



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
Website: 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

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.

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.



...planned daily activities such as arts and crafts, cooking, age-appropriate games, sports and outings to interesting places...

Spectrum Care's School Holiday Programme (SHP) is managed by Spectrum Care Trust Board – a non-profit disability support service provider with a Vision of 'People with disabilities living great lives'.

Trained staff provide a safe, stimulating, caring and comfortable environment for the children, taking into account each child's individual needs.

The programme includes planned daily activities such as arts and crafts, cooking, age-appropriate games, sports and outings to interesting places, while also allowing time for unstructured activities and fun.

All activities are well supervised, whether indoors or out, and a quiet rest space is also provided.

All areas are wheelchair accessible and children with profound disabilities are welcome.

Basic care needs such as changing, and assisting with eating and toileting will all be attended to as a priority for children in need of support.

who can access the service?

The SHP caters to children and young people between 5 -16 years in the greater Auckland region who have been assessed as eligible for disability support services.

how do I access the service?

Access to this service is via a referral from a Needs Assessment and Service Coordination (NASC) agency, which will usually be Taikura Trust in Auckland (phone 0800 835 4672).

Simply request a referral for the 'Spectrum Care School Holiday Programme'.

when does the service operate?

Two weeks, every primary school holiday period, including Christmas. Each child will be allocated two-three days per programme.

where can I access the service?

- North Shore – Takapuna
- West – Te Atatu
- South – Mangere

contact details

Manager – Community Development
Heather McGill ph 09 634 3790 ext 354 or email heather.mcgill@spectrumcare.org.nz

enrolment

You will receive an entry pack every 12 months, which must be completed before your child can attend the programme.

Please provide as much detail as possible when completing these forms and, if you have any questions or concerns, contact either the Service Coordinator or Service Manager (details follow).

staff/child ratio

This ratio will be managed according to requirements of children enrolled, but we expect it to be no more than two children per adult.

school holiday programme

parents' responsibilities

- Provide an appropriate lunch for your child
- Ensure your child has appropriate clothing and any necessary adaptive devices to participate in activities
- Inform programme head of any changes, eg health issues, medicinal requirements etc
- Collect your child at the designated time
- Inform staff if your child is not coming (or being collected by anyone other than the designated person)
- Ensure a staff member is informed when you collect your child and sign the 'Sign Out Form'

drop off and pick up

Parents are expected to sign their children in and out of the holiday programme. Parents are also expected to contact the supervisor before the beginning of the programme if their child will not be attending.

The following steps will be taken if a child does not arrive at the programme:

1. Parents will be telephoned
2. If parents are unavailable, emergency contacts will be telephoned

If a child is not collected at the end of a programme, the following procedure will be followed:

1. A staff member will remain with the child
2. Parents and emergency contacts will be telephoned
3. If there is no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station or other safe place. A note will be left at the centre indicating where the child has been taken and the Service Coordinator will be informed
4. Parents must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorised person comes to collect the child, parents will be contacted for authorisation

behaviour management

A behaviour management plan will be developed (in conjunction with parents) which reflects the day-to-day needs of children with challenging behaviours. Please bring their behaviour management plans when attending the programme.

concerns or complaints

Parents will be informed of the concerns/complaints procedure upon enrolment.

In general, if any parent has a concern or complaint about the programme or staff they should:

- Approach the supervisor, who will attempt to rectify the situation
- If the parent is still unhappy, they should contact the Service Coordinator
- Further complaints may be made in confidence by phoning 0800 OUTLOUD

our aims

- To work with parents to provide activities, programmes and care to meet both their and their child's needs
- No children are permitted to leave the grounds unless previously arranged
- To have the safety and wellbeing of the children uppermost in our minds and practise
- To provide a stimulating and fun programme

confidentiality

The programme will ensure staff and child confidentiality. At all times, the programme will comply with the requirements of the Privacy Act 1993.

All files holding confidential information will be duly secured and kept away from the access of unauthorised persons. All personal information shared in discussion between staff or at meetings is to remain between those people. All sensitive and personal conversations, including telephone contact, shall be held discreetly and in private.

person-centred and 'outcomes' focused

Spectrum Care is committed to providing person-centred, outcomes-focused services.

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.