



across the spectrum

Issue 100 – Spring 2018

for the people, families and communities of Spectrum Care



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Right voice

Growing the voice of people and their whānau



From our CE

Meri Kirihimete
Marau na Kerisimasi
Nave sal di mubaraka
Shub Naya Baras

Kung His Hsin Nien bing Chu Shen Tan
Maligayang Pasko
La Maunia Le Kilisimasi Ma Le Tausaga Fou
Kilisimasi Fiefia and Merry Christmas!

I hope you're enjoying the warmer weather and finding more opportunities to get out and about, supporting people to participate in their communities.

We've got a lot going on right now, but perhaps most important over recent months have been our 'Right Voice' projects, which are all about growing the voice of people and their whānau... In particular, we're working hard to better understand how our customers feel about the support we provide.

This includes testing our new Customer Experience Monitor, which begins this month.

Our 'prototype' was challenged by people and whānau in a lot of really interesting ways during the testing. 'Kindness' and 'caring' were by far the most important parts of our relationship with people and whānau, and were effectively the building blocks of 'trust'. More on this later in the newsletter.

Another key piece of work has been making sure people and whānau have a say in our organisational decisions.

Our Customer Journey and Voice Programme is now woven into our new mission and values, our five-year strategic plan, our Customer Experience work and in the way we're co-designing support options with people and whānau. Our brand partner, Tricky, has been getting to know people, whānau and staff to help us grow the voice of our customers. More on this later.

We're also working hard to help people and whānau with decisions about the support they receive.

Our Change and Practice Manager, Sue Robertson, is designing a project (together with our Frontline Group and 'A Team', made up of people we support) which will give people more choice and control over where they live, who they live with and who supports them.

Work is also underway on drafting organisational policies based on people's rights and supported decision-making. This work is tied to our My Life Survey work and our approach to 'Aspirational Planning', which is discussed in more detail later in this newsletter.

If you have questions about any of this work, please email info@spectrumcare.org.nz. I wish you a safe and enjoyable time over the holiday period.

Sean Stowers
Chief Executive





Our new five-year Strategic Plan

Last issue, we introduced our new mission - 'Realising possibilities' – and our three key 'We believe...' statements.



We've also developed four new 'Values' statements, to help us be more customer-centred:

1. Empowering informed decision-making
 - This means having the right people involved at the right time to help people make important decisions
 - It means acting in the interests of the person
2. Being a trusted partner
 - This means taking the time to really listen and understand what the person and their whānau want
 - It means the person/individual and their whānau and working together
 - It means being reliable, competent and sincere
3. Building connections to communities of choice
 - This means choosing how you want to be more involved in your community
 - And it means being positive when supporting people to connect with their communities
4. Helping to find solutions for people and whānau
 - This means focusing on the individual, and understanding their needs, wants and dreams
 - And it means being innovative, while delivering the support you want, when you want it...

This issue, we're going into more detail about what each of these 'belief' statements means and what our new 'Values' would look like in practice:

We believe in lives of choice

- This means people and whānau have real choice and control over their lives, and the supports and accommodation options they receive

"It's cool fun, I enjoy my new house. It's quiet and I have my friend as my flatmate and his name's Clayton. And I now know how to use the oven." – Ben Hokai (person supported by Spectrum Care)

We believe in inclusive communities

- This means people are truly part of their communities. It also means looking for mainstream options first

"I'm about to celebrate Christmas in my new home, in my new community. I like my neighbours and they loved the cake I took them. I'm 64 and it's never too late to start over – I'm so happy!" – Susan (person supported by Spectrum Care)

We believe in daring to dream

- This means working with people and whānau to help them achieve their hopes and dreams

"Daring to dream means 'big-picture thinking'. Life should be full of big dreams... aspirational dreams... dreams that really matter... and we shouldn't be afraid of making mistakes and getting back on my feet again and again and again." – Sue Robertson (parent of Katie and advocate for Susan)

Visit www.spectrumcare.org.nz/about/who-we-are/our-mission-and-values to download a copy of our new Strategic Plan.





My Life Survey: Aspirational Planning

What's it all about?

