



# Your Home Care Journey with Mosaic



Mosaic Multicultural Connections acknowledges the Traditional Custodians of the land on which we live and work, and pays respect to their Elders past, present, and emerging.

Mosaic Home Care Services Information Guide  
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[www.mosaicmc.org.au](http://www.mosaicmc.org.au)

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# 01. INTRODUCTION

## Welcome to Mosaic Multicultural Connections

At Mosaic Multicultural Connections, we believe every person deserves to age with dignity, staying connected to their identity, values, and community in ways that are meaningful to them.

Everyone is welcome at Mosaic. Our home care services embrace diversity in all its forms, with expertise in multicultural care. Whether you need culturally specific support, language assistance, special dietary care, or simply compassionate, professional home care, you belong here.

### What to Expect from Aged Care

Australia's aged care system is designed to support you to live well as you age. You can expect:

More choice and control over your care.

High-Quality Services meeting strict quality standards.

The Right Support When You Need It.

Connection to Your Community and Culture.



## Our Services

We offer a range of support options, from entry-level assistance through the government-funded Commonwealth Home Support Programme (CHSP) to more comprehensive care under the Support at Home program.

## Services You Can Access

### CHSP Services



#### Flexible Respite

Short-term care options designed to give carers a break while ensuring your loved one receives safe and supportive care at home or in the community.



#### Social Support and Engagement

One-on-one assistance to help you stay connected, whether it's companionship at home, support to attend appointments, or enjoying activities you love.



## Support at Home



### Personal Care

Help with showering, dressing, and daily tasks, delivered with respect for your cultural preferences



### Community Connections

Support to attend cultural events, visit family, or participate in community activities



### Restorative Care

Allied health services like physiotherapy or occupational therapy to help maintain and improve your independence



### Home Modifications and Equipment

Products and modifications to make your home safer and more comfortable

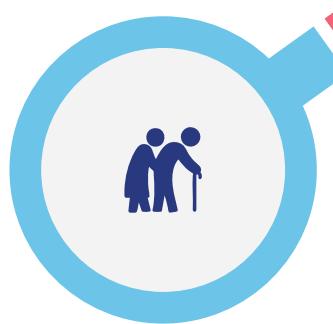


### End-of-Life Support

Dedicated funding and services to help you remain at home with dignity during your final months

## Who Can Access These Services

People aged 65 and over (50 and over for Aboriginal and Torres Strait Islander people)



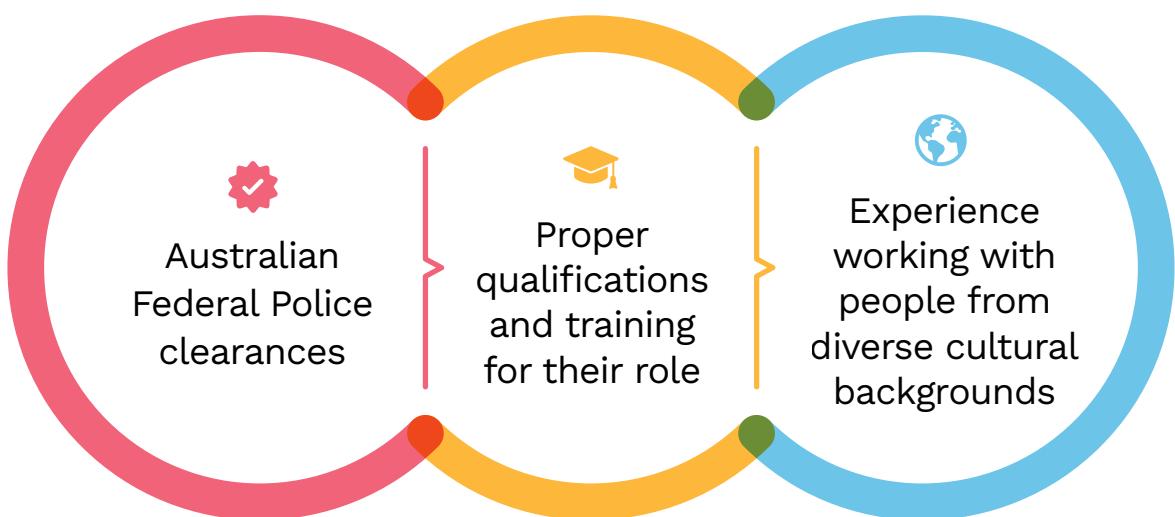
People who want to remain living independently at home with support



People who have been assessed by My Aged Care

## About Your Care Team

Every member of our team is carefully chosen and thoroughly checked. All our staff and volunteers have:



We match you with care workers who understand your needs, and we make sure someone is always available when you need support.

Your Mosaic Care Coordinator will be your main contact person. They'll work with you to create a care plan that respects your values, supports your independence, and keeps you connected to your community.

## Cultural Care Considerations

We understand that good care means more than just meeting your physical needs. At Mosaic, we respect and honour:



### Your Cultural Traditions

We work with your customs, celebrations, and important cultural practices



### Your Dietary Requirements

Whether you follow halal, kosher, vegetarian, or other dietary traditions, we help prepare meals that meet your needs



### Your Religious Practices

We support your prayer times, religious observances, and spiritual needs



### Your Language

We have staff who speak many languages, and we can arrange professional interpreters when needed



### Your Family Values

We understand the important role family plays in different cultures and include your family in your care as you wish

## Contact Us



**1800 813 205**



**info@mosaicmc.org.au**



**www.mosaicmc.org.au**



**Monday to Friday, 9am to 5pm**



**Call 131 450** (Translating and Interpreting Service) and ask them to connect you to Mosaic Multicultural Connections.



## 02. YOUR RIGHTS IN AGED CARE

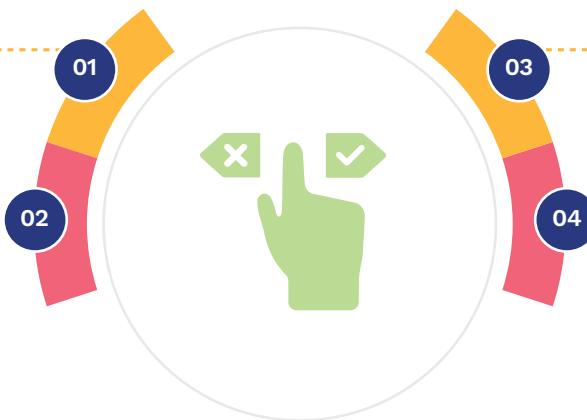
The Australian Government's Statement of Rights explains what you can expect from government-funded aged care services. At Mosaic, we are committed to upholding all of these rights.

