

Spectrum Care is an independent charitable trust that provides support 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 support for adults in the Waikato and Bay of Plenty, and respite support for children in Auckland.

We also provide specialised Home support, Transitions support and Aspirations support for people in the greater Auckland region, along with School Holiday, After-school and Weekend Day Respite programmes for children.

Our independent living support is specifically focused on empowering people to their lives of choice – lives like any other – in the community.

We also offer a specialised Business Enterprises programme aimed at supporting people towards their employment goals.

**Our vision: People with disabilities living great lives**

### Contact information

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Onehunga

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Auckland 1142

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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

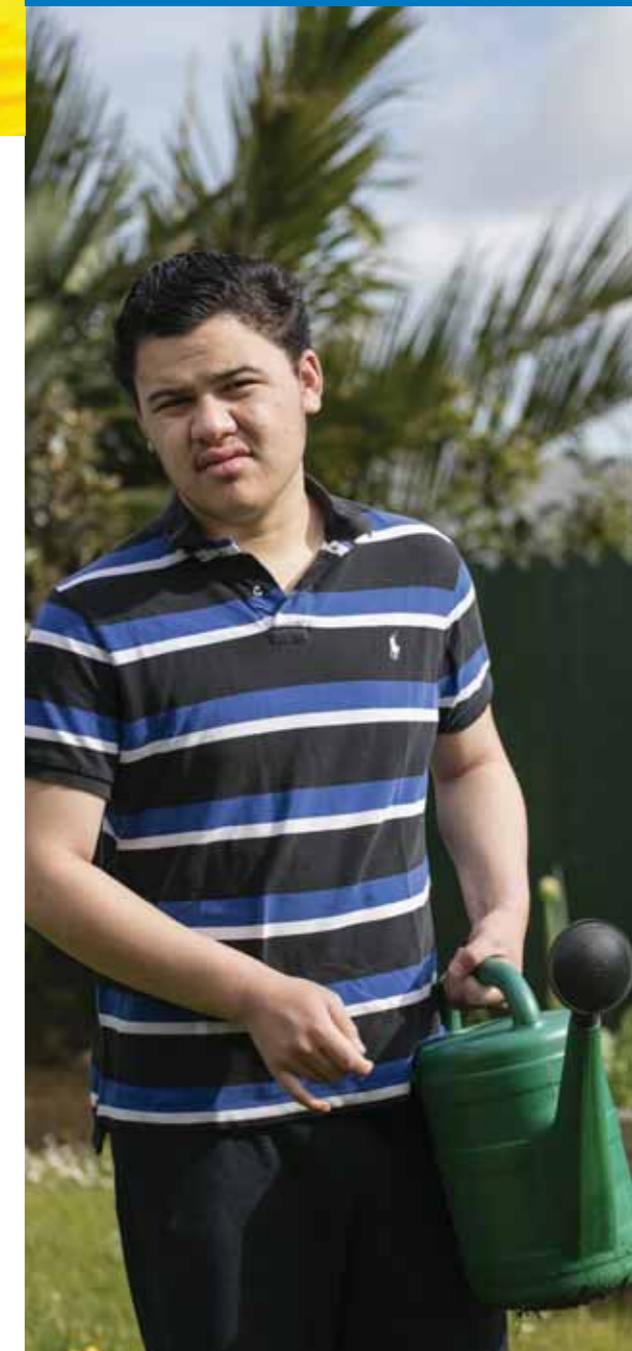
For more information on the Code of Health and Disability Services Consumers' Rights and other relevant information, please visit the Health and Disability Services website: [www.hdc.org.nz](http://www.hdc.org.nz).

## 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 provide school-leavers with a range of post-school options and empower them to make their own choices...

## transition support

Finishing school is a significant milestone for young people and their families.

Our Transition support aims to provide school-leavers with a range of post-school options and empower them to make their own choices.

To do this, we work with the person to develop an Individual Transition Plan, which has a person-centred focus on the individual, their aspirations and lifetime goals.

Our Transition support aims to facilitate the uninterrupted movement of a student into the post-school option of their choice, to develop opportunities for employment and valued social roles, and to increase participation in their communities.



## what can we do for you?

### Employment/Work experience

- Support in developing work skills and identifying strengths, goals and interests
- Support with individual employment opportunities
- Support to access tertiary education and develop work skills

### Participation

- Support to access volunteer work in the community
- Support to access sporting, cultural and recreational activities in the community
- Support to access vocational programmes

### Resources

- Support to link with and access funding for housing and transport

### Advocacy and networking

- Support with all advocacy and community engagement during transition

We're also happy to provide support in other areas as necessary, such as Welfare Guardianship, Total Mobility Cards etc.

## who can access transition support?

Our Transition support is available to students who are identified as having 'high needs' or 'very high needs' funding through the Ministry of Education's Ongoing Resourcing Scheme (ORS).

Access to Transition support is via a referral through the student's school, providing that the student is in their final year. If not ORS funded, ask about our private transitions agreements.

## how do I find out more?

For more information on our Transition support, contact the Manager – Transition support on 09 634 3790.



## person centred and 'outcomes' focused

We're committed to providing person-centred support options, tailored to each person's individual needs.

Our 'Outcomes' approach stems from this commitment and asks two key questions of the people we support:

1. What do you want to achieve to have a great life?
2. How can we support you to make this happen?

We learn about Outcomes when we talk to the person and discover what's important to them and why. This information is gathered through a personalised 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 person, are regularly assessed.

Our Outcomes Brokers work closely with each person to support the fulfilment of their Outcomes Plan, and link with the community networks and resources that help them 'live a great life'.

To find out more about our Outcomes philosophy and Brokerage support, contact the Manager – Transition support on 09 634 3790.

transition support