# 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

|  |  |
| --- | --- |
| **Evaluation Information** | **Description** |
| Name of the service provider | NorthAble Matapuna Hauora |
| Date evaluation completed | 18 July 2025 |
| Type of evaluation | Routine |
| Service type | NASC |
| Region or city | Whangarei |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | NorthAble Matapuna Hauora is the Needs Assessment and Service Coordination Agency in Te Tai Tokerau (Northland). Their stated purpose is to work alongside disabled people to support them to live their best lives. They do this by providing a proactive and person centred approaches. |
| Number of services/houses visited as part of this evaluation | One |
| The evaluation was done by | Whakanui: Elevate Learn Transform Ltd |

Number of people interviewed

|  |  |  |  |
| --- | --- | --- | --- |
|  | People and/or whānau | Staff | Management |
| No | 11 | 9 | 4 |

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 |  |
| My authority / Te Rangatiratanga |  |
| My connections / Te Ao Hurihuri |  |
| My wellbeing / Hauora |  |
| My contribution / Tāpaetanga |  |
| My support / Taupua |  |
| My resources / Nga Tūhonohono |  |
| Organisational health |  |
| Value for money |  |
| Equity (including service responsiveness to te ao Māori) |  |
| Enabling Good Lives |  |
| **Overall rating** |  |

\* Rating guidance:

|  |  |
| --- | --- |
| Best/Good practice evident | Best practice or many examples of Good practice evident |
| Development desirable / recommended | some examples of Good practice evident; development is desirable or recommended |
| Action required | Immediate or significant action is 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)?**

Select one option: ~~Yes~~ / No

**Recommendations and requirements**

There were no recommendations or requirements

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

The Evaluation Team were only able to talk with a proportionately small number of 2800 people who use the service but all have been very satisfied with the service provided. We also spoke with three service providers in the Whangarei area and they noted that they were also very satisfied with the level of communication and support currently provided by the NASC.

The team at NorthAble are well supported by their line manager and have a close working relationship with one another. The service is very supportive of individual development and will support people to complete professional qualifications. Their website states they are founded on Enabling Good Lives (EGL) principles and this is evident in how they approach their work.

The service has made necessary changes since the new Government administration and has engaged with NASCA (umbrella group) to provide training using the new SPA tool. They continue to base their reviews and front-facing documentation on their Outcome Plan which are far more user friendly and positive than the old needs assessments documents. Disabled people and their whānau (where appropriate) can review the Outcome Plan and provide feedback prior to it being finalised.

NorthAble represents a roll that includes 46% Māori and a population that is scattered throughout Te Tai Tokerau. They have made concerted efforts to partner with regional organisations, including Māori Health organisations, and to formulate links with local Iwi and Hapu. This is facilitated somewhat by their Kaiarahi Kaupapa Māori who also provides training in Te Tiriti o Waitangi, Tikanga and Te Ao Māori for the team and is a presence for those seeking advice or support.