# Developmental Evaluation Report Summary

Disability Support Services (DSS) in the Ministry of Social Development (MSD) contracted disability support providers are independently evaluated to ensure they are meeting their contractual requirements to deliver quality supports and improve outcomes for disabled people.

This document summarises a report for a developmental evaluation of a DSS contracted provider. It provides information about the quality and effectiveness of the service, and its progress towards making its services more accessible and inclusive, and giving disabled people more choice and control.

Summary reports are published on the DSS website. Identifiable and personal information is removed to protect individuals’ privacy. If you require the full report, please email [OIA\_Request@msd.govt.nz](mailto:OIA_Request@msd.govt.nz) and request it under the Official Information Act (OIA).

## General information

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| --- | --- |
| **Evaluation Information** | **Description** |
| Name of the service provider | New Zealand Community Living (NZCL) |
| Date evaluation completed | 13 February 2025 |
| Type of evaluation | Routine |
| Service type | Community Residential |
| Region or city | Masterton |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | NZCL operates under the umbrella company HealthCare NZ. NZCL was launched as an organisation in August 2022 following the merger of NZCare with Geneva Community Living. NZCL provides disability support across four regions – Northern, Central, Mid-Central and Southern. Their mission is to provide people with a life that promotes choice, rights, culture, dignity, and learning. |
| Number of services/houses visited as part of this evaluation | One home |
| The evaluation was done by | SAMS – Standards and Monitoring Services |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of people interviewed** | | **8** | | |
| Disabled people | Families/Whānau | | Staff | Management |
| **3** | **0** | | **3** | **2** |

1. **Outcomes for disabled people**

This evaluation is based on the findings and information provided by disabled people, tāngata whaikaha Māori, their families/whānau, staff and management, review of documentation and through observations made by the Evaluation team. The outcomes evaluated below are based on the outcomes identified in the Outcome-Focused Evaluation Tool.

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| --- | --- |
| **Outcomes for disabled people** | **Rating\*** |
| My identity / Tuakiri | Good practice evident |
| My authority / Te Rangatiratanga | Development desirable |
| My connections / Te Ao Hurihuri | Development desirable |
| My wellbeing / Hauora | Good practice evident |
| My contribution / Tāpaetanga | Good practice evident |
| My support / Taupua | Good practice evident |
| My resources / Nga Tūhonohono | Development desirable |
| Organisational health | Good practice evident |
| Value for money | Good practice evident |
| Equity (including service responsiveness to te ao Māori) | Good practice evident |
| Enabling Good Lives | Good practice evident |
| **Overall rating** | Good practice evident |

\* Rating guidance:

|  |  |
| --- | --- |
| Good practice evident | Many examples of good practice evident |
| Development desirable | Some examples of good practice evident / further development desirable |
| Action required | Immediate and significant action required for at least one component |

1. **Is this service certified under** [**Ngā Paerewa**](https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/services-standard/resources-nga-paerewa-health-and-disability-services-standard) **(Health and Disability Services Standard NZS 8134:2021)?**

No.

1. **Recommendations and requirements**
   1. **Recommendations for areas of development**

* Some areas of the home, such as the bedrooms, are highly personalised but the signage, alarms and lights detract from the homely atmosphere. We encourage the service to think of ways these aspects could be minimised.
* We recommend that the service ensures Home Agreements / Financial Agreements are available to People, and that they are signed and updated with WINZ portions reviewed annually.
* NZCL currently has a thorough person-centred goal-setting process. However, this information is currently not translated into the goals sections on the Client Management System (CMS), Iplanit. We recommend the service aims to capture this information.
* We saw evidence of ongoing training modules provided via MySkill. We did, however, note the induction process could be better developed. There seems to be a gap between the induction checklist and what can take place on shift. We heard new staff rely heavily on other support staff to train them. We encourage the service to ensure staffing levels are high during shadow shifts and that staff have the capacity to work and train when on these shifts. We further suggest that the effectiveness of this training is monitored, and that new staff have the opportunity to talk to a variety of people regarding the induction process and their confidence levels before being on shift without a ‘buddy’.
  1. **Requirements (contractually required)**

There were no requirements.

1. **Evaluator reflection on the provider’s strengths**

* The Evaluation Team highlights the presence of strong relationships between support staff and the People. People’s needs are effectively met through a strong understanding of need.
* There is a robust medication process in place in the home with thorough oversight.
* There is a high level of choice and control in the home. We heard People are encouraged to be part of their home environment, including being involved in cooking and household chores, fostering independence.
* NZCL has developed Policies and Procedures that ensure risk is minimised. An example is the ‘Safe Holiday Plan’, which is led by the People, and in turn fosters self-determination and greater person-centred outcomes.
* There is an ‘Active Support Channel’ via Microsoft Teams. This is an effective way for People to communicate and express themselves, helping to provide a means for socialisation and engagement. We heard support staff also using this medium to share ideas.
* NZCL has developed some Easy Read documents. The work being done by the Positive Behaviour Support (PBS) Team is ensuring appropriate Communication Plans are in place (e.g. visual food diaries and Activity Plans).
* Strong practices are in place for incident reports, complaints and surveys. These processes ensure the ‘loop is closed’ on any reports. The wider organisation also has oversight of these processes, and we saw evidence of positive outcomes through these.
* We encourage the work being done around self-advocacy and encourage NZCL to continue to support the ‘Towards Independence Team’, ensuring People have easy access to the resources being developed by this group.