# 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 | Te Whānau Tokotokorangi Trust |
| Date evaluation completed | 17-19 February 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 | Te Whānau Tokotokorangi Trust is a kaupapa Māori organisation who have been providing services to Rotorua and surrounding communities since 1992.  While the Trust operates under the korowai of Te Arawa, they are a pan-tribal organisation, and they proudly offer support and services to all ethnicities who wish to engage and embrace the Trust's cultural values.  The Trust offers residential care and day service programmes. Additionally, the Trust offers a disability information/advocacy service to support and navigate consumers through the disability system. |
| Number of services/houses visited as part of this evaluation | One home |
| The evaluation was done by | SAMS – Standards and Monitoring Services |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of people interviewed** | | **8** | | |
| Disabled people | Families/Whānau | | Staff | Management |
| **3** | **1** | | **2** | **2** |

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 | Good practice evident |
| My authority / Te Rangatiratanga | Action required |
| My connections / Te Ao Hurihuri | Good practice evident |
| My wellbeing / Hauora | Action required |
| My contribution / Tāpaetanga | Good practice evident |
| My support / Taupua | Good practice evident |
| My resources / Nga Tūhonohono | Good practice evident |
| Organisational health | Good practice evident |
| Value for money | Good practice evident |
| Equity (including service responsiveness to te ao Māori) | Good practice evident |
| Enabling Good Lives | Good practice evident |
| **Overall rating** | Development desirable |

\* Rating guidance:

|  |  |
| --- | --- |
| Good practice evident | Many examples of good practice evident |
| Development desirable | Some examples of good practice evident / further development desirable |
| Action required | Immediate and significant action 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)?**

No.

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

* Te Whānau Tokotokorangi provides a highly person-centric service model, however we recommend that management work with staff to ensure that support is focused on “doing with” instead of “doing for”.
* The Trust’s ‘Taiki Mahere’ form is an excellent document, and the Evaluation Team recommends that staff ensure that the ‘Behaviour planning’ section of the form have the triggers/ warning signs and management steps completed for all individuals.
* The Trust has significant personal records for all individuals being supported, and we recommend that The Trust adopt a multi-file model for these records that stores historic info in one file and has current, relevant information in another (small) file.
* The staff feel that training received has been good, and the Evaluation Team recommends that staff be provided training on aspirational goal setting to ensure people’s goals are more specific, achievable and clear steps toward achievement recorded.
  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:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Outcome area** | **Risk rating** (low, medium, high) | **Requirement** | **Evidence needed for verification of compliance with contract** | **Due date** |
| 2.2 | Moderate | Te Whānau Tokotokorangi will arrange for aspirational goal setting training from an independent provider.  The training will assist staff to develop:   1. An understanding of what an aspirational goal is; 2. How to have conversations with Whāmere/People to develop aspirational goals; and 3. How to record, monitor and support goal progress and achievement. | The Trust will send the Evaluation Team evidence of training completion (this may be an email from the trainer, copies of training material or other evidence that demonstrates staff have received the training).  The Trust will send the evaluation team copies of individual plans with new aspirational goals. | 3 September 2025 |
| 4.1 | Low | Te Whānau Tokotokorangi will have a suitably qualified health practitioner review all environmental restraints currently in use to ensure these are being used in a manner that is consistent with the restraint minimisation policy. | A report from the health practitioner that shows they have visited the property(s), reviewed the restraints and have determined them to be appropriate and being used correctly.  A documented process/policy that explains how all individuals in the house are notified of the restraint and why it is in place.  An organisational register that records all restraints being used across the service. | 3 September 2025 |

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

* The individual’s spaces within the home are personalised and the house presents a comfortable homely feel.
* There is a well-established team of support staff in the home, with staff feeling well supported and trained.
* There is a good medication process, and staff demonstrate excellent administration and security practices.
* The team uses Webcare and a paper diary to record daily notes.
* The team has a clear process for managing behavioural challenges, and this is reinforced by ‘on-call’ support.