

SPECTRUM FOUNDATION

Ahākoa ko wai te tangata, ahākoa nō hea



2023 Year in Review
SPECTRUM FOUNDATION GROUP


Te Wai Kahukura Atawhai


Ngā Kāinga Awhi



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MATARIKI

The rising of Matariki signals te Mātahi o te Tau, the Māori New Year. The appearance of Matariki in the morning sky is a sign for people to gather, to honour the dead, celebrate the present, and plan for the future.

Chair and Chief Executive report



Our vision is an Aotearoa in which all disabled people have equal opportunity to live good lives.

Spectrum Foundation

The beginning of the financial year saw New Zealand's inaugural Matariki celebration, and it was heartening to see Spectrum Foundation Group – and New Zealand in general – embrace the event and its importance in the Māori calendar. This coincided with a full return to our head office, following another year of COVID disruption, and saw over 80 people return to learn about the importance of Matariki from our Kaumātua, Waitai Petera, with the support of Spectrum Care's Māori cultural Awhi group.

We also celebrated the launch of Whaikaha – Ministry of Disabled People, following significant work towards building a true partnership between disabled people and whānau and the Crown. The real mahi is now underway towards ensuring Whaikaha delivers on its promises.

2023 has seen momentum building at Spectrum Foundation, as we realise our philanthropic aims following the group restructure in 2021. This year, the Board was able to distribute funding to:

- » Address loneliness for disabled people through the Gig Buddies programme, which provides buddies with whom to attend events. Being rolled out initially in Auckland, the programme is delivered through a partnership between Spectrum Care and the Student Volunteer Army.
- » Deliver online and face-to-face Building a Good Life workshops for whānau of disabled children. These are delivered by the not-for-profit organisation Parent to Parent. Lots of positive feedback has been received from whānau to date, including: "I learnt the difference between inclusion, integration and exclusion. I learnt that every disabled child has the right to attend any mainstream education provider and I learnt more about how to vocalise my concerns or queries if I need to..." and "Thank you so much for making this workshop. The information shared was so powerful and inspiring. I wish everyone who had a child with a disability could attend this workshop. I feel like, if they did, we would have the collective power to make real long-lasting change."



- » Deliver autism assessments (initially in the Petone area) for those who would otherwise struggle to afford them. This programme is delivered by Autism NZ.
- » Empower disabled people by supporting the launch of a new organisation, called The D*List, which is looking to raise awareness, connection and community for disabled people. It's exciting to be a collaborative funding partner alongside Foundation North, Todd Foundation and JR McKenzie Trust for this initiative.

We've also just launched the next open round of funding opportunities for the wider community and look forward to reporting on the impacts Spectrum Foundation's funding is having for disabled people and whānau.

Another important function of Spectrum Foundation is the delivery of shared services – such as Finance, HR, IT, Communications and Marketing, etc – to our two wholly owned subsidiaries Spectrum Care and Homes of Choice. Despite a challenging labour environment that saw significant pressure on salary expectations and increased movement by staff to other sectors, we're pleased to report that our service KPIs were largely met in supporting Spectrum Care and Homes of Choice to achieve their strategic objectives.

The latter part of 2022 saw public hearings as part of the Royal Commission of Inquiry into Abuse in Care. The key aims of the Commission are to support survivors to tell their stories and to make recommendations that ensure the failures and deficiencies of the past don't continue in the future. Spectrum Foundation Group is a strong supporter of this work and has actively participated in the Royal Commission since its formation.

Reinforcing our commitment to rights and safety, Spectrum Foundation signed a joint venture agreement in late 2022 on Violence Prevention Diverse Communities Project for Disabled People, along with the Waitamatā Police, Waitamatā DHB, Taikura Trust, Family Action and Auckland Sexual Abuse HELP Foundation. The purpose of this work is to promote and protect disabled people's rights, cultural safety and wellbeing. The safeguarding framework is helping build capacity for an integrated, community-led approach, developing a shared understanding of the dynamics of abuse and implementing a systematic response when it occurs. The framework also aligns with the Enabling Good Lives approach.

Diversity and inclusion are core principles for Spectrum Foundation Group, and it was fantastic to see these in action in the early part of 2023 with our annual Pride party – celebrating successes, increasing awareness of LGBTQ+ issues and empowering diverse voices. Inclusive communities enable everyone to succeed. Spectrum Foundation Group strives for inclusive environments for disabled people, and this is the same for the rainbow community.

We also celebrated Holi, the Hindu Festival of Colour, and International Women's Day, which was an important reminder that differences should be valued and celebrated. We all have a role to play in creating a world free of bias and discrimination.

The start of 2023 saw us welcome two new Trustees onto the Spectrum Foundation Board – Tanya Black and Peter Fergusson – both of whom bring lived experience of disability. Their appointment followed the departure of Aroha Hudson and our previous Board Chair, Garry Smith, in October 2022.

Garry joined the Spectrum Foundation Board in 2013 and was appointed Board Chair two years later. We are deeply appreciative of the significant governance expertise and passion for ethical and values-based leadership that Garry brought to his Board tenure. Aroha also joined the Board in 2013 and her insight, cultural capability and strong business acumen were invaluable, particularly during the group restructure undertaken in 2021. We offer our thanks to both Garry and Aroha for their significant contributions to Spectrum Foundation Group and the people and whānau we support.

Spectrum Care

The new financial year saw us welcome our new Spectrum Care Board Chair, Ronelle Baker. Ronelle is of Māori (Ngāti Porou, Ngāti Maniapoto, Ngāpuhi), English, Scottish and Irish descent and is an experienced operational manager and strategic advisor with extensive networks in health, disability and government sectors. Currently working as a Principal Accessibility Advisor for Stats NZ, Ronelle also serves on the board of kaupapa Māori disability organisation Te Roopu Waiora. As someone with lived experience of disability, Ronelle is a passionate advocate for improving wellbeing, equity and inclusion for whānau who experience disability.

Disappointingly, negotiations with the Crown on the Pay Equity Settlement Amendment Bill resulted in only a three per cent wage increase for support workers from 1 July 2022 to 1 January 2024. A broader pay equity claim, across the disability, mental health, home and community and aged care sectors remains unresolved. We support this claim and see it as the best means of recognising and rewarding the important work that our support workers do. While the claim process may take up to three years to complete, hopefully it will result in higher wage rates for the disability sector.