Aspirational Planning is about discovering a person's gifts. It's about working with them to see how these talents can be used to help them to live a great life. To help us do this, we need to know what's important to each person. This helps us to develop goals that reflect the person's values. Really understanding the person is the most important part of Aspirational Planning.

Goal planning

'Integrated goal planning' means making sure all goal planning is 'person centred'. This means putting the person at the centre of everyone's thinking, planning and actions.

Goal planning is a 'plan for action' that has each person's aspirations broken down into long- and short-term goals. Staff are trained in Active Support, which helps them support people to achieve their goals

When we do personal goal planning, we ask the people we support three questions:

1. 'What's important to me?'
2. 'What do I want to achieve to live a great life?' and
3. 'What do you need to do to support ME to make this happen?'

These questions are 'person-directed' because they make sure that the person's voice is the first to be heard. A person-directed approach doesn't stop once the plan is in place. Staff will keep trying to find out more and more about the person's values, abilities and aspirations.

We update people's goals as we learn more about them. We use a combination of person-centred and person-directed planning to make sure these goals are inspirational.



Personal Goal Plans

People learn and grow through formal learning. They also learn by taking risks and by learning from mistakes.

We support people to be open to new or different opportunities. This means looking at the possible risks and planning how to manage them. It also means making sure the right supports are in place to keep the person safe.

The person's choices about how they want to be supported are included in their 'Personal Goal Plan'. We also help people to get the most out of their entitlements and funding. This helps to make sure their choices about how they want to be supported can happen.

These Personal Goal Plans are completed at least once a year. They can also be reviewed when a person achieves their goals or changes their mind and want to achieve something new.

A trip to the geothermal wonderland of Rotorua

Four of the men from Kamata Lelei went for an exciting day trip to the city of Rotorua recently and enjoyed the experience of a lifetime.

Danny, Parutu, David and Adamu enjoyed the early morning trip to their destination as it was full of awesome sights and scenery, with hills and valleys, lots of farm animals and sunny weather (though little bit cold).

Our first stop was at the Lakeside Park, where we walked along the trail with hot fumes from the geothermal gardens and stopped for photo opportunities (pictured above). Next was a visit to the Rotorua Museum, though this us unfortunately still closed to the public due to earthquake risk. The men were happy to wander around the historic gardens and had more photos taken just in front of the museum (pictured top).

We then headed for the 900m scenic gondola ride at Skyline (pictured below), where the men enjoyed the spectacular views of the lake and the

clouds of steam rising from the geothermal vents around Rotorua. It was truly captivating!

After reaching the top, the men roamed around the Skyline complex and then enjoyed a buffet lunch with lots of sumptuous international dishes. Dining at the top was exhilarating and the men really enjoyed the breathtaking views and the superb service!

The trip to Rotorua was indeed a great experience and the men had so much fun!

Solomon Abadingo – House Leader



Our Customer Experience Monitoring project

Understanding our customers is key to being a trusted partner to people and whānau.

To help achieve this, we've designed a Customer Experience Monitor, that we're testing with a range of people and whānau that we support all across the North Island.

We tested how people and whānau would like to give feedback and found that many would like something that's quick and 'easy to use'. We're going to pilot an online tool that people can use any time on any device. We'll also have a mini paper survey so anyone can give us feedback, even if they don't have a phone or computer.

This pilot will happen in our 'Central' region between December 2018 and March 2019. Then we'll review the results and decide what changes need to be made.

When the website version of the Customer Experience Monitor is working well, we'll then begin work on an 'app' version, which will be available for download through iTunes and Google Play stores.

Our aim is to have 'live' feedback about people's satisfaction, as well as their stories, and 'real-time' insight into how people feel about what we're doing.

This will help us hear real customer voices and views, and give us real emotional connections to the 'data' we receive. Our staff will also be able to act on the feedback they get from people and their whānau.

What will it look like?

Our 'live' dashboard will be seen by everyone at Spectrum Care and provide direct customer feedback about how people feel about the support we provide.



It'll look something like this and we'll adjust how it looks and works as time goes by.

