



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 will be welcomed, supported and included, no matter your culture and heritage, race, religion, age, sexuality, gender or ability.

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.

Contents

Welcome to Mosaic	5
Our Current Services	5
Eligibility and Access	6
A Service Built Around You	7
Your Consents	8
Controlling Your Information	10
Your Mosaic Plan	11
Your Health, Medications and Emergencies	12
Paying for Your Services	13
Paying a Mosaic Invoice	13
Personal Expenses - Home and Community Services	14
Activity Fees	14
Travel Fees	14
Accommodation and Board	15
Personal Expenses	15
Managing Your Money - Home and Community Services	16
Facing Difficulties With Money?	16
Managing Your Personal Income	16
Your Rights and Others' Rights	17
Housemates, Sharing Supports, and Maintenance	17
Choosing Your Staff	18
Continuity of Staff	18
Smoking	18
Alcohol and Other Drugs	18
Visitors	19
Pets	19
Your Home, Our Workspace	19
Travelling in Vehicles	20
Your Possessions and the Possessions of Others	20
Dignity, Privacy and Diversity	20
Positive Behaviour Support & Restrictive Practices	21
Incidents	22
Advocacy	22
Safeguarding	23
Feedback, Compliments and Complaints	24
How to make a complaint	25
Quality of Service	26
Useful Information	28
NDIS Standards and Codes	30
NDIS Practice Standards	30
NDIS Code of Conduct	30

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 are accountable and
strive for 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, actively working to open up a world of new experiences and possibilities, one client and one life goal at a time.



Our Current Services



Supported Independent Living

Mosaic offers support to help you live independently. Our dedicated teams can provide daytime and/or overnight support to help you with your day-to-day needs, whether that is in a shared living space or an independent living unit, through a Mosaic home or in your own home.



Community Services

Skilled Support Staff assist you in exploring opportunities and participating in activities at home and in the community; or in pursuing your 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. We recognise the individuality of each person's needs, and prioritise your choice and control over how you utilise your funding.



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 exercise physiologists work one-on-one with people with disability. From teenagers to seniors, to make everyday life easier to manage and more enjoyable.

Eligibility and Access

To be eligible for Mosaic services, we consider your

1

Age

Your age will affect which of our services you can access. Mosaic's Support Coordination services cater to any age group. Our Positive Behaviour Support Services are offered to all ages and Therapy services are offered to ages from 14+. And, our Supported Independent Living and Community Support services are offered to ages from 18+.

2

Eligible Funding

Most of our clients are funded through the National Disability Insurance Scheme (NDIS), but you can also access Mosaic services through other funding, such as:

- Disability Support for Older Australian (DSOA).
- Insurance compensation.
- Personal funds.

3

Compatibility

Accessing Mosaic services is also dependent on our compatibility 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.

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

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 need.

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 Mosaic's Privacy Policy.

As part of controlling your privacy and other rights, you tell us what you do and do not 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 for 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:

- Name.
- Face.
- Voice.
- Home address (such as a photo of your house, street name and number).

Making the decision to let others use your image, voice or identity is important and you should consider it carefully. With your consent, your image may appear in a number of places. For example: our 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 Mosaic service contact.

You can seek advice from an advocate if you have privacy concerns.

You can find more information on advocates on page twenty-two (22).

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 Mosaic service contact.
- **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. Mosaic management staff are able to access your information as part of overseeing the quality of your services.

Your Mosaic Plan

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

Your Mosaic Service Agreement outlines what supports from your funding 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.

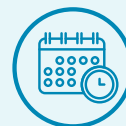
Each service you receive from Mosaic will have a **Mosaic Plan** that details how we support you, your goals and agreed strategies to work towards these. This plan could be called a Mosaic Support Plan or a Mosaic Capacity Building Support Plan, depending on the service you receive.

Your Mosaic Plan might be fairly simple if your needs are straightforward. Where required, some Mosaic Plans are extensive and include documents detailing specific routines and procedures for different aspects of your support.

Your first Mosaic 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 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 us understand your needs;
- 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. Your Mosaic Plan is yours; you can have a copy and ask for an updated copy whenever you wish.

Your Health, Medications and 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.
- 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 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.**

Your Medications

- Mosaic staff can administer your prescribed medications, as specified in your medication profile. Mosaic staff must follow industry requirements to keep you safe when assisting you with your medication.
- If you require assistance with medication, how we do this is outlined in your Mosaic Plan. We need written confirmation from your doctor about the purpose of each medication you take, and you will be asked to sign a consent form.