Towards the end of 2022, our then Chief Operating Officer, Ray Finch, took up a new role in the mental health sector. Ray spent just over six years with Spectrum Care, initially as our Business Development Manager and then, over the last four years, as Chief Operating Officer. He was instrumental in growing the numbers of people we serve and also played a key role in supporting people with complex requirements to have their needs met through an individualised service. Ray's positive outlook, determination not to say 'no' and ability to deliver on his promises saw him held in high regard by whānau and people we support.

This change saw Spectrum Care welcome new Chief Operating Officer, Marija Jelesic-Janic. Since coming aboard our waka, Marija's brought a strong operational background and keen ability to keep people and their wellbeing at the centre of decision making. Her proven leadership skills, ability to work within complex and fast paced environments, and strong communication skills made her the ideal appointment for the role and her impact since joining the organisation has been significant.

Spectrum Care has continued to see growth in its living services such as Choices in Community Living, Supported Independent Living and group homes. However, its ability to grow the workforce to meet an ever-increasing demand for Home Support services has been challenging.

Fortunately, we're starting to see an uptick in recruitment, and this has been further supported by the partnership with White Cloud Internships. Over the past 12 years, Spectrum Care welcomed more than 300 international students as interns. They have had a profound impact on both staff and customers, providing valuable additional resource that enables more one-on-one, person-centred support.

As 2022 ended, it was great to see people starting to get enthused about the festive season and the connection with others this involves, including the recommencement of our Pasifika Christmas following two years of COVID postponements. Our ability to celebrate our strong Pasifika presence across the organisation is always a highlight both at Christmas and in June for our Luau Night, which opens our Pasifika calendar for the coming year.

Continuing the theme leading up the Christmas 2022, our Aspirations 'Media Lab' team held their first exhibition showcasing work created by disabled students in the programmes. The exhibition featured a documentary film and music video created by the Film Focus group, music and audio produced by Easy Beats (a music-production programme for disabled youth), work from the photography students, merchandise made in the screen-printing programme, and food and drinks provided by the cafe skills team. Ko koe tonu a runga team!



The end of 2022 also saw the opening of the new Alasdair Clark Respite centre in Titahi Bay, Porirua. Thanks to a generous donation, creative thinking and commitment from Kirva Trust, Spectrum Care was able to launch a new respite service for disabled children. Kirva Trust is a philanthropic organisation set up by Kaye and Maurice Clark, a local couple whose son Alasdair was a familiar face at Spectrum Care's respite service. The new respite centre, which is named after him, provides local disabled children with a much-needed 'home away from home'. None of this would've been possible without collaboration and we extend our heartfelt appreciation to Kirva Trust, Wellington City Mission and McKee Fehl Constructors for all of the hard mahi that went into delivering this valuable and much-needed support.

Another highlight of our 2022-23 financial year was the opening of a new supported accommodation site in Kamo, Whangārei. It was fantastic to meet all the people who've waited so long for this opportunity and share in their excitement. It was also a significant step towards people having more choice and control over where they live and with whom. Congratulations to our Spectrum Care and Homes of Choice teams on this milestone achievement.

Towards the end of the 2022-23 financial year, Spectrum Care's Advisory Team (known as the 'A Team') marked the milestone of a decade since its establishment. The team consists of a group of people with lived experience of disability who feed back to the organisation and provide recommendations for improvement. The group use their voice to improve representation for all people accessing Spectrum Care's services and help to guide our strategies, policies and plans from the most important perspective – one of lived experience of disability.

The A Team was the first of its kind in Aotearoa. Over the past 10 years, the A Team has developed an in-depth understanding of people's rights and, perhaps most significantly, supported many people to advocate for themselves. Individually, they've used their own interests and experiences to take on special areas of focus, such as communication, IT, cultural prosperity, complaints, health and safety, 'People First', property and presenting to house meetings.



Homes Of Choice

We're pleased to report that our social housing subsidiary, Homes of Choice, has secured funding for close to \$20m worth of property development work, planned for delivery over the next two years. This has now given us the ability to provide over 60 more beds to meet one of Homes of Choice's strategic objectives of 'housing more people'.

As part of the above developments, Homes of Choice was successful in its application to the Ministry of Housing and Urban Development's Affordable Housing Fund, which has provided a significant upfront capital contribution to redevelop four existing sites and allow for the provision of a number of four-bedroom homes for whānau with a disabled child.

One example of the outcomes delivered by Homes of Choice is a home purchased towards the end of 2022 in West Auckland for four women supported by Spectrum Care. All the women are very proud of their new home and did a great job in making it feel homely, including hosting a Christmas celebration and housewarming for whānau, friends and support staff. Real, lived examples such as this demonstrate the value and significance of the work our teams do every day.

It's been far from plain sailing, however, with the Homes of Choice team facing significant challenges from Auckland's floods and extreme weather events. Despite this, the team's ability to respond almost immediately to these difficult scenarios was pivotal in ensuring everyone's safety and wellbeing.

The past financial year also saw a change in our governance, with the resignation of our Chair, Louise Ward, in October 2022. Louise held the role of Board Chair for just under three years, in conjunction with a number of other governance roles in housing, health and property focused organisations. We thank Louise for her stewardship of Homes of Choice as we sought to deliver on our strategic pillars of 'housing more people', 'housing people better' and 'growing through partnerships and funding'. A significant amount of foundation work was undertaken during Louise's tenure to enable Homes of Choice to move into a development phase to expand and improve our housing portfolio.

Our current Board Chair, Craig Haycock, joined the Homes of Choice Board in November 2021 and was appointed Chair following Louise's departure. Craig brings over 30 years' experience in leadership, development, banking, property finance and funds management, and has already enabled considerable progress towards the expansion and improvement of our portfolio. 2023 and beyond will see this growth continue, with a number of new developments currently underway and planned.

A further acknowledgement must be to congratulate Homes of Choice Board member Brian Donnelly on being inducted into the New Zealand Order of Merit for services to social housing. Prior to joining the Homes of Choice Board in 2019, Brian was Executive Director of the inaugural New Zealand Housing Foundation since its establishment in 2002, where he was instrumental in developing innovative and affordable housing solutions, and empowering communities across Aotearoa. This honour is a testament to his commitment to community development and the lifetime he's spent in the service of others.

