



MOSAIC

Creating possibilities,
transforming lives.

Your Mosaic **Handbook**



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.

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

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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**

Welcome to Mosaic

Mosaic was established in 1992 by a group of families interested in developing supports for family members with disability. Today, Mosaic continues to provide a range of services to people with disability. These services may change over time as we grow and client needs change.



Our Current Services



Supported Independent Living

Mosaic offer shared living spaces in suburban homes, some with co-located independent units. Staffed by dedicated teams, daytime and overnight support is provided.



Community Services

Skilled Support Staff assist you in exploring opportunities and participating in activities at home and in the community; or in pursuing educational, recreational, social, volunteering and employment goals.



Coordination of Support

Expert staff assist you in coordinating the supports you need from a number of different providers.



Positive Behaviour Support and Therapy Services

Mosaic specialists develop strategies to help improve your quality of life and gain more independence. They can help reduce behaviours that may put your support, health, relationships or lifestyle at risk or that require the use of restrictive practices.

Our team of occupational therapists, speech pathologists and physiotherapists work one-on-one with people with disability. From school leavers to seniors, to make everyday life easier to manage and more enjoyable.

Ongoing Eligibility and Access

To be considered for Mosaic services, you must be:

1

18 years old or older

2

NDIS Eligible

Eligible for funded supports under the National Disability Insurance Scheme (NDIS)

Note: *Where you intend to live in a Mosaic home, you may need to be eligible for the Community Disability Housing Program.*

3

Compatible

Your access to Mosaic services is then dependent on how compatible we are with:

- The support you require; and
- Others you might share that support with.

If we can't meet your requirements, or don't think we are the best service to do so, we will try to recommend other services to you.

Your ongoing access to Mosaic services is dependent on things continuing to work well for both you and us.

Change of mind.

At some point, Mosaic may not be right for you. This is usually if:

- You have achieved your goals and no longer need our support;
- Your compatibility with our service changes; or
- There are issues that can't be satisfactorily resolved related to your:
 - (a) Mosaic Service Agreement;
 - (b) Mosaic Accommodation Agreement (where applicable); or
 - (c) Any information outlined in this Handbook.



If you are living in a Mosaic home

Examples of changes to your support needs which may result in your needing to exit Mosaic services:

- If you need a two (2)-person transfer permanently; or
- You need nursing or other medical care that cannot be adequately met through a drop-in health service.
- You require an environment or level of support for behaviours of concern that cannot be best met by Mosaic.

A Service Built Around You

You have the right to make informed choices.

Our aim is to assist you to meet your needs and achieve your goals. We ask that you tell us what you need and prefer. We will tell you the extent to which we can support those requests and any options we can offer.



When making a decision:

If you are not sure of something, please ask us to explain further.

- If you would like to **involve someone else** in any decision, please let us know.
- If you would like an **advocate to support you**, please tell us.
- If you need **more time to decide**, please speak up.

We respect your right to extend yourself and learn from new experiences.

We will do our best to foresee risks and support you to make informed choices, prepare and be safe.

When others make decisions for you

If you have arrangements where others make decisions on your behalf, we require information about those arrangements.

We make agreements with your decision-maker on when and how you involve them.

Whether these other people are formal or informal guardians and administrators, we work with them in accordance with the principles of the law.

The law states:

- Your best interests are the primary concern; and
- Your wishes (either said by you or conveyed through your actions) are taken into account.



We start from the view that you are the decision-maker.

We believe your family and others who support you are only involved in decisions if this is what you want.

Your Consents



Consent means you say yes to something.
If you do not consent, you say no.

You can change or withdraw your consent at any time.



We have a **Privacy Policy** that outlines how we manage your personal information and protect your rights. You have the right to ask for and receive a copy of the Mosaic's Privacy Policy.

As part of controlling your privacy and other rights, you tell us what you do and don't consent to.

To receive services from Mosaic, there are some things you need to consent to and other things that are optional (you can choose to consent or not).

For example, we need to collect some personal information like your name and in some instances your health information, but you could receive services from Mosaic without consenting to us sharing a photo of you or agreeing to receive newsletters from us.

We have some forms we use to record what you consent to and what you do not. The items you are asked to decide about may differ based on which service or services you receive from us.

Examples of items we ask you to decide about are:

- Collection and storage of your personal information
- Sharing your image in photos or videos
- Receiving newsletters, mail and email from Mosaic
- Medication supplies
- Receiving emergency medical assistance
- Who we can get your information from and who we can share it with.