What you can expect from us

### Your Right to Make Your Own Choices

Choose which aged care services you use and who provides them

Control your money and belongings



Live your life your way, even if there's some personal risk

Get help making decisions when you need it

### Your Right to Fair Access and Quality Care

Receive a fair assessment that respects your culture, background, and experiences

Get safe, quality care that treats you with dignity and respect



Be safe from violence, abuse, and neglect

Have qualified, properly trained care workers

Receive care that values your identity and cultural background

## Your Right to Privacy and Clear Communication

Have your privacy and personal information protected



Communicate in your preferred language with interpreter support

Access your care records and cost information

Receive information in a way you understand



Get quick, fair responses to complaints

Give feedback and raise concerns without fear of punishment

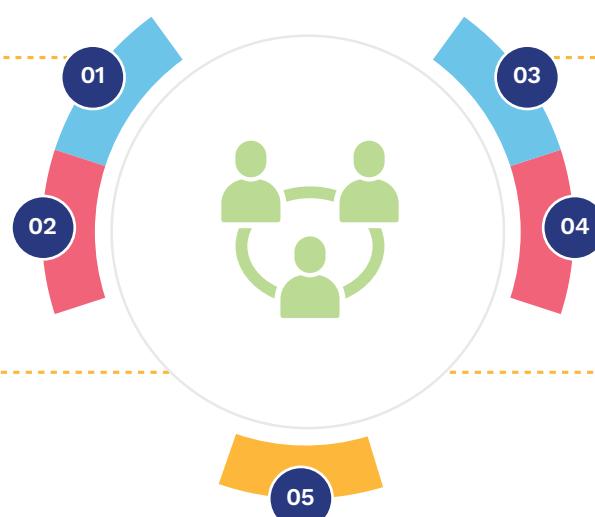
## Your Right to Support and Connections

Get support from advocates or people you choose

Stay connected with family, friends, and community

Participate in cultural and leisure activities

Keep your pets



### Special recognition:

Aboriginal and Torres Strait Islander peoples can stay connected with Country and Island Home

### **Remember:**

These are your rights. If you feel they're not being respected, talk to your Mosaic Care Coordinator immediately.

**For complete details:** [www.health.gov.au/our-work/aged-care-act/about](http://www.health.gov.au/our-work/aged-care-act/about)

**Next:** Learn about how we work together through our Code of Conduct...



# 03. HOW WE WORK TOGETHER

## Our code of conduct and standards

The Aged Care Code of Conduct sets out the standards that all aged care providers, managers, and workers must follow. This applies to everyone at Mosaic who works with you.

### Our Promise to You

When we provide your care and support, we will always:

#### Respect Your Rights



- Honour your right to express yourself and make your own decisions
- Treat you with dignity and respect
- Value and celebrate your diversity and background
- Always protect your privacy

#### Provide Safe, Quality Care

- Deliver care in a safe and skilled manner
- Act with honesty, integrity, and transparency
- Quickly address any concerns that might affect your safety or care quality



#### Keep You Safe



Provide care that is completely free from:

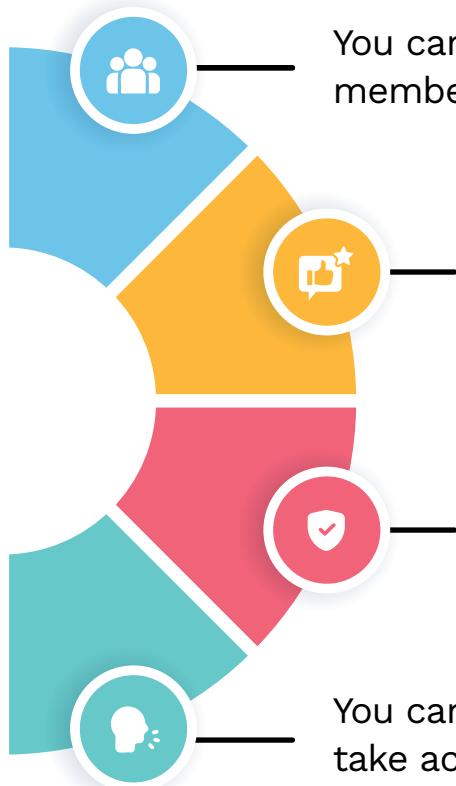
- All forms of violence, discrimination, and abuse
- Exploitation and neglect
- Sexual misconduct of any kind

#### Act When Needed

- Take all reasonable steps to prevent any form of harm
- Respond immediately to any safety concerns
- Report and address any issues that arise