In closing, we'd like to acknowledge our trustees for Spectrum Foundation and our directors of Spectrum Care and Homes of Choice for their commitment to our shared objectives. We also wish to acknowledge the Executive Team for their efforts in ensuring the voices of the people and whānau we support remain at the centre of our decision making.

Thank you to our management and staff across the Group for ensuring our values are upheld and our promises kept, as we seek to make a positive difference within the disability sector.

Thank you also to the people and whānau we support for allowing us to be a trusted partner in supporting lives of choice, freedom and independence.

We're confident that Spectrum Foundation Group is well positioned for the future and will continue to deliver on its purpose of breaking the barriers those most in need face in achieving equitable outcomes in health, housing, education, employment and self-determination.

'Ko te mea nui, ko te tangata. Ahākoa ko wai te tangata, ahākoa nō hea.' –
'The important thing is people. No matter who the person is, no matter from where.'



Graeme Edwards

Chair
Spectrum Foundation



Sean Stowers

Chief Executive
Spectrum Foundation





Group Financial Statements



Income Statement for year ended 30 June 2023

	2022 \$000	2023 \$000
Services		
Revenue		
Contract Income	88,271	94,486
Other service income and recoveries	2,163	920
Interest Revenue	35	424
Other Revenue	23	59
Expenses		
Costs of services provided	(72,942)	(79,586)
Administrative expenses	(14,945)	(13,218)
Depreciation and amortisation expense	(1,214)	(1,509)
Write-down of assets	-	(17)
Net surplus from Services	1,390	1,557
Property		
Revenue	5,676	6,887
Expenses	(4,973)	(6,503)
Write down of assets	-	(3,691)
Loss on revaluation of land and buildings	-	(2,540)
Net surplus/(loss) from Property	703	(5,846)
Fundraising		
Donation revenue	801	283
Other revenue	1,470	1,838
Fundraising administration	(255)	(262)
Fundraising Grants Paid		(423)
Net surplus from Fundraising	2,016	1,435
Shared Service Income	8,288	8,392
Shared Service Costs	(7,076)	(8,007)
Depreciation recovered	2,288	-
Net Surplus	7,609	(2,468)

Balance Sheet as at 30 June 2023

	2022 \$000	2023 \$000
Assets		
Current assets	36,975	37,790
Non-current assets	87,473	84,345
Total Assets	124,448	122,135
Liabilities		
Current liabilities	16,392	16,548
Non-current liabilities	-	-
Total Liabilities	16,392	16,548
Net Assets	108,056	105,587
Equity	108,056	105,587

Statement of Cash Flows

for year ended 30 June 2023

	2022 \$000	2023 \$000
Net cash inflow from operating activities	10,590	4,093
Net cash inflow/(outflow) from investing activities	(2,703)	3,197
Net cash inflow/(outflow) from financing activities	-	-
Add opening cash brought forward	10,836	18,723
Ending cash carried forward	18,723	26,013



Spectrum Foundation

Statement of Service Performance

Spectrum Foundation has been established to address inequality of access and opportunity for disabled people and their whānau head on.

**SPECTRUM
FOUNDATION**
Ahākoa ko wai te tangata, ahākoa nō hea

Our Vision

An Aotearoa in which all disabled people have equal opportunity to live good lives.

Our Purpose

To break the barriers those most in need face in achieving equitable outcomes in health, housing, education, employment and self-determination.

Our Promise

To leave no one behind.

Our Whakatauki

‘Ko te mea nui, ko te tangata. Ahākoa ko wai te tangata, ahākoa nō hea.’ – ‘The important thing is people. No matter who the person is, no matter from where.’

What we stand for

- » To make a lasting difference
- » To create and sustain trustworthy relationships
- » To enhance mana
- » To lead thought

Our Personality

- » Strong
- » Brave
- » Informed
- » Invested
- » Collaborative
- » Respectful

Our five philanthropic priorities

1. Empowering access to health and wellbeing
2. Empowering access to housing
3. Empowering access to education
4. Empowering access to employment
5. Empowering mana and self-determination

Our activities

1. Removing barriers such as cost and accessibility for primary and oral health care.
2. Providing secure-tenure, adequate housing for disabled children and their whānau.
3. Both systemic and individually based approaches to promote and implement children's right to attend school and access the curriculum fully.
4. Focusing on the transition time between leaving school and entering the workforce.
5. Providing opportunities for people to take part in their community to intentionally build natural networks.



Key insights

How we've set about empowering access to health and wellbeing, housing, education, employment and self-determination over the past 12 months.

In the past financial year, Spectrum Foundation has defined how it will operate as a philanthropic funder in Aotearoa. With our knowledge of the communities we wish to serve we have identified the Foundation's philanthropic priorities and activities (profiled on p11-12), funding criteria, and key performance indicators.

The Foundation has completed its first funding round, with a distribution target of \$434,000 into the community to programmes that meet its philanthropic priorities. It has also launched its first open funding round, which requests members of the community to apply for funding.

Spectrum Foundation acknowledges that to deliver on its promise to break barriers disabled people often face in many areas of life, it must strive to operate as an accessible funder. This means it must ensure its funding processes are equitable and the activities it funds have an impact.

In addition, funding applicants must demonstrate their programme works with Enabling Good Lives Principles and characteristics by explaining how these were used in programme design. Funding applicants must also show how Te Tiriti o Waitangi principles have been included in programme planning.

As of 30 June 2023, Spectrum Foundation has distributed 100 per cent of its targeted funding for the year (\$434,000) across these four programmes, specifically addressing two of its priority areas.

Gig Buddies Auckland – buddy programme with Spectrum Care

Gig Buddies was established in 2013 in the United Kingdom by the charity Stay Up Late. The charity wanted to increase social opportunities for disabled people. With funding from the Foundation, Spectrum Care will establish Gig Buddies Auckland. Gig Buddies Auckland will help disabled people in the city get out and about without paid support and grow their natural networks.



The D*List – empowerment initiative

The D*List is the new home for disability culture in Aotearoa. Throughout 2021, Te Kāhui Tika Tangata Human Rights Commission and a creative agency undertook an in-depth co-design process that explored the attitudes that exist towards disability across Aotearoa. From that process emerged The D*List, an independent and disability-led social change movement.

