



across the spectrum

for the people, whānau and communities of Spectrum Care

Issue 102 – Winter 2019



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From the CE

As we reach the significant milestone of 25 years of Spectrum Care, I thought it was a good opportunity to reflect on all the customer- and whānau-focused work we've undertaken over the past year. Our Customer Journey and Voice Programme has led to significantly better co-design and two-way communication with the people we support and whānau, and greater customer focus at every level of Spectrum Care.



We recently completed a round of five Family Forums – talking directly to people and whānau – in South, Central and North West Auckland, as well as Hamilton and Wellington. Sixty-four family members came along, including parents, legal guardians and adult siblings, and a wide range of important topics were discussed and documented. Guest speakers from Spectrum also updated families about our recent Customer Satisfaction Survey and Informed Decision-making Project.

Also helping achieve better co-design and whānau dialogue, we recently provided Optimal Individualised Service Design training for service managers and coordinators – be sure to read about it in this issue of Across the Spectrum.

Inside you'll also find an update on our Customer Experience Monitoring work. I encourage you to use the feedback tool – it takes less than a minute to complete and is a great way for people we support and their whānau to give regular feedback about the service we provide.

A recent report commissioned by the New Zealand Disability Support Network (NZDSN) into 'funding and financial analysis' in our sector has found that disability support is underfunded by at least \$150 million annually.

Reflecting on this, NZDSN Chief Executive Dr Garth Bennie said that, "The sector simply doesn't have enough money to meet demand from staff and the people they work so hard to support. This is the cumulative effect of over a decade of underfunding."

Despite these challenges, however, Spectrum continues to focus on the people we support and their whānau, ensuring people have choice and control in their lives, have self-determination, and have the opportunity to live an everyday life – a life like any other – in their own communities.

Over the past year, we've invested in British Institute of Learning Disabilities (BILD) training for front-line workers to help better support people presenting with challenging behaviours, and also provided Optimal Individualised Service Design (OISD) training for all front-line managers – read more about OISD in this issue of Across the Spectrum.

It's a difficult period for our sector, but our focus as an organisation must be on the important work we do – supporting lives of choice, building inclusive communities and daring to dream that our collective commitment will help realise possibilities for people and whānau.

Sean Stowers Chief Executive



Daring to dream: Connecting with whānau

Hi my name is Mellisa and I live in Torbay.

In March, I went to the Gold Coast to meet my family for the first time.

I met my Mum, my step-father, my sisters and my nephews, and I stayed in a cabin for the first week with my support person, along with my Mum and Dad.

