

Spectrum Care

Te Wai Kahukura Atawhai



# Strategic plan

2018–2023

Our road map to  
being a trusted partner  
to people and whānau

# Our mission

'Realising possibilities'  
'Whakatinana ana I ngā wawata'

- We believe in **lives of choice**
- We believe in **inclusive communities**
- We believe in **daring to dream**

## Our values

- Empowering **informed decision-making**
- Being a **trusted partner**
- Building **connections to communities of choice**
- Facilitating **solutions for people and their whānau**



### Trusted partner

Taking the time to listen, hear and understand. Walking alongside and working together. Being reliable, competent and sincere. Working at the pace of the individual. Being mainstream, local and engaged

### 1700 people and whānau

Increase the number of people and whānau supported from 1300 in 2018 to 1700 in 2023, and diversify the funding sources.



**MOH** - Ministry of Health  
**MSD** - Ministry of Social Development  
**OT** - Oranga Tamariki  
**ACC** - Accident Compensation Corporation  
**FFS** - Fee for Service

### Diverse cultural groups

- Pākehā/NZ European
- Māori (Auckland/Waikato/Northland/Bay of Plenty)
- Pasifika (Auckland/Wellington)
- Asian (Auckland/Wellington)

## Our strategic intent

To grow towards being a **trusted partner of 1700 people and whānau** by 2023 appealing to **diverse cultural groups** through the provision of **differentiated and customer-led support options** in **five North Island centres**.

### Differentiated

Offering co-designed support options across the different stages and ages of a person's life.

### Customer-led

Identifying and building upon opportunities for people with disabilities and their whānau to be involved in organisational decision making, including the co-design of support options

### Support options

Frontline customer managers trained in service co-design, and backed by systems that are responsive and customer focused, and support participation, growth and independence. Support delivery is flexible, customer led, mainstream and local wherever possible

### Five North Island centres

1. Northland
2. Auckland
3. Waikato
4. Bay of Plenty
5. Wellington



Our strategic domains

## Right voice

### Growing the voice of people and their whānau

- We enhance our understanding of our customer experiences and act upon them
- People and whānau influence organisational decisions by having a say and being heard
- We empower and support informed decision-making
- People decide where and with whom they live and what supports they receive

## Right support

### Partnering with people, whānau and stakeholders in developing solutions

- Strengthen relationships with people and their whānau
- Challenge ourselves and our key stakeholders to provide individualised and age-appropriate support options that aren't defined by contracts
- Implement support strategies and practices that enhance the autonomy of the individual and their networks
- Enhance our geographic reach to offer an improved and individualised cultural service proposition to Māori, Pasifika and Asian populations
- Support access to communities of choice

## Right people

### Creating career pathways and valued roles

- Staff understand and embrace how we all contribute to 'realising possibilities' for the people we support and their whānau
- Develop a highly capable workforce, matched to people and whānau needs and preferences
- Strengthen workforce management systems to recruit and deploy staff when and where they are needed
- Provide a healthy and safe working environment for our people, staff and visitors

## Right focus

### Embedding a customer-centric model into the DNA of the organisation

- We understand and communicate the value we can bring to our customers
- We co-design to improve existing and develop new support options
- We have effective and easy to use business systems, mapped to the customer life cycle
- We maintain a future focus and always challenge our perspectives
- We value and strive towards enterprise inter-operability

## Right path

### Achieving sustainable, long-term prosperity

- Align new service opportunities with customer segmentation strategy
- Regional investment/development to meet identified needs
- Focus on partnerships to enable mainstream employment options
- Philanthropic strategy developed and implemented
- Ensure long-term sustainability through increased business intelligence

## Spectrum Care

270 Neilson Street  
Onehunga  
Auckland 1061

PO Box 91 147  
Victoria Street West  
Auckland 1142

Phone: 09 634 3790

Email: [info@spectrumcare.org.nz](mailto:info@spectrumcare.org.nz)

[www.spectrumcare.org.nz](http://www.spectrumcare.org.nz)