The D*List will create content, events and experiences that honour the aspirations, dreams and realities of disabled people, tāngata whaikaha Māori, whānau, and allies. It will create opportunities for communities of disabled people to come together to create connections, and build community solidarity, ultimately leading to collective mobilisation for change.



Building a Good Life – workshops with Parent to Parent

We know that within education spaces of Aotearoa, disabled ākonga are more likely to be stood down, suspended or excluded. This can negatively impact the child and their wider whānau. The Building a Good Life workshops through Parent to Parent will aim to change this experience. The workshops will build whānau capacity and understanding of how to best support disabled children and ākonga in education spaces. The content of the workshop has been developed based on feedback from disabled ākonga and their whānau. The workshops will be delivered throughout the year in communities across the country. As of 30 June 2023 – the halfway point for the funding programme:

4

workshops delivered
12-month target = 10

79

parents attended workshops
12-month target = 200

84%

of parents Strongly Agreed/
Agreed that their understanding
of their child's rights in
education has improved

84%

of parents Strongly Agreed/
Agreed that their understanding
of the education system,
learning support services and
funding streams available to
them had improved

80%

of parents Strongly Agreed/
Agreed that their understanding
of the health system and
services available has improved

87%

of parents that Strongly Agreed/
Agreed feel more prepared to
advocate for my child

"Really enjoyed it, great facilitator and well organised. Facilitators knows the topic well and was very helpful during lunchtime and morning tea."

"Awesome overview of the landscape of the disability services. Helped feel less alone."

"Excellent information very well presented. Great to have a presenter with lived experience who is happy to share."

"Just love the amount of knowledge that flowed freely and generously – really lovely to hear someone talk about something they knew a lot about and could offer so much useful information. Their personal experiences and stories. It really adds heart to the information sharing."

"Thank you so much for making this workshop. The information shared was so powerful and inspiring. I wish everyone who had a child with a disability could attend this workshop. I feel like, if they did, we would have the collective power to make real long-lasting change."



Diagnostic service – funded assessments with Autism New Zealand

The Autism New Zealand run diagnostic service aims to provide a low-cost autism diagnostic service that is individual and family-centred, strengths-based and connects people to ongoing supports that meet their needs. Through its lower cost diagnosis service and wrap-around support, their aim is to empower more individuals through a better diagnosis and better support.

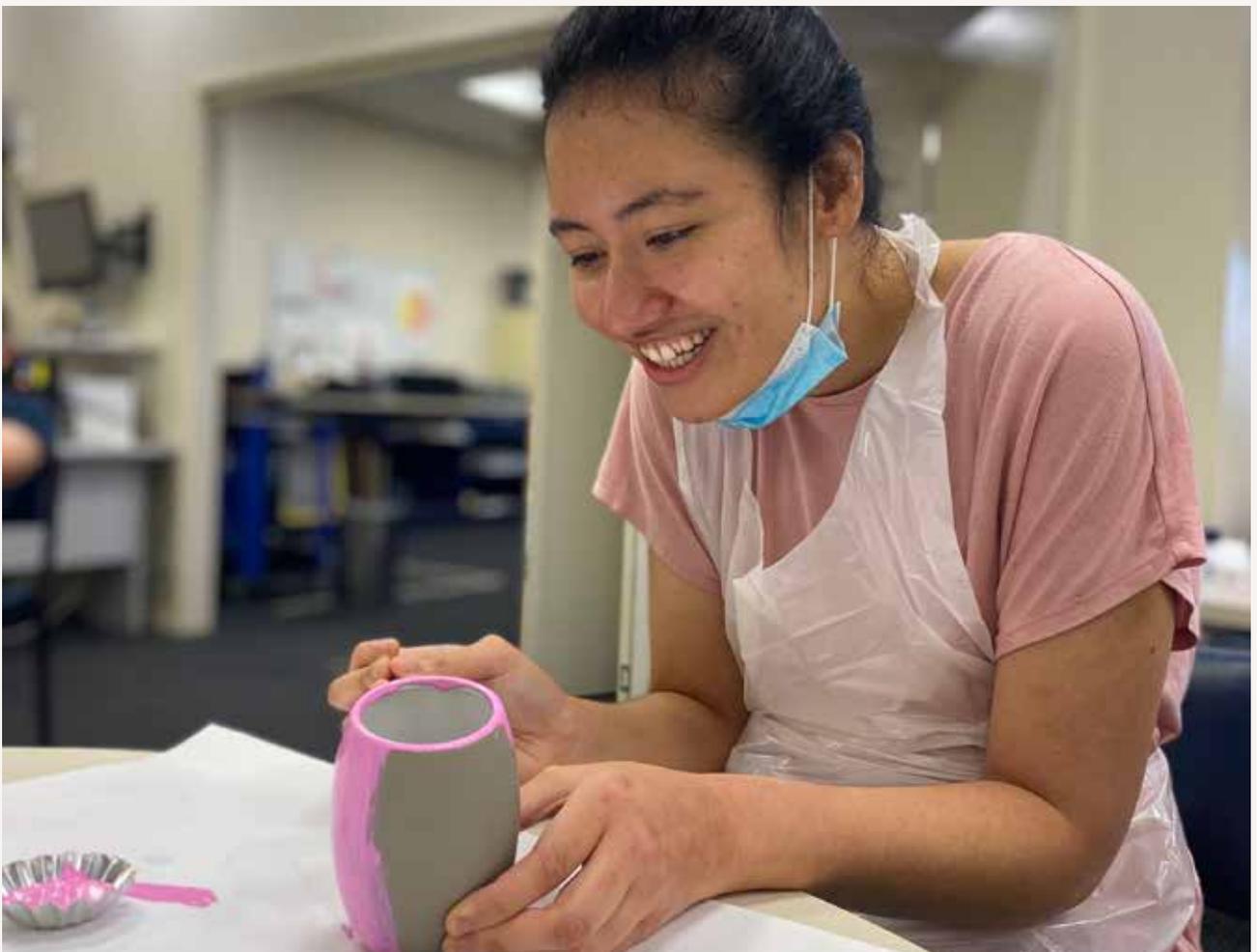
The diagnostic service aims to achieve this by offering low-cost diagnosis to those who do not usually have access to diagnosis – children under five years old and adults. Spectrum Foundation funding means the programme will increase its scope and capacity through engaging with communities to increase awareness of the service and removing the cost barrier. Funding from Spectrum Foundation will be directed to those facing financial inequities including Māori and other groups. In doing so

we aim to ensure equal opportunity for autistic people to access diagnosis and support to live their life to the fullest.

