



Living life *my way*



Community Access

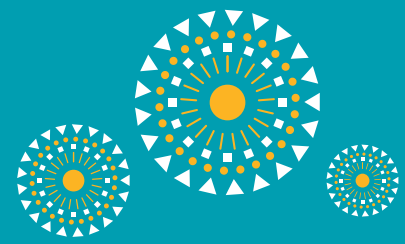
Program Guide

2021

Version 1

Registered NDIS Provider

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Living life *my way*

Welcome to Mosaic Support Services

At Mosaic Support Services we live our Mission of enriching and improving the lives of people with disabilities and their families by providing a suite of quality tailored programs. These programs include: Supported Independent Living; Planned and Emergency Respite; a myriad of Community Access, Life Skills and Training programs.

We also provide a range of bespoke programs for school aged children including Camps, School Holiday Activities, After School Options and Social Time Programs.

Working with Mosaic Support Services is more than just a job; Living our Values enables us to attract and retain high quality employees and volunteers who in turn enact our Vision and support our clients in **Living Life My Way**.

We look forward to taking this journey with you and hope you do too.

Community Access Overview

Mosaic Support Services has a strong focus on empowering our clients to have a presence in the community, work towards their personal goals, forge new friendships, and live rich and fulfilling lives. Our programs are designed to meet individual needs within a fun and social environment. Many of our programs are group-based, but we also have a number of clients who require more individualised support due to complex needs and behaviour support requirements.

Mosaic's Community Access focuses on skill development, increasing the opportunities for adults to live more independently, and increase their health and well-being by offering options to join sporting groups and activities. We create an outlet for clients to increase their artistic skills in a range of visual, performing and multimedia options.

We offer many experiences for young people to enter our services by engaging in Vacation Care programs, Camps, as well as After School Activities. We also offer a number of social activities and programs throughout weekday evenings and on weekends to create more opportunities for building friendships, confidence and community connections.

We offer a very individualised approach to service delivery to meet the needs of clients and their families.

Our full catalogue of programs on offer are outlined in the following pages.

Create

Create provides opportunities for clients to explore their creativity, stretch their imagination, find new challenges and grow through art, performance and multimedia.



Performing



Weekdays

Program overview

Performing is a group of programs covering music, dance, singing, movement, and acting. The different programs come together to compose, develop and perform pieces that vary in intensity, from the lively and comedic, to darker, more instinctive pieces based on the client's experiences.

Many of our performance programs benefit from tutors who are employed to guide the direction of individuals and groups to greater creative freedom. Clients also have the opportunity to perform to the general art-going public during Mosaic's annual Festival of Arts.

Outcomes

- To participate in a range of drama exercises.
- To develop confidence and gain an understanding of yourself and your abilities.
- To collaborate with others to create individual and group performances.
- Explore music opportunities.
- To develop technical skills related to your area of performance such as setting up sound or lighting equipment.

Art



Weekdays

Program overview

Art encompasses the visual mediums of painting and drawing, as well as the more traditional crafts such as felting, ceramics, puppetry, sculpture, collage, and jewellery making.

The focus of *Art* at Mosaic provides clients the opportunity to express themselves creatively. Clients also have the opportunity to present their finished works to the general art-going public in exhibitions and Mosaic's annual Festival of Arts.

Outcomes

- To develop the confidence to explore and trial new mediums and learn new skills.
- To work with others who have a similar interest.
- To create and exhibit artwork in a variety of exhibitions.

Multimedia



Weekdays

Program overview

Multimedia provides clients with the opportunity to participate in photography, filmmaking, sound-art, and a radio program. This enables clients to produce their own short films, sound recordings, and mixed-media works, broadcast to the wider community across a variety of programs, including featuring during Mosaic's annual Festival of Arts.

The *Multimedia* program utilises up-to-date technical equipment to maintain a creative edge.