MANAGEMENT SCORECARD (EXAMPLE)



NOTE: Net CARE Score replaces NPS and is the broadest headline scorecard of customer experience. NCS will be calculated using same methodology as NPS. EQ-A score of 0-4 = Detractor, score of 7-8 = Promoter. NCS score is calculated: Promoter % - Detractor % = NCS.

What's happening when?

- Dec 2018 – Begin pilot in Central region
- Mar 2019 – Commence 'app' development
- Apr 2019 – Complete pilot
- May 2019 – Analyse results
- May 2019 – Launch 'Customer Monitor app'
- Late 2019 – Integrate Customer Monitor model into our new CRM



Right focus

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



Our brand, marketing and social media

We're very excited to launch our new five-year Strategic Plan – it's available on our website, here: www.spectrumcare.org.nz/about

It's all about 'embedding a customer-centric model into our organisational 'DNA', which means we want people and their whānau to have more choice and control in the support they receive.

To help get everyone on-board, we're calling this process 'All Together Now' and it's based around 'Enabling Good Lives' principles. These are:

- Self-determination
- Investing early
- Person-centred
- Easy to use
- Everyday lives
- Mainstream first
- Mana-enhancing



Telling inspiring stories about customer experiences will be more important as people and whānau have more choice and control in the supports they receive.

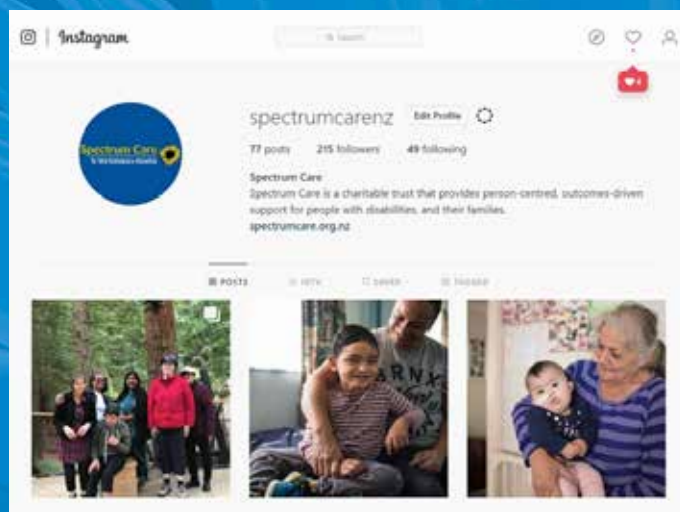
We asked an external agency to help us review our brand and marketing, and help us tell our stories better. You'll be hearing a lot more about this in the New Year...

Check us out on social media!

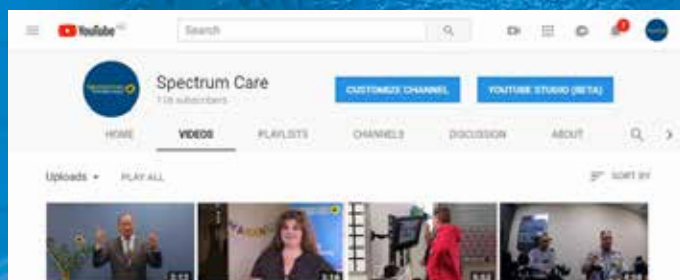
We're on Facebook: facebook.com/spectrumcare



We're on Instagram: instagram.com/spectrumcarenz



And we're on YouTube: youtube.com/spectrumcarenz



What's next?

We'll be doing a lot more with our social media in 2019, following the Brand, Marketing and Communications Review. Keep an eye on our social media feeds for more!

Across the Spectrum available by email. Register now!

As part of achieving Spectrum Care's ongoing vision of 'people with disabilities living great lives', we're constantly looking for opportunities to streamline our activities and provide higher-quality support to our service users.

To this end, *Across the Spectrum* is now available via email, with the aim of making more resources available to support our service users in living great lives.

If you'd like to receive *Across the Spectrum* by email, please send your email address to: newsletter@spectrumcare.org.nz, or simply go to our website (www.spectrumcare.org.nz) and join our mailing list in one easy step.