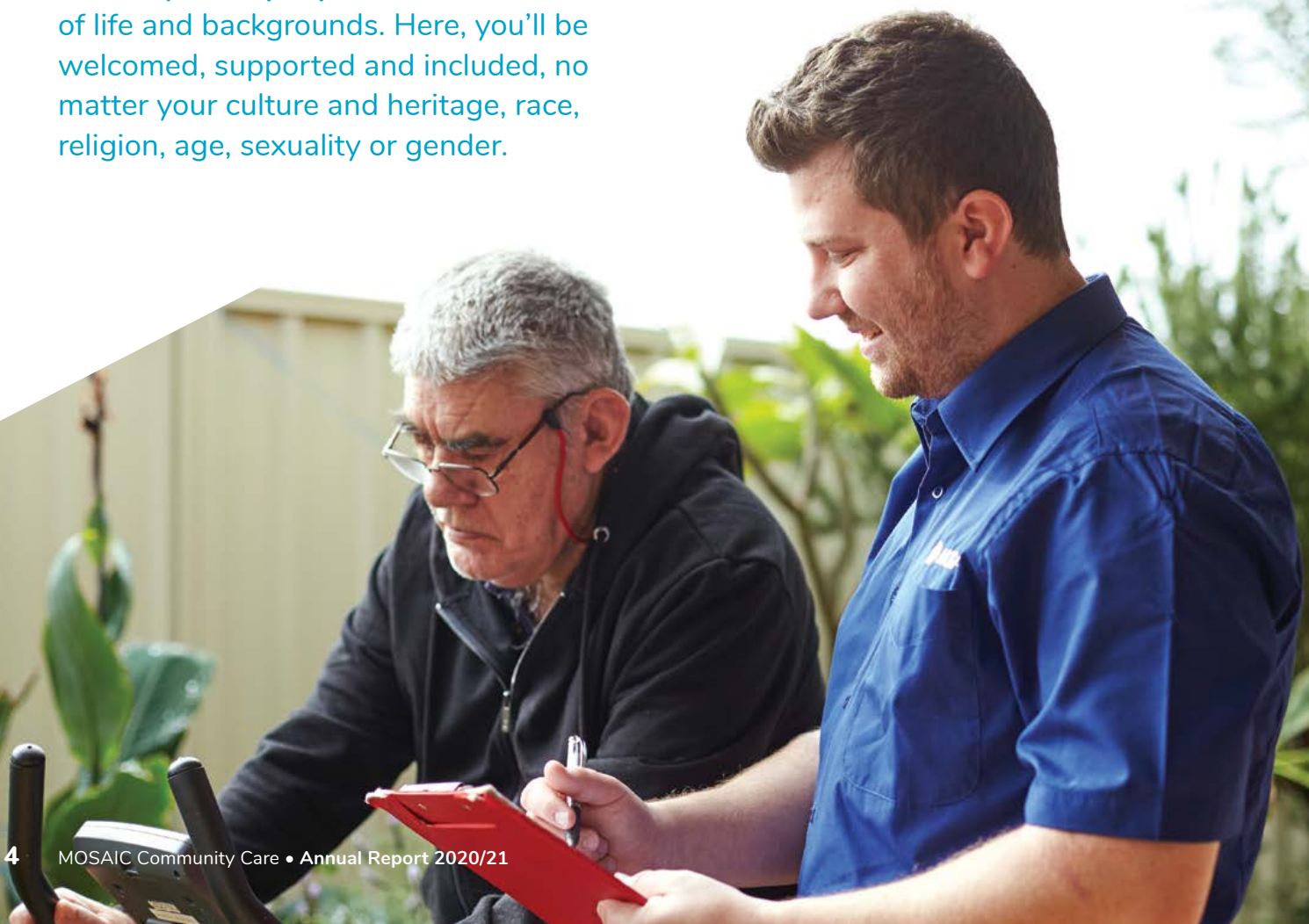
Our personalised services give people and their families more choices, control and independence. Our support opens up a world of possibilities and experiences. Whatever matters to our clients, and whatever disability they live with, we listen and work with them to make it happen.

This has been our driving focus since 1992, when our not-for-profit organisation was established by three Perth families who wanted more life options and opportunities for loved ones living with disability. Today, as a registered NDIS provider, we remain true to the vision of our founders by reflecting that same focus on the individual, their family and community.

As a registered not-for-profit NDIS provider, our 200+ team supports people aged 18-65 across Perth through a growing range of services, all individually tailored to help clients set goals and make their dreams a reality.