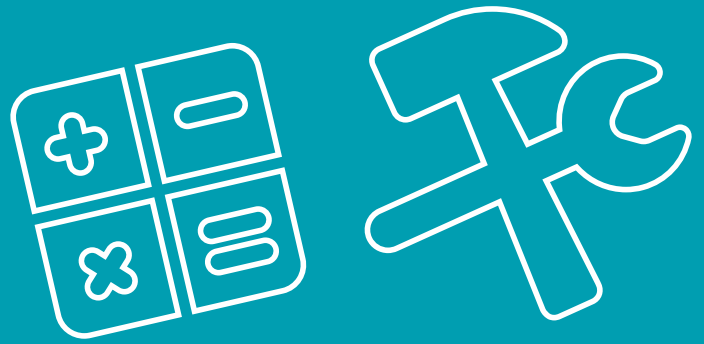
Outcomes

- To explore different technical aspects of photography, filming or radio production.
- To gain confidence and work as part of a team.
- To develop a range of skills related to film making including developing and understanding of lighting, sound, camera skill and visual effects.
- To create productions that are part of exhibitions.

Know How

Independence and Vocational Skills

Mosaic's Know How stream offers group and individual programs tailored for supporting clients in achieving their goals of independence and life skills, learning outcomes and engagement in employment and volunteering.



Money Skills



Financial Literacy | Weekdays

Program overview

This program is designed to support clients in developing skills in money handling, budgeting, purchasing and saving plans, for example, creating a shopping list, researching value for money options, handling cash in a retail setting and budgeting for future activities such as a holiday.

Outcomes

- Increased awareness of the value of money.
- Increased ability to plan, budget and make informed purchases.
- Increased level of independence.
- Increased ability to participate in personal activities & interests.

Life Skills



Literacy and Numeracy | Weekdays

Program overview

This program provides clients with the opportunity to develop their general reading, writing and maths skills to support their independence, access to daily living skills and personal interests.

Outcomes

- Increased skills in reading, writing and maths.
- Increased level of independence.
- Increased ability to participate in personal activities & interests.

Computer Skills



Computer Literacy | Weekdays

Program overview

This program is designed to focus on basic computer skills and cyber safety. During the time on this program, clients will be supported to develop their ability to use Windows computer software, internet research, how to send and receive emails, and how to be safe online.

Outcomes

- Increased skills in using computers and personal devices including being safe online.
- Increased level of independence.
- Increased ability to participate in personal activities & interests.

Volunteering/Vocational Skills



Weekdays

Program overview

Mosaic's *Volunteering/Vocational Skills* programs prepare clients for the workforce through access to foundation skills courses, volunteering and work experience, all designed to empower individuals to manage and meet the demands and expectations of volunteering and employment.

Outcomes

- Structured program to support clients to achieve their goals in volunteer placement, gain valuable work experience and possible paid employment.
- Increased level of independence.

Time in the Shed



Workshop Skills | Weekdays

Program overview

With a mix of fun activities, this program caters for all needs and abilities. On this program you can expect to gain skills in design and construction with various projects.

Outcomes

- Increased ability to participate in personal activities & interests.
- Skills development in the safe use of tools in a workshop setting.
- Ability to explore a wide range of woodwork and craft activities in a supported environment.
- Increased level of independence.

Cooking and Healthy Eating



Food Skills | Weekdays

Program overview

Clients participating in this program will increase their skills and knowledge in food handling, preparation and nutrition. With a focus on practical skills, clients participate in developing menus, meal preparation and cooking with an emphasis on healthy food choices.

Outcomes

- Increased awareness of healthy food choices and nutrition.
- Increased skills in planning, preparing and cooking a range of meals and dishes.
- Embedded literacy and numeracy learning opportunities.
- Increased level of independence.

Your Devices



Social Networks | Weekdays

Program overview

Your Devices is designed to teach clients with communication devices how to use them, supporting social engagement and interaction. This program involves visiting places of interest within the community, then discussing and researching their experiences on their devices.

Outcomes

- Increased skills in using computers and personal devices including being safe online.
- Increased communications skills.
- Increased level of independence.
- Increased ability to participate in personal activities & interests.

My Journey, Strength & Goals



Planning the Future | Weekdays

Program overview

My Journey, Strength & Goals supports clients to *Challenge Expectations and Achieve Dreams*, as they embark on a journey to identify their strengths and develop a pathway to achieve their goals.

Outcomes

- Structured program to support clients to achieve their goals and identify what they wish to explore and achieve.
- Program designed to match and refer clients to other program and services of interest.
- Increased level of independence.

