



# Spectrum Care

Our Strategic Plan

2023-26

# Our journey – 2018–23...

In 2018, we set out to achieve an aspirational five-year strategic intent. As we have now met this objective, it's time to look to the future...

## Trusted partner

Taking the time to listen, hear and understand. Walking alongside and working together. Being reliable, competent and sincere. Working at pace of the individual. Being mainstream, local and engaged.

## Diverse cultural groups

- Pākehā/NZ European
- Māori (Auckland/Waikato/Northland/Bay of Plenty)
- Pasifika (Auckland/Wellington)
- Asian (Auckland/Wellington)

## Customer-led

Identifying and building upon opportunities for people and whānau to be involved in organisational decision-making, including the co-design of support options.

## 1700 people and whānau

Increase the number of people and whānau supported from 1300 in 2018 to 1700 in 2023, and diversify the funding sources.



MOH – Ministry of Health  
MSD – Ministry of Social Development  
OT – Oranga Tamariki  
ACC – Accident Compensation Corporation  
FFS – Fee for Service

## Our strategic intent

To grow towards being a **trusted partner of 1700 people and whānau** by 2023 appealing to **diverse cultural groups** through the provision of **differentiated and customer-led support options in five North Island centres**

## Differentiated

Offering co-designed support options across the different stages and ages of a person's life.

## Support options

Frontline customer managers trained in service co-design, and backed by systems that are responsive and customer focused, and support participation, growth and independence. Support delivery is flexible, customer led, mainstream and local wherever possible.

## Five North Island centres

1. Northland
2. Auckland
3. Waikato
4. Bay of Plenty
5. Wellington

# A window on our future...

## Welcome to Spectrum Care in 2030

We genuinely make a difference in people's lives and love doing so. We're diverse and inclusive, and we're all committed to **maximising the potential of the people we support**.

We stand for equity and believe that **every person with a disability deserves a life of choice, freedom and independence**.

You'll see all people prosper here, especially Māori and Pasifika disabled people and whānau.

You'll be impressed by our **cultural responsiveness**, with te ao Māori and Pasifika approaches and partnerships driving change and creating better outcomes for all.

**Voice and choice of people and whānau is embedded in our DNA.** We take a personalised approach, so that everyone we support has an equal opportunity to live a good life, to have a safe place to live, money in their pocket, to have a sense of purpose and belonging, and to be connected to their communities.

You'll know that we **lead with intent** to drive social change, and we're all for positive disruption to **maximise our impact** – especially when it comes to breaking down the barriers disabled people and their whānau face in having choice and control in their lives.

Because we're **committed to a culture of excellence**, our staff know that all our decisions are legitimate, validated and have the voice of disabled people and whānau at the centre.

