



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 for adults in the Waikato and Bay of Plenty, and respite care for children in Auckland.

We also offer specialised Home Support, Transitions and Aspirations services for people in the greater Auckland region, along with a School Holiday Programme of activities for children.

Our Lives of Choice and Choice in Community Living programmes are specifically focused on supporting people to their lives of choice – lives like any other – in the community.

**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

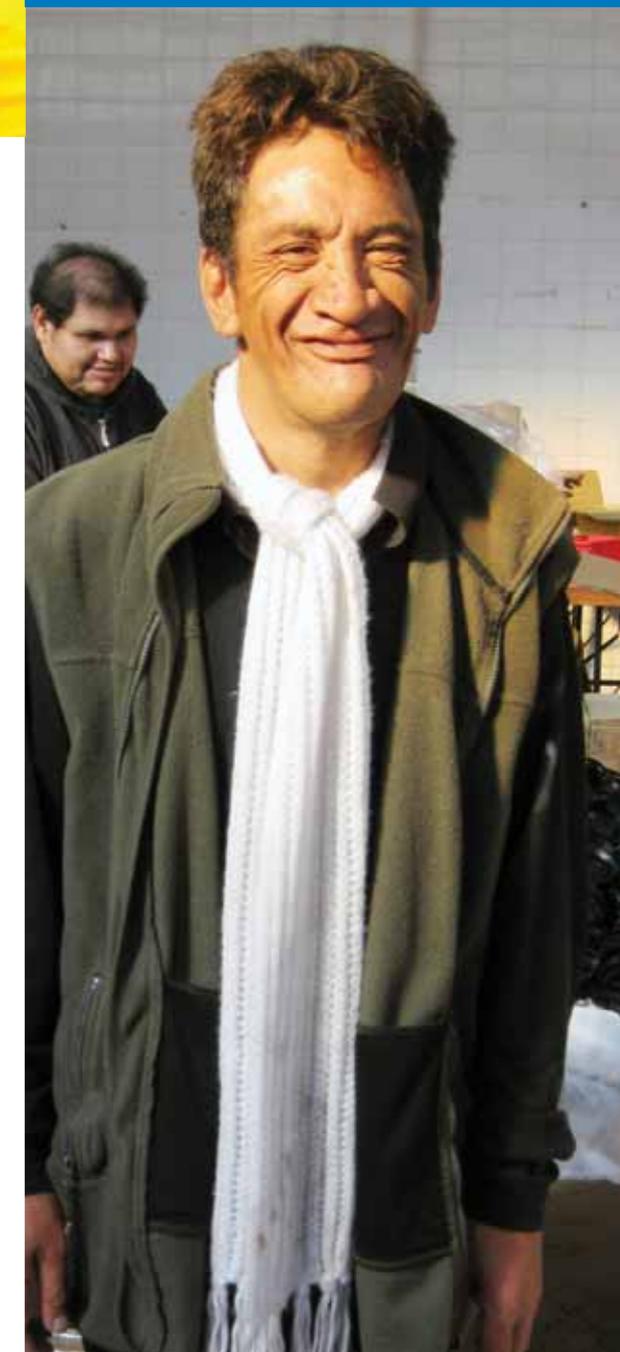
For more information on the Code of Health and Disability Services Consumers' Rights and other relevant information, please visit the Health and Disability Services website: [www.hdc.org.nz](http://www.hdc.org.nz).

## 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 actively participate in daily life, identify their interests and strengths, and achieve individual lifestyle choices and outcomes.

## adult services

Spectrum Care offers 24-hour support to adults with a disability living in residential homes throughout the greater Auckland, Bay of Plenty and Waikato regions.

Located in a variety of urban and rural settings, these houses give our service users the opportunity to live in a shared home, in a community environment. Generally sharing with three or four others, residents engage in daily domestic living activities, go on social and educational outings, attend Aspirations activity and vocational centres, or go to work.

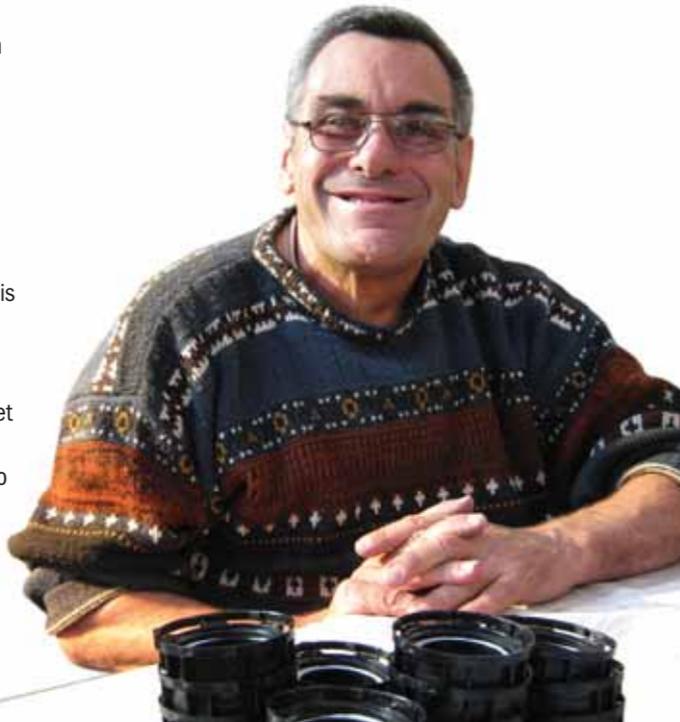
Adult Services is staffed by teams of trained Community Support Workers, who are based in the homes 24 hours a day.

The Community Support Workers aim to provide a safe, caring, encouraging and supported environment, which allows our service users to actively participate in daily life, identify their interests and strengths, and achieve individual lifestyle choices and outcomes. The primary aim is to support our service users in living a great life.

Community Support Workers assist our service users to engage with community networks, meet people, and explore a range of activities that will broaden their experiences and help them to achieve their desired outcomes.

The Community Support Worker team also assists our service users in accessing (and benefiting from) Spectrum Care's own Community Cultural, Behaviour Support and Aspirations Services, as well as vocational opportunities.

Each Community Support Worker is supported by a Service Coordinator, who is – in turn – supported by a team of five Service Managers covering the areas of Rodney, Waitakere, Tamaki, Manukau and South (which includes Pukekohe, Tuakau and Hamilton).



adult services

## structured respite care

Structured respite care and support for the families of people with disabilities (and medical or technological dependencies) is now available in the Waikato and Bay of Plenty regions.

Respite care is provided on a rostered basis and the services are aimed at families that need 'time out', or need training and support.

Spectrum Care's respite facilities are staffed by trained carers on a 24-hour basis and are designed to accommodate people who have medical needs, while at the same time providing a 'home away from home' atmosphere.

The respite care teams work closely with other health professionals to ensure consistency of care and to develop home-care plans for families and caregivers. The teams also provide training and support for families to enable them to manage the service user's specific medical needs at home (eg oxygen).

## who can access adult services?

Adult Services is available to people with a disability living in the greater Auckland, Bay of Plenty and Waikato regions.

Access to these Services 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) or DSL in Hamilton (phone 07 839 1441).

## how can I find out more?

For more information on Spectrum Care's Adult Services, contact the Manager – Adult Services on 09 634 9776.

## 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.