Know How

Social Skills and Recreation

Mosaic's Know How Social Skills & Recreation group programs are designed to support social skills and engagement, healthy relationships and opportunities to have fun, relax and celebrate 'Living Life My Way'.



Camp



Weekdays

Program overview

Camp provides an opportunity for clients aged 13 and over to socialise with friends and enjoy the simple things. Whilst camp at Mosaic isn't the traditional sleeping in tents, it gives clients the opportunity to experience camp-like activities, including campfires at night, team-building activities and exploring the campsite surroundings. Camp is held for one week during each school holiday period.

Outcomes

- Fun and safe environment for clients to explore a range of activities that are engaging for them in a camp setting.
- Increased social interaction and participation.
- Increased level of independence.

After School Activities



Weekdays

Program overview

After School Activities caters for clients requiring after school support. This program can cater for all abilities, and includes support with homework, craft, board games, or just some 'downtime' after a busy school day.

Outcomes

- Fun and safe environment for children and teenagers to explore a range of activities that are engaging for them.
- Increased social interaction and participation.
- Increased level of independence.

Social Safari



Weeknights & Saturdays

Program overview

Social Safari provides adult clients with the opportunity to socialise, dine-out, and enjoy great company through accessing the community and local events!

Clients are actively involved in deciding what activities they would like to participate in each month.

Outcomes

- Fun and safe environment for adults to explore a range of activities that are engaging for them.
- Increased social interaction and participation.
- Increased level of independence.

Teen Scene



Saturdays Fortnightly

Program overview

Teen Scene caters for clients aged 13-18, occurring once a fortnight on a Saturday.

This program gives clients the opportunity to socialise with friends whilst participating in various activities including fishing at the local jetty, heading out to the bowling alley, dance parties, crafts and going to the cinemas.

Outcomes

- Fun and safe environment for teenagers to explore a range of activities that are engaging for them.
- Increased social interaction and participation.
- Increased level of independence.

Beach House



Weekdays

Program overview

Beach House is all about fun and relaxation! Clients can choose from activities such as listening to music, reading, hand and foot massages, dance and self-expression, all whilst enjoying social interactions within a small group.

Outcomes

- Increased ability to participate in personal activities and interests.
- Increased social interaction and participation.
- Increased level of independence.

Vacation Care 5-12



Weekdays

Program overview

Vacation Care 5-12 is a school holiday program for children aged 5-12, providing opportunities for clients to socialise and have fun. *Vacation Care 5-12* hosts a range of activities such as arts, crafts and sensory play, visiting the local park for fish and chips, outings, and indoor activities.

Outcomes

- Fun and safe environment for children to explore a range of activities that are engaging for them.
- Increased social interaction and participation.
- Increased level of independence.

Vacation Care 13-18



Weekdays

Program overview

Vacation Care 13-18 offers the opportunity to relax, have fun, and enjoy the school holidays for teenagers aged 13-18. This program gives clients a chance to maintain friendships outside of school, whilst also having the opportunity to make new ones. Activities within this program may include playing sports at the park, enjoying a day indoors playing games, cooking, crafting, and movies!

Outcomes

- Fun and safe environment for teenagers to explore a range of activities that are engaging for them.
- Increased social interaction and participation.
- Increased level of independence.

Kids Roc



Saturdays Fortnightly

Program overview

Kids Roc caters for clients aged 5-12, occurring once a fortnight on a Saturday.

This program invites clients to come along and socialise with friends whilst participating in a range of fun activities, including visiting local parks, or staying-in for arts, crafts, board games, cooking, or movie events at our Mosaic Community Access venues.

Outcomes

- Fun and safe environment for children to explore a range of activities that are engaging for them.
- Increased social interaction and participation.
- Increased level of independence.

24 Hour Break



One weekend every 3 months

Program overview

24 Hour Break occurs one Saturday every three months, giving *Teen Scene* and *Kids Roc* clients the opportunity to stay for a sleep-over after the daily activities. Clients that access this program enjoy hanging out and ordering dinner, watching movies, dancing, and board games.

