



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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## 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).



...to facilitate the uninterrupted movement of a student into the post-school option of their choice...

## transition services

At Spectrum Care, we recognise that finishing school is a significant milestone for young people and their families.

For this reason, Spectrum Care's Transition Services has a person-centred focus that is based on the individual person, their aspirations and lifetime goals.

We work together with the student, their family and support networks, and the school to ensure that we provide the best possible transition experience for each person.

Each student is provided with an Individual Transition Plan which provides them with post-school options and empowers them to make their own choices.

The aim of Transition Services is to facilitate the uninterrupted movement of a student into the post-school option of their choice that provides:

- Increased participation in employment and/or
- Increased participation in their community

## what can we do for you?

### Employment/Work experience

- Assistance with the development of work skills and identifying strengths, goals and interests
- Provide support for individual employment opportunities

### Community participation

- Volunteer work in the community
- Access to a variety of sporting, cultural and recreational activities in the community
- Support to access other community services and options

### Housing

- Support to access housing opportunities based on individual needs and aspirations

### Advocacy and networking

- Support to ensure that all of your individual needs are met during transition

The above list is an example of areas in which we offer support. We are happy to provide support in other areas as necessary.

# transition services

## who can access transition services?

Transition Services are available to students who are identified as having 'high needs' or 'very high needs' funding through the Ministry Of Education's Ongoing Reviewable Resourcing Scheme (ORRS).

Access to Transition Services is via a referral from the student's school, providing that the student is in their final year.

It should be noted that students with 'very high needs' ORRS funding will receive funding for a post-school service only once they have reached 21 years of age.

## how do I find out more?

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

Spectrum Care is accredited with Quality Health New Zealand and is a member of the Business Excellence Foundation.

## 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.