In addition to recording your consent on a form, sometimes we will ask your consent about something and record your decision on your file.

Consenting to Mosaic’s Use of Your Image, Voice and Identity

You have full control over whether you consent to Mosaic using your image, voice or identity. Your identity means anything which can reasonably pinpoint who you are or where you live.

This includes but is not limited to your:

- face
- voice
- home address (such as a photo of your house, street name and number)
- name

Making the decision to let others use your image, voice or identity is an important one you should consider carefully. With your consent, your image may appear in a number of places. For example: our Mosaic Annual Report, website, social media, radio, television, billboards, promotional material and even information booklets like this one.

If you consent to us taking your photo and/or using your image, voice or identity, we will make it clear to you how this will be used and we will always treat your image with respect, not showing you in an embarrassing moment (such as if you spill your tea).

Controlling Your Information



To best support you, we need information about you. The law requires us to keep records about your service.

Consent means you say yes to something. If you don't consent, you say no.



Your information is stored securely in a mix of electronic and paper formats.

We keep it private and confidential.

You have the right to see your records and correct or update them. If you want to do this, please talk to your Manager.

Remember, you can also always ask the advice of an advocate if you have privacy concerns.

What you need to know:

- **We don't** collect information from other providers without your consent.
- **We don't** share your information with other providers without your consent; however, there can be **exceptions** when we need to share information about you, such as when a safety or police matter is involved, or serious situations which the NDIS require us to report so they can monitor your service quality.
- Often your **consent is provided in writing** or we will make a note on your file where you have given us **verbal consent**.
- If our explanation of why we wish to collect or share some part of your information is confusing, **please ask us to explain further**.
- We will review your consent for certain things from time to time. **You can change or withdraw your consent at any point** by speaking to your Manager.
- **The staff who work with you have access to your information.** Some staff, such as our finance team, only access what they need to do their part in providing our service to you. Management are able to access your information as part of overseeing the quality of your services.

Your Mosaic Support Plan

Your NDIS Plan outlines the type and amount of service you have funding for.

Your Mosaic Service Agreement outlines what supports from your NDIS Plan you have asked us to provide, what those services cost, and any arrangements related to your services.

If you live in a Mosaic home, your Mosaic Accommodation Agreement outlines your tenancy arrangements.



Each service you receive from Mosaic will have a **Mosaic Support Plan** that details how we support you, your goals and agreed strategies to work towards these.

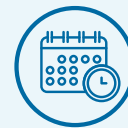
Your Mosaic Support Plan might be fairly simple if your needs are straight forward.

Where required, it is extensive and includes documents detailing specific routines and procedures for different aspects of your support.

Your first Mosaic Support Plan will be developed with you at the start of your service. Its progress is reviewed with you on a regular basis.

When developing and reviewing your Mosaic Support Plan, we ask you to please:

- Let us know who you want involved;
- Advise us if you would like an interpreter or any other communication assistance;
- Think about your needs, preferences, strengths and goals;
- Tell us anything you want us to know about your culture, values, beliefs or lifestyle and how we might show our respect to these;
- Consider how we can help you be more independent;
- Provide your ideas on how your goals might be achieved;
- Consider what involvement you want with your family, friends and community, and how we can support you to do this;
- Provide us with information from other professionals or services that would help your needs to be understood;
- Assist us to identify risks and work with us to manage these; and
- Be willing to try different ways of doing things.



We work with you to track your progress on an ongoing-basis. Services are reviewed at least every 12 months and we provide you with a report on the outcomes against your goals.

A new Mosaic Support Plan is then confirmed with you every year after that.

Your Health and Medical Emergencies



Mosaic Support Workers are not health workers or medically trained. They are only able to assist you with medication and health care in specific and limited ways.

If you live in a Mosaic home or receive our Community Service.