Outcomes

- Fun and safe environment for clients to explore a range of activities that are engaging for them in a 'sleep-over' setting.
- Increased social interaction and participation.
- Increased level of independence.

Ladies Know How



Weekdays

Program overview

Ladies Know How is all about socialising with a cause. Female clients can enjoy a coffee at a local cafe while researching and planning charity events and community fundraisers.

This can include the planning and presenting on topics of interest such as The Biggest Morning Tea, Lids For Kids, and The World's Greatest Shave.

Outcomes

- Increased ability to participate in personal activities and interests.
- Increased social interaction and participation.
- Embedded literacy and numeracy learning opportunities.
- Increased level of independence.

Fit for Life

Actively supporting and engaging clients in group and individualised programs to ensure clients live the active and enjoyable lifestyle of their choosing whilst enhancing client's opportunities within their community.



Recreation



Weekdays

Program overview

Recreation assists you with the opportunity to experience, try, learn and participate in a range of activities that meet your interests and support requirements.

You may like to explore flavours, textures, smells and sights by producing your own tasty recipes. Create and make your own beauty products and apply them in a relaxing and tranquil environment, or you may like to join in some gentle exercise through tai chi and yoga.

You may like to also stimulate your auditory senses by composing and creating your own music by utilising electronic devices and musical equipment.

All of these activities and more can be customised to enhance your participation and choice, to the levels you individually require.

Our employees are skilled in the principals of active support and engagement and look forward to supporting you in a way that meets your individual goals.

Outcomes

- Engage in new activities and create new products using natural ingredients.
- Take part in gentler paced activities and explore the senses.
- Try new hobbies or skills.
- Use instruments to assist in developing motor function and coordination.

Community



Weekdays

Program overview

Community is all about enhancing your social and community participation. You may like to visit and explore local attractions and seasonal community events, lunch or coffee with old and new friends at a favourite café.

Support can be personalised and be provided in either a group situation or individually. Clients participating in this activity will exercise choice and control over their activities by planning and developing a calendar of places to visit.

Outcomes

Community aims to assist clients to gain the confidence to safely access and participate within their local community.

- Challenge your own expectations.
- Work on your hand-eye coordination and gross motor skills.

Active



Weekdays

Program overview

Active provides the opportunity to participate in a wide variety of sports and fitness related activities. Including, but not limited to, bush walking, ten pin bowling, swimming and a wide range of individual and team sports. We partner with professional sporting organisations to provide you with access to highly skilled coaching and playing professionals.

Through our partnerships with independent sporting organisations, the pathway to joining community competitions is open to you.

Our support workers are highly trained and motivated to provide you with modified equipment or whatever means you may require to participate fully in the fitness area of your choice. You will also have the opportunity to enhance your communication and social skills by working as a team.

Outcomes

- Become fitter and happier through maintaining a healthy lifestyle.
- Develop your sports skills and become a team player.
- Become highly skilled in the game you love.
- Challenge your own expectations.
- Work on your hand-eye coordination and gross motor skills.

General Manager

Program Manager

Create

Program Manager

Know How

Program Manager

Fit For Life

Program Manager

Rostering and Employee Engagement

Employee Engagement Coordinator

Rostering and Employee Engagement

Program Development Coordinator

Create

Client and Family Coordinator

Create

Program Development Coordinator

Fit For Life

Client and Family Coordinator

Fit For Life

Program Development Coordinator

Know How

Program Development Coordinator

Know How

Client and Family Coordinator

Know How

Client Co-Contribution Fees

We understand that when you attend a Community Access program, you expect and know that you will receive the highest quality service and resources to support you in achieving your goals and dreams. At Mosaic Support Services, our intention is to always provide clients with the best possible services and facilities.

Whilst funding from your NDIS plan enables Mosaic to provide you with the support that you require for our programs, sometimes we still need to charge additional fees to provide resources that will deliver the highest possible program outcomes. This fee is now known as a Client Co-Contribution Fee.

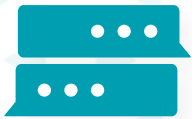
Client Co-Contribution Fees will differ, depending on the program you are attending. This fee covers resources (i.e. art materials, ingredients), equipment costs, and the amenities on site.