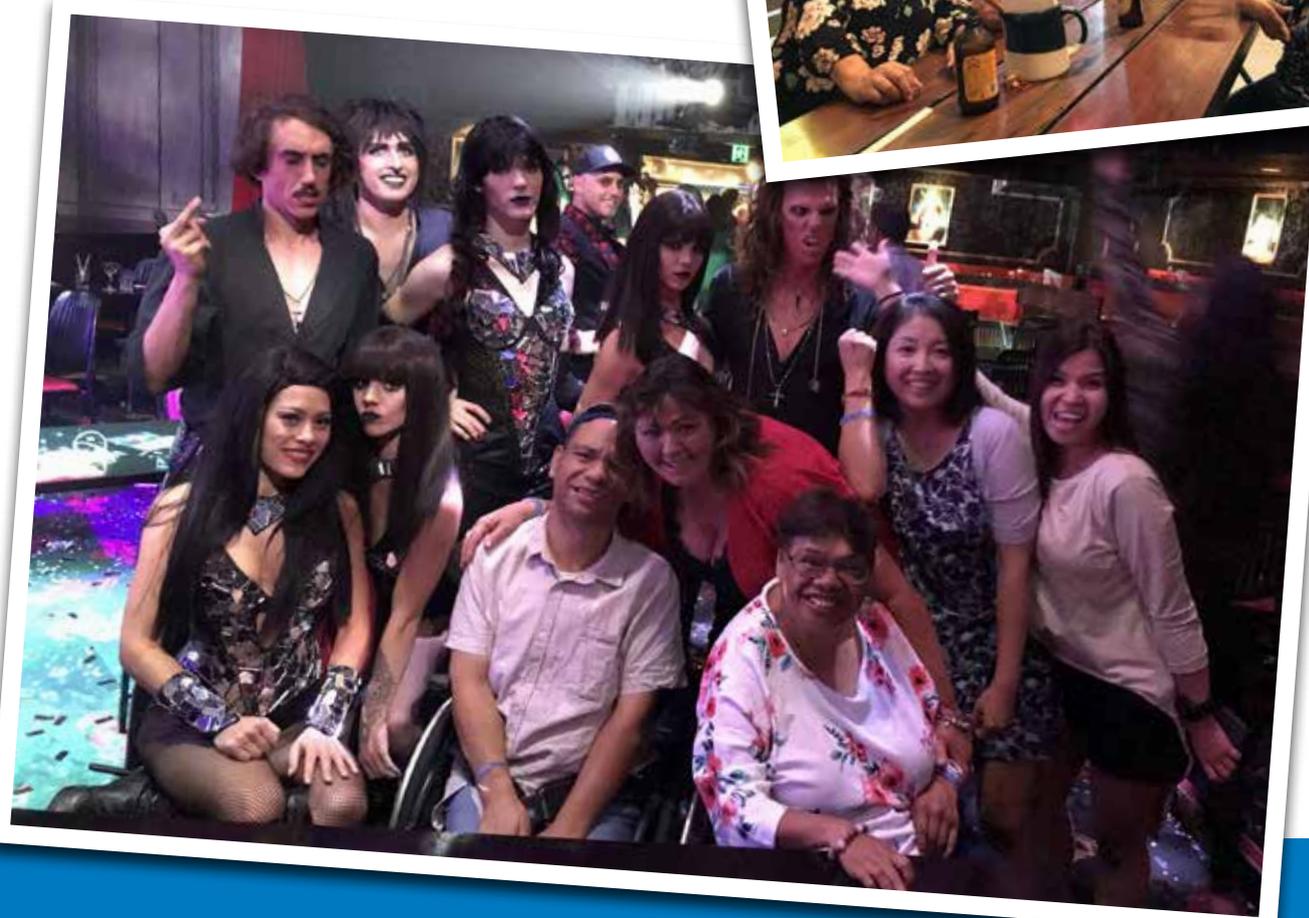
We went to loads of different places, like Sea World, Surfer's Paradise and Coolangatta, and I celebrated my birthday with them all at Harbour Town for a lovely family dinner.

I got a beautiful heart necklace from my Mum and my sisters, and I exchanged matching bracelets.

After a week, two of my flatmates joined me on the Gold Coast and we all rented a house and a car, we did some really cool things like Movie World, Currumbin Wild Life Sanctuary and went to an awesome cabaret called Dracula's (pictured below), which was a little scary at first as all the staff were dressed up as vampires, but we had great food and the show was hilarious.

It was an action-packed holiday, full of fun adventures, but most of all I loved connecting with my family. We now speak regularly and my sister has sent me some presents. They're coming to New Zealand in the next few months to visit me and I can't wait to see them again!

My family is special to me and I'm so glad I had the opportunity to meet them all and to stay connected.



across the spectrum

Check out our new Customer Experience Monitor!

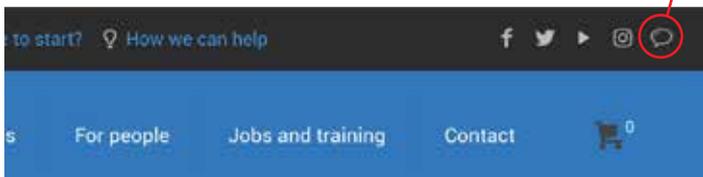
The Customer Experience Monitor (CEM) project came out of our Customer Journey and Voice Programme (see From the Chief Executive above), and aimed to create an online tool which would keep us close to the 'voice' and feedback of our customers.

