# 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 | Community Care Trust Aotearoa |
| Date evaluation completed | 9th May 2025 |
| Type of evaluation | Routine |
| Service type | Community Residential |
| Region or city | Dunedin |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | The Community Care Trust provides support to individuals in homes rented through an external landlord. The service specialises in supporting people with high behaviour support needs and maintains its own specialists as well as utilising organisations such as Explore. |
| 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** | |  | | |
| Disabled people | Families/Whānau | | Staff | Management |
| 1 | 1\* | | 1 | 3\*\* |

## \* By Telephone

## \*\* Including the Service Manager, Team Leader and Behaviour Support Specialist

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**

If yes, summary of progress to meet the most recent certification audit findings:

**n/a**

**Recommendations and requirements**

* 1. **Recommendations for areas of development**
* The service reviews the personal plan and integrates the Explore suggestions. Planning and review of goals ideally involves all stakeholders. See Section 2.2 for further details. (Section 2.2, 2.1).
* The service review diverse documentation to develop a single home agreement that is easily accessible and signed annually by Welfare Guardians or the people who use residential (supported living) services. (Section 2.3).
* The service considers restrictive practice protocols as environmental restraint as they review Restraint policies and procedures. (Section 4.1).
* The service encourages the use of the staff communication book as a source of permanent record of appointments, communications between staff, actual consumed meals and timed reviews. (Section 4.2).
  1. **Requirements (contractually required)**

The requirements listed in the table below are actions that need to be done by the provider to ensure their services meet their obligations under their contract with DSS:

**There were no requirements**

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

In this setting the service provides one to one support for a middle aged man with very high behaviour support needs who lives alone. His staff team include people who have worked with him for some time and understand both his needs and his unique systems of communication. Through these staff the person is able to express his preferences and there has been a recent concerted effort to improve the range of experiences the man has in his life on a day to day basis. This effort has including engaging an outside provider, Explore, to provide a fresh perspective both toward his behaviour support needs and his lifestyle.

The provider has effective systems in place to maintain sufficient and experienced staff who have ongoing access to essential and desired training. There are positive interactions between the service and family and between managers and the staff team.

This service has a history of providing positive and professional support to a range of individuals. The service has its own team of behaviour support specialists.