At Mosaic, we believe in **celebrating the diversity of all people**, from all walks of life and backgrounds. Here, you'll be welcomed, supported and included, no matter your culture and heritage, race, religion, age, sexuality or gender.



Our purpose

To create possibilities for people with disability that transform their lives.

Our values



We listen carefully with empathy



We seek to empower



We are courageous in our actions



We are authentic and transparent



We connect and collaborate



We take responsibility to achieve excellence



Our Patron

We are pleased to have as our Patron the Honourable Kim Beazley AC, 33rd Governor of Western Australia. Prior to being installed as Governor, Mr Beazley had dedicated almost three decades to serving the public in Federal Parliament while representing the WA seats of Brand and Swan. In 2009 Mr Beazley was awarded the Companion of the Order of Australia for service to the Parliament of Australia through contributions to the development of government policies in relation to defence and international relations; as an advocate for Indigenous people; and for service to the community.

Where we are





Chair Report

The year has seen continued challenges and distractions associated with COVID-19 and NDIS driven changes during the year that have impacted significantly on Mosaic's day to day operational activities and resources.

Despite this, Mosaic has remained focused on its core Purpose and Values to ensure we are creating possibilities and transforming the lives not only of our clients but also our employees in terms of job satisfaction and career opportunities.

Mosaic's strategic plan was updated to ensure a continued and relevant focus on excellence in client service, employee satisfaction and opportunities, and financial and organisational sustainability. In addition to the monthly Board and Sub-committee meetings, the Board and Strategic Leadership Team have met quarterly to ensure that our governance, strategic and operating activities continue to be aligned.

Board members have participated in various sector events and activities to ensure an up-to-date awareness of trends and initiatives and to contribute constructively to sector initiatives related to changing funding and quality and safeguarding requirements.

All Board members have been involved in at least one of our current sub-committees of Finance, Audit and Risk Management (FARM); Culture, Engagement and Well Being (CEWB); and Governance. The coming year will see a review of the terms of reference of the sub-committees to ensure they are effectively supporting overall Board activities and are aligned with the changing governance requirements of the sector.

Like last year, 2021/22 brings with it significant uncertainties and challenges in terms of COVID-19, economic uncertainty and resourcing. The Board's focus will be

on governance and risk management issues surrounding those challenges, quality and safeguarding requirements, financial stability through operational efficiencies and broadening of our income sources and sustainable growth and initiatives to enhance our existing and future Supported Independent Living accommodation options.

I would like to acknowledge the commitment, contribution and support each member of the Board has provided to Mosaic and to me personally over the course of the year. In addition, the support provided by Board Secretary's Madi Lloyd-Jones and Julia Whittle has been invaluable.

Finally, I would like to formally acknowledge the significant commitment and contribution made by our CEO Pippa Cebis, her Strategic Leadership Team, managers, staff and volunteers over the past year.

Geoff Parnell
Chair





CEO Report

I'm told that time always goes by faster as you become older, but it really does seem only a few months ago that we were celebrating the end of 2020 and wondering what the new year would bring.

Now, as I reflect on all that has happened both at Mosaic and in the wider disability sector since my last report, I am amazed at the relentless pace of change we have experienced and humbled by the way our staff continue to live and demonstrate our Purpose and Values every day.

We have experienced four major changes to the regulations that govern us over the past 12 months. While we welcome the increased safeguarding these changes bring, they have necessitated rapid adaptation by our staff, and I applaud the professionalism with which all have responded to each new requirement. With the commencement of the NDIS Quality and Safeguards Commission managing quality and safeguards in Western Australia came, for example, a significant change in how and when incidents are reported. The state-based Authorisation of Restrictive Practices in Funded Disability Services Policy has resulted in the development of new ways of working for staff in order for them to be able to meet the weekly and monthly reporting requirements in addition to their existing duties. Under the NDIS Worker Screening rules, all staff are now required to be screened prior to starting work, and any relevant breeches are monitored centrally by the Quality and Safeguards Commission. Most significantly, all providers will be audited for the first time by the end of 2021 against over 200 indicators of good practice for service delivery. As I write, Mosaic is preparing for this audit, with teams from every part of the organisation, from front line staff to managers, the finance team, board members... everyone working hard to be ready to show off and evidence the amazing work we do every day.

There has been a huge focus on further developing our safety systems this year. We are halfway through a 10-month program that will see us with an entirely new safety system, strengthened with new processes, training, policies, risk evaluations etc all designed to keep our team as safe as we possibly can.