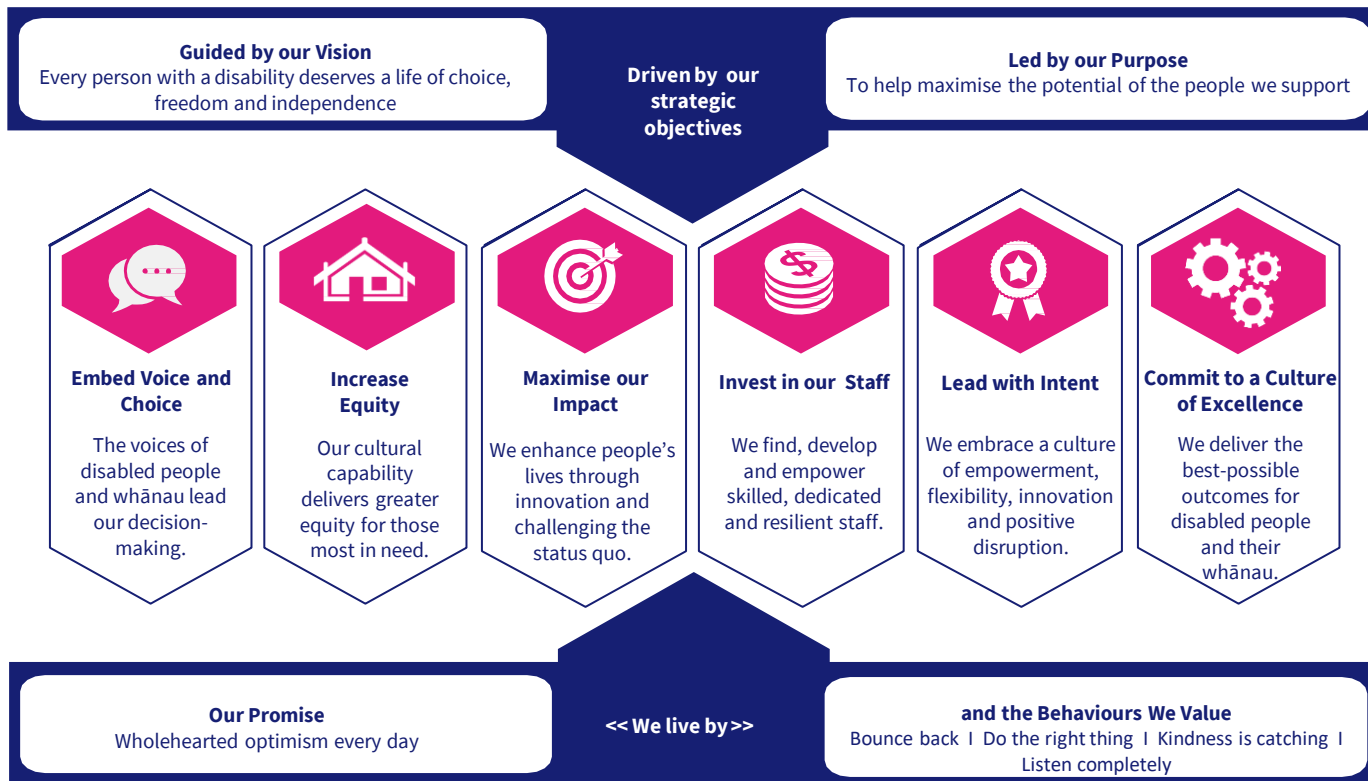
Because we **invest in our people**, when you talk to our people, you'll notice that every single one of us is here to make a difference.

When you hear the name 'Spectrum Care', you'll know that we **do the right thing**, we **listen completely**, we're **kind** and we **bounce back** when facing barriers or adversity.

When you come through our front door, in person or virtually, you'll feel how we live by our promise of **wholehearted optimism every day**.







Nau mai, haere mai, afio mai

# How we'll get there – our strategic intent 2023–26...



# Why these objectives?

These are the benefits, outcomes and impacts **our six strategic objectives will deliver** towards achieving our Vision and Purpose.

Objectives	Benefits, outcomes and impacts
 <b>Embed Voice and Choice</b>	The voices of disabled people and their whānau are always at the centre of what we do. We listen to and partner with our customers to ensure disabled people and their whānau have choice and control in all aspects of their lives.
 <b>Increase Equity</b>	We embrace a te ao Māori worldview and uphold Te Tiriti to deliver greater equity for those most in need. We partner with Māori and Pasifika disabled people and their whānau to deliver the best-possible outcomes and experiences.
 <b>Maximise our Impact</b>	We meet and exceed our customer expectations through personalised approaches and valued experiences. We're flexible and responsive, and we're all for positive disruption when breaking down the barriers people and whānau face in having choice and control in their lives.
 <b>Invest in our Staff</b>	We ensure workforce capability and competency meets the needs of people and whānau for current and future models of support. Our staff have the resources, knowledge and skills to deliver the best outcomes and experiences for the disabled people and whānau we support.
 <b>Lead with Intent</b>	We empower choice and control to enhance customer experiences. We understand our market and identify gaps, opportunities and unmet need. Through leadership, innovation, flexibility and a willingness to disrupt the status quo, we meet these needs and opportunities.
 <b>Commit to a Culture of Excellence</b>	Our culture of excellence means we consistently and sustainably deliver the best-possible outcomes, opportunities and experiences for the disabled people and whānau we support.