We ran a series of workshops with staff, people and whānau, and built the tool late last year. We then tested it from mid-December 2018 till March 2019, and have been gradually rolling it out to all our support options and regions in the months since.

Here's what it looks like:



You can find it on our website – simply click the 'speech bubble' here:



Or you can type this address into your web browser:

- www.spectrumcare.org.nz/customer-experience-monitor

We'd like feedback every time you interact with us. That might be once a week, once a day or many times every day – the more the better! There's also a 'Comments' box at the end – please tell us about anything you don't like, doesn't make sense or could be made better. We'll use all your feedback to make the Monitor better and easier!

Did you know?



<https://www.facebook.com/spectrumcare/>



Nearly 2500 followers



Over 130,000 video views



More than 1.5 million impressions!



<https://www.spectrumcare.org.nz/>



More than 4500 visitors each month



Nearly 23,000 pages viewed!



<https://www.youtube.com/spectrumcarenz>



More than 186,000 views!



<https://www.instagram.com/spectrumcarenz/>



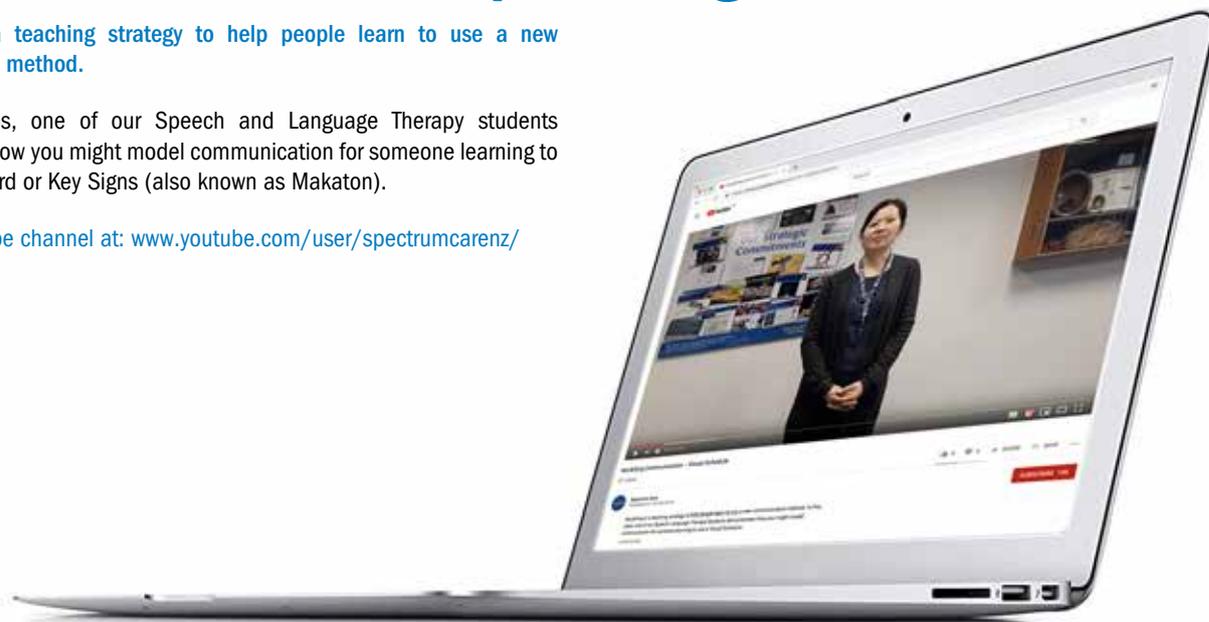
Nearly 135,000 views!

Lives of choice: Improving communication

Modelling is a teaching strategy to help people learn to use a new communication method.

In these videos, one of our Speech and Language Therapy students demonstrates how you might model communication for someone learning to use a Core Board or Key Signs (also known as Makaton).

