



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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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.



People living a great life

...the best possible solutions that provide their desired outcomes and choice of lifestyle, and assist in the realisation of their full potential.

choice in community living

Our Choice in Community Living programme aims to provide person-centred, Outcomes-focused lives of choice, wherein each individual has more control over and choice in their life and the supports they receive.

The specific goals of the project are to enable people that access our services to:

- Reside in their choice of living arrangement, including rental and home ownership
- Receive the supports they prefer and need
- Ensure family and personal connections are maintained and enhanced
- Actively participate and have valued roles in the community
- Engage in work/education/training or meaningful day activities
- Develop independence
- Realise personal goals via the development of Personal Outcomes Plans (see 'The Outcomes philosophy')

The services are individualised to the needs and wishes of each individual and promote autonomy, inclusion and community integration. The aim is for each person to find the best possible solutions that provide their desired outcomes and choice of lifestyle, and assist in the realisation of their full potential.

partnership

We work alongside individuals, family and friends, NASC agencies, staff and others to help each individual overcome barriers, and to enhance life quality.

We assist each individual to bring together their family, friends and others who know and care about them to be a part of the future planning process.

A key principle is the empowerment of the individual to make their own decisions.



Heather Bell was supported to transfer into her own home, with her friend Jeremy Whittaker, in June 2012.

choice in community living

personal plans and agreements

It is of pivotal importance that each person stays at the heart of the implementation process for their personal support agreement.

People should feel a sense of 'ownership' of the change process, which results in a service tailored to their individual housing and support needs.

Using an 'enablement through partnership' model of support, we ensure that individuals are encouraged to build on their skills and ability, to maximise their choice and independence, and to utilise an array of resources and support the individual's evolving needs.



Wichman Tavioni, shown here signing his tenancy agreement, was supported to transfer into his own flat in April 2012.

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 us on 09 634 3790.