



## Introduction

The Toka Tū project has gained momentum since our last update in November 2012. With ethics approval confirmed we made a lot of progress and gained valuable knowledge about what it takes for peer services to undertake and build their evaluative capability. The Toka Tū project seeks to answer two key questions:

- What are the resources and procedures that will support NGOs to initiate and undertake ongoing evaluation?
- What are the outcomes being supported by peer support services?

This update outlines the process for selecting outcome tools for this project and finalising the criteria for measuring the quality of peer support in a rubric. This update also gives an overview of the training undertaken by leadership group participants in February 2013.

For more information about the project visit: [www.tokatu.org.nz](http://www.tokatu.org.nz) where you will find explanations of the project title and whakatauki, details of participating organisations and previous updates.

## Outcome Measures

Participating organisations have now all chosen an outcome measure .

Through their use, we will begin to identify resources and procedures required for peer services to use outcome measures.

There have been three clear phases to this part of the project to date;

1. Choosing an outcome measure
2. Accessing the chosen outcome measure
3. Accessing and developing databases in which to collect the information.

Key learning to date about the first two phases can be found on the [website](#). For a summary of these measures please see page 3 of this update.

## How 'good' is good when evaluating peer support services?

Through a series of discussions and the expert direction of our evaluators Kate McKegg and Debbie Goodwin the leadership group members have worked together to develop a rubric.

This rubric is the collective knowledge of best practice in peer support, and what constitutes effective peer support within the context of this project.

The rubric reflects the values and qualities that are important to this group when evaluating peer support.

Participating organisations are now trialing the rubric. Some of the feedback to date:

*"Flowed well and reiterates how we do peer support"*

*"Allows for commonalities to be voiced e.g. in training needs, actions taken"*

*"It's a soft approach to having the conversation about aspects of peer support (e.g. sharing lived experience) with staff"*

Leadership group members have begun to think about

ways of using the rubric within their organisations in an effort to identify where they are at in relation to the criteria.

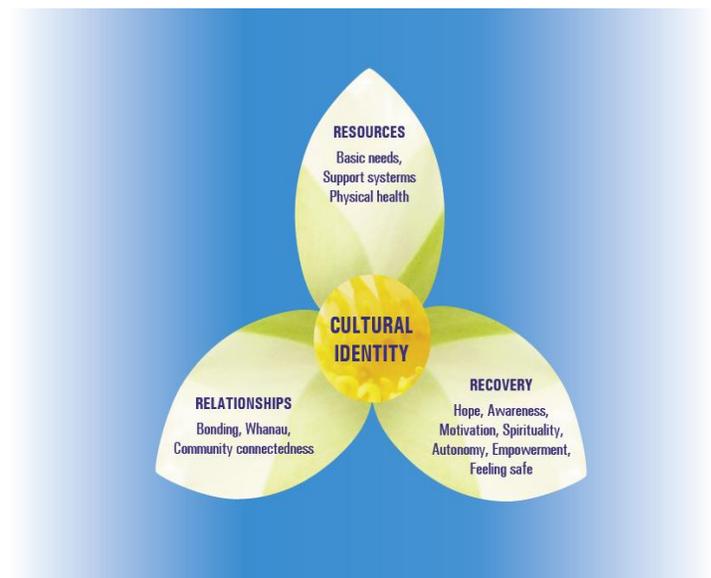
One of the ways the rubric is being used is in regular meetings with staff where actions to improve the service are identified and incorporated into the business plan. Other ways include supervision and surveys.

The rubric is a work-in-action and will be updated to reflect our learning.

## What do peers think?

During May to July we are holding a series of focus groups with peers/consumers of each participating organisation. The purpose of these focus groups is to identify the outcomes of value to consumers and extent to which the outcomes are of value to consumers being supported by peer support services.

We anticipate participation of up to 150 consumers in these groups.



## TRAINING

In February 2013, members of the leadership group and staff from participating organisations met for two days. These two intensive days included planning and discussing the ways in which outcome measures will be implemented and to ensure we meet our ethical obligations regarding face-to-face engagement with consumers of services.



Attendees at the February 2013 training meeting

### Outcome measures

The following measures are being used by the participating organisations:

- Taku Reo, Taku Mauri Ora (New Zealand): Consumer self-assessed measure of recovery. An online version of this tool has been developed by Kites Trust.
- Client-Directed Outcomes Indicator (CDOI; United States): Outcome Rating Scale and Relationship Rating Scale completed by peer and peer worker.
- WHOQol NZ-Bref (Adapted for use in New Zealand): A Quality of Life self-assessment measure.
- Human Givens (adapted): Based on the Human Givens approach and adapted for use at Balance Wanganui.

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