Mosaic's preferred method of payment is through a direct debit to Mosaic, or through a Centrepay payment directly from your pension. We are able to support you through the process of setting up direct debits if you need some help. For those that wish to pay fees annually, this is now an option and will attract a 10% discount if you pay this way. We can also invoice you monthly if that suits better.

Please be aware that the Client Co-Contribution Fee does not cover 'Activities Fee': for example, entry fees to a gym that we are supporting you to engage in. Fees in this category are known as an Activity Fee.

Compliments, Complaints & Feedback

You have the right to tell us how you feel and make a complaint.
You can do this by:



You can speak with one of our friendly employees or someone specific at Mosaic you can trust



You can phone Mosaic on 6244 9444



You can fill out the feedback form available at Mosaic sites



You can ask for help from a family member, friend, advocate or someone else you trust to make your complaint



You can fill out the feedback form available on the Mosaic website mosaictas.org.au



Mosaic Support Services takes all feedback seriously and will work with you to resolve any issues



You can also complete a confidential feedback/complaint form or send a letter by email to feedback@mosaictas.org.au with "Confidential – Feedback" in the subject line or by post to PO Box 4658, Bathurst St PO, HOBART 7000



If Mosaic is unable to satisfy your query, you can contact the NDIS Quality and Safeguards Commission by calling 1800 035 544 or completing the form on their website: ndiscommission.gov.au/participants/complaints

Frequently Asked Questions

Q: How old do I have to be to participate in your Community Access programs?

A: Community Access offer a range of different programs for clients 5 years and older, all programs are designed to provide opportunities for people of a variety of ages to grow, learn new skills and achieve their dreams. We provide After School Activities for all school-aged children, including Vacation Care and School Holiday Camps. We also have a program for people due to leave school, who aren't sure whether they want to continue studying or get a job (Vocational Skills). In this program we teach life skills and independence, to grow people's confidence and get them ready to go out into the world and achieve their dreams. Community Access also have a number of social groups for people interested in going out at night with their friends, or participating in fun activities like bowling, seeing a movie, or having dinner at a nice restaurant.

Q: What time do the programs start and finish

A: Start and finish times depend on what your needs are and how we can best support you. Mosaic have some programs that run from 9:00AM – 3:00PM, others in the afternoons, evenings and weekends.

Q: I get nervous when I do something new. How will Mosaic support me?

A: Mosaic's experienced support workers can help you settle-in and feel comfortable. We focus on your needs and will help you through this journey. Each person is individual and we will work with you to find the best solution for you.

Q: Can I change programs?

A: Absolutely. If you find the program stream you are in does not quite suit your needs or compliment your goals, we will work with you to find the program that does.

Q: Can I test out different programs to see which ones I like best?

A: We encourage you to try as many different programs or activities as you need to find the best fit for you.

Q: Who do I talk to if I have a concern?

A: Your Program Manager or Program Coordinator will be able to help you with any concerns. If you feel you need to take your concern further, you can email feedback@mosaictas.org.au or phone 6244 9444 and speak with an employee from the Governance, Risk and Quality team.

Q: How can I get involved with Mosaic Festival of Arts?

A: If you'd like to be involved in Mosaic's annual Festival of Arts, just let us know! There are many opportunities available to be involved, from performing, exhibiting artwork and photography, or maybe a behind-the-scenes role might be more what suits you! Have a conversation with your Program Coordinator or Program Manager and we will let you know the different opportunities for you to be involved.

Q: What do I need to bring to the programs I am attending?

A: What you will need to bring will vary, depending on the program that you are attending. Your Program Manager or Program Coordinator will let you know all of the important details prior to you attending your program.

Q: What do I do about medication I need to take while at Community Access?