Between April 2023 and March 2024, the programme aims to deliver 65 assessments free of charge for those facing financial inequities and fund two community facilitators.



Programmes are being developed in the other three funding priority areas with experts in each field. It is anticipated Spectrum Foundation will run a proactive funding round to distribute funding to these programmes.



Highlights

Celebrating diversity and culture

At Spectrum Foundation, we recognise the importance of having a positive culture where people can bring their authentic selves to work.

We aim to create an inclusive environment where everyone feels valued and respected for who they are. Throughout the year, we've held a variety of different events to celebrate special occasions and embrace the unique backgrounds, traditions, and perspectives that our workforce has.



Sustainability matters!

We all have a part to play in looking after our environment. In recent months, we've begun reviewing our processes to identify ways in which we can become a more sustainable organisation.

This includes a carbon calculation, which will help us to measure our current carbon footprint and set targets for reducing our emissions, as well as the establishment of a Sustainability Group who will implement initiatives in our head office to educate employees and champion practices that reduce our environmental impact.





Trustees and Directors



To achieve lasting positive change for disabled people takes insight, expertise, determination and resilience.

Spectrum Foundation Board

- » Graeme Edwards BA, LLB (Hons) (Chair)
- » Jade Farrar (Trustee)
- » Mariette van Ryn BA, LLB (Trustee)
- » Terri Eggleton BBus, CA, PGDipBusAdmin, GradDipEcoDev, NZ Cert Te Reo (Trustee)
- » Tanya Black BComms (Trustee)
- » Garry Smith BMS, CA (Non-executive Chair) – *Resigned 25 October 2022*
- » Aroha Hudson ACA, MBA (Trustee) – *Resigned 25 October 2022*

Homes of Choice Board

- » Craig Haycock BAgSc, PGDip Bus (Fin) FFINSIA, CMInstD (Chair)
- » Brian Donnelly ONZM (Director)
- » Terri Eggleton BBS, CA, PGDipBusAdmin, GradDipEcoDev, NZ Cert Te Reo (Director)
- » Alan Thorp BCom, BTheol, MTheol, CA (Director)
- » Louise Ward BBS (Chair) – *Resigned 25 October 2022*

Spectrum Care Board

- » Ronelle Baker DipCom and SW, BA, PGDipHSc (Chair)
- » Jade Farrar (Director)
- » Alan Thorp BCom, BTheol, MTheol, CA (Director)
- » Nan Jensen BA (Eng Lit), MBA (Fin, IntBus), LLB (Hons) (Director)
- » Peter Fergusson PGDipMgtSt, DipDMktg (Director)
- » Geoff Hosking BCom, LLB (Interim Board Chair) – *Resigned 30 September 2022*
- » Aroha Hudson ACA, MBA (Director) – *Resigned 25 October 2022*



Spectrum Care

Statement of Service Performance

After all these years, our experience and commitment could now be considered well earned.



Our Vision

Every person with a disability deserves a life of choice, freedom and independence.

Our Purpose

To help maximise the potential of the people we support.

Our Promise

Wholehearted optimism, every day.

Our Daily Inspiration

Find a way together.

Our Personality

- » Positive
- » Gutsy
- » Creative
- » Ambitious
- » Instinctive

Behaviours we value

- » Bounce back
- » Do the right thing
- » Kindness is catching
- » Listen completely

Key insights

How we've delivered on our strategic intent over the past 12 months.

In late 2022, we launched our new customer satisfaction survey process.

71% of the people we support like Spectrum Care*

*Unfortunately, approximately half of those surveyed at this time had experienced COVID-19 related service disruptions, which impacted overall customer satisfaction. (Spectrum Care survey, November 2022)



What our customers say

"COVID restrictions meant as a parent I haven't been able to go the Day Service much, so can't give a fair assessment sorry. But I do appreciate the dedication of all the staff – a big thank you."

"Spectrum Care has really helped my son be more independent."

"I have found Spectrum Care to be a very customer-focused service provider with a great regard for the people in the service and their families."

"Always totally professional, kind and receptive to families' needs. Seem like a really nice and genuinely caring team."

"A caring and safe environment for our special needs kids."

"I am happy with the service, but not happy when we have days accumulated or missed and are not given the opportunity to use them before they expire."

"I understand the management of supply and demand is very challenging in providing disability services, especially in a COVID-19 environment and with low unemployment."

"Excellent service, so happy to have somewhere safe to leave my son while we have some much-needed time out. Thank you!"

"A great organisation! Never had any problems with support staff appointed from day one for my moko. Nothing but positive feedback from me and my moko. Had contributed so much into my moko's life. Thank you so much Spectrum."

(Spectrum Care survey, November 2022)

My Life Survey

The My Life Survey was designed to provide reliable 'quality of life' data about how well we deliver high-quality, person-centred, individualised outcomes for the people we support, based on Personal Goal Plans.

We employ disabled people to complete peer reviews of the face-to-face surveys.