## What This Means for You

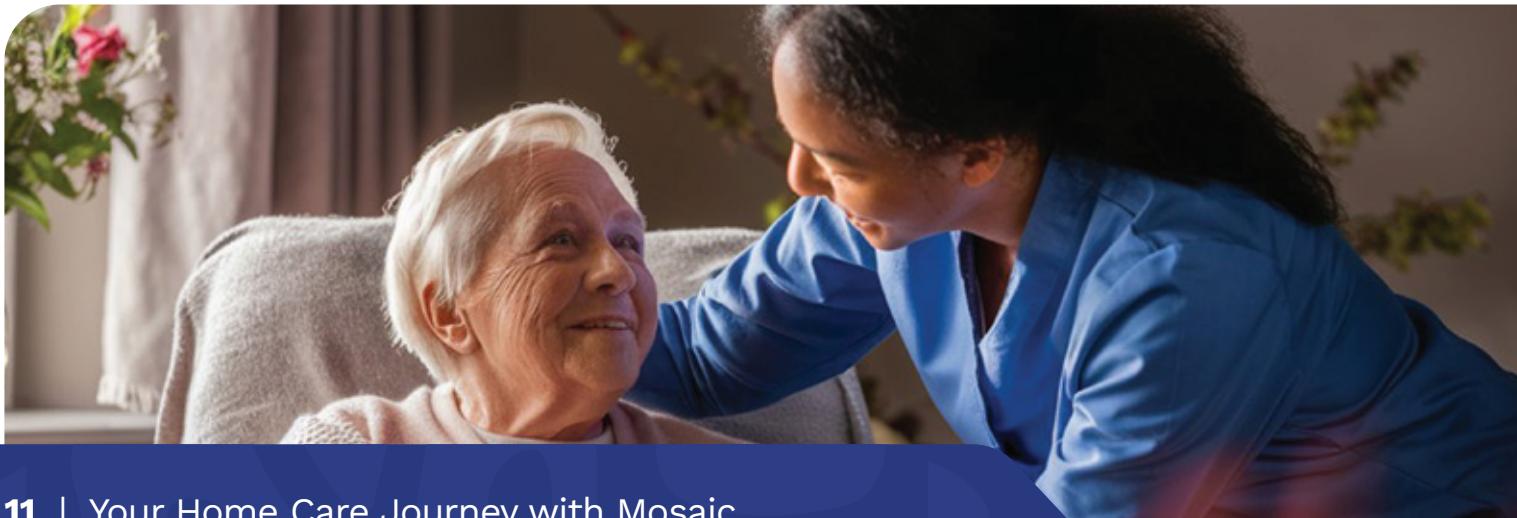
- 
- You can expect professional, respectful care from every member of our team
  - You can trust that we will always act in your best interests
  - You can feel safe knowing we have zero tolerance for any form of abuse or misconduct
  - You can speak up if you're concerned about anything - we will take action

### Our Commitment

Every person at Mosaic - from your care worker to our managers - follows this code. If anyone doesn't meet these standards, we take immediate action to protect you and address the situation.

**Your safety and wellbeing come first, always.**

**Next:** Learn about your rights and our responsibilities...



# 04. YOUR RIGHTS AND OUR RESPONSIBILITIES

## What we both need to know

The Charter of Aged Care Rights explains your rights when receiving aged care services. Every aged care provider in Australia must follow this charter.

### Your Rights

As a person receiving aged care, you have the right to:



#### Quality and Safety

- Safe and high-quality care and services
- Live without abuse and neglect



#### Dignity and Respect

- Be treated with dignity and respect
- Have your identity, culture, and diversity valued and supported



#### Information and Understanding

- Be informed about your care in a way you understand
- Access all information about yourself, your rights, care, and services



#### Choice and Control

- Have control over and make choices about your care and personal life, including choices that involve some personal risk
- Make decisions about your daily life, financial matters, and possessions
- Maintain your independence



#### Communication and Support

- Be listened to and understood
- Have someone of your choice (including an aged care advocate) support you or speak on your behalf
- Make complaints without fear of punishment and have them dealt with fairly and promptly



## Privacy

- Personal privacy and protection of your personal information
- Exercise all your rights without it affecting how you're treated

## Our Responsibilities

As your home care provider, we must:

- 01 Follow all Aged Care Quality Standards
- 02 Help you understand your rights and the services you receive
- 03 Give you and your representatives a reasonable opportunity to sign this charter as part of your service agreement
- 04 Provide you (and your representatives) with a signed copy of the charter
- 05 Keep records of the charter we've given you

## Working Together

This charter creates a partnership between you and us. You have these rights, and we have the responsibility to make sure they're respected every day.

### Your signature on this charter confirms that:

- You understand your rights
- We've explained them to you clearly
- You know how to exercise these rights

**Next:** Learn about our Quality Care Promise...

# 05. QUALITY CARE PROMISE

## Our commitment to excellent care

At Mosaic Multicultural Connections, we promise to deliver safe, respectful, and person-centred aged care that celebrates your diversity and promotes your dignity, independence, and wellbeing.

## Our Standards



### We follow the highest standards including:

- Aged Care Strengthened Quality Standards
- All Commonwealth and NSW aged care laws



### This means your care is:

- Safe and effective
- Culturally appropriate and inclusive
- Respectful of your unique values and beliefs
- Designed around you and your family's needs

## Our Commitment to Getting Better

We're always improving by:

Listening to feedback from you, your family, and our staff

Using a Continuous Improvement Plan to track our progress

Monitoring quality indicators and outcomes

Implementing evidence-based improvements

Staying up-to-date with aged care reforms and community expectations

**Your voice helps us improve** our services for everyone.

## Excellence in Your Care



### Your care is designed around you by:

- Recognising your cultural preferences and language needs
- Understanding your health conditions and personal goals
- Taking a whole-person approach to your wellbeing
- Ensuring you have safety, choice, and control
- Regularly reviewing your care plan with you and your family
- Working closely with your doctors and health professionals

**Every person is unique,** and your care reflects that.

## Quality Assurance You Can Trust

**We maintain strong systems to keep you safe:**

**01**

Incident management and reporting procedures

**02**

Regular internal audits and reviews

**03**

Board-endorsed governance committees

**04**

Transparent risk management

**05**

Continuous monitoring of our services

**These systems ensure** we meet or exceed all required standards.

## Our Skilled and Caring Team



**Our staff are our greatest strength. Every home care worker:**

- Meets mandatory qualification and training requirements
- Passes comprehensive background checks
- Receives regular professional development training
- Specialises in areas like dementia care, cultural safety, and trauma-informed practice
- Combines professional competence with genuine compassion

**You receive care** that is both skilled and caring.

## Our Promise to You

**We place you at the heart of every decision by:**



**Your wellbeing, dignity, and independence are our priorities in everything we do.**

**Next:** Learn about your care security and ongoing support...

# 06. YOUR CARE SECURITY

## Understanding your ongoing support

We are committed to partnering with you on your home care journey. Our goal is to provide continuous, reliable support for as long as you need it and want us as your provider.

### Our Commitment to You



#### We will make every effort to:

- Continue providing your services as agreed
- Work through any challenges that arise
- Support you to stay safely in your home
- Help you access the right care when your needs change

### When Services Might Need to End

While we're committed to ongoing care, there are some circumstances where we may need to end your services. This only happens as a last resort and follows strict legal requirements.