We were proud to reveal an updated, refreshed logo this year and launch our new website and branded vehicles. One of the drivers behind these updates was to make our website and brand more accessible to people with disability and I am pleased to share that, as a result of this work we were nominated for the 2021 Accessibility Awards. At the time of writing the final winner is yet to be announced... so watch this space!

As we look for ways to better serve our community and positively impact as many lives as possible, we made the challenging decision to move from Joondalup, but were proud to reopen a beautiful house in Rockingham that is greatly loved by the women who live there. At the same time, our Consulting Team of Therapists, Support Coordinators and Positive Behaviour Support Practitioners has grown rapidly and continues to reach more people, working with them to achieve their goals.

And, in the middle of all this change and growth was the ever-present threat of COVID-19 and lockdowns. Life has certainly not been dull this year.

As always, I wish to acknowledge all staff for their hard work and their dedication to the people we support. This year has been one of constant flux, but their passion and commitment has remained undiminished. I would also like to thank the Strategic Leadership Team for their leadership and shared vision, and the Board for their support and strong governance as we chart the way forward together.

Pippa Cebis
Chief Executive Officer



Strategic Plan

Our strategic plan provides us with a framework to focus, prioritise, develop and deliver our activities, our services, our day to day operations and our communications with the Mosaic community. Annual targets for all strategic goals are set and carefully tracked. Our approach is to interrogate challenges, welcome innovation and opportunities, and celebrate achievements.

Strategic Pillar	Strategic Goal	Key Indicators
Customer Experience 	Provide outstanding customer experiences	<ul style="list-style-type: none"> Create an overall customer experience across all services that our customers rate as High or Very High Consistently deliver services of such high quality that clients enthusiastically recommend us to others
People, Culture & Knowledge 	Invest in exceptional staff and volunteers	<ul style="list-style-type: none"> Create a workplace where employees are highly engaged and very passionate about their work Develop a culture where staff understand that high standards of performance are expected
Systems & Processes 	Ensure systems support operational excellence	<ul style="list-style-type: none"> Implement effective technological solutions to manual inefficiencies Implement and embed the compliance requirements of NDIS Quality and Safeguards Commission
Business Sustainability 	Continue sustainable growth	<ul style="list-style-type: none"> Achieve a sustainable Net Profit and Gross Margin Maintain the balance of support services and corporate overheads



Janine's story

Janine lives with her elderly father Edward. Independent in most areas of her life, Janine is supported by our Community Service team to assist her to access social support, her local community and medical appointments. We also work alongside Janine to support her to achieve her personal goals.

One of Janine's goals has been to go away on a holiday – something she had never done. Our team supported Janine with the research and planning process so she could experience a holiday in her destination of choice – Mandurah. Janine had a fabulous time in Mandurah and was away for two nights and three days. Having enjoyed it so much, Janine is currently thinking of an overseas trip when our borders open.

Our Board



Geoff Parnell
Chair

Geoff is an experienced director, executive and consultant with involvement across a wide range of sectors.

Through his private company, Aquamen, he is involved in providing strategic and tactical advisory services to organisations in the strata, facilities management, human resources, recruitment, construction and information technology sectors.

Geoff brings to Mosaic skills and experience in strategic planning, governance, resource management, change management, finance and risk management that has been gained from his business activities, board involvement with other NFP organisations including in the aged care sector, lecturing at Curtin University and involvement on Government Advisory Boards.



Virginia Miltrup
Vice Chair

Virginia is an experienced Executive and Company Director with expertise in supporting businesses to

adapt and align to emerging realities. She has a passion for bringing customer-centric thinking to the improvement of business performance.

Currently the Executive Director, Community & Business Services with a Local Government Area, Virginia has led Strategy, Corporate Services and Operational teams, across the public and private sectors. She has also led transformative programs at the CBH Group, Synergy, Unisys and Thomson Reuters. She holds a Masters in Leadership and Management, Bachelor of Commerce, and a Graduate Diploma from the Australian Institute of Company Directors. Virginia is the Chair of 100 Women and is a former Chair of International Art Space.



Phillip Barker
Treasurer

Phil is an experienced finance and investment professional bringing over 25 years of commercial experience to the Board, with

expertise in funds/investment management, commercial banking, governance and accounting.

Phil brings valuable skills to the Board in business management, leadership and corporate governance along with experience from other Board roles in both the corporate and not-for-profit sectors.

Phil holds qualifications in Business (Accounting) and Finance/Investment and is a member of the Australian Institute of Company Directors, CPA Australia and Financial Services Institute of Australia.



