



## Introduction

The Toka Tū project commenced at the end of 2010 with the success of a grant application to the Lotteries Community Sector research fund. Three and half years on and the project is now in its final stages and near completion. Ten of the eleven peer support services who signed up to this project remain even with two of the organisations having undergone mergers and name changes.

We acknowledge these services for their ongoing commitment to this project;

- Connect SR,
- Balance Whanganui,
- Otago Mental Health Support Trust,
- Wellink Trust now known as Wellink Division- Richmond,
- Te Waka Whaiora, previously known as Te Roopu Pookai Taaniwhaniwha,
- Junction,
- Walsh Trust,
- MIST and
- Journeys to Wellbeing.

The aim of the project was to work alongside 10 NGO peer support services from around New Zealand to answer the following questions:

1. What are the resources and procedures that will support peer support services to initiate and undertake ongoing evaluation and
2. What outcomes are supported by peer support services?

This Toka Tū project update provides information about the resource developed for use by peer support services (rubric), focus group findings on what outcomes peers value and the trialling of outcome measures.

For further information please visit: [www.tokatu.org.nz](http://www.tokatu.org.nz) or please contact us at [tokatu@kites.org.nz](mailto:tokatu@kites.org.nz)



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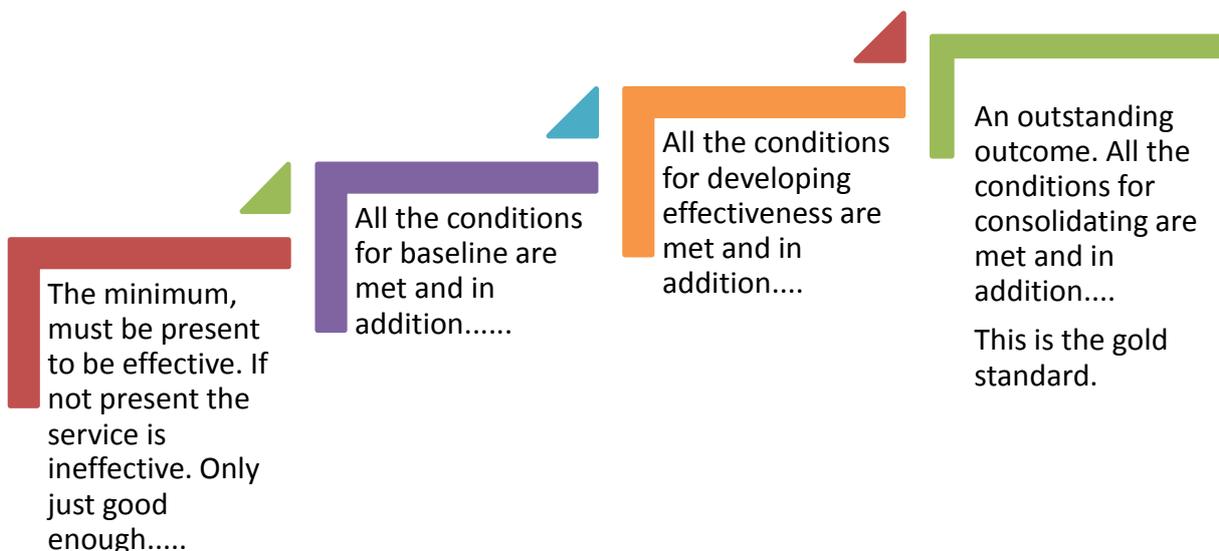
## Resource Development

### Determining Merit- how good is “good”?

A key evaluation resource that has been produced by the Toka Tū project for use by Peer Support services is the evaluative rubric workbook called [How good is good?](#) This resource has been developed by members of the Toka Tū leadership group with the assistance of our expert evaluation advisors Kate McKegg and Debbie Goodwin. It also draws on the work of Dr Anne Scott, Shery Mead as well as Scottish and Canadian publications. We are thankful to the team at [Mind and Body Consultants](#) for their peer review of this resource.

