# 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** | | **12** | | |
| Disabled people | Families/Whānau | | Staff | Management |
| **4** | **2** | | **4** | **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 | Good practice evident |
| 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**

* Seek specialist input around communication and expand on opportunities for each Whāmere/Person to independently communicate their wants and needs using a method that suits them.
* Support staff with training in aspirational goal setting so that they might better support the people they work alongside.
* Make medication side effects available for staff to quickly review at the house.
* Review Tiaki Mahere (personal plans) to ensure communication and positive behavioural support strategies are well captured.
  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** |
| 2.3 | Low | Renew home agreements to align with requirements of SS Tier 2 6.9.1c  *“With the Person, review the Home Agreement at least annually, update it as needed and get it signed by the Person or their financial manager where they have delegated their financial management to this person.”* | Copies of up-to-date home agreements for all People. | 3 September 2025 |
| 4.1 | Low | Te Whānau Tokotokorangi will have a registered health professional review all environmental restraints currently in use to ensure these are being used in a manner that is consistent with the restraint minimisation policy. (Ngā Paerewa Health and Disability Services Standards 6.2.1 and 6.2.2) | Report from the medical 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 kaupapa Māori approach noticeable in all aspects of service and in conversations with People, whānau and staff.
* The On-call and Crisis response teams in place provide additional support for staff as needed.
* The Ao Manaaki Day service and Kaha Tu Community Support Service contribute to support for People receiving residential support.
* There is a readily available and responsive management team.
* The Tiaki Mahere (personal plans) provide all information summarised in one document.
* Webcare notes track and share day to day information and progress.
* We met a collaborative staff team who work well together to support Whāmere.
* Staff know Whāmere well, anticipate their needs and interpret gestures.
* Flexible approach e.g. utilising day service staff join staff at Te Awhi to support activities.
* Whāmere follow a tailored programme to meet their needs e.g. swim in local awa rather than community pool to support them to enjoy experiences free from restrictions of social conventions and expectations.