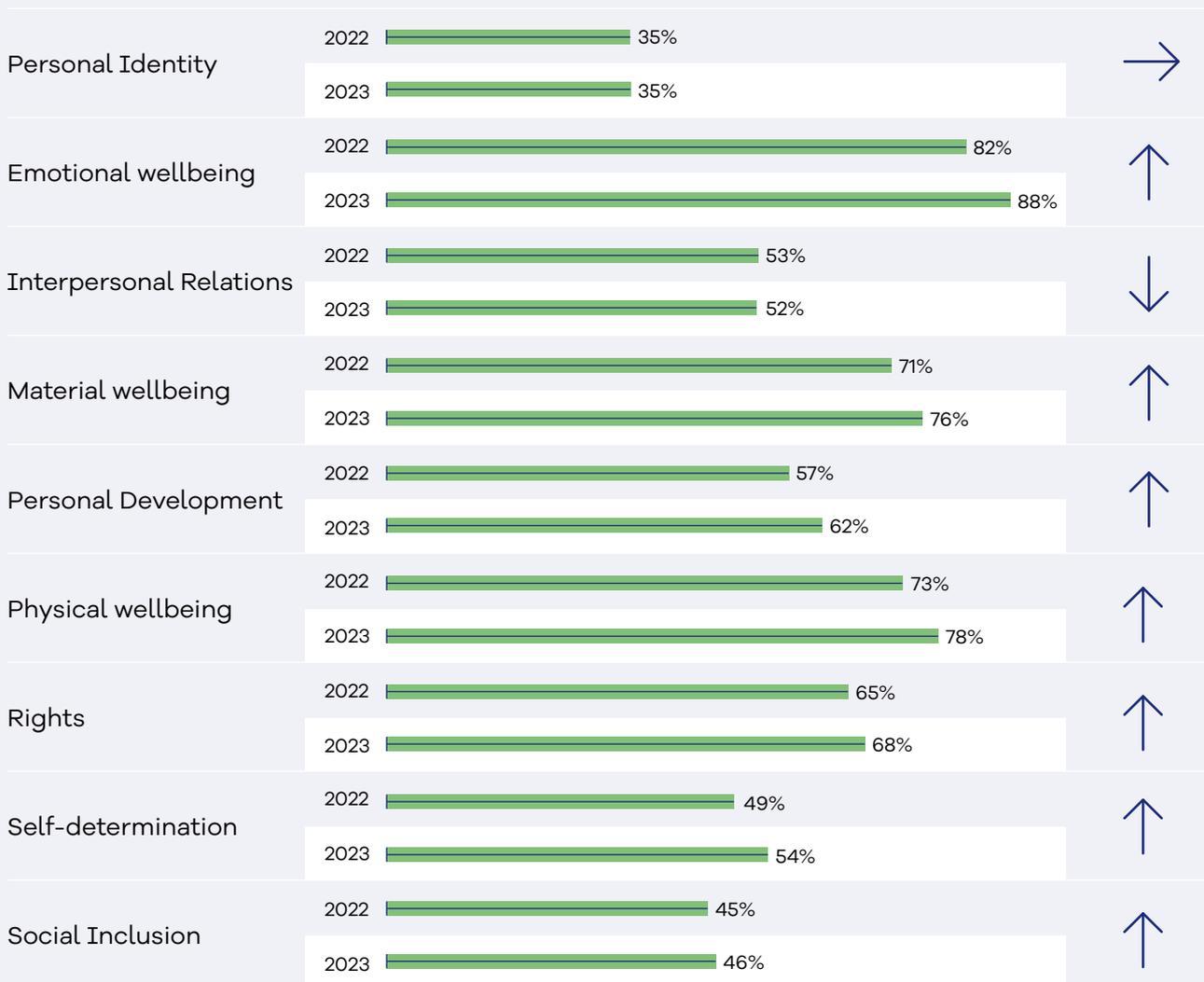
Key improvements over the past year have included improved organisational structure to

support centralised quality of life measurement; whole-of-organisation analysis and reporting processes; and more resources to support higher-quality personal planning and quality of life measurement.

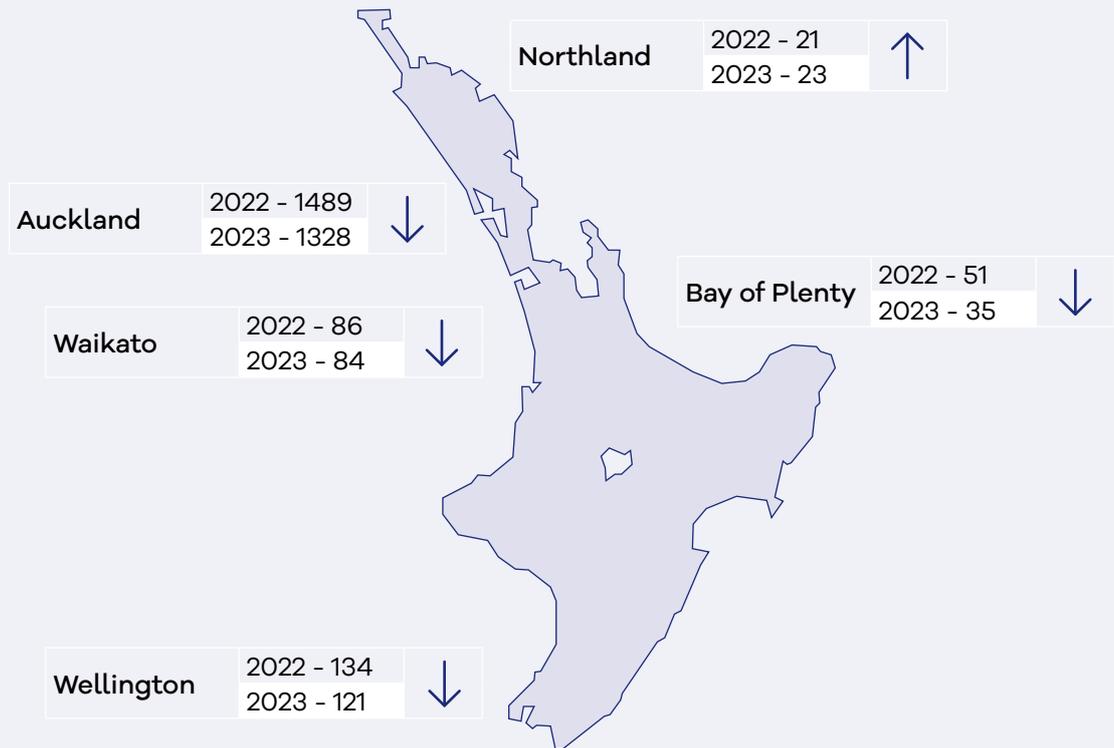
We surveyed 245 people we support between 1 June and 31 May 2021-22 and 2022-23, and the below graphs represent a snapshot of the positivity ratings for each wellbeing domain. Positive shifts can be seen in emotional wellbeing, self-determination, personal development, and physical and material wellbeing...

My Life Survey Questions

The green lines indicate positive responses provided by people we support in relation to their wellbeing, rights, etc.



