



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

Head Office  
Spectrum Care Trust Board  
270 Neilson Street  
Onehunga

PO Box 91147  
Victoria Street West  
Auckland 1142

Phone: 09 634 3790  
Fax: 09 634 3791  
Email: [info@spectrumcare.org.nz](mailto:info@spectrumcare.org.nz)  
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).

## advocacy

An advocate encourages and supports an individual 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.

If you need to contact an advocate for any reason, call the Spectrum Care Advocate on 09 634 3790 ext 312 or 0274 757 577. Alternatively, you can contact a Health and Disability Consumer Advocate by telephone: 0800 555 050 or email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz).



...the team specialises in the provision of behavioural strategies for individuals with challenging behaviours...

## community services

Community Services aims to provide person-centred support and an integrated approach that focuses on the needs of the individual, supporting them to live a great life.

Community Services includes Home Support Services, Behaviour Support Services and Community Cultural Services.

## behaviour support services

Spectrum Care's Behaviour Support team provides services for people with a disability who are under 65 years of age and live in the greater Auckland area.

The Behaviour Support team offers support to people who live in a home provided by Spectrum Care, as well as to individuals who live elsewhere within the community.

# behaviour support services

The Behaviour Support team works alongside parents/caregivers to:

- Conduct assessments related to the need for behavioural interventions
- Develop and implement strategies to help manage challenging behaviours
- Monitor and review behaviour strategies regularly
- Identify and work towards achieving meaningful goals
- Help parents/caregivers to develop the skills to effectively manage challenging behaviours in the future
- Build relationship with other professionals and providers in the disability community

Behaviour Support Services also provides training to staff within Spectrum Care's other services.

When additional expertise or assessment is required, the team utilises links with other service agencies such as SAFE, Forensic Services, the Dual Disability Team and Autism New Zealand.

In recognition of the cultural diversity of the people it supports, the team also has links with cultural, Maori and Pacific Island services.

## who can access behaviour support services?

Access to Behaviour Support Services is via a referral from the Needs Assessment and Service Coordination (NASC) agency, Taikura Trust (phone 0800 835 4672).

## how do I find out more?

For more information on Spectrum Care's Behaviour Support Services, contact the Manager – Community Support Services on 09 634 3790.

## 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.