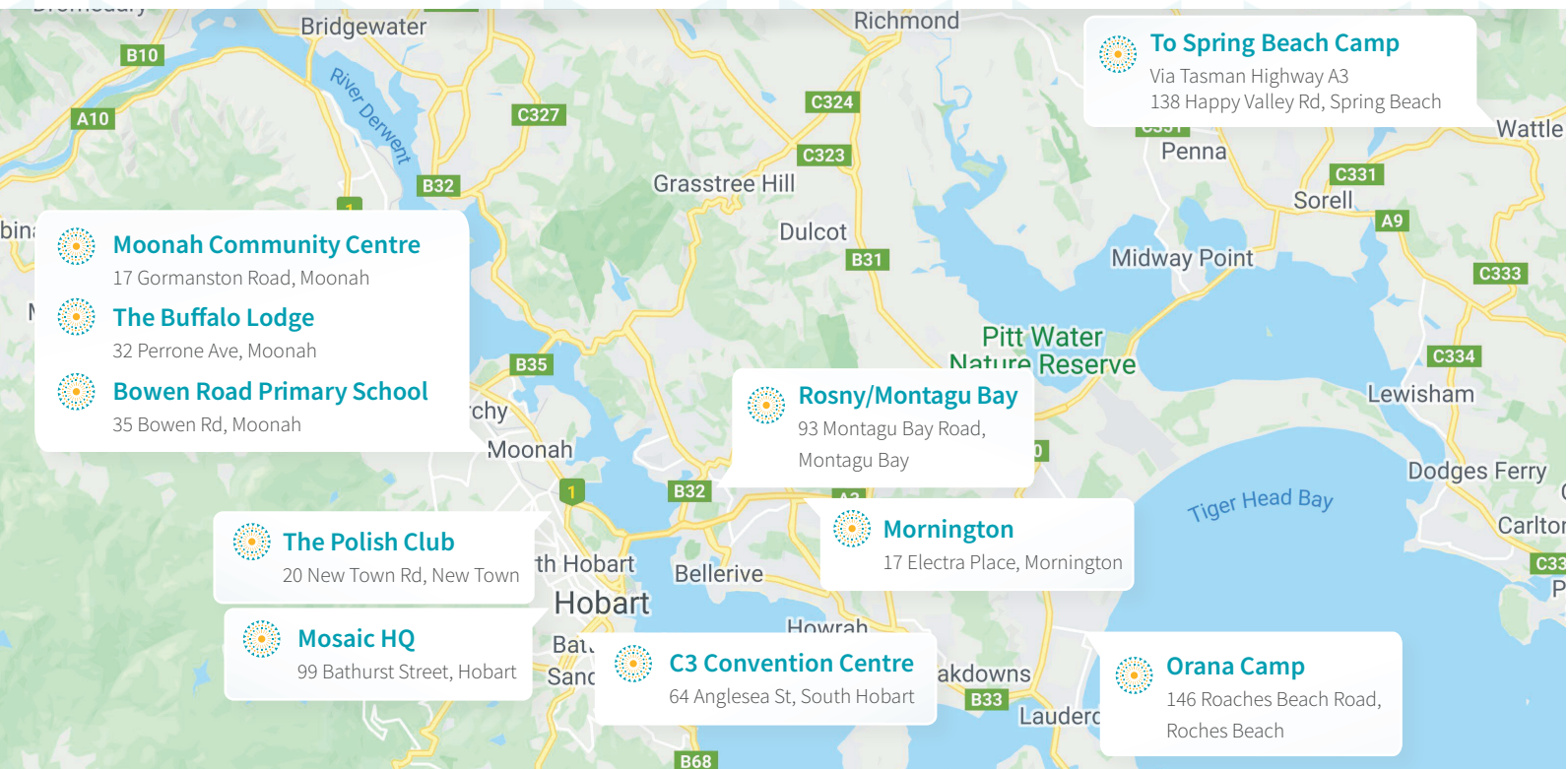
A: Mosaic will require you to bring a medication chart and your medication in a secure container. Our trained support workers will ensure all medication is administered as required.

Q: Can I have a Mosaic badge and uniform?

A: Yes! If you would like a badge and polo shirt, we can provide you with these at no cost. If you'd like more uniform items, speak with your Program Coordinator about purchasing more.

