# 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 and request it under the Official Information Act (OIA).

## General information

|  |  |
| --- | --- |
| **Evaluation Information** | **Description** |
| Name of the service provider | Community Connections Supported Living Charitable Trust  |
| Date evaluation completed | 6 June 2025 |
| Type of evaluation  | Routine  |
| Service type | Community Residential |
| Region or city  | New Plymouth  |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | Community Connections is a charitable Trust providing support to individuals in homes with a wide range of support needs. The service specialises in supporting people with complex behaviour and retains its own behaviour specialists. Self-determination and person-centredness is valued by this service. Relationships are fostered. |
| Number of services/houses visited as part of this evaluation  | Two (this report is for one of those two houses) |
| The evaluation was done by | Whakanui: Elevate Learn Transform Ltd  |

|  |  |
| --- | --- |
| **Number of people interviewed** |  |
| Disabled people  | Families/Whānau | Staff  | Management  |
| \* | 2 | 2 | 5\*\* |

## \* Visited the person in his home.

## \*\*Including the Service Delivery Manager, General Manager of Operations, Quality & Practice Manager, Quality Coordinator, and Behaviour Support Specialist—Team Lead.

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~~

The Service is going through a major restructure and voluntarily requested a DAA audit to receive guidance on moving forward.

**Recommendations and requirements**

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

Personal goals could be written in more detail with a clearer step-by-step format allocating timeframes, persons responsible and reflections on how to move each step forward. (Sections 2.2, 11.4).

* 1. **Requirements (contractually required)**

There were no requirements.

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

Community Connections Supported Living is a Charitable Trust is a North Island organisation that supports disabled people, to live in their home and within their communities. The regions cover the lower North Island up to Rotorua, Taranaki and Hawkes Bay. These homes mostly house one individual although there are some with married couples or siblings. The Enabling Good Lives (EGL) principles of self-determination and person-centredness are central values of this service. Relationship building is also a priority to the service. There is impressive evidence of people living ordinary lives through their support system.

The person living in this home has a very dedicated and youthful support team who have been carefully matched by the organisation’s Matching policy to enable this individual great access to the many outdoor activities and interests they enjoy. The organisation has their own in-house behaviour specialists who are integral in their support for the person and the staff team to realise a safe home environment and community access. This person is supported to cook and maintains their lawn. The home is a private rental, both warm and comfortable, and friendships are encouraged and fostered.

The service engages regularly with family members who are fully involved and their input is encouraged. There is an open-door policy for communication. The family greatly appreciate having access to Community Connections.

The support team have an immediate and closed communication system to keep on top of any issues arising for this person and the health and safety planning and personal documentation is comprehensive, ensuring any risks are mitigated.

The person in this home is a member of more than one local social club, they are achieving many personal goals due to the wraparound support they receive, and the service is navigating community resources to support this person into their desired vocational goal.