#### Services may end if:



##### You Choose to Make Changes

- You decide to move to a location where we don't provide services
- You tell us in writing that you want a different care provider



##### Your Care Needs Change

- Your condition improves and you no longer need our services
- Your needs change and would be better met by different services (like residential care)
- We cannot safely provide the level of care you need with our available resources

## **Safety Concerns**

- Your behaviour seriously injures our workers or creates an unsafe work environment
- Continuing care creates serious safety risks that cannot be resolved

## **Payment Issues**

- You don't pay agreed fees and won't work with us on a payment plan

## **Extended Absence**

- You're away for a long period (not including hospital stays)

## **Our Fair Process**

### **Before ending services, we will:**

**Step 1:** Give you written notification (except in extreme safety situations)

**Step 2:** Provide a reasonable time to fix any problems

**Step 3:** Work with you to find solutions

**Step 4:** If services must end, give you 14 days written notice explaining:

- Why the decision was made
- Your rights, including how to make complaints
- How to access independent advocates

## Our Support During Transitions

### If services end, we will:

- Help connect you with another suitable provider
- Provide information about other care options
- Transfer any unspent funding to your new provider
- Ensure a smooth transition of your care

**Remember:** Any decision to end services follows strict legal requirements and is made in consultation with you. Your safety and wellbeing are always our priority.

**Next:** Learn about how we deliver your home care services...



# 07. HOW WE DELIVER YOUR CARE

## Your Government Assessment and Funding

### The Government will:

- Assess what services you need and create a Support Plan based on your goals.
- Give you a classification under either the Commonwealth Home Support Programme (CHSP) for entry-level support, or Support at Home for more comprehensive care. This classification determines your funding level.
- Review your plan when your needs change.



### You can ask for a review when:

- Your needs, goals, or circumstances change
- You need additional services
- A time-limited service has ended

**Important:** We can only provide services that match your government-approved Support Plan.

## Your Personal Care Plan and Budget



### Your Mosaic Care Coordinator will work with you to create:

- A **Care Plan** showing exactly what services you'll receive
- A **Budget** explaining how your funding will be used
- Regular reviews (at least once every 12 months)



### Your Care Plan can change when:

- Your government funding changes
- Service costs change
- Your needs change
- You request changes

**You'll receive:** A copy of your Care Plan and Budget, plus updates whenever changes are made.

## Mosaic Care Coordinator - Your Main Contact



### Your Care Coordinator will:

- Arrange and review all your services
- Check that we're meeting your needs and goals
- Help you make changes to your Care Plan
- Be available to answer questions or address concerns
- Work with your doctors and other health professionals

**You need to:** Cooperate with assessments, provide accurate information, and consult with your health professionals when needed.

## How Your Services Are Delivered



### Scheduling:

- Your Care Plan shows when services will be provided
- If we need to reschedule, we'll work with you to find suitable times
- You must allow our workers time to complete their duties



### Your Responsibilities:

- Be home at agreed times (unless we arrange otherwise)
- Tell us about anything that might affect your care or safety
- Let us know about any concerns with your services

## Cancellations and Missed Appointments



### If you need to cancel:

- Give us **2 business days** notice to avoid charges
- Without proper notice, you may still be charged unless you have reasonable grounds (like being in hospital) and provide written proof



### If you're not home:

- We may still charge for the visit if you're unexpectedly absent

## Your Voice in Decision Making



### You can:

- Be involved in all decisions about your care
- Request changes to how, when, and who provides your services
- Participate in regular reviews



### We will:

- Work with you to accommodate your preferences
- Explain what changes are possible based on your needs
- Respond to your requests during regular reviews

## Who Provides Your Care



### Your services may be provided by:

- Mosaic staff directly
- Carefully selected partner organisations we work with
- Self-managed Services



### Quality Assurance:

- All our staff are properly qualified and trained
- We ensure safe, respectful, quality care
- If you're unhappy with a care worker, we'll work with you to make changes

**Self-managed Services:** If available and suitable, you can manage some of your own services with our support and guidance for a nominal fee.

## Equipment and Aids



### We can help you get:

- Equipment purchases, rentals, maintenance, and repairs using your government funding
- Proper assessments from specialists like occupational therapists



### Your Responsibilities:

- Maintain any equipment you purchase
- Follow safety guidance and training
- Return hired/loaned equipment when no longer needed
- Pay for repairs if equipment is damaged (except by our staff)

**Important:** Equipment must meet specific requirements to be funded by government money.

## Medical Emergencies

**Remember: We are not a medical service.**

### In emergencies:

- Our staff will call an ambulance if present
- You are responsible for ambulance and medical costs
- For urgent care, contact your GP or call 000

**Next:** Learn about understanding your costs...



# 08. UNDERSTANDING YOUR COSTS

## Clear information about fees

Understanding how your home care services are funded and what costs you might have can seem complicated. We're here to make it clear and simple.

### Understanding Your Support at Home Costs and Funding

#### Your Quarterly Government Funds



- The Government gives you funding every three months (quarterly) based on your assessed needs
- The amount depends on your **Support at Home Classification** level
- 10% is automatically set aside for care management

#### Unused Funding



- If you have money left at the end of a quarter, the Government may roll over the greater of \$1,000 or 10% to the next quarter
- Any remaining funds return to the Government

#### Previous Home Care Package Funds



- If you had a Home Care Package before 12 September 2024, any unspent funds may be used for your new services

### What You Might Need to Pay

#### Service Contributions

(Income-tested fees based on your pension status)

Your contribution depends on the **type of service** and your **financial situation**:

Your Pension Status	Clinical Supports	Independence Services	Everyday Living
Full Pensioner	0%	5%	17.5%
Part Pensioner/Seniors Health Card	0%	5% to 50%	17.5%-80%
Self-Funded (no card)	0%	50%	80%



### What This Means:

- **Clinical Supports** (nursing, allied health): You pay nothing
- **Independence Services** (personal care, social support): You pay a percentage
- **Everyday Living** (cleaning, meals): You pay a higher percentage

**Important:** You must pay your service contributions even if you disagree with the assessment. We'll refund any overpayments if the assessment changes.

