# 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 | 11 July 2025 |
| Type of evaluation | Routine |
| Service type | Community Residential |
| Region or city | Palmerston North |
| 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 within the community. The service specialises in providing for people with complex behaviour support needs. The service has a strong focus on personal choice and self-determination and there is a careful process to tailor supports to the person through a unique matching policy. |
| 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 | | 3 | 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: ~~Yes~~ / **No**

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

**Recommendations and requirements**

* 1. **Recommendations for areas of development**
* The service includes in its new policies and procedures relating to restraint a set of definitions of the various types of restraint, professional oversight for establishing restraint protocols and the provision of a Restraint Minimisation Committee.
* More focused consideration on how to approach personal planning is suggested to explore person directed and aspirational goals and progress reporting. Separating personal planning goals from the Support Plan and making them more accessible to the person may be helpful.
* The service reviews how home agreements under the residential contract specifications are expected to look during the process of reviewing their documentation.
  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**

Community Connections Supported Living is a Charitable Trust that has been supporting disabled people of varied support needs for 18 years to live in their home and within their communities. They cover mid to lower North Island from Midland across both coasts down to Wellington. This Trust often supports people who have been declined by similar organisations and there is a waiting list for their specialised service.The Enabling Good Lives (EGL) principle of Person-Centredness is clearly evident through the tailored supports offered and the high respect for personal choice. Another EGL principle, ‘Ordinary Life Outcomes’, is a daily focus and milestones for both the people supported in the service and staff are celebrated.

The person in this home lives with his partner who is also supported by the same service. He has a modified residential contract that allows him some periods during the day that are unsupervised and no nighttime support. He does, however, understand how to contact support if he needs it at night.

The person reports that he is very satisfied with his support service. He is able to make his own choices and likes to be as independent as possible. His personal goals reflect his lifestyle choices.

There is a car stationed at the home that allows him ready access to the community. This person has places he like to go each week and the service further supports him to attend to shopping and appointments. The arrangements are flexible and responsive as his needs change.

The core of the success this service has experienced with the people in this home is the quality of the relationship they have developed with each person. The open-door policy with managers and the negotiation they can have regarding their support workers means that they can get the best out of the service.

The Service Delivery Lead has also fostered positive team development through monthly team meetings and providing opportunity for regular one-on-one coaching with members of the staff team. Outside supervision is also provided when desired. Furthermore, developing systems such as support notes that prompt discussion, allowing for team chats and providing opportunities for discussion between team members helps to build a cohesive and responsive team.