- All **health-related care** we assist you with needs to be prescribed in writing by a medical or health practitioner.
- Mosaic **staff can administer** your prescribed medications, as specified in your medication profile.
- If you require assistance with medications, how we do this is outlined in your Mosaic Support Plan. **The cost of your medications is your responsibility.**
- **All medications** (even over-the-counter pharmacy items) need to be provided in a Webster Pack or sachet. We need a **pharmacy** to dispense all your medications in the appropriate manner. The **paperwork** required for you to set this up is discussed with you as required.
- If you become **seriously injured or ill**, we will call an ambulance. You are responsible for the cost of the ambulance. We strongly encourage you to have **ambulance cover** as part of your health insurance.
- If you are not able to go to a **health appointment or a hospital emergency department** without a person to support you, options will be discussed with you and written into your Mosaic Support Plan.
- If Mosaic staff attend **health or emergency appointments** with you, they can give you support. They can provide health staff with information.
- **Mosaic staff cannot consent to any treatment or make any medical decision on your behalf.**

Paying for Your Services

People using Mosaic services usually have NDIS funding. Occasionally, the costs of someone's services are covered by other means, such as personal or compensation funds. For most people the following applies:

- Your NDIS Plan supplies funding to cover your service support such as staffing costs.
- Mosaic collects payment from your NDIS Plan funds after the service is delivered. How that happens depends on how you have chosen to have your NDIS Plan managed. We specify your arrangements in your Mosaic Service Agreement.

To check transactions and the balance of your NDIS Plan funds, go to your myGov account at www.my.gov.au

Any queries you have about Mosaic transactions on your NDIS funds can be sent to: accounts@mosaic.org.au or you can phone our Corporate Office: **(08) 9314 8900** (ask to speak to Finance).

Additional expenses not covered in the NDIS Plan are your responsibility.

Examples of things you might need to personally pay for:

- **Transport costs** that exceed your NDIS Plan allocation
- **Fees** to participate in activities
- **Board and Lodging Fees** – if you live in a Mosaic home
- **Personal expenses** – if you live in a Mosaic home

Each of these is explained on the following two pages.



Paying a Mosaic Invoice

We accept payments via electronic transfer to the following account (these details are also on each invoice):

Account name:
Mosaic General Account

BSB:
306 087

Account number:
0251497

Payment Reference:
Include the reference shown on your invoice.



We rely on your funds to be able to deliver your services. Your payments must be made on time.

Personal Expenses



Excess Travel Fees

All excess transport charges are paid directly to Mosaic from your pension/ personal income, not NDIS funding.

Activity Fees

Pay the provider of your goods or services directly, not via Mosaic.

Activity Fees

If you attend a class, sport or do something that has an entry fee or parking cost, **you need to pay these directly to the club or business you are using, not Mosaic.**

Travel Fees for Supported Independent Living and Community Services

If you live in a Mosaic home, your NDIS funding covers the cost of providing you a limited number of transports to and from your home for local appointments and activities.

If you live in a Mosaic home or receive Community Services you may have specific transport funding included in your NDIS plan.

If you do have specific transport funding in your NDIS Plan, we will confirm the extent to which this covers your proposed travel plan.

We then collect payment of NDIS Transport Funds in the manner specified in your Mosaic Service Agreement.

If your proposed activities will take you over the amount covered in your NDIS funding, we will estimate the excess charges in your Mosaic Service Agreement.

If you don't think you can afford the estimated excess transport charges, we help you revise your proposed activities to manage your transport costs.

We charge and invoice you as outlined in your **Mosaic Service Agreement.**

You can pay these invoices as explained on page thirteen (13) Paying a Mosaic Invoice.

Other Costs for Supported Independent Living Services

Accommodation

These cover rent, food, utilities, consumables, general maintenance, and the maintaining of shared household goods such as furniture, white goods and electrical equipment, which are subject to normal wear and tear.

Accommodation Fees are paid from your pension/personal income, not NDIS funding.

Your Accommodation Fees are calculated as a percentage of your personal income and reviewed twice a year as outlined in your Mosaic Accommodation Agreement.

Every month you will receive a statement acknowledging receipt of your payments.

In March and September each year, you will receive a letter confirming your fortnightly fee for the next six (6) months.

Personal Expenses

You are also responsible for covering the costs of any other personal expenses not part of Accommodation Fees.

Examples of things that fall into this category are outlined in your Mosaic Accommodation Agreement.

Personal expenses are paid from your pension/personal income, not the NDIS.

Managing Your Money



Mosaic staff are unable to provide you financial advice about your overall financial circumstances.

Facing Difficulties With Money?

Let's talk about managing your money and our involvement.

Facing difficulties includes:

- Difficulties managing your money; and/or
- Struggling to meet your financial commitments or cover your personal expenses.

If this happens:

Where you need support in managing your money and there is no informal person identified to look after your finances, we will explore options with you, including engaging a legally appointed administrator.