## Your Personal Budget



### We'll create a budget with you showing:

- Your total quarterly government funding
- Planned services and their costs
- Your expected service contributions
- Any self-funded services you choose



### If your services cost more than your funding:

- You can choose to pay privately for extra services
- We'll help you adjust your plan to fit your budget
- You can pause some services if needed

## Our CHSP Service Prices

Our service prices vary depending on when you receive care:

Time Period	Days	Hours
Standard Hours	Monday to Friday	6am to 7pm
Non-Standard Hours	Monday to Friday	7pm to 6am
Saturday	Saturday	All day
Sunday	Sunday	All day
Public Holidays	Any day	All day

Complete pricing is available in your service agreement and on our website.

## Your Monthly Statements



### Every month you'll receive a statement showing:

- Your available funding for that quarter
- Services you received
- How much was claimed from your government funds
- Service contributions you paid
- Any rollover funds

We'll help you understand these statements and answer any questions

## How to Pay



### Payment Methods:

- Direct debit from your bank account (preferred)
- Direct deposit (payment online)
- In person or by phone at our head office via credit card

## Payment Timing

- Service contributions are collected regularly as agreed
- You'll be notified of the due date of any direct debit deductions





### Late Payment:

- Interest may be charged on overdue amounts
- Please contact us immediately if you're having payment difficulties

## Additional Costs



### Equipment and Aids:

Charged at cost + 15%



### Third-Party Services:

May include a surcharge up to 10%



### Self-Funded Services:

Available if you want services beyond your government funding



## Understanding your CHSP Costs and Funding

CHSP provides entry-level support to help you stay independent at home. Here's how funding and costs work:

- The Government subsidises the cost of services under CHSP.
- You pay a **client contribution**, which is generally **low and affordable**.
- Complete pricing is available in your service agreement and on our website (before if you transition to Support at home...)
- If you transition to Support at Home, CHSP services usually stop.

## Financial Hardship Support

### If you're struggling financially:

- You can apply for government hardship assistance
- We can help you apply for fee reductions
- Contact us to discuss payment plans

**Remember: We're here to help you understand your costs and find solutions that work for your budget.**

**Next:** Learn how to share feedback and concerns...

# 09. YOUR VOICE MATTERS

## How to share feedback and concerns

Your feedback helps us provide the best possible care. Whether you want to share a compliment, suggestion, or concern, we want to hear from you.

### We Welcome All Feedback



- Help us recognise staff who are making a difference in your life
- Show us what we're doing well so we can keep doing it
- Celebrate the care that matters most to you
- Share ideas about how we can improve our services
- Tell us about changes that would make your care better
- Help us understand what's important to you
- Raise any worries about your care or services
- Report issues with staff, services, or how we handle your information
- Address problems before they become bigger issues

## Your Right to Speak Up



### You have the right to:

- Make complaints and provide feedback without any fear of punishment or retaliation
- Have a family member, friend, carer, or aged care advocate help you
- Continue receiving all your services while we address your concerns
- Withdraw your complaint if you choose to

**Important:** Making a complaint will never affect your care or result in any negative treatment.

## How to Share Your Feedback



### Talk to Us Directly

- Contact your Care Coordinator
- Speak to any staff member by calling our office:

**1800 813 205**



### Put It in Writing

- Email us:  
**feedback@mosaic.org.au**
- Use the feedback form on our website by clicking **"Share Your Feedback"**



### Get Support

- Bring a family member or friend to help you
- Ask for an aged care advocate to assist you
- Request an interpreter if needed

## What You Can Give Feedback About



### Our Services

- Quality of care you receive
- How staff treat you
- Problems with your care plan
- Issues with equipment or home modifications



### Care Management

- How we coordinate your services
- Communication with you and your family
- Scheduling and timing of visits
- Billing and payment issues



### Privacy and Information

- How we handle your personal information
- Concerns about confidentiality
- Access to your records



### Associated Providers

- Problems with partner organisations we work with
- Issues with contractors or suppliers
- Quality of third-party services

## Whistleblower Protection



**If you witness serious wrongdoing, you can safely report it to:**

- Mosaic directly
- Police
- An independent aged care advocate
- The Department of Health and Aged Care
- The Aged Care Quality and Safety Commission

**You're protected by law** when making these reports in good faith.

## Our Response Process

### When you contact us:

-  **We listen** - Your concerns are taken seriously
-  **We investigate** - We look into the issue thoroughly
-  **We respond promptly** - You'll hear back from us quickly
-  **We take action** - We make changes to prevent future problems
-  **We follow up** - We check that you're satisfied with the outcome

**Our Policies:** You can find our current Whistleblower, and Complaints and Feedback policies on our website. We'll notify you 14 days before any policy changes.

### If You're Not Satisfied with Our Response

#### External Support Available:

-  **Aged Care Quality and Safety Commission**
  - **Phone:** 1800 951 822
  - **Online:** Submit a complaint at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) (search “Online Complaints Form”)
  - **Mail:** Aged Care Quality and Safety Commission, GPO Box 9819, [your capital city]
-  **State and Territory Services**
  - Consumer protection agencies
  - Advocacy services
  - Find contact details at [www.accc.gov.au](http://www.accc.gov.au)
-  **Privacy Complaints**
  - Office of the Australian Information Commissioner

## Important Reminders



### Your Care Continues

- We keep providing all your services while addressing complaints
- You still need to pay your service contributions and fees
- Your care quality won't be affected



### Information Sharing

- Some complaint information may be shared with government regulators
  - This helps improve aged care services for everyone
  - Your identity is protected in these reports



### Issues with Partner Organisations

- Please tell us if you have problems with any contractors or partner services we arrange
- We're responsible for ensuring all your care meets our standards

**Remember: Your feedback makes our services better for everyone.  
No concern is too small, and no compliment goes unappreciated.**

**Next:** See the complete list of your Support at Home services...

# 09. YOUR SUPPORT AT HOME SERVICES

## Complete list of what we offer

We offer you a comprehensive range of services (subject to your assessed approved level of care and services) to help you live independently and safely in your own home.

