# 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 Connections Supported Living Charitable Trust |
| Date evaluation completed | 18 June 2025 |
| Type of evaluation | Routine |
| Service type | Community Residential |
| Region or city | Rotorua |
| 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 support needs. It has a matching policy to assist people to be supported by preferred staff. Ordinary life outcomes and personal choices are clearly evident in this service. |
| 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 |
| 1 | 1 | | 5 | 4\* |

## \* Including the Service Delivery Manager, General Manager of Operations, Quality Coordinator, 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: **No**

**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).
* The service provides a ledger to track cash money coming in for personal spending and reconciling cash out with receipts. (Section 2.3).
  1. **Requirements (contractually required)**

There were no requirements.

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

Community Connections Supported Living is a Charitable Trust that supports disabled people with varied support needs to live in their home and within their communities. They cover mid to lower North Island from Midland across both coasts down to Wellington. There are no group homes in this service. The Enabling Good Lives (EGL) principle of Ordinary Life Outcomes is clearly evident, and in general all EGL principles are well infused within this service.

The person living in this home has made great progress since being supported by this service. Community activities are varied and regular within the region and being a ‘home body” means many interests are also enjoyed at home. The home reflects this young person’s age and character.

Family members have been amazed at the speed of progress for their relative. Where they considered new developments may take years, these changes have transpired within months. Visits are regular and communication is welcomed by the service.

The staff team are dedicated to enhancing this person’s potential by each enthusiastically offering support in their particular area of expertise (for example, cooking, communication, etc.). There is an impressive Matching Policy the service uses for those they support, elevating compatibility between the person and their support network.

Emergency preparedness is excellent, communication between staff is immediate, and relevant documentation for this person is thorough with any health needs well supported.

This person is learning Te Reo and enjoys an extensive movie collection or playing music when they are not out and about swimming or ten pin bowling. Choices are prioritised by this service and this person expresses theirs through limited communication and this is fully respected by staff. Through detailed safety and risk management strategies the person is able to take advantage of living their best life.