



We're 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, and a wide range of flexible respite support options in the Auckland, Waikato, Bay of Plenty and Wellington regions.

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

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).



...ensure that the 'Right to Effective Communication' is met for all people supported by Spectrum...

## speech-language therapy

### What is a Speech-Language Therapist?

Speech-Language Therapists (SLTs) provide advice, guidance and support to children and adults who have difficulties with their communication and/or eating, drinking and swallowing difficulties (known as 'dysphagia').

### What do Speech-Language Therapists do? Communication

- SLTs can assess people's communication skills and identify where we can help to support the person, and their communication partners, to communicate better
- We work in collaboration with the person, staff and family/whanau to develop personalised plans and supports to help improve communication
- SLTs provide advice, modelling and coaching to staff on how they can implement support plans and strategies to enhance the person's communication
- We provide written assessment reports and communication plans
- We also provide training for all new staff to help them identify and support people with communication difficulties
- We can deliver a variety of different training sessions to staff and families to help them develop their skills in supporting people with communication difficulties

### Dysphagia

(eating, drinking and swallowing difficulties)

- SLTs provide a screening service to help identify if people are having difficulties with dysphagia
- We can facilitate referrals to external agencies (eg District Health Board Speech-Language Therapists, Occupational Therapists, Physiotherapists etc) for further assessment
- We can support staff to implement safer and more enjoyable eating and drinking practices
- We can provide staff training with a focus on identification and support strategies



# speech-language therapy

### Communication Bill of Rights

The Communication Team works to promote people's Communication Rights.

The Communication Bill of Rights, established by the National Joint Committee on the Communication Needs of Persons with Severe Disabilities (2016), states that everyone has the right to:

## how do I access speech-language therapy?

Referrals can be made for:

- Individual communication or dysphagia support
- Communication or dysphagia support for a house
- Staff training (including bespoke training packages)

Service Coordinators, Outcomes Brokers, House Leaders or Community Support Workers can make a referral.

“People can express choices better, staff understand them better. We have more positive interaction.”

“The SLTs have helped create better communication between staff and the people we support. It's made it much easier for both to explain and understand.”

“The Speech-Language Therapy has helped the people we support to communicate better and helped staff to understand people better...”