If your money is being managed by someone who is not a legally appointed administrator and we believe there is cause to question that person's capacity to look after your finances, we will make a submission to the **State Administrative Tribunal** to have your situation reviewed.

Receiving Personal Income

If you live in a Mosaic home and require staff to hold and account for money used for your personal expenses, there are two ways the person who looks after your bank account can get funds to you.

They can:

- Hand cash to house staff
- Make limited funds electronically available by card

In both circumstances, the person looking after your money receives a monthly report, showing how you have used your money.

Your Rights and Others' Rights

You have rights and so do other Clients and the staff who support you.

Mosaic has responsibilities to all of these parties. Getting those rights in balance can sometimes be tricky.



We are guided by our policies, which we develop and review with advice from a range of people.

Your respect of these policies is a requirement of your ongoing access to our services.

Your access to Mosaic services can be reviewed and withdrawn if issues related the information outlined in this handbook cannot be satisfactorily resolved.

On the following pages are topics we are most commonly asked about.



If there is a topic not covered in this handbook that is important to you, or you want more information about something, please speak to your Manager.

Your Rights and Others' Rights

(Continued)



Choosing Your Staff

Our staff are carefully selected for employment with Mosaic to work with people with disability.

We try to match you with the most suitable workers from our team given your needs and preferences and those of the staff.

If you have an individual service, you can decide whether your Support Worker is a good match for you.

Where your service is shared with others, your Support Workers are managed as a team by Mosaic

While your views and preferences are considered, the workers assigned to your group are chosen to be the best for everyone in the group.



Continuity of Staff

Continuity of your service is important.

Sometimes, despite our best efforts, your usual worker may not be available.

Where your ongoing support is essential (such as with Mosaic accommodation services) we will arrange for another person to step in. This may be another Mosaic staff member or a temporary worker supplied by a professional staffing agency.

If your support is more flexible, we will ask you whether you want someone else to step in or have your service rescheduled.



Smoking

We are required by law to provide staff with a smoke-free working environment.

Our staff are not allowed to smoke while at work and you cannot smoke around our staff, in our vehicles or in our buildings.

If you live in a Mosaic home and wish to smoke, we provide an outside smoking area for you.

This area is not for your visitors. We need to keep smoke around the building to a minimum to respect the rights of staff and other non-smokers.



Alcohol & Other Drugs

If you drink alcohol, we encourage moderation.

Our staff are unable to supply or assist you to drink alcohol, with the only rare exception being where we have reason to explicitly authorise this within your Mosaic Support Plan.

When you drink alcohol, your behaviour towards our staff and other Clients or community members should remain respectful and polite.

Illegal drugs are not permitted at any time.



Visitors

We require your family and friends to treat our staff and any other Clients they come in contact with in a respectful manner and not interfere with our services to you.

If you live in a Mosaic home, we want you to keep in touch with your family and friends and we want that for your house mates too.

Your Coordinator is responsible for ensuring your visitors don't encroach unreasonably on the important routines and rights of others.

Likewise, visitors of others must also not encroach unreasonably on your important routines and rights.

All visits are to be arranged with your Coordinator. As in any household, if a problem arises, a visitor might need to leave or be requested to cancel a visit at short notice.

These visiting arrangements also apply to romantic partners.

Sleepovers and excessive use of the house facilities can't be accommodated.

The only rare exception being, for example, if living with your partner was your explicit goal and we had established special arrangements to help you move towards that outcome.



Pets

When we visit your home, you must ensure any pets are not able to approach our staff.

If you live in a Mosaic home, pets can be considered but must be approved by the Manager and a Pet Agreement created.

We consider the type of pet, your ability to care for it, its suitability to the house and the needs of others living and working in the house.

Pet Agreements may be reviewed where the presence of a pet is not working well for everyone.

Your Rights and Others' Rights

(Continued)



Your Home, Our Workspace

When receiving a service from Mosaic, whether we are visiting you in your own home or you are living in a Mosaic home, the rights of staff as workers must be considered.

The law requires us to provide safe work environments for all staff. This can include the physical nature of the space and how they are treated.

If we raise a risk with you which needs to be considered from the staff point of view, we ask you cooperate with us on achieving a solution.



Travelling in Vehicles

Safety is our first priority.

Where caution around your travel arrangements is necessary, your Coordinator will do a risk assessment to determine how to best support you during transport. This could impact the type of vehicle you travel in or whether you can travel as a passenger in the front seat.

