



Spectrum Care is an independent charitable trust that provides services for children, young people and adults with disabilities and their families.

Our services include 24-hour support for people living in residential homes throughout the Auckland and Waikato regions, respite care in the Bay of Plenty, and specialised Home Support, Behavioural and Aspiration services for people in the greater Auckland region.

Spectrum Care believes in providing people-centred services and options that focus on individual needs.

All our services support people to identify their personal goals and aspirations. These are developed into a personalised and achievable 'Outcomes' plan, which supports our service users to achieve their immediate and lifelong objectives.

**Our vision: People with disabilities living great lives**

### Contact information

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Website: [www.spectrumcare.org.nz](http://www.spectrumcare.org.nz)

## feedback

Spectrum Care values feedback as it provides us an opportunity to improve our quality of service. We encourage the people we support, their families/whanau, staff and the community to provide us with feedback whenever possible.

Compliments are always passed on and celebrated. Ideas or suggestions on how we can improve our services are always considered, and complaints are always acknowledged and investigated.

Making a complaint about services you have received can be a difficult thing to do, particularly if you are not sure of the best way to get your point across. Generally, it is helpful to first raise your concerns with the provider to try and resolve the complaint directly between yourselves. Sometimes this is not possible, or you may feel unable to deal with this yourself.

You can give us your feedback in several ways:

1. Call and speak to the House Leader
2. Phone us on 09 634 3790 or 0800 OUT LOUD to contact the following people:
  - Service Coordinator
  - Service Manager
  - Quality and Risk Manager
3. Write a letter and post it to:  
Spectrum Care  
PO Box 91 147  
Auckland 1142
4. Or Fax it on 09 634 3791
5. Email us at [info@spectrumcare.org.nz](mailto:info@spectrumcare.org.nz)

*Listening and responding to your feedback is important...*

## your rights

The Code of Health and Disability Services Consumers' Rights states that you have the right to:

- Be treated with respect
- Freedom from discrimination, coercion, harassment and exploitation
- Dignity and independence
- Services of an appropriate standard
- Effective communication
- Be fully informed
- Make an informed choice and give informed consent
- Support
- Rights in respect of teaching or research
- Complain

For more information on the Code of Health and Disability Services Consumers' Rights and other relevant information, please visit the Health and Disability Services website: [www.hdc.org.nz](http://www.hdc.org.nz).



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## what is an advocate?

An advocate encourages and supports individuals and/or groups to speak for themselves to ensure their rights are upheld. When a person lacks the ability to speak for themselves, an advocate can speak and act on their behalf – always with their best interests in mind.

## what is advocacy services?

Spectrum Care's Advocacy Services supports families and service users by providing information and advocacy, and being actively engaged on issues at an individual, organisational and national level.

Advocacy Services can provide service users and families with:

- Information, advice and the appropriate forms for those wishing to apply to be welfare guardians or property managers for people in our service
- Information around other disability providers and services
- Information on Spectrum Care Trust services
- Regular presentations around issues such as welfare guardianship, trusts and the Code of Rights, as well as changes in the disability sector and the impact these may have on those who have a disability
- Information around external advocacy services such as the Health and Disability Commission, the Personal Advocacy Trust and Citizens Advocacy
- Receipt of complaints that impact on our service users
- Concerns and feedback around service provision
- Regular regional consumer group meetings
- Meetings with families
- Information and support for those wishing to become a volunteer or advocate for our service users
- Information around funeral plans and trusts

# advocacy services

The primary aims of Advocacy Services are:

- To provide people with disabilities the tools, resources and support to advocate and speak on their own behalf
- To ensure the voices of those in Spectrum Care are heard at a management, community and national level
- To strengthen relationships and network with other providers of services for people with disabilities
- To ensure government, communities and the law adequately provide for people with disabilities
- To support and encourage initiatives that provide a greater voice for people with disabilities
- To ensure there is adequate access and understanding for those with disabilities in and around their local community
- To ensure there are ample opportunities for people in the service to experience and become all they can
- To encourage and support service users to have someone outside the service who is able to advocate for them and to form strong social relationships

## who can access advocacy services?

- Service users
- Families and friends of service users
- Anyone considering entering the service
- Those wishing to volunteer
- Spectrum Care staff

## how can I find out more?

For more information on Spectrum Care's Advocacy Services or to speak to an advocate, contact the Coordinator – Advocacy Services on 09 634 3790 ext 312.

## person centred and 'outcomes' focused

Spectrum Care is committed to providing person-centred services.

The 'Outcomes' approach stems from this commitment and asks two key questions of our service users: What do you want to achieve to have a great life? How can we support you to make this happen?

We learn about Outcomes when we talk to a person and discover what is important to them and why. This information is skilfully and patiently gathered through an interview process which, where appropriate, may also include parents/whanau, guardians, friends and support staff.

Outcomes are then broken into short- and long-term goals, which are recorded in each person's Outcomes Plan. Progress towards achieving goals and outcomes, and the organisational supports that are provided to assist the individual, are regularly assessed.

## the outcomes philosophy

Outcomes focus on supporting individuals and helping turn Spectrum Care's person-centred philosophy into reality across every service.

The Outcomes philosophy is a major shift in thinking. It challenges the traditional approach to supporting people and makes it essential to focus on them as individuals, their aspirations and major expectations in life, and the best way to support them to achieve these – rather than looking at people as part of a group and the 'one size fits all' approach.

Outcomes are the major aspirations and goals that people have in their lives and differ from person to person. Spectrum Care is striving to tailor its services as much as possible to recognise these different needs and to support individuals to achieve the Outcomes they have identified.

For more information on Outcomes and how the philosophy is incorporated into all Spectrum Care services, contact the Project Manager – Outcomes on 09 634 3790.