# 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** | | **9** | | |
| Disabled people | Families/Whānau | | Staff | Management |
| **3** | **2** | | **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 | 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**

* The Kāinga Ora home is dated and in need of renovations/refurbishments to make it more modern and fresher, and we endorse Te Whānau Tokotokorangi’s request for these redecorations/repairs.
* There is an opportunity to engage more often with whānau, and we endorse Te Whānau Tokotokorangi’s planned whānau hui as a starting point for this improved contact and relationship.
* While kai planning involves talking with the people in the home, we recommend that Te Whānau Tokotokorangi review the process to ensure that everyone on the property has regular input into the meal plans.
* Staff reported feeling supported by management, however there was no indication of formal supervision or an Employee Assistance Programme (EAP), and we recommend Te Whānau Tokotokorangi put in place a clear, documented process through which staff can access an EAP or independent supervision.
* Staff have well-established communication styles with the individuals, and the Evaluation Team recommends that communication aides/devices used by individuals are updated or replaced regularly.
  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 | As defined in the Tier Two Service Standard relating to personal plans (SS 6.1), Te Whānau Tokotokorangi will develop personal plans, that are developed, reviewed and maintained in partnership with each resident and their whānau (where requested).  Plans must:   1. Reflect the resident’s goals, preferences, and aspirations. 2. Include clear steps, timeframes, and responsibilities for achieving goals. 3. Be developed and made accessible in formats that support the resident's communication needs. 4. Be reviewed at least annually or sooner if the resident’s needs or circumstances change. 5. Provide evidence of ongoing consultation and involvement from the resident and/or whānau. | Staff training records on person-centred planning and supported decision-making.  Documentation of review meetings.    Records of how residents and/or whānau were involved in the planning process.    Copies of updated personal plans. | 30 June 2025 |

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

* There are long serving staff who have developed excellent relationships with the people they are supporting.
* Each person has a personalised space of their own, and shared areas are big enough for everyone to come together for chats and other social opportunities.
* The staff are well supported by management, and refresher training has been organised to ensure skills are maintained.
* The Trust has a highly responsive management team who is looking to improve and ensure services are high quality.
* The service has a robust incident reporting process - with good ‘closing the loop’ model.