



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

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).



...to truly participate in their community,  
and have more enjoyable  
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## aspirations services

Through a range of activity and vocational centres, Aspirations Services provides a variety of options to meet the individual and developmental needs of people with a disability.

These social and vocational services support people to develop life skills that will enable them to truly participate in their community, and have more enjoyable and fulfilled lives.

Aspirations Services offers day activity centres, business enterprises and some individualised community options.

Aspirations day activity centres provide a range of community and centre-based activities that focus on recreational opportunities, learning and development, social skills, community engagement and progression towards relevant work or volunteering opportunities.

Business enterprises offers training, skill development and work opportunities. These services aim to act as a steppingstone towards open employment.

Aspirations Services focuses on each individual and what they hope to get out of the service. We strive to understand each individual's wants and needs, and develop or adjust our services to cater or customise accordingly.

As the wants of each individual constantly evolve, our services and schedules are flexible to evolve with them. This ensures that the services provided are as relevant and engaging as possible.

## who can enrol in aspirations services?

Aspirations Services are available to people between the ages of 17 and 65, who are living in the greater Auckland area and have available funding. The services are open to people who live in residential services, or in family or community based environments.

## how do I enrol?

Contact one of the Aspirations team by phoning 09 634 3790. They will provide you with all the relevant information regarding enrolment and funding.

If you are being supported by a Transition Provider to leave school, they will be able to make contact with Aspirations Services for you.

For more information on our Transition Services, please contact the Community Development Service Manager 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.

aspirations services