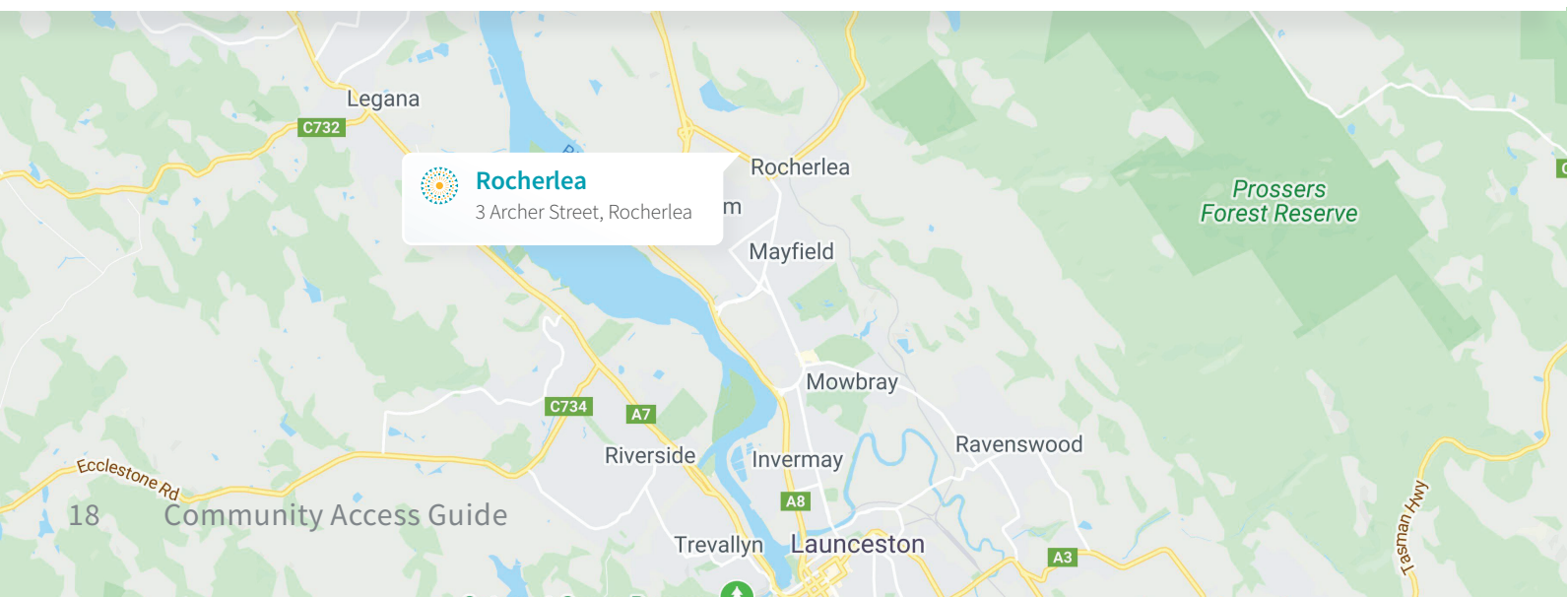
Community Access Southern Tas

Location Guide



Community Access Northern Tas

Location Guide





PART 1 - CLIENT DETAILS

NAME NDIS NUMBER
PHONE DATE OF BIRTH
ADDRESS
CARER NAME
PHONE EMAIL

SERVICES REQUIRED Supported Independent Living
 Community Access Respite Options

DOES THE CLIENT HAVE AN NDIS PLAN? YES NO

FUNDING SUPPORT AREA Assistance with daily living
 Assistance with social civic and community participation
 Improved daily living
 Improved relationships
 Increased social and community participation
 Transport

ADDITIONAL INFORMATION

SECTION 2 - YOUR / REFERRER DETAILS

NAME PHONE
EMAIL RELATIONSHIP TO CLIENT

HAS THE PARTICIPANT CONSENTED TO THIS REFERRAL BEING MADE? YES NO

SECTION 3 -HOW DID YOU HEAR ABOUT US?

Website Mosaic Event Conference / Expo
 Word of mouth Linkedin Internet search
 Facebook Instagram Twitter
 NDIS Planner Support coordinator Local Area Coordinator
 Internal Client Previous Client Other -

SECTION 4 - WHAT HAPPENS NEXT?

Thank you for choosing Mosaic Support Services. Once your Referral has been received, a member of our Intake Team will review and contact you shortly after, to assist you through the next steps. We know the NDIS system can be difficult to understand, if you need support please call our friendly Intake Team on **6244 9444**.