Jodi Kerr

Jodi is the Managing Director of the Shacks Motor Group. As a senior business executive Jodi has a proven track record in developing and implementing

business strategies. With a strong background in the healthcare industry, she is a former Executive Member with Ramsay Health Hospital and Director at Deloitte Analytics. As a Director, Jodi has served on other both for-profit and not-for-profit Boards in the arts and motor industry.

Jodi brings to Mosaic expertise, including health industry knowledge, a deep understanding of reporting to government, contract management and public / private partnerships.



Chris Ryder
Company Secretary

Chris is a partner of the top tier national law firm, Corrs Chambers Westgarth. He specialises in litigation and arbitration in

construction and engineering projects. He has previously been Practice Group Leader of the firm's national Construction Practice Group,

Partner-in-Charge of the Perth office and a member of the firm's Board, including chair of its audit and risk committee. Chris has been practising law for almost thirty years and has an Honours degree in Law and an Masters in Business Administration.

He brings to the board his experience in distilling highly complex problems for some of Australia's largest companies at senior executive and board level and developing strategies to resolve them.



Dr Rachel Skoss

Rachel is a passionate advocate for people with intellectual disability. Her understanding of the NDIS and disability sector come

through lived experience as a parent, and her previous roles as Chair of the Ministerial Advisory Council on Disability and board member of the Disability Services Commission. As a researcher, her interest is in human service delivery, and how services can better meet the needs of people with disability. Her focus is on improving educational, health and wellbeing outcomes of people with disability.



Elizabeth Fergusson

Elizabeth has over twenty years of marketing experience across a range of senior roles based in Europe, the Middle East, Eastern Europe and

Australia. She has worked in a diverse range of industries including fast-moving consumer goods, utility providers, land development and across both government and private sectors.

Elizabeth brings to the Mosaic Board marketing and communications expertise – in particular, strategic brand development and management, public relations, research and relationship management. She holds a Masters in Business Administration and is an Associate of The UK Chartered Institute of Marketing.



Shane's story

After seeing a 'Containers for Change' advertisement on TV, Shane's interest was piqued. Ever the businessman, Shane decided that this could be a good way for him to make some extra money, while helping the environment at the same time.

With support from Mick, his community worker, Shane spends time collecting cans and bottles, removing lids and giving them a quick rinse in soapy water. They then sort the containers into bags and deliver them to the local refund point. Shane absolutely loves the whole process!

The scheme has meant that Shane is able to purchase more newspapers (which are extremely important to Shane), while putting a portion of his earnings towards a storage option that will allow more containers to be collected. Sometimes Matthew, who is one of Shane's housemates, gets involved and they split the profits 50/50.

While he is currently getting majority of the containers from his support team, he has ambitions to expand his enterprise within Mosaic. Shane also has long-term plans to work with his local community with on-going support from Mosaic.

Our People

From our frontline Support Workers, specialists and volunteers to our leadership team and Board, the Mosaic team are all focussed on opening up new possibilities and transforming the lives of people with disability and their families across Perth.



261 Staff

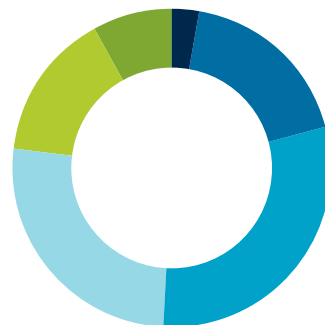
38 Volunteers

38 Work placements and students

9 School based trainees

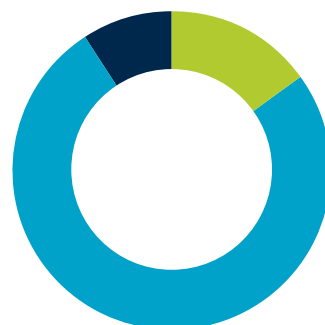
Staff age groups

- 3% under 20 years
- 18% 21-30 years
- 30% 31-40 years
- 26% 41-50 years
- 15% 51-60 years
- 8% 60+ years



Staff employment type

- 15% full-time
- 76% part-time
- 9% casual



Mosaic Strategic Leadership Team



Pippa Cebis
Chief Executive Officer



Luke McNiece
Executive Manager Corporate Services



Wendy Palmer
Executive Manager Quality and Safeguarding



Kate Brice
Executive Manager Client Services



Emma Stenhouse
Head of Communications and Marketing



Dena Zarif
Executive Manager People and Culture

Investing in our people

Providing relevant, stimulating and high-quality training and professional development opportunities for our people is a key element in achieving our strategic goal of investing in exceptional staff and volunteers. This year the majority of our training hours focussed on the key risk areas medication management, Mental Health First Aid, CPR, Management of Actual and Potential Aggression and clinical training courses related to the specific needs of clients with complex health presentations. In addition staff attended induction, operational, and understanding Mosaic policies courses.