Some of our vehicles have a metal mesh safety barrier installed between the driver and passenger area to support those who have the potential to compromise the safety of themselves and others by interfering with the driver.

When you are travelling alone with your Support Worker, the transport arrangements will, as much as possible, only reflect your personal safety circumstances and choices.

When you are travelling with other Clients, the transport arrangements will reflect the overall safety circumstances of the group.



Your Possessions and the Possessions of Others'

You have the right to keep your possessions safe and respected.

Other Clients and staff have that right too.

If, during your service, you feel your possessions have been compromised, please let us know.

If you are felt to be compromising others' possessions, we will tell you and work with you to find a solution.

While we will always be mindful of helping you look after your things, where something is broken or goes missing, we are unable to compensate you.

If you live in a Mosaic home, we will help you maintain an Asset Register.



Dignity, Privacy and Diversity

You have the right to feel treated with dignity and have your privacy and anything that is important or unique to you respected.

Staff and other Clients have that right too.

If, during your service, you feel your dignity, privacy or diversity is being compromised by a staff member or another Client, please let us know.

If you are felt to be compromising others' rights, we will tell you and work with you to find a solution.

Your Rights and Others' Rights

(Continued)



Positive Behaviour Support & Restrictive Practices

Where you have behaviours that cause you or others a problem, we will use a Positive Behaviour Support approach to ensure you are assisted in the most respectful and least restrictive manner.

These may be used if you:

- Put yourself or others at risk;
- Make it hard for essential support to be provided; or
- Compromise your rights, dignity, health, relationships, opportunities or inclusion.

Restrictive practices are the use of chemical (medications), physical, environmental, seclusion or mechanical restraints as strategies to help you feel okay, operate at your best and ensure the safety of yourself and others.

If you need Mosaic to support you using a restrictive practice, we ensure that it is discussed with you, appropriately authorised and transparently monitored and reviewed.

In accordance with NDIS requirements, if a restrictive practice is necessary we will require you to have a Behaviour Support Plan that includes strategies that work towards the reduction or elimination of that restrictive practice.

Any restrictive practice we have in place for you will be transparently reported by Mosaic to the NDIS Quality and Safeguards Commission.



Incidents

All significant incidents affecting you are recorded in more detail than other day-to-day events.

Significant incidents include but are not limited to:

- Those where your health, safety or welfare are compromised or at risk of being compromised; or
- Where your actions pose a significant risk to others.

We consider significant incidents carefully, decide how to respond and monitor the outcome.

Sometimes the initial response has to be fast and may happen before any direct consultation with you is possible.

You will always be included at the earliest practical stage of incident management and be informed of the final outcome of any incident that affected you.

At our regular meetings with you, there is opportunity to reflect on any recent incidents together and consider ways of improving our support for you.

We are legally obliged to report some significant incidents to the government. These are reported to the NDIS Quality and Safeguarding Commission.

This reporting enables the government to monitor the quality of our response to incidents involving you.



Advocacy

You might need an advocate if you experience something bad, feel your rights are not being respected or are finding it hard to understand a problem and get it fixed.

An advocate is someone you choose to provide you with advice and support in conveying your needs and speaking up for your rights. They are independent of Mosaic staff and we welcome their involvement with you.

An advocate helps you act for yourself. Or, when you need more support, they act with or for you.

Skilled advocates can understand your preferences and consider them in the context of the desires the other important people (such as your family and friend) have for you.

Sometimes family or friends act as your advocate. Sometimes you might have a professional advocate, someone who does advocacy as their job.

We can help you find an advocate.

We also have some advocate details listed in the **Useful Information Page** of this handbook.



Safeguarding

Safeguarding is about the protection of you and others.

If you tell us, or if we come across information that suggests you are being abused, exploited or neglected in any way, we will:

- Ensure you feel supported by family, friends or an advocate.
- Investigate this; and
- Raise it with appropriate authorities such as the police and the NDIS Quality and Safeguards Commission.

If we come across information that suggests you are doing something inappropriate or illegal, we will also raise it with the appropriate authorities.

Feedback and Complaints

If something is not right for you or could be better, please tell us immediately.



You won't be treated unfavourably for doing so. We see it as our job to understand and respond to your needs.

Any feedback or complaint is private and only shared with those who need to be involved.

You are welcome to have a support person or advocate assist you.

Complaints are always investigated and feedback is given to you.

You should always know how long it will be before you will hear back from us, so if you are not sure, ask.