Visit our YouTube channel at: www.youtube.com/user/spectrumcarenz/



Inclusive communities: Wellington Phoenix visit

Alex Rufer, Antony Sail and Oliver Sail from the Wellington Phoenix football team visited Spectrum's Wellington-based vocational support option 'Maranga' on Thursday 28 March.

Quite a few people at Maranga are season ticket holders and go to most of the home games. Many wore their Phoenix gear for the visit and others wore the team colours of black and yellow.

We started with a Q&A and one of the questions was, "How many goals have each of you scored this season?" Unfortunately, the answer was "Zero!" from all the players. In their defense, Oliver Sail said he was the goalkeeper and Antony Sail said he is a defender, so it's not really their role to score goals. Alex Rufer said he's a midfielder and it's his role to set them up.

Other questions included "What Premier League team do you support?", "Who's your favourite teammate?" and "Do you have Instagram?".

We then had a kick around with the ball, with the players showing off some of their skills and us having shots at goal with the Phoenix goalie.

The afternoon was finished off with a signing and photo session. The players signed posters they had with them, as well as flags and jerseys people had brought with them.

It was a great day and we're very thankful to the Wellington Phoenix for coming to see us at Marunga!

Go the Wellington Phoenix!





Optimal Individualised Service Design

Our Mission is 'Realising Possibilities' and our Values include being a trusted partner and facilitating solutions for people and their whānau.

However, sometimes that can be easier said than done!

Our Customer Journey and Voice Programme highlighted the need for improved co-design and two-way communication with the people we support and whānau, so we recently invited Michael Kendrick to deliver a course called **Optimal Individualised Service Design** (OISD) for our service managers and coordinators.

Michael is an internationally renowned expert on designing support services, and developed the course to help providers like Spectrum Care to achieve better outcomes for people with disabilities.

"Though there was general acceptance of the principle that lifestyle and supports should be personalised, there was typically weak outcomes when this aim was attempted. Upon examination it became clear that though the overall aim of individualized 'one person at a time' options were desirable, most people seemed not to understand enough about what was involved in achieving this aim." – Michael Kendrick

The aim of the training was to give managers and coordinators the skills to support people in a very personalised and valuing way. The course is

based on the principles of **Social Role Valorisation**, which involves supporting people to achieve valued roles in their communities – **roles like Renee's in the story below!** Playing an active role in your community creates positive social status, which is key to quality of life.

The two-week course was very intensive, but also quite practical. Managers and coordinators formed teams, and worked with a person with a disability (and/or their whānau) to find out what 'a good life' looked like for that person. They then wrote down the steps, strategies and resources needed to create that life. At the end of the course, the person was given their individualised 'service design' proposal.

Congratulations to all the graduates of Michael Kendrick's Optimal Individualised Service Design course!



Renee has a big event to celebrate!

Since she is well-known as an animal lover, Renee has started her volunteer job at the SPCA's Mangere centre last year, and improved her experience of working with animals and understanding her responsibilities in getting a 'social role'.

She then moved forward to post her dog walker job on the website and local communities around her house according to the advice and introduction from Vera (Outcomes Broker) and Laura (Service Coordinator). Through her long steady effort, on-going development and getting support from Spectrum Care teams, Renee finally could get her first paid job in her life as a dog walker!

Renee is happily looking forward to going to work every weekend as it fits so well with her talent and interests.



Inclusive communities: Disability Awareness Day

"It was a great honour to have our Minister for Social Development (who's also Minister for Disability Issues; Associate Minister for Arts, Culture and Heritage; and Associate Minister for Pacific Peoples) the Hon Carmel Sepuloni and Howick Councillor Paul Young participate in this event, which established and shared our aid to a wide range of people.

"Disability Awareness Day gives lots of ideas and choices for people with a disability to choose the most suitable service for them, while also supporting their family to understand the needs for the people and the family themselves.

"I felt lucky to talk to a number of Chinese families who were looking for help! It was my pleasure to have served all these lovely people. Thanks also to my mate Hans for participating in this event, helping us set up the stand and liaising with all the different people!"

Wai Ng Asian Cultural Support



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.