This form can be submitted by emailing intake@mosaictas.org.au, by posting to Po Box 4658 Bathurst Street PO, Hobart or visit us in HQ at 99 Bathurst Street Hobart, 7000 Tas.



Postal Address: PO Box 4658 Bathurst Street
PO, Hobart or visit us in HQ at 99 Bathurst
Street, Hobart, 7000 Tas

HOW CAN WE **SUPPORT** YOU?

At Mosaic Support Services we live our Mission of enriching and improving the lives of people with disabilities and their families by providing a suite of quality tailored programs. These programs include Supported Independent Living, planned and emergency Respite, and a myriad of Community Access, life skills and training programs.

As a very proud provider of **Supported Independent Living**, we aim to provide options that best suit each individual's needs, desires and goals. Mosaic is continuously looking to develop new models of Supported Independent Living that provides the flexibility to respond to your requests for support, whilst encouraging clients to be living the life they want to live in the way they wish to do it.

Community Access provides a strong focus of empowering clients to have a presence within the community, offering a wide range of skill development programs and activities across mediums such as *Multimedia*, *Recreation*, and *Life Skills*, also facilitating seasonal camps, vacation care, and after school activities.

Traditionally referred to as a brief period of rest, our **Respite Options** services provide the opportunity for families and carers to recharge, whilst also offering opportunities for individuals accessing Respite Options to meet new friends, reach goals, and challenge expectations. Respite Options offers a safe and friendly environment with tailored support arrangements across planned, periodic, or short notice and emergency responses.

As a statewide service, Mosaic currently offer Childrens and Adults Respite Options in Northern Tasmania at our Rocherlea site. With expansion into Community Access and Supported Independent Living coming shortly, Mosaic can now offer more support to those wishing to access our services!

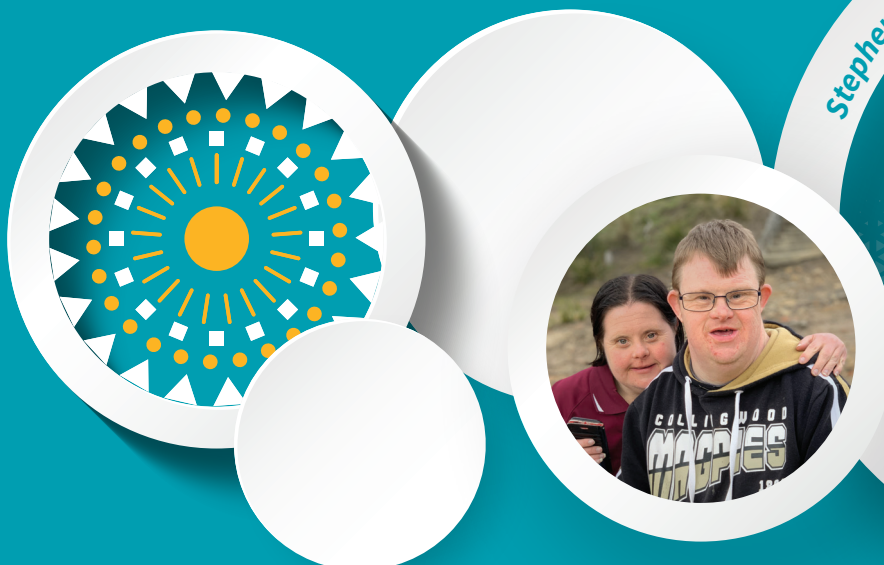
MORE INFORMATION:

For more information, please visit our website or speak with our intake team.

E: intake@mosaictas.org.au

P: 03 6244 9444

www.mosaictas.org.au



Stephen and Julie Senior - Grant's parents

“

Grant has been attending Mosaic Support Services for several years and has always looked forward to his varied programs in **Community Access**. We believe Mosaic gives Grant a purpose in life and a responsibility to be organised for his daily programs. We have always found the staff and tutors to be very supportive. In his words it is fun, and he likes to see his friends both old and new.

Challenge Expectations  *CHOOSE YOUR ATTITUDE*

Celebrate Life



Living life *my* way

03 6244 9444
admin@mosaictas.org.au

mosaictas.org.au