### Clinical Supports

You pay 0% - these services are fully funded by the Government

Service Category	What We Provide
 Nursing Care	<ul style="list-style-type: none"><li>• Registered nurse services</li><li>• Enrolled nurse services</li><li>• Nursing assistant support</li><li>• Wound and catheter care</li><li>• Diabetes management</li><li>• Medication administration</li><li>• Health monitoring and assessments</li><li>• Nursing supplies and consumables</li></ul>
 Allied Health Services	<ul style="list-style-type: none"><li>• Physiotherapy</li><li>• Occupational therapy</li><li>• Social work services</li><li>• Dietitian consultations</li><li>• Psychology services</li><li>• Speech pathology</li><li>• Podiatry</li><li>• Music therapy</li><li>• Exercise physiology</li><li>• Counselling services</li><li>• Aboriginal and Torres Strait Islander health practitioners</li></ul>
 Care Management	<ul style="list-style-type: none"><li>• Coordination and planning of your care services</li><li>• Regular care plan reviews</li><li>• Liaison with health professionals</li><li>• Assessment and goal setting</li></ul>

Service Category	What We Provide
 Restorative Care	<ul style="list-style-type: none"> <li>Intensive short-term support to help you regain independence</li> <li>Specialised rehabilitation programs</li> <li>Recovery-focused interventions</li> </ul>
 Prescribed Nutrition	<ul style="list-style-type: none"> <li>Specialised nutritional products prescribed for your health needs</li> </ul>

## Independence Services

You pay a percentage contribution based on your income assessment

Service Category	What We Provide
 Personal Care	<ul style="list-style-type: none"> <li>Showering and bathing assistance</li> <li>Dressing and grooming support</li> <li>Toileting and continence care</li> <li>Mobility assistance</li> <li>Medication assistance (eye drops, ear drops, administration aids)</li> <li>Personal hygiene support</li> </ul>
 Social Support & Community Engagement	<ul style="list-style-type: none"> <li>Individual and group social activities</li> <li>Accompanied activities and outings</li> <li>Cultural support and connections</li> <li>Digital education and technology support</li> <li>Help with personal affairs</li> <li>Community participation programs</li> </ul>
 Therapeutic Services	<ul style="list-style-type: none"> <li>Remedial massage</li> <li>Acupuncture</li> <li>Osteopathy</li> <li>Chiropractic services</li> <li>Diversional therapy</li> <li>Art therapy</li> </ul>

Service Category	What We Provide
 Respite Care	<ul style="list-style-type: none"> <li>• In-home respite to give your carer a break</li> <li>• Flexible respite services</li> <li>• Community-based respite</li> </ul>
 Transport Services	<ul style="list-style-type: none"> <li>• Transport to medical appointments</li> <li>• Shopping assistance transport</li> <li>• Transport to social activities and outings</li> <li>• Transport to hairdresser and personal appointments</li> <li>• Community engagement transport</li> </ul>
 Assistive Technology & Equipment	<ul style="list-style-type: none"> <li>• Walking frames and walking sticks</li> <li>• Mechanical devices for lifting</li> <li>• Slide sheets and transfer aids</li> <li>• Pressure-relieving mattresses</li> <li>• Communication aids</li> <li>• Mobility equipment</li> <li>• Training in equipment use</li> </ul>

