



Spectrum Care is an independent charitable trust that provides services 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 care for adults in the Waikato and Bay of Plenty, and respite care for children in Auckland.

We also offer specialised Home Support, Transitions and Aspirations services for people in the greater Auckland region, along with a School Holiday Programme of activities for children.

Our Lives of Choice and Choice in Community Living programmes are specifically focused on supporting people to their lives of choice – lives like any other – in the community.

**Our vision: People with disabilities living great lives**

### Contact information

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## 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).



...to identify the needs of each child or young person and aid them in developing life skills...

## child, youth and respite services

Spectrum Care's Child, Youth and Respite team provides services in the greater Auckland area for babies, children and young people with a disability (and their families).

The team aims to promote valued experiences in a safe environment that allows for the development of individual autonomy. The goal is to identify the needs of each child or young person and aid them in developing life skills that will strengthen their overall competence and confidence.

Child, Youth and Respite Services includes residential support, structured respite for children and young people, and structured respite for babies and young children at Orakau House.

## residential support

Spectrum Care offers 24-hour residential support for children and young people in houses located in the Auckland area.

The child or young person attends school or other day programmes and is encouraged to be involved in sports, social and cultural activities. Each service user has an individual plan that focuses on helping them to learn and develop as many life skills as they are able.

Regular ongoing contact with family, whanau and friends is encouraged, as is inclusion and involvement in the community.

## structured respite at orakau house

Structured respite care and support for families of children who have a disability, are medically fragile or technology dependent and aged under five is provided at Orakau House, which is located opposite Middlemore Hospital in Auckland.

Respite care is provided on a rostered basis and the service is aimed at families that need an interval or rest from caring for their child, or need training and support during or following the transition from hospital to home.

Orakau House is staffed by registered nurses and trained carers on a 24-hour basis. The facility is designed to accommodate children who have medical needs, while at the same time providing a 'home away from home' atmosphere.

The team at Orakau House works closely with other health professionals to ensure consistency of care and to develop home-care plans for parents and caregivers. The team also provides training and support for families to enable them to manage their child's specific medical needs at home (eg oxygen).

As nutrition and feeding is often an issue, assistance and advice is given in this area. The staff at Orakau House also endeavour to put families and caregivers in touch with each other to assist in the development of support networks.

# child, youth and respite services

## respite support for children and young people

Respite care is an essential part of the overall support that families need to keep their child with a disability at home. Respite provides positive opportunities for children and young people to enjoy relationships with people outside their immediate family circle, to achieve a measure of independence and to engage in a wide variety of activities.

Spectrum Care provides structured (planned and periodic) respite services for children (over the age of five years) and young people with a disability. Our respite houses are located in South and West Auckland, and on the North Shore. Each home has five bedrooms to allow children to have their own room during their stay.

Our respite service aims to provide comfortable and enjoyable stays for children and young people in a home-like setting.

## how can I access child, youth and respite services?

Access to Child, Youth and Respite Services is via a referral from the Needs Assessment and Service Coordination (NASC) agency, Taikura Trust (phone 0800 835 4672). Occasionally, access is arranged through the government agency Child, Youth and Family, or via the ACC.

## how can I find out more?

For more information on Spectrum Care's Child, Youth and Respite Services, contact the Manager – CYR Services on 09 634 9784.

## 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 the Project Manager – Outcomes on 09 634 3790.