

LISTEN WITH HEART

CHALLENGE EXPECTATIONS

ACHIEVE DREAMS

CELEBRATE LIFE



WHAT ARE YOUR RIGHTS?



You have the right to be supported in your values and beliefs.



You have the right to speak up if you are not happy.



You have the right to feel safe and to be treated with respect.



You have the right to support and assistance if you require it.

PRIVACY AND CONFIDENTIALITY

Mosaic Support Services is committed to protecting your personal information and privacy.

“Personal information is information that directly or indirectly identifies you.”

Mosaic Support Services will ensure that:



We will only share your information if it is in your best interests.



We will keep your information safe and protected.



We will only collect the information about you that we require.



At anytime you can access your personal information.

If you have a compliment, complaint or feedback, we want to hear from you.

At Mosaic Support Services we strive to support you fully. If you have a compliment, complaint or feedback please don't hesitate to speak with a Support Worker, Team Leader, Program Coordinator, Program Manager or the Quality and Growth Team.