3,248 hours
of training provided

30% face to face

70% online



“Why Mosaic? I wanted the opportunity to work with a values-based and progressive organisation with a focus on improving outcomes for the people they support”.

- BOARD MEMBER





Matthew's story

Matthew recently marked his 29th birthday by having a celebratory dinner with those closest to him. What might sound like a regular birthday celebration to some is something that would not have been possible a few short years ago when Matthew's behaviours of concern were placing a significant strain on his relationships.

Matthew's guardian and biggest advocate Sally engaged a Behaviour Support practitioner through our Positive Behaviour Support Service. Over time, Sally and Matthew's support network worked collaboratively with our team to identify potential triggers, implement strategies and behaviour and learning opportunities, so that Matthew was able to better express and communicate his emotions and needs.

Sally could not put into words how incredible it has been to see Matthew grow as a person and enjoy life.

Staff achievements

Years of service

Thirteen of our people reached significant service milestones at Mosaic this year. We are deeply grateful for the valuable contribution each one continues to make to our Purpose and how they help to enrich the lives of people with disability.

Congratulations to:	No of years
Margaret Nelson	16 years
Julie Hayes	15 years
Gwen Naylor	15 years
Dawn Williamson	15 years
Jon Pickering	14 years
Susan Peters	14 years
Joseph Woja	14 years
June Then	13 years
Helen Benson	11 years
Mark Bridges	11 years
Edward Mutseyekwa	11 years
Debbie Bowe	10 years
Rachael Miles	10 years

Staff progressions

The following staff progressed to promotional positions within Mosaic this year.

- Mark Plowman progressed from Finance Team Lead to Finance Manager
- Daniel Graham progressed from Support Worker to Support Coordinator
- Rusha Kharel progressed from Support Worker to Support Coordinator
- Mercy Nachilima progressed from Coordinator to Acting Area Manager

Best Workplace Award

We were thrilled when we found out that we had won Voice Project's Best Workplace Award 2020.

Voice Project is a leading provider of employee engagement, customer service and 360 leadership surveys, working with organisations who are committed to empowering their workforce, giving their employees a voice and creating positive change.

Their Best Workplace Award recognises organisations that have achieved exceptional levels of employee engagement and satisfaction – often a defining characteristic of organisations that deliver outstanding services. The more supported, empowered and engaged employees feel, the better an organisation performs. In simple terms – happy employees mean happy clients.

Our survey for the Voice Project's Best Workplace Award revealed a remarkable overall employee engagement score of 84%. On top of that we achieved high scores in diversity, teamwork, role clarity and 'voice climate'



(knowing how to report incidents of abuse or neglect and feeling safe to do so) as well as industry-leading scores in wellness, career opportunities, performance appraisals, resources and equipment.

"We're always looking for ways to support our employees. But ultimately, this award is a testament to our people – their commitment and dedication. This is their award and I'd like to congratulate and thank every one of them, including our volunteers who make such a valuable contribution to our workplaces and culture." Pippa Cebis, CEO.

<https://voiceproject.com>

Wayne's Story

One of Wayne's goals has been to increase his participation in the workforce and find a new job. We encouraged him to look up volunteering opportunities online, after which he independently filled out online applications and then heard back from Good Sammy. They invited Wayne to a meet with them and he worked a few 'buddy shifts' at one of their stores. Wayne received great feedback from the Manager about his diligence and willingness to work as independently as possible. To officially begin volunteering, Wayne then completed the NDIS Worker Orientation Module, NDIS Worker Screening Check and a Police Check, supported throughout by the Mosaic Community Access and Support team.

Wayne is excited and motivated by the possibilities and opportunities to come from volunteering at Good Sammy and is looking forward to the future. Through volunteering he hopes to be connected to Supported Employment and ultimately to Open Employment.



Listening to Our People

Mosaic conducted its annual employee engagement survey late in 2020. We were delighted that we achieved a very strong engagement score of 84% which reflects a high level of job satisfaction and employee commitment. This is 3% higher than the disability services benchmark in the sector and is testament to Mosaic's culture and strategic initiatives that focus on ensuring positive employee experiences.

There was a strong completion rate for the survey at 68% and 150 responses. While this was slightly lower than the previous year, this is a great result given several factors including:

- COVID-19 and the impact it had on employees in terms of rapid changes to work practices; and
- Increased accountability through the introduction of audits, standardised workflow and changes to policy.