Number of people/whānau supported by region*



Number of people/whānau supported by service*

Supported Accommodation (Residential)	2022 - 444 2023 - 445	
Supported Accommodation (CICL/SIL)	2022 - 36 2023 - 48	
Home Support	2022 - 452 2023 - 481	
Respite	2022 - 297 2023 - 359	
School Holiday Programmes	2022 - 189 2023 - 120	
Aspirations	2022 - 142 2023 - 165	
Cultural support	2022 - 102 2023 - 105	
Community Participation and Very High Needs (MSD)	2022 - 62 2023 - 64	
Transitions support	2022 - 50 2023 - 39	
Living My Life (ACC)	2022 - 6 2023 - 0	

*Note that many people/whānau access multiple support options across Spectrum Care.

Support hours*

Supported Accommodation (residential)	2022 - 1,436,300	
	2023 - 1,469,046	
Respite	2022 - 171,187	
	2023 - 186,263	
Home Support (incl Transitions)	2022 - 65,236	
	2023 - 82,321	
Aspirations	2022 - 50,231	
	2023 - 58,732	
Supported accommodation (CiCL and SIL)	2022 - 32,744	
	2023 - 52,943	
Specialist support (SLT, BSS and Clinical)	2022 - 15,804	
	2023 - 15,985	
School Holiday, Weekend and After-school Programmes	2022 - 10,496	
	2023 - 14,033	
Advocacy	2022 - 2501	
	2023 - 3308	
Cultural	2022 - 2122	
	2023 - 2056	

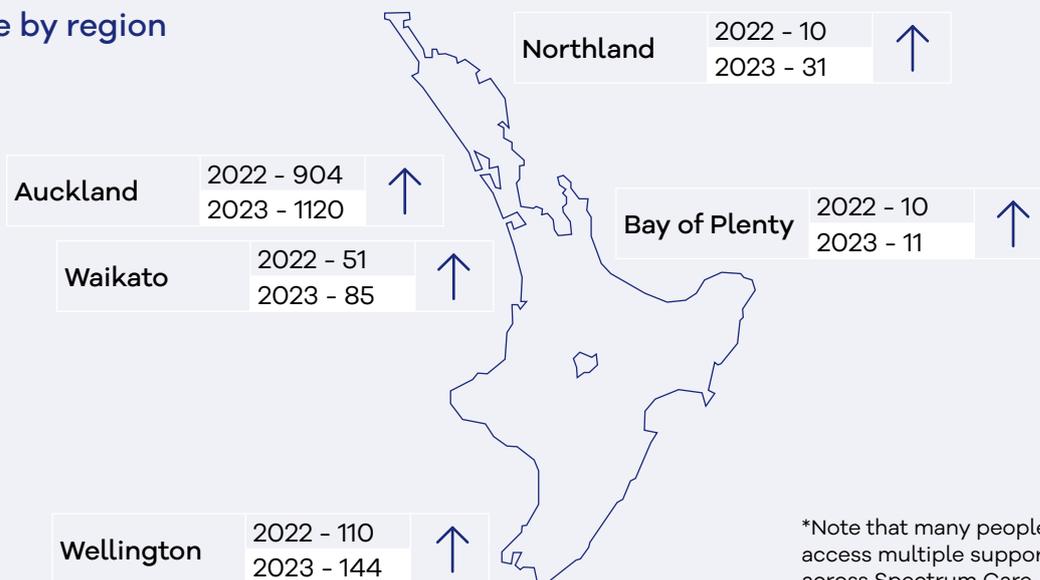
Spectrum Care workforce



89% of our workforce are employed in direct support roles



Workforce by region



*Note that many people/whānau access multiple support options across Spectrum Care.

What our staff say

64% of our staff participated in the survey

77% felt positive about our common purpose

66% felt positive about their wellbeing

77% felt positive about their learning and development opportunities

75% felt inspired and satisfied

80% felt proud to work for Spectrum Care

"Compared to other not-for-profit organisations, Spectrum Care's staff felt more positive about some survey items than others. For example, 78% of Spectrum respondents agreed that 'There are learning and development opportunities for me in this organisation', whereas it was 67% in other not-for-profit organisations.

"Our objective was to identify initiatives that could help lift staff satisfaction and engagement, and we'll keep looking at the results to prioritise what's likely to have most impact.

"We've already started expanding our range of online training courses, added a new workplace mentor for NZQA qualifications, developed a new health and safety strategy, introduced coaching and mental health first aid training for managers, and developed new initiatives to recognise and value the contribution of staff."

– Simon Dunn, General Manager – People and Culture, Spectrum Foundation Group



Highlights

10 years of 'The A Team'

2023 marked the 10-year anniversary of the Spectrum Care Advisory Team, a group of people with lived experience of disability who feed back to the organisation and provide recommendations for improvement.

The Advisory Team was the first of its kind in Aotearoa. In the decade since its establishment, they have completed many projects that have had a positive impact on the organisation and the wider sector, such as educating people about their rights, developing resources to help people share their opinions, and providing feedback for apps and advocacy groups.



Aspirations growth

After much stopping and starting during lockdown, our Aspirations services have experienced tremendous growth in attendance. We've managed to move one of our main sites to a more walkable location, upgrade our equipment, and expand the activities on offer to include woodworking, gardening, and a variety of skills-focused vocational opportunities, including barista café training and volunteering at Fair Food, The Beautification Trust and Kumeu Cat Sanctuary.

Many participants have enjoyed the opportunity to enhance their creative skills. In December, we held our first exhibition to showcase the films, photography, music, and merch produced in our Media Lab programme, and some of the people we support had great success in selling their wares at the Illuminate Market in March of this year.



Wish4Fish trip

A group of people we support had a fantastic day out on the water thanks to Wish4Fish, a non-profit organisation that provides an accessible charter kitted out with state-of-the-art equipment, including a wheelchair-accessible lift and adaptive fishing gear! It was an unforgettable experience for everyone involved, and a great example of our team going above and beyond to ensure that those in our services receive person-centred, mana-enhancing supports.



New respite centres opened in Auckland and Wellington

In 2022, we opened the doors to two fantastic new respite centres in Auckland and Wellington. After the closure of respite sites in these areas a few years ago, both communities were left without many local options. The homes were meticulously designed to offer a warm and welcoming environment and a much-needed 'home away from home' for people with disabilities and their whānau.



