



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. Phone us on 09 634 3790 or 0800 OUT LOUD to contact the following people:
  - Service Coordinator
  - Service Manager
  - Quality and Risk Manager
2. Write a letter and post it to:  
Spectrum Care  
PO Box 91 147  
Auckland 1142
3. Or Fax it on 09 634 3791
4. 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).



...to accommodate children who have medical needs, while at the same time providing a homelike environment...

## respite

Orakau House provides structured respite care and support for children who:

- are aged under five years
- have a disability and/or
- are medically fragile and/or
- are technology dependent

The respite service is also available for families and caregivers who need support and education during, or following, their child's transition from hospital to home.

## who we are

Orakau House is staffed by a team of registered nurses and trained carers on a 24-hour basis. The facility is designed to accommodate children who have medical needs, while at the same time providing a homelike environment.

The team at Orakau House works closely with other health professionals to ensure consistency of care for the children who use this service. We also provide support and education for families to assist them in managing their child's specific needs at home.

## orakau house offers...

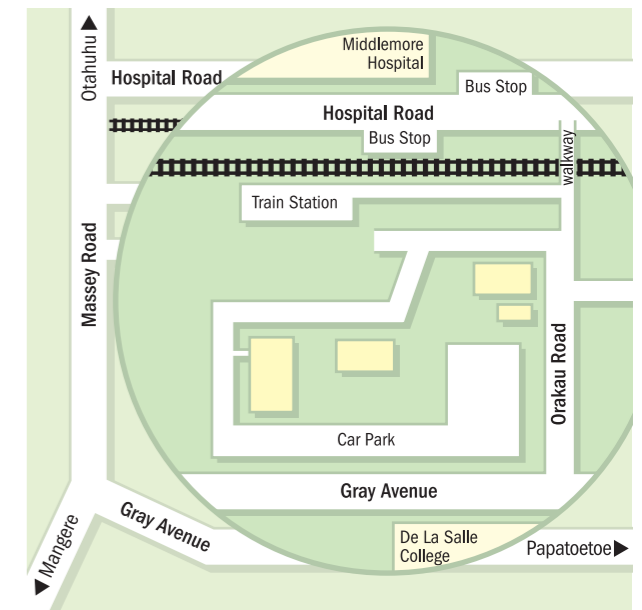
- Individually planned respite care
- Feeding and nutrition advice and support
- Intermediate care for the transition from hospital to home
- Home management of specific medical needs advice and support
- A home environment with wheelchair access
- Registered nurses and skilled caregivers
- Family networking opportunities
- 24-hour consultation and support by telephone

## using the service

To discuss accessing the Orakau House service or for more information, call the Service Coordinator – Child, Youth and Respite on 09 634 3790 ext 348 or 0274 530 244.

## contacting us

Orakau House is close to Middlemore Hospital.



### Address:

6 Orakau Road  
Mangere East  
Phone: 09 276 2708  
Fax: 09 276 7610



orakau house  
respite care for infants