Some key results are outlined below.

Area	Questions	2020
Diversity	Sexual harassment is prevented and discouraged	97%
Fraud Prevention	If I suspected possible fraudulent activity, I would feel comfortable reporting it to my supervisor or another appropriate staff member	96%
Role Clarity	I understand how my job contributes to the overall success of Mosaic	97%
Voice Climate	I am aware of the procedure for reporting incidents of abuse or neglect	96%
Teamwork	I have good working relationships with my co-workers	96%

Table: Snapshot Comparison 2020 to 2019 Disability Services Organisations Benchmark Rankings

Outcome	2020	2019
Mosaic BETTER than DSO benchmark	83/113 (73%)	14/41 (34%)
Mosaic SAME than DSO benchmark	28/113 (25%)	13/41 (32%)
Mosaic LESS than DSO benchmark	2/113 (2%)	14/41 (34%)



“High standard of ethics, respects diversity, safe work environment”

“Great team dynamics, supportive leadership, ability to pivot and adapt to change”

“Structures allow easy reporting of incidents”

“Better complaint management and incident reporting”



Our Services



150 clients

- 82 Community Services clients
- 77 Support Coordination clients
- 23 Positive Behaviour Support clients
- 18 Therapy Services clients



75 clients in
22 independent living houses

Supported Independent Living

At Mosaic, we help people with disability to secure the home, housemates and 24/7 support they need to live actively, independently and safely in the community.

Providing supported independent living options for people with disability was the driving force behind Mosaic's creation and is still at the heart of what we do. Today, we have a range of homes across Perth, from tidy one-bedroom homes to spacious seven-bedroom homes. Managed by experienced Coordinators, our skilled teams use our proven person-centred approach and our Positive Behaviour Support framework to meet every person's unique needs and preferences.

Our support includes assistance with practical daily tasks such as cleaning, laundry, cooking, personal care and safely taking medications. We also support our clients to get out and about in the local community, catch public transport, attend appointments and pursue hobbies and interests.



“Mosaic is awesome I am loving it!
It’s so nice to know I have someone to support me with the tasks that I wouldn’t normally be able to do on my own.”

Community Services

One of Mosaic’s central philosophies is the importance of being an active participant in your local community. We believe that the whole community benefits when everyone has the opportunity to engage and be included.

Our Community Support team enables people with disability to maintain and develop meaningful friendships and access connections in their local community so they can achieve their personal goals. That can include making new friends, taking up a sport or hobby, socialising, volunteering, pursuing further education, getting a job or building a career. Or just getting out and about, doing shopping and keeping appointments.



“Karan always helps me when I need support with my NDIS plan. She’s easy to talk to, she’s always friendly. We have a good relationship. I think of her more as a friend, not just a Support Coordinator.”

Support Coordination

Our Support Coordination services help our clients to exercise choice and build the skills to connect with providers and direct their own supports.

The NDIS gives people with disability and their families more choices, however its complexity can be confusing. Our Support Coordinators work with our clients to help them navigate the system and make the right choices for their circumstances and their personal goals. We assist clients one-on-one and explain the benefits and drawbacks of different options in a way that makes sense to them. Our support coordination service aims to ensure they are able to deal with the NDIS with confidence and maximise the potential of each service they receive.

Tracey’s Story

Tracey lives at home with her parents and is supported by Mosaic to connect with and access the community each week. Writing is one of Tracey’s passions and she is an accomplished children’s book author. We were delighted for Tracey when she released her fourth book this year.

Called 'I Can and I Will Hill' the book features a journey where many dinosaurs, including Sophie, want to go on an adventure. After they set off they encounter rain, mud and an unsteady terrain. They persist and help each other through their journey, and although Sophie struggles she doesn’t want to give up. She wants to feel included in climbing the hill and playing and eating like the other dinosaurs and we learn from Sophie’s determination that when she believes that she can, that’s exactly what she does. What a wonderful message for everyone!





“Sally and Matthew’s support network worked collaboratively with the Mosaic Behaviour Support Practitioner to understand Matthew’s behaviour, identify triggers, and create learning opportunities, so that Matthew was able to better **express and communicate his emotions and needs.**”

Positive Behaviour Support Services

This service provides support to people who have behaviours that are impacting their quality of life or posing significant risk to others, causing barriers to social and community inclusion, deterrents to health and wellbeing, or negatively affecting their ability to receive essential support.