- All medications, even over-the-counter pharmacy items, need to be provided with a dose administration aid. We need a pharmacy to dispense all your medications appropriately. The paperwork required for you to set this up will be discussed with you as required.
- We will ask a pharmacist to review your medications from time-to-time, to ensure your medications continue to be safe and taken in the right way for you. This review includes vitamins and supplements, which can interact with some prescription medications.
- If you need help getting an over-the-counter medication that your doctor does not already prescribe, we ask a pharmacist to review your medication profile and recommend an item.
- The cost of your medications is your responsibility.
- Mosaic works with a recommended pharmacy, which you can choose to use if you live in a Mosaic home or your own home. You may also choose another pharmacy if you prefer.

Emergency Planning

We know that some supports you receive from us, like assistance to take medication, eat and drink, or use the bathroom, are critical to your health and wellbeing.

If there was a big disruption in Perth, like severe damage from storms or bushfires, you might lose power in your home, need to evacuate, or our services might be disrupted. As part of our support planning, we will help you identify your critical needs and help you plan for an emergency.

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** and 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.
- **Accommodation and Board** – 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 Community Care Inc

BSB:
066-000

Account number:
13188048

Payment Reference:
Include the reference shown on your invoice.



We rely on your funds to be able to deliver your services. Please ensure your payments are made on time.

Personal Expenses – Home and Community Services



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

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.

If you live in a Mosaic home, you will also need to cover the following costs:

Accommodation and Board

Your Accommodation and Board Fees 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.

These fees are paid from your pension/personal income, not NDIS funding.

Accommodation and Board Fees are calculated as a percentage of Disability Support Pension or 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 and Board 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 – Home and Community Services



Mosaic staff are unable to provide 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:

If you need support in managing your money and there is no 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.

Managing Your Personal Income

If you live in a Mosaic home, our staff can help you manage your personal finances in the following ways:

- **Debit cards:** We can help you to use your debit card for personal expenses.
- **Transaction visibility:** All transactions made with your debit card are transparent. You, your family or your guardian can monitor transactions to ensure responsible spending.
- **Receipt management:** We can help you store electronic copies of your receipts for up to five (5) years. Receipts that have been stored may be provided upon request, aiding in effective financial management and oversight.
- **Storage and safekeeping:** If you need assistance storing your debit cards in a safe place, we can help you with arrangements to keep them securely stored in your room, or in a safe (lock box) on the property if required.

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, including people using our services.

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 to the information outlined in this Handbook cannot be satisfactorily resolved.

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

Mosaic Homes

Housemates

Living with others can make home life more enjoyable. When a new person wants to join your home, we carefully consider how they might fit in and introduce you. Your opinion is taken into account. Sometimes you may need to make some compromises. We will always try to make things the best we can for you.

Sometimes things change over time and someone you live with no longer seems best for you. Tell us about this and we will work with you and them find a better arrangement. Sometimes it takes time to change because of funding and the availability of other homes, which are not in our control.

Sharing Supports

When you live in a Mosaic home, you are often sharing support staff with housemates. We do our best to ensure that this support is shared according to your funding and needs. If you feel that you are not getting the right type of support at the right time during the day or week, please let your Home and Community Leader know.

Maintenance

It is important to us that your home is kept in good condition for your safety, security and privacy. If something is not right in your home, such as if something is broken, needs replacement or requires better care, speak to your Home and Community Leader. We have a system for repairs and maintenance to be logged and addressed.



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 Mosaic service contact.

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 Mosaic worker is a good match for you.

Where your service is shared with others, your Mosaic 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 help with personal care) 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 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 into 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 housemates too.

Your Home and Community Leader 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 Home and Community Leader. 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 can be considered on a case-by-case basis. 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 your Home and Community Leader and a Pet Agreement will be 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 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.

Your Rights and Others' Rights

(Continued)



Travelling in Vehicles

Safety is our first priority.

Where caution around your travel arrangements is necessary, your Home and Community Leader 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 of your possessions.



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



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.

This approach 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, agreed by you and/or your guardian, appropriately authorised and transparently monitored and reviewed.

In keeping 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. A restrictive practice would only be added to your Behaviour Support Plan when nothing else can be done. It must be the least possible restriction to keep

you and others safe, in balance with the harm your behaviour may cause. Once you can keep yourself and others safe without the restrictive practice, it must be removed. You can change your mind and stop agreeing to a restrictive practice, just speak to your Home and Community Leader.

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

Mosaic has a history of being careful about the use of Restrictive Practices and using Positive Behaviour Support. Today, under the NDIS, we continue to provide Mosaic Behaviour Support Practitioners who you can access, if you ask your NDIS Planner for Improved Relationships funding in your support package.

If you are interested in choosing a Mosaic Behaviour Support Practitioner, please speak to your Mosaic service contact.