Sometimes there are limits to what we can do. **If you feel our final resolution is unreasonable, you can raise your complaint externally with the NDIS Quality and Safeguards Commission by calling 1800 035 544 or contacting them via their website www.ndiscommission.gov.au.**

We appreciate hearing your compliments, too.



We continually strive to improve our services. We encourage you to participate in surveys and discussions where you can share your thoughts about your service quality and our policies.

How to make a complaint:



Speak to your Mosaic Coordinator



Write a letter

Post it to 2 Sabre Crescent,
Jandakot WA 6164



Email Mosaic
quality@mosaic.org.au



Call and speak to us
Contact Quality & Safeguarding
08 9314 8900



Mosaic Website
mosaic.org.au/contact/feedback
and fill out the online form

Quality of Service



If you have a question or comment about our service quality, please speak to your Coordinator or email quality@mosaic.org.au

We operate in accordance with the NDIS Practice Standards and the NDIS Code of Conduct.

Our compliance is monitored internally and also checked by external auditors on a regular basis.

We continually review and improve our services using input from Clients and other stakeholders.

We employ staff who are appropriately qualified or skilled and provide them with ongoing training in delivering services to people with disability.

If you have a question or comment about our service quality, please speak to your Coordinator or email quality@mosaic.org.au.

NDIS Standards and Codes



NDIS Practice Standards

For more information about the **NDIS Practice Standards**, refer to the **NDIS Quality and Safeguards Commission website:** www.ndiscommission.gov.au.

NDIS Code of Conduct

The Code of Conduct requires workers and providers who deliver NDIS supports to:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

Useful Information

Legislation

UN Convention on the Rights of Persons with Disabilities 2006
www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html

National Disability Insurance Scheme Act 2013
www.legislation.gov.au/Details/C2013A00020

Disability Discrimination Act 1992
www.legislation.gov.au/DisabilityDiscriminationAct

Disability Services Act 1993
https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a224.html

The NDIS

1800 800 110
www.ndis.gov.au
NDIS booklets and factsheets
www.ndis.gov.au/about-us/publications/booklets-and-factsheets

NDIS Quality and Safeguards Commission

1800 035 544
www.ndiscommission.gov.au

Commonwealth Government Departments

The Disability Gateway
1800 643 787
www.disabilitygateway.gov.au

Australian Human Rights Commission
1300 369 711
www.humanrights.gov.au

Department of Human Services (Centrelink)
13 24 68
www.humanservices.gov.au/customer/themes/people-with-disability

Western Australian Government Departments

Department of Communities – Disability Services
1800 176 888
www.communities.wa.gov.au

Health and Disability Services Complaints Office
1800 813 583 or
(08) 6551 7600
www.hadsco.wa.gov.au/home

Department of Commerce – Consumer Protection
1300 304 054
www.commerce.wa.gov.au/consumer-protection/consumer-rights-people-disability

Office of the Public Advocate
1300 858 455 or
(08) 9278 7300
www.publicadvocate.wa.gov.au

Public Trustee
1300 746 116
www.publictrustee.wa.gov.au

Advocacy Organisations

People With Disability Australia
1800 422 015
www.pwd.org.au

People With Disabilities WA
(08) 9420 7279
www.pwdwa.org

Kin (Formally Ethnic Disability Advocacy Centre)
1800 659 921
www.kinadvocacy.org.au

SECCA (Sexuality Education Counselling and Consultancy Agency)
(08) 9420 7226
www.secca.org.au

Carers WA
1300 227 377
www.carerswa.asn.au

Other Helpful Links

Concessions WA
(08) 6217 6888
<https://concessions.communities.wa.gov.au/Pages/default.aspx>

Department of Transport – Taxi Users Subsidy Scheme
13 11 56
www.transport.wa.gov.au/aboutus/taxi-user-subsidy-scheme.asp

National Disability Services ACROD Parking Program and Companion Card
(08) 9242 5544
www.nds.org.au/resources/acrod-parking-program

Continenence Foundation of Australia
1800 330 066
www.continenence.org.au/get-support/financial-assistance/continenence-aids-payment-scheme-caps

How to Contact Mosaic



Email

quality@mosaic.org.au



Call

08 9314 8900



Write

Post it to 2 Sabre Crescent,
Jandakot WA 6164



Visit

9am-5pm Mon-Fri
(Closed public holidays
and weekends)

2 Sabre Crescent, Jandakot
WA 6164



Mosaic Website

www.mosaic.org.au



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