Mosaic’s expert Positive Behaviour Support team work with our clients to understand the root cause of a behaviour. Together we then develop strategies for managing everyday life, aiming to reduce and eliminate challenging behaviours and increase health, confidence and independence. Our approach ensures we always respect people’s rights, wishes, wellbeing and dignity, and meets the NDIS Quality and Safeguards Commission’s requirements.

Therapy Services

Our expert team of Occupational Therapists, Speech Pathologists and Physiotherapists work one-on-one with people with disability, often in partnership with their existing support network, to help them to enjoy greater control and build their confidence.

From communicating clearly and eating safely to improving health, wellbeing and helping with life transitions, our therapy services specialists will develop plans and solutions that are individually designed and which support people to live their best life.

Maria’s Story

Maria lives with Down Syndrome, dementia and some visual impairment and lives in one of our Supported Independent Living properties. Recently our Speech Pathologist Elizabeth Joshua Ampattu was asked to assess Maria’s swallow status so we could support Maria to eat and drink safely. So, Maria then became our first ever Therapy Services client!

Elizabeth provided suggestions on how food items could be modified to ensure that Maria had adequate hydration and nutrition and that incidents of choking were minimised. She also provided training for Maria’s support staff around mealtime management. By ensuring Maria is healthy and well we know we are maximising her ability to achieve her goals of improving her independence and continuing her involvement in community activities.



Conversations with Mosaic

Our second *Conversations with Mosaic* event was held in November 2020 to showcase some of the many ways that Mosaic is creating possibilities and transforming the lives of people living with disability.

Conversations with Mosaic provides a valuable opportunity to strengthen our partnerships and networks with sector and business leaders and introduce them to our vision of the future.

Hosted in the function rooms of Corrs Chambers Westgarth, we welcomed a range

of attendees including industry partners in telecommunications, banking and insurance, local government representatives, and other partners and leaders in the disability services sector.

Our CEO Pippa Cebis shared with attendees a brief history of the organisation and recognised all the people who play a crucial role in supporting our clients, from the founding members of Mosaic to the support workers and staff who have made our journey possible.

One example that highlighted our passion for enabling our clients to dream and to achieve those dreams was the work of Support Worker, Jay Minogue. A recipient of a 2020 Disability Support Award in the category of *Excellence in Supporting Social Inclusion*, Jay shared how he has supported his client Seb Anthony to follow his dream of becoming a musician and performing live.

We were also delighted to announce and celebrate the expansion of our range of services this year to include therapy services. Our expert team of Occupational Therapists, Speech Pathologists and Physiotherapists work with our clients to help them to enjoy greater control and build their confidence.





Our Supporters

Mosaic is a not-for-profit organisation that creates possibilities for people with disability that transform their lives.

We know we do good work because our clients and their families tell us. But we can't do it alone. Our partners, our donors and our supporters make a big contribution to our ability to make a positive difference in people's lives.

We would like to thank Bunnings in Rockingham and Dulux for their generosity this year in supporting our refurbishment of Grace House, one of our Supported Independent Living homes. In addition to providing paint and some indoor plants, the team from Dulux spent the day painting clients' bedrooms in their favourite colour.

How you can help

We invite you to support Mosaic. By doing so we know you will be making a move that will open up a world of possibilities – for you, as well as for people with disability and their families.

Donate

You can donate to Mosaic via cash, cheque, direct debit or credit card. Donations over \$2 are tax deductible.

Bequest

Leaving money to Mosaic in your Will is a powerful and lasting way to assist people with disability to live the life they want. Big or small, every gift makes a difference.

Volunteer

Your skills, your energy and your enthusiasm can help to enrich the lives of those we support. There are many volunteering opportunities at Mosaic so please reach out and talk to us about what you have in mind.

Partner

We love partnering with values-driven WA businesses, corporates and community groups. If you are interested in building a strong relationship with an award-winning disabilities support organisation then please don't wait to contact us and start the conversation.

Get in touch

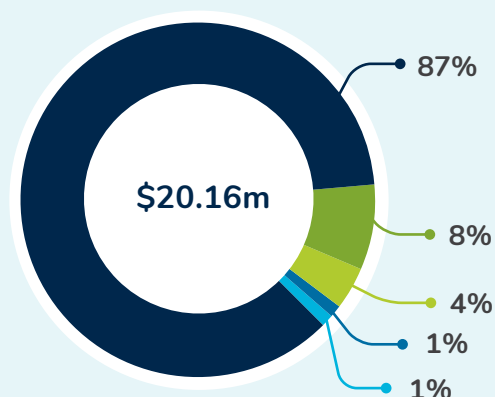
If you would like to talk about how you can support Mosaic to create possibilities and transform the lives of some of Western Australia's most extraordinary people, please don't hesitate to get in touch with our CEO Pippa Cebis.