Your Rights and Others' Rights

(Continued)



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 are opportunities 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 Safeguards Commission. This reporting enables the government to monitor the quality of our response to incidents involving you.

Our leadership team and Board Directors also review trends and learnings from incidents to continuously make adjustments and improvements to the way we provide services.



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 friends) have for you.

An advocate listens and keeps your issues and information private and confidential. They will only release information with your permission. However, if you are being harmed by someone, they may need to report it.

Sometimes family or friends act as your advocate. Sometimes you might have a professional advocate, someone who does advocacy as their job. Professional disability advocates are from community organisations that provide advocacy services. They receive funding from the government but are independent of the government.

We can help you find an advocate.

If you would like to find an advocate in your area, you can also go to <https://askizzy.org.au/disability-advocacy-finder>, and type 'Disability advocacy' into the search bar. You will be asked to provide your suburb or postcode. The Finder will then provide a contact list of the advocacy services in your area.

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, Compliments and Complaints



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



We continually strive to improve our services.

We encourage you to share your thoughts about your service quality and our policies. We appreciate hearing your compliments too, so we know where we are exceeding your expectations and having a positive impact on your life.

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. Feedback can also be made anonymously if you prefer.

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 such as with the NDIS Quality and Safeguards Commission if you have NDIS Funding, by calling 1800 035 544 or contacting them via their website www.ndiscommission.gov.au.**

If you are not NDIS funded, you can complain to the agency that funds your support, or to the Health and Disability Complaints Office by phoning 1800 813 583 or contacting them via their website www.hadsco.wa.gov.au.

If you feel the person handling your complaint is not addressing it properly, you can contact the Mosaic Quality team by emailing quality@mosaic.org.au or phoning our head office on 08 9314 8900. Your complaint may be escalated to a person of higher authority or more independence.

Having Your Say About Mosaic

Your views about what Mosaic does, our policies and initiatives are important. We encourage you to participate in surveys and discussions to help guide us. Mosaic has a Client Advisory Group that connects to the Mosaic Board and looks at feedback from our clients, families and guardians. We speak to clients individually to collect your views about specific matters and run groups to help design our services. If you want to be more involved in having your say about Mosaic, please email quality@mosaic.org.au.

How to make a complaint:



Speak to your Mosaic service contact



Write a letter

Post it to 2 Sabre Crescent,
Jandakot WA 6164



Email Mosaic
quality@mosaic.org.au



Call and speak to us

Contact the Mosaic Quality team
08 9314 8900



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

Quality of Service



Mosaic is committed to supporting the Human Rights of people living with disability and achieving a more inclusive society.

We endeavour to keep our services aligned with contemporary disability ideas and directions.



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

Mosaic Policies

A lot of the information in this Handbook is based on Mosaic Policy.

We have many policies and you are welcome to see them and provide feedback on them.

The ones most commonly of interest are in Easy Read language; they are:

- How we support your behaviour (Client Behaviour Support & Restrictive Practice Policy).
- Your time with us (Client Experience Policy).
- How we support your health (Client Health Policy).

- Your feedback (Feedback, Compliments and Complaints Policy).
- Our rules about gifts (Gifts Policy).
- Keeping your information safe (Privacy Policy).
- Our rules about smoking and drugs (Smoking, Alcohol and Other Drugs Policy).
- Your visitors (Visitors Policy).
- Help to make decisions (Client Decision Making and Consent Policy).
- Help when bad things happen (Client Incident Policy).
- We look after your rights (Client Rights and Safeguarding Policy).

The easy read policies are available in Mosaic homes and by asking Mosaic staff.

In addition to these, we have policies on how Mosaic operates, such as Governance, Workforce, Risk Management, Culture and Diversity.

If you want to see a full list of our policies, a copy of any policy, or to provide feedback on a policy, please email quality@mosaic.org.au

Useful Information

Legislation

United Nations 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.gov.au/C2004A04426/latest/text>

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 27 17

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

www.hadsco.wa.gov.au

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

Developmental Disability WA

(08) 9420 7203

www.ddwa.org.au

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

1800 176 888

[https://concessions.communities.wa.gov.au/
Pages/default.aspx](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](http://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](http://www.nds.org.au/resources/acrod-parking-program)

Continence Foundation of Australia

1800 330 066

[www.continence.org.au/get-support/
financial-assistance/continence-aids-
payment-scheme-caps](http://www.continence.org.au/get-support/financial-assistance/continence-aids-payment-scheme-caps)

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.

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)



Mosaic Website

www.mosaic.org.au

2 Sabre Crescent, Jandakot
WA 6164



MOSAIC

Creating possibilities,
transforming lives.



Registered
NDIS
Provider

