



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 lead a fuller life and to achieve goals that focus on skill development and access to the community

## community services

Community Services aims to provide person-centred support and an integrated approach that focuses on the needs of the individual, supporting them to live a great life.

Community Services includes Home Support Services, Behaviour Support Services and Community Cultural Services.

## home support services

Home Support Services provide individual assistance to children, young people and adults with a disability (and their family/whanau) within their home.

Home Support is available to people five years and older who live in the greater Auckland area.

The Home Support team assists individuals to develop life skills that will enable them to lead a fuller life and to achieve goals that focus on skill development and access to the community.

Goals are personalised and focus on particular aspects such as community integration, improving social skills and/or enhancing daily living skills. Home Support can also help with educational goals, such as supporting people to enrol and achieve at school or tech.

Home Support also gives family/whanau and caregivers time to spend with other family members, or time to pursue other interests while a trained Community Support Worker from Spectrum Care is with the person.

Home Support Services provide help with:

- Developing a person's skills, ie handling money, cooking and making friends
- Accessing the community, ie joining clubs and teams, learning the bus route
- Helping with educational goals, ie helping with homework, assisting to enrol and achieve at school
- Matching the person with a buddy who will join them in a range of activities

If a person has more complex needs or requires behavioural support and/or overnight respite care as well as home support, we work with the service user and family to provide a service that takes all of these needs into account.

# home support services

## how can I access home support services?

A Needs Assessor from the Needs Assessment and Service Coordination (NASC) agency assesses the person and allocates a number of hours that Home Support is available to them on a one-to-one basis.

Spectrum Care receives a referral and a Service Coordinator meets with the person (and their family/whanau) to talk about the goals of the service. A plan is put together to support the person to achieve their outcomes or goals. A Community Support Worker from Spectrum Care is then selected to work with the individual and their family.

## what's the cost?

Home Support Services is free to families who have a referral from a NASC, but certain costs are the family's responsibility, ie transport to activities and specific associated costs.

## who can access home support services?

Access to Home Support Services is via a referral from the Needs Assessment and Service Coordination (NASC) agency, Taikura Trust (phone 0800 835 4672).

## how do I find out more?

For more information on Spectrum Care's Home Support Services, contact the Manager – Community Support Services on 09 634 3790.

## 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.