# 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 | 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 very high behaviour support needs and has its own behaviour specialists. Self-determination and person-centredness is valued by 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 | 2 | | 2 | 5\* |

## \* Including the Service Delivery Manager, General Manager of Operations, Quality & Practice Manager, 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: **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 that supports disabled people of varied support needs to live in their home and within their communities. They cover the North Island from Wellington to Rotorua and Taranaki to Hawkes Bay. There are no group homes in this service and where there are two people in a home rather than one, it is based on the wishes of both individuals. This organisation often supports people who have been declined by other services. The Enabling Good Lives (EGL) principles of self-determination and person-centredness are central values of this service.

The person living in this home has a very dedicated support team and wraparound service that is tailored entirely to their needs. The home environment is modern and spacious and there is provision for a flatmate if this is a future preference. Friendships are encouraged and fostered.

Family members have expressed their relative has a nice home environment and healthy diet. They take the opportunities to offer their ideas to the service which has an open-door policy.

The staff team are dedicated to enhancing this person’s life experiences by investigating interests and new opportunities. The service has new in-house training leadership for core training and up-skilling. There is an in-house behaviour support specialist who knows the person well and is integral in the support of the person and staff team.

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’s wishes and choices are expressed through non-verbal communication to staff and subsequently daily activities are self-determined. Through detailed safety and risk management strategies the person enjoys their local community and investigating new experiences and potential.