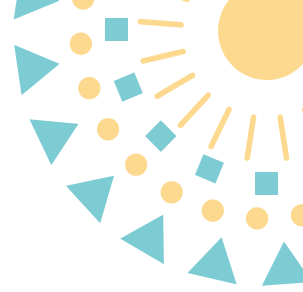


Our Charter of Commitment to Children and Young People



At Mosaic, we enjoy working with children and young people. We want you to feel safe, supported, happy and well. It is our job to help you understand your rights, and what to do when you feel something is wrong and how to give us feedback.

Our values tell you who we are and how we want to work with you.

Our Purpose

To enrich and improve lives of people with disabilities and their families

Our Values



Listen with heart

- ▶ We build inclusive and genuine relationships
- ▶ We communicate honestly and clearly
- ▶ We listen to understand, we hear you



Challenge expectations

- ▶ We support and value all beliefs and lifestyles
- ▶ We support diversity and inclusion
- ▶ We respect clients goals and choices



Achieve dreams

- ▶ We encourage independence and empowerment
- ▶ We collaborate to make things happen
- ▶ We support our clients to achieve their dreams



Celebrate life

- ▶ We celebrate successes, big and small
- ▶ We create memories for clients, employee and families
- ▶ We take a person-centred approach

Our Promise

RESPECT We will treat everyone equally no matter where they are from or who they are. We will make sure everyone feels included and welcome.

INFORM We will give information about how to be safe in your life, including physically, emotionally and online, and what to do if you feel unsafe.

GIVE YOU A VOICE We will make sure there are lots of ways for you to have a say and be involved in things that are important to you.

HELP We will listen and act on what you tell us. We will help you with your hopes and dreams as well as your worries and fears.

TRUST You can trust that we will care about your needs and feelings and will support you. We will continue to get better at what we do.

SAFETY We will make our space happy and comfortable for you.