# 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 | Good practice evident |
| My contribution / Tāpaetanga | Good practice evident |
| My support / Taupua | Good practice evident |
| My resources / Nga Tūhonohono | Good practice evident |
| Organisational health | Action required |
| 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**

* While goal-setting is happening, the process could be strengthened by involving people more directly in setting and reviewing their own goals (Tier Two 6.1.2(e)). This would align with the Enabling Good Lives principle of Self-Determination, supporting people to have greater choice and control over what they want to achieve.
* Some people expressed a desire to be more involved in the day-to-day running of their homes, which is an opportunity to promote active participation and autonomy.
  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 ensure that an updated home agreement is completed for each individual, and that the person and/or their whānau will have a copy of this home agreement provided to them. | A copy of the home agreement for all DSS funded individuals we met will be sent to SAMS.  The home agreement will include all required information – including the individuals financial contribution amount. | 30 August 2025 |
| 8.1 | Moderate | Te Whānau Tokotokorangi will update their website to include information about the organisation’s complaints process – including next steps should complaints not be resolved by the organisation. | Te Whānau Tokotokorangi’s website will have information about the complaints process | 30 October 2025 |

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

* A well-supported, engaged team of support workers who are dedicated to the people they are supporting.
* A warm, welcoming home setting in which people are encouraged to express their personalities in their private spaces.
* Robust medication processes are in place and staff are supported well with training and PRN use by management and the on-call supervisor.