

From Challenges to Change: Navigating Practical Research and Evaluation in Not-for-Profit Organisations

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Session guide

- Welcome and introduction
- Barriers for organisational evaluation or other research projects
- Case examples of PSN evaluation projects
- Interactive group work (discuss challenges & strategies to enhance practical research and engagement)
- Final discussion & closing remarks

About us

Presbyterian Support Northern (PSN) is one of Aotearoa's largest provider of social and health and disability services.

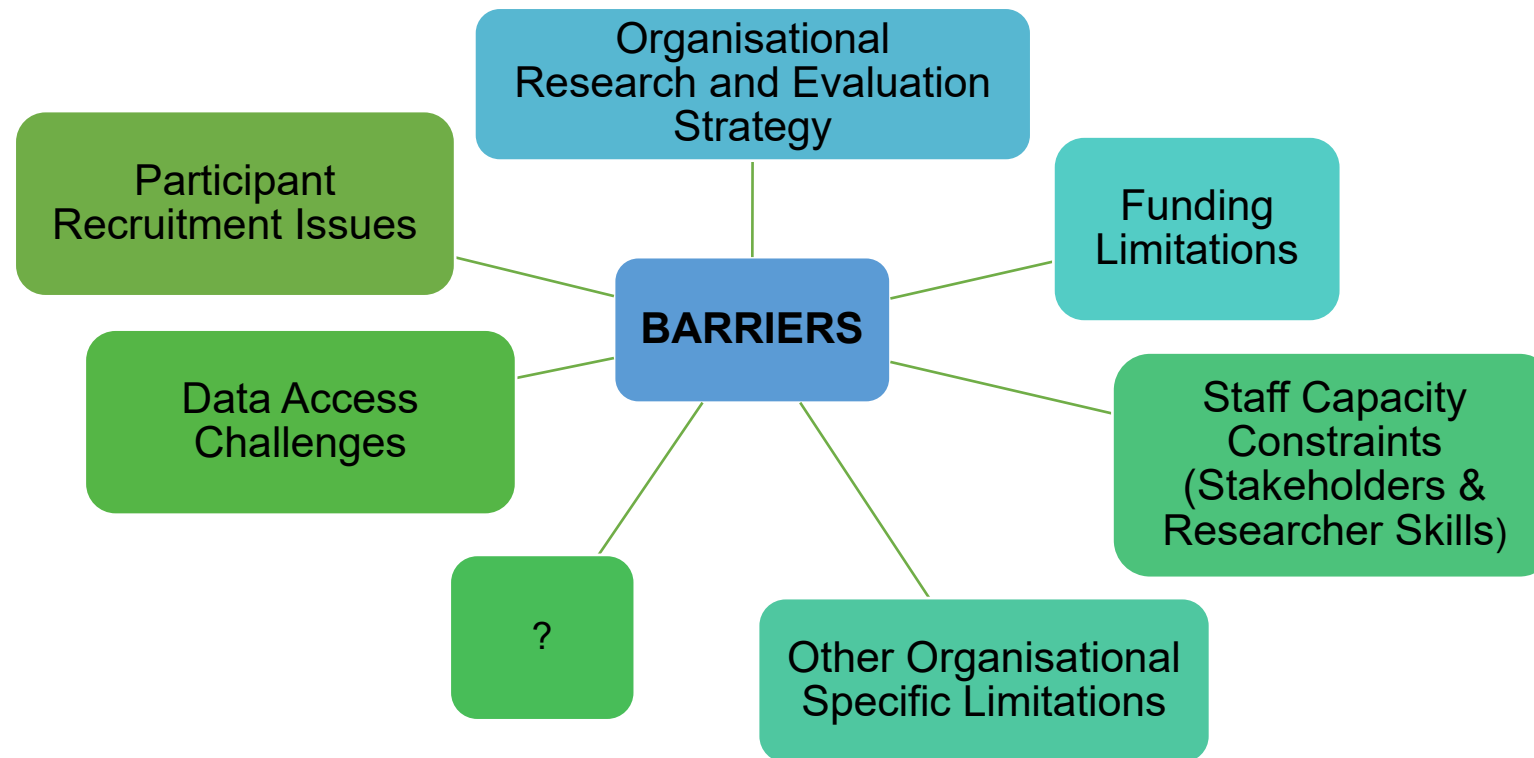


Service Evaluation Team (SET) provides research and evaluation services to the organisation

- Focus on evidence-based insights into what front-line staff provide, to help decision making and improving service outcomes effectively.
- Highlight the voices of users and practitioners by using both stories (qualitative) and numbers (quantitative research).
- Providing technical oversight for research planning through to reporting.

Barriers for researchers and organisations

Growing demand for evidence-based services is pushing providers to better demonstrate impact or social value — raising challenges around evaluation for accountability and social investment purposes.



PSN case examples

About evaluation challenges and lessons learnt

- **KIDshine Programme Outcome Evaluation**
Hana Mori-Robertson assessed interventions supporting children and families using mixed qualitative and quantitative methods.
- **Social Workers in Schools (SWiS) - SROI Evaluation –**
Dr. Sheri Zeng evaluated social workers' impact on student wellbeing and engagement within school environments.



Small group discussion: Your experiences, your strategies, your questions

Reflect on (25 min)

1. What challenges have you faced in your organisation in regard to research/evaluation?
2. What strategies, tools, frameworks can help to overcome barriers (collect, present and use evidence)?

Share with group




Key messages


- Evaluation is essential for accountability, impact and service improvement
- Both researchers and organisations face challenges in conducting evaluations
- Practical examples from our work show how challenges can be addressed
- Stakeholder engagement and staff capacity are key to successful evaluation.
- *Your key messages from the group work*

Further information

Visit: [Research & Evaluation – Presbyterian Support \(Northern\)](#)


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26 August 2025

KIDshine Outcome Evaluation

KIDshine is a brief psycho-educational safety initiative for children who have witnessed or experienced family violence. The evaluation found that the programme successfully met its...



07 July 2025

SWiS Social Return on Investment (SROI) Summary Report

Every \$1 invested generated \$3.5 of social value. SWiS has achieved outcomes aligned with the expectations and goals outlined by Oranga Tamariki (OT).