An extract from the workbook....

Evaluation and evaluative thinking is systemic reflection about things of importance and value, for example, how well a peer support programme is doing, what value it is to various stakeholders, and if it is worth doing more of. Evaluative thinking and practice requires understanding what quality and value mean for the stakeholders and the rubric is a descriptor of this understanding at this point in time. This stepped approach demonstrates what would be expected to be seen if a service is minimally effective (baseline) through to highly effective (the gold standard). To progress through this stepped approach the previous step needs to be met.



The Evaluation Rubric Workbook is available for free and can be downloaded from the [Toka Tū website](#). We welcome your feedback on its usefulness.



## Outcomes Supported by Peer Support Services

In order to answer the question; what outcomes are supported by Peer support services? we first needed to identify what outcomes people who experience mental distress and or addictions value.

During May to October 2013 members of the Toka Tū project team facilitated 12 focus groups with over 100 mental health and addiction consumers of participating peer support services held in Auckland, Tauranga, Whanganui, Wellington and Dunedin.

We asked people who used the peer support services to tell us what outcomes they value in their lives and how peer support services support them to achieve these outcomes. People in the focus groups shared their aspirations and hope for the future and described the ways peer support services support them.

The findings of the focus groups will be published in a report which is currently in the final editing phase. We anticipate this will be available by the end of June 2014.

The following image provides an overview of valued outcomes;





## Outcome Measures

Increasingly mental health and addiction services are required to measure provider performance against outcome measures as outlined in the Ministry of Health's Mental Health and Addiction action plan [Rising to the Challenge 2012-2017](#). Furthermore the Ministry of Health has indicated in this plan the desire to expand the use of validated measures.

At the outset of the Toka Tū project it was proposed we would use one outcome measure to assess the outcomes of the peer support services participating in this project.

Peer Support however is delivered in a variety of ways and this diversity of service delivery required the project to rethink the use of one outcome measure. It was decided a range of outcome measures would be trialled in services. Initially 20 measures were selected based on agreed criteria and presented to the leadership group. The leadership group then reduced that number to seven for further investigation. In the end a total of four outcome measures were trialled in a variety of settings.

The [measures](#) were:

1. Taku Reo, Taku Mauri Ora (On-line version)
2. WHOQOL NZ Bref
3. Client Directed Outcome Indicator (CDOI)
4. Human Givens (adapted)

A report is currently being drafted to share the key learning of using outcome measures within peer support services.

Some of the generalised findings to date include:

- Acceptability of measures is enhanced when there is active participation from consumers and peer workers prior to choosing a measure for use.
- There is no one perfect outcome measure.
- Consumers value measures that demonstrate positive change.
- Choosing a measure is the easy part, careful consideration is required for data collection, collation and analysis.

## Presentations

We are happy to present findings about this project – [please contact us](#) if you would like to discuss further.

To date the following presentations have been made about the Toka Tū project.

- Australia New Zealand Evaluation Association (ANZEA) Conference. Hamilton, New Zealand. 2012.
- New Zealand WHOQOL – Mental Health Recovery NGO Conference. Auckland, New Zealand. 2012.
- Service Users in Academia Symposium. Melbourne, Australia 2013



## Evaluating Peer Support in Aotearoa New Zealand

### April 2014

### PROJECT UPDATE

In March 2014, Kites Trust and the Peer Workforce Association hosted a one day forum to discuss Peer Support. The Toka Tu project was presented along with other interesting discussions about Peer Support in New Zealand.

In July 2014 members of the project team will be present two papers at the Australia New Zealand Evaluation Association (ANZEA) Conference. Wellington, New Zealand.

Upcoming Symposium: Service Users in Academia Symposium. Wellington, New Zealand. For further information contact Dr Sarah Gordon. [sarah.e.gordon@otago.ac.nz](mailto:sarah.e.gordon@otago.ac.nz)

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