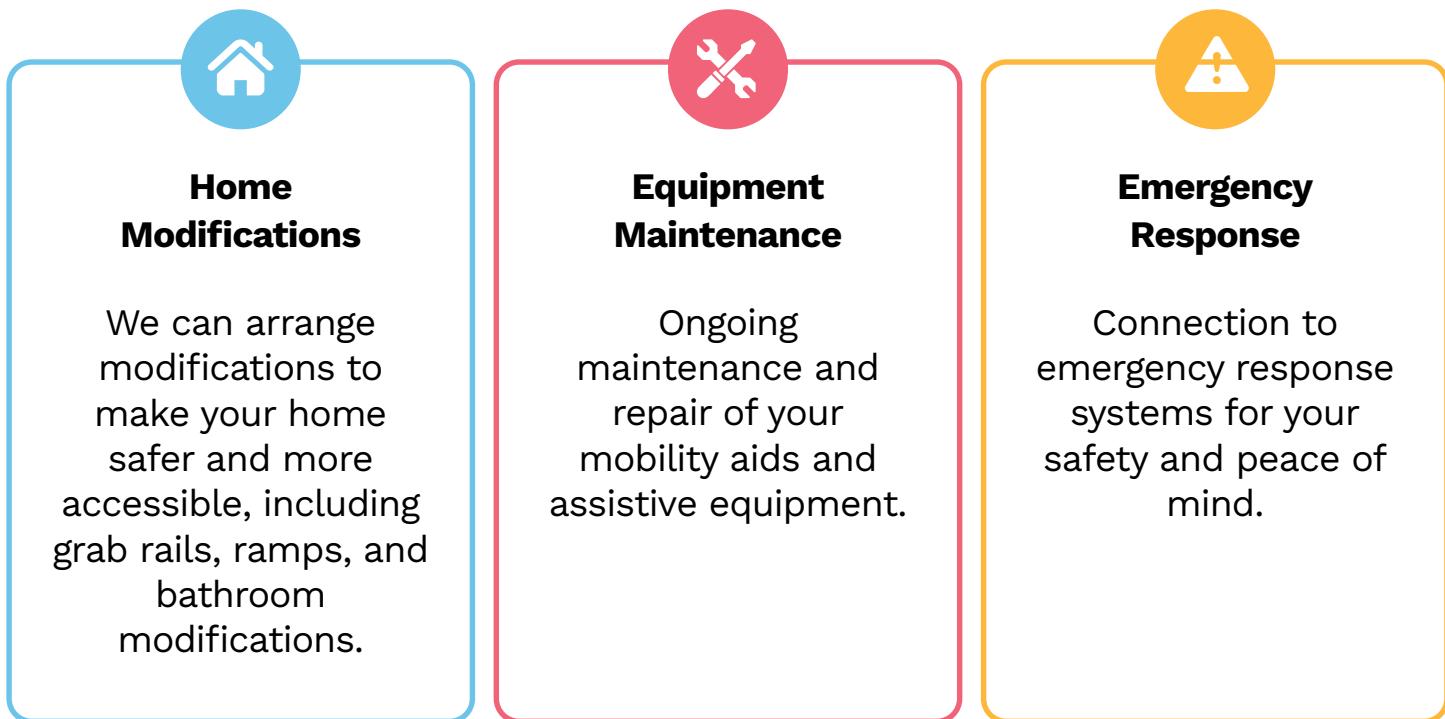
## Everyday Living Services

You pay a percentage contribution based on your income assessment

Service Category	What We Provide
 Domestic Assistance	<ul style="list-style-type: none"> <li>• House cleaning and vacuuming</li> <li>• Washing and ironing</li> <li>• Laundry services</li> <li>• Shopping assistance</li> <li>• Light household tasks</li> </ul>
 Home Maintenance	<ul style="list-style-type: none"> <li>• Garden maintenance and lawn mowing</li> <li>• Minor home repairs</li> <li>• Window cleaning</li> <li>• Home modifications</li> <li>• Property maintenance</li> </ul>

Service Category	What We Provide
 Meal Services	<ul style="list-style-type: none"> <li>• Meal preparation to meet your dietary requirements</li> <li>• Special diet meal planning</li> <li>• Cultural and traditional meal preparation</li> <li>• Meal delivery services</li> <li>• Nutrition support</li> </ul>

## Additional Services Available



## Important Information



### Flexibility

You have complete flexibility to mix and match the care and services that you receive based on your needs and preferences.



### Cultural Considerations

All services can be delivered with respect for your cultural background, dietary requirements, religious practices, and language preferences.



### Not Exhaustive

This list is not exhaustive. If there is something you would like that isn't listed here, please consult with your Mosaic Care Coordinator to discuss your options.



### Service Availability

Services are subject to your assessed approved level of care and available funding in your Support at Home classification.

## Getting Started

To discuss which services are right for you or to add new services to your care plan, contact your Care Coordinator at **1800 813 205**.

**Remember: Your care plan is designed around your individual needs, goals, and preferences. We're here to support you to live independently and well in your own home.**

**Next:** See how we protect your personal information...

# 10. PROTECTING YOUR PRIVACY

## How we protect your personal information

Your privacy is important to us. We understand that you're sharing personal and sometimes sensitive information with us, and we take our responsibility to protect it seriously.

## Your Privacy Rights



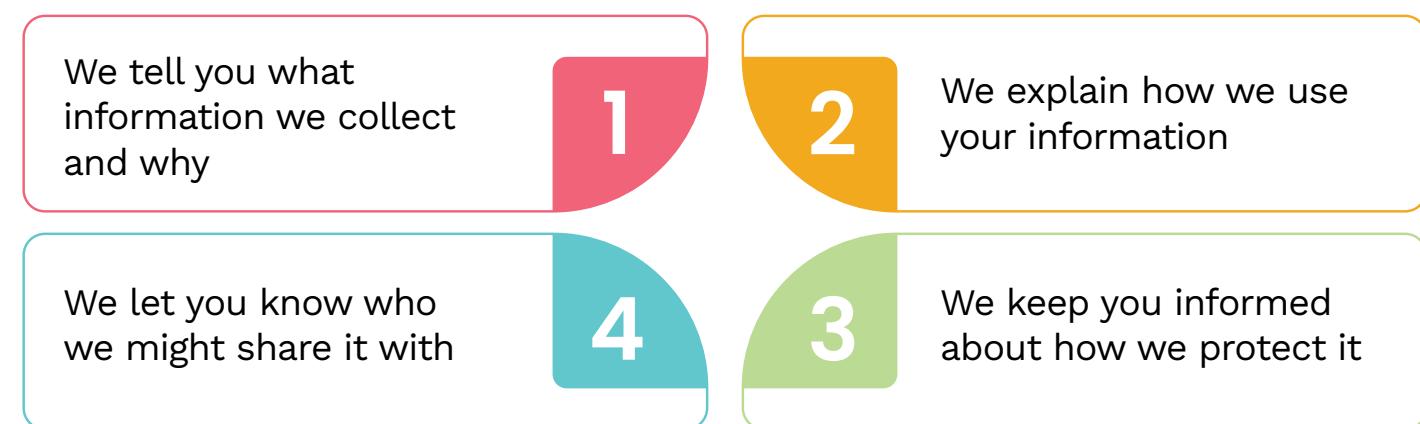
**The Australian Privacy Principles** under the Commonwealth Privacy Act 1988 set out strict rules about how organisations like Mosaic Multicultural Connections must:

- Collect your personal information
- Store it safely and securely
- Use it appropriately
- Share it only when necessary
- Protect it from misuse