Luau Night

The Pacific Luau Night is always one of the highlights of the Spectrum Care calendar, and this year was no different! Everyone who attended enjoyed the delicious food, 'old school' tunes, and fantastic entertainment from Rarotongan and Tongan dance groups. A big thanks goes out to the Spectrum Care Pacific Cultural Group and our Cultural Support Team for organising such a successful event!





Homes of Choice

Statement of Service Performance

Every day, we walk alongside our customers and partners to create welcoming home environments, tailored to people's needs.



Our Vision

Every disabled person deserves a safe, affordable home that's tailored to their needs.

Our Purpose

To empower new possibilities by providing welcoming homes, tailored to people's needs.

Our Promise

New possibilities for great lives.

Our whakataukī

'Ngā Kāinga Atawhai' – 'Welcoming homes'

Our Daily Inspiration

Determined to drive positive change.

Our Personality

- » Determined
- » Proactive
- » Informed
- » Collaborative
- » Capable

What we stand for

- » To make a lasting difference
- » To create and sustain trusted relationships
- » To enhance mana

Key highlights

How we've delivered on our strategic objectives of 'Housing more people', 'Housing people better' and 'Growing through funding and partnerships' over the past 12 months.

27 unit site under development in Wellington (in partnership with Kirva Trust and the Ministry of Housing and Urban Development or MHUD), which Homes of Choice and Emerge Aotearoa will tenancy manage

14 unit development (spread over four sites) undertaken via MHUD's Affordable Housing Funding

12 planned property upgrades completed

5 new properties leased in Northland, Auckland and Wellington

2 new developments undertaken with the Ministry of Housing and Development via Capacity Funding Agreements. These consist of five x one-bedroom and three x two-bedroom units. Five of these units are fully accessible and three are 'robust designed'

2 new homes purchased in Wellington and West Auckland

2 major weather events rapidly and effectively responded to, including a landslide and two properties flooded

What our customers say

In 2022-23, Spectrum Care's Advisory Team (composed of people with lived experience of disability who feed back to the organisation and provide recommendations for improvement) conducted our new annual residents' survey for the first time. These insights were significant in understanding the preferences and concerns of the people we support regarding their homes and neighbourhoods.

94% like their local area

94% are happy with the size of their room

89% say their room is warm and cosy

89% say their home is close to the public transport

89% say their home is close to shops and services

Portfolio composition

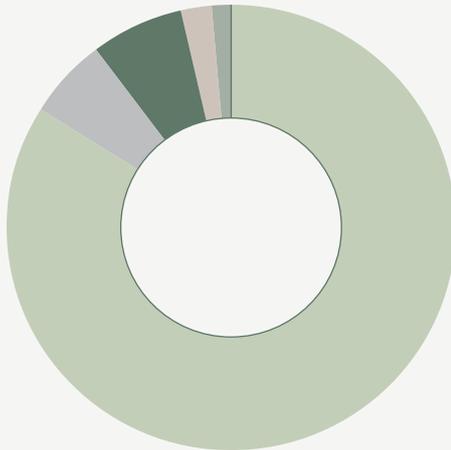
Property type	2022	2023	
Owned properties	109	111	↑
Rental properties*	43	46	↑
Total	152	157	↑

*5 new and 2 returned properties

Property portfolio totals

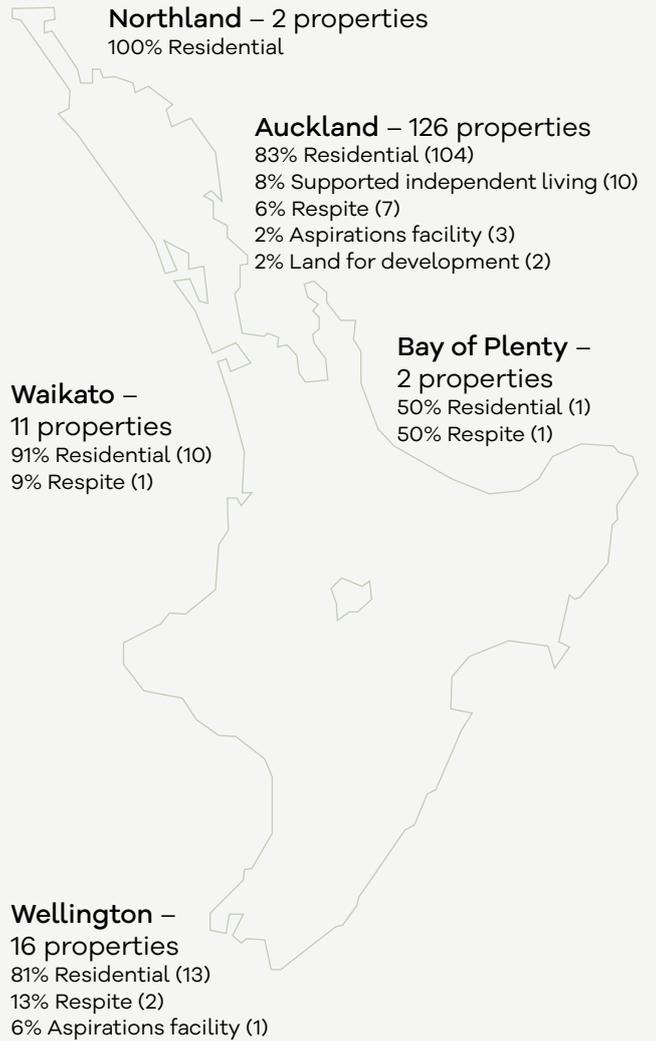


New additions in the past year – 7
(Owned: 2, Rented: 5)



■ Residential – 141
■ Supported independent living – 10
■ Respite – 11
■ Aspirations facility – 4
■ Land for development – 2

Property use by region



Property portfolio by region

Auckland – 126 (Owned: 102, Rented: 24)



Bay of Plenty – 2 (Owned: 0, Rented: 2)



Northland – 2 (Owned: 1, Rented: 1)



Waikato – 11 (Owned: 5, Rented: 6)



Wellington – 16 (Owned: 3, Rented: 13)





NASA
Aeronautics and Space Administration

**Ko te mea nui, ko
te tangata. Ahākoa
ko wai te tangata,
ahākoa nō hea.**

**The important
thing is people.
No matter who
the person is, no
matter from where.**

SPECTRUM
FOUNDATION

Ahākoa ko wai te tangata, ahākoa nō hea

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