(08) 9314 8900

hello@mosaic.org.au

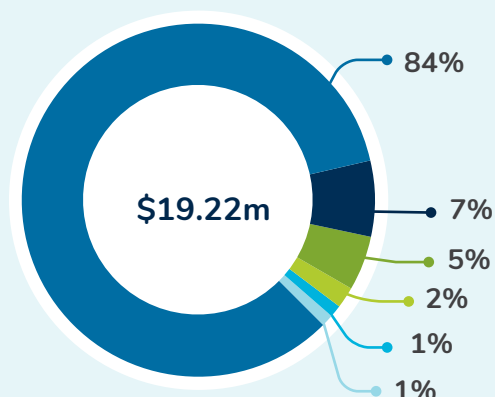
Finances

What we earned



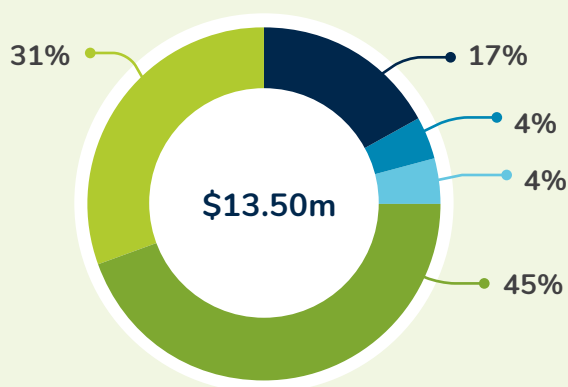
NDIS	\$17.47m
Accommodation Fees	\$1.57m
COS	\$0.77m
Interest and Investments	\$0.20m
Non-Operating Activities	\$0.14m
Total	\$20.16m

What we spent



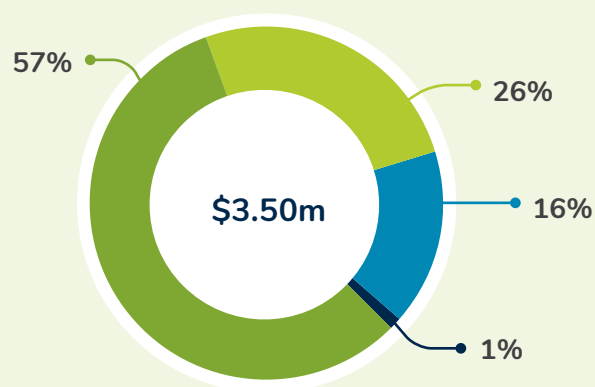
Staffing	\$16.09m
Administration	\$1.44m
Accommodation	\$0.89m
Other Operating Expenses	\$0.32m
Repairs and Maintenance	\$0.25m
Depreciation	\$0.23m
Total	\$19.22m

What we own



Cash and Cash Equivalents	\$6.02m
Investments	\$4.12m
Property, Plant and Equipment	\$2.29m
Receivables and Prepayments	\$0.54m
Other Assets	\$0.54m
Total	\$13.50m

What we owe



Employee Benefits	\$2.01m
Trade Payables	\$0.90m
Lease Liabilities	\$0.57m
Other Liabilities	\$0.03m
Total	\$3.50m



Christie's story

At the same time that Christie lost the ability to be independently mobile and needed to utilise a power wheelchair on a full-time basis, she was also out told by her doctor that to be listed for a vital kidney transplant she needed to lose a significant amount of weight. In her words she was struggling to come to terms with her disability and became quite depressed.

The Mosaic support team helped Christie to achieve this critically important goal by focussing on her food choices, shopping goals and cooking skills. They advocated to obtain the equipment needed for Christie to both exercise and cook safely and celebrated with her when she reached her goal weight and was placed on the transplant list.

Christie was so impressed with her support team that she wrote a submission and entered them in the 2021 NDS Disability Support Awards.

"After spending many years being isolated by my disabilities and becoming in many ways institutionalised from spending almost a year hospitalised, I have finally reached a point where I am enjoying lunches out with friends and discovering hobbies I enjoy. My support staff have gone above and beyond to create a level of care that works with me and for me, and they all bring something to the table that enhances my life and creates a quality that I could never have dreamt of."

"They never stop to think twice about finding creative ways to support me, they encourage me, counsel me and most importantly... they just care about me which is something that is life changing."



MOSAIC

Creating possibilities,
transforming lives.

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