**We follow all privacy laws** including Australian Privacy Principles and all state and national privacy legislation.

## How We Handle Your Information

**We are open and transparent** about how we manage your personal information. This means:



**We respect everyone's privacy** and are committed to protecting all personal information we collect and hold.

## What Personal Information We Collect



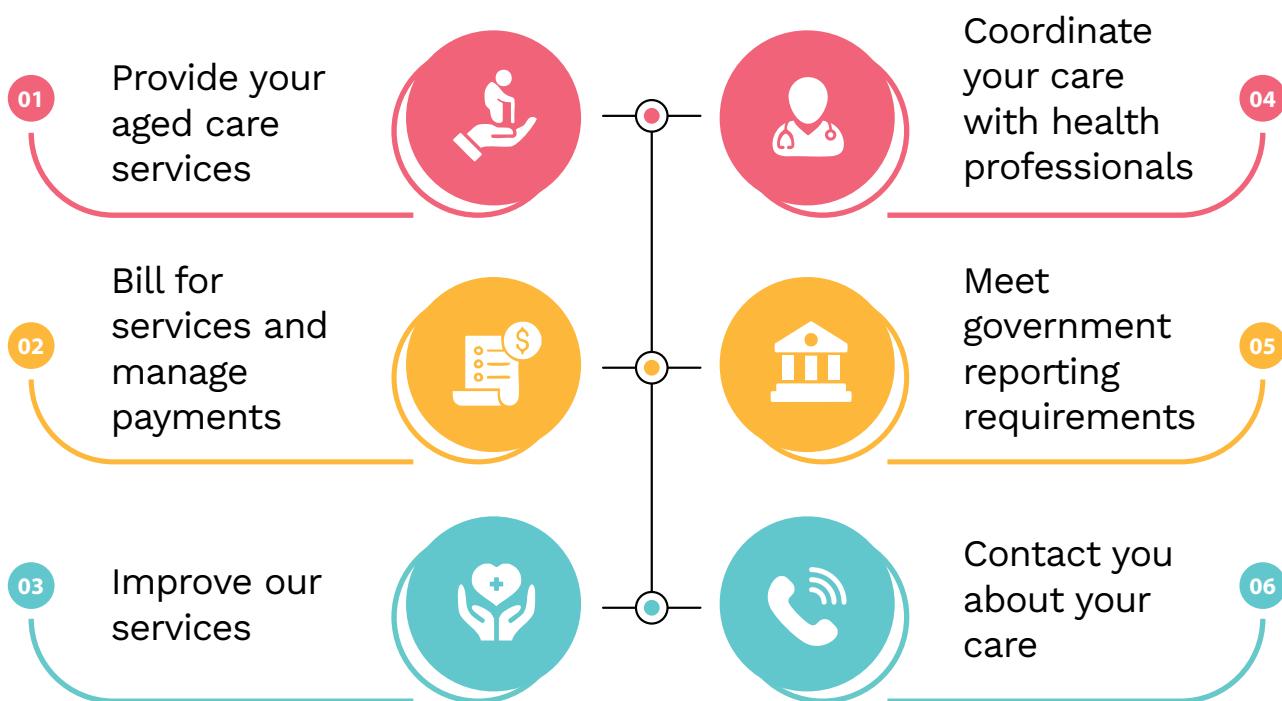
### To provide your care services, we may collect:

- Your name, address, and contact details
- Medicare and pension details
- Health and medical information
- Information about your cultural background and preferences
- Emergency contact details
- Financial information for billing purposes
- Care notes and service records

**We only collect information that we need** to provide your care safely and effectively.

## How We Use Your Information

### We use your personal information to:



**We will never** use your information for marketing or sell it to other companies.

## Who We Share Information With



### We may share your information with:

- Your doctors and other health professionals (with your consent)
- Government agencies as required by law
- Our staff and contractors who provide your care
- Emergency services if you're in danger



### We will always:

- Ask for your consent before sharing information when possible
- Only share what's necessary for your care and safety
- Ensure anyone we share with also protects your privacy

## Keeping Your Information Safe



### We protect your information by:

- Storing it securely with password protection
- Training all staff about privacy requirements
- Limiting access to only those who need it for your care
- Using secure systems for electronic records
- Safely disposing of information, we no longer need

## Your Rights



### You have the right to:

- Know what information we have about you
- Ask to see your records
- Request corrections if information is wrong
- Ask us to stop using your information in certain ways
- Make a complaint if you're concerned about how we handle your information

**Cultural Considerations:** We understand that privacy expectations may vary between cultures. Please talk to your Mosaic Care Coordinator about any specific privacy concerns you have.

## Making a Privacy Complaint

If you're concerned about how we've handled your personal information:



### Talk to us first

Contact your Care Coordinator or our office



### Office of the Australian Information Commissioner

You can also make a complaint directly to the national privacy regulator

## More Information



### For detailed information about our privacy practices:

- **Visit our website** and read our complete Privacy Policy
- **Ask your Care Coordinator** to explain any privacy matters

**Contact us:** 1800 813 205 or [info@mosaicmc.org.au](mailto:info@mosaicmc.org.au)

## Your Consent

By receiving services from Mosaic, you consent to us collecting, using, and storing your personal information as described in our Privacy Policy and as necessary to provide your care.

**You can withdraw your consent at any time, though this may affect our ability to provide some services.**

**Important:** We will always respect your privacy while ensuring we can provide you with safe, quality care.

# TO ACCESS OUR POLICIES IN LANGUAGE

## View Our Complete Policies



For detailed information on the policies mentioned in this handbook, visit [www.mosaiccmc.org.au/policies](http://www.mosaiccmc.org.au/policies)

- Privacy Policy
- Complaints and Feedback Policy
- Service Agreement Terms
- Quality and Safety Policies
- Code of Conduct
- Whistleblower Policy



Scan this QR code to access the soft copy of this guide and other resources



### Don't have a QR code reader?

- Visit [www.mosaiccmc.org.au/handbook](http://www.mosaiccmc.org.au/handbook) directly
- Call us on 1800 813 205 for assistance
- Ask a family member or your Care Coordinator to help you access the online version

While online translators provide immediate access in multiple languages, we recommend requesting a professional translation for important sections. Contact us for assistance.



### **Our Vision**

A connected community where diversity defines and nourishes us.



### **Our Mission**

Supporting and inspiring culturally diverse people and communities to overcome barriers and thrive.



### **Our values**

- |                      |  |
|----------------------|--|
| <b>Trust</b>         | we rely on and have faith in people and our organisation                                 |
| <b>Transparency</b>  | we share openly with each other, without judgement                                       |
| <b>Respect</b>       | we treat everyone equally and consider the opinions of others, no matter our differences |
| <b>Collaboration</b> | we work together to support each other in our endeavours                                 |
| <b>Creation</b>      | we grow through collective ideas and innovation  |

© 2025 Mosaic Multicultural Connections

Mosaic Multicultural Connections acknowledges the support of the  
Australian Government Department of Health and Aged Care.



## **Thank you for choosing Mosaic Home Care Services**

We're honoured to be part of your home care journey and committed to supporting you with dignity, respect, and cultural understanding..

**For any questions or support:**

**Call: 1800 813 205**

**Email: [info@mosaicmc.org.au](mailto:info@mosaicmc.org.au)**

**Visit: [www.mosaicmc.org.au](http://www.mosaicmc.org.au)**

**We're here to support you every step of the way.**