# 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 | Pact Invercargill |
| Date evaluation completed | 7-8 April 2025 |
| Type of evaluation | Routine |
| Service type | Community Residential |
| Region or city | Invercargill |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | Pact Southland provides Youth Services, Adult Mental Health Services, Supported Independent Living, a Downtown Social Networking Centre and 14 Community Residential services.  Continuing development is a collaborative process for Pact. People, families and managers work together and have a strong focus on putting the Enabling Good Lives (EGL) principles into action. |
| 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** | | **15** | | |
| Disabled people | Families/Whānau | | Staff | Management |
| **5** | **5** | | **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.

|  |  |
| --- | --- |
| **Outcomes for disabled people** | **Rating\*** |
| My identity / Tuakiri | Good practice evident |
| My authority / Te Rangatiratanga | Good practice evident |
| 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 | Good practice evident |
| 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. **Areas of development, recommendations and requirements**
   1. **Areas of development**

* Ensure the environmental restraint review process includes reflection on a Person’s developing skills and understanding and considers other risk management approaches.
* The online record system ‘IO’ links incident records to the individual and the system doesn’t support data interrogation in ways that identify themes for the individual or the service. We encourage Pact to find ways to gain this insight and use data to inform service delivery.
* Medi-Map is used to support medication delivery and record-keeping. We encourage the service to extract and use data to monitor trends locally to inform service delivery (e.g. missed/late medication, use of PRN).
  1. **Recommendations**
* Mentor staff to implement goal planning training.
* Find ways to support People to share casual updates about their activities and life.
* Work with People and whānau to build a vision of long-term life plans to inform day-to-day planning and service delivery.
  1. **Requirements (contractually required)**

There are no requirements.

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

* Managers focus on EGL principles in action.
* Collaborative relationships with families.
* People are well known, and their communication is understood.
* People’s safety and wellbeing is well supported.
* People lead individual lives and have good relationships with their flatmates.
* People continue to develop and increase skills.
* The house is homely while accommodating some challenging needs.