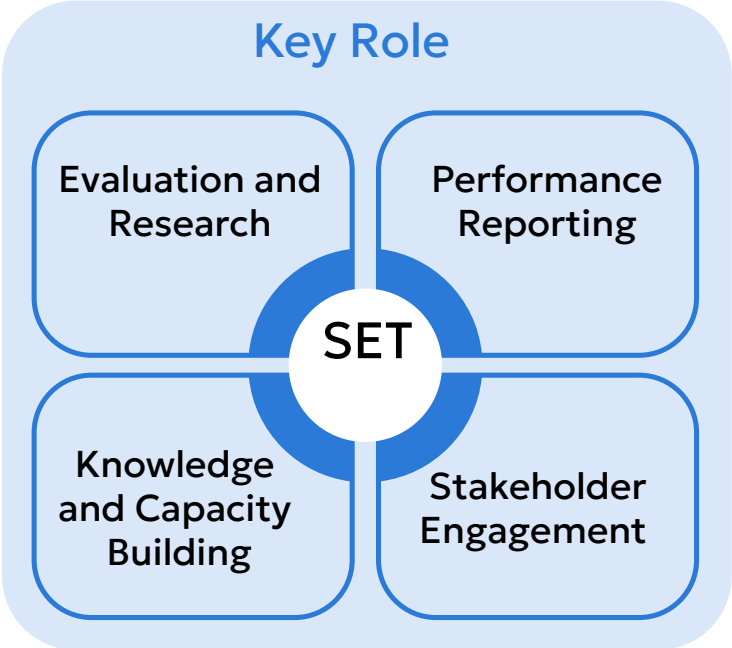




About PSN's Service Evaluation Team

The Service Evaluation Team (SET) within Presbyterian Support Northern is dedicated to enhancing the development and delivery of frontline services through comprehensive and insightful research and programme evaluations.

Research findings expand organisational knowledge, support evidence-based decision-making and performance reporting, and ensure our programmes are both impactful and efficient.



What We Do

The Service Evaluation Team plays a critical role in enhancing programme quality and impact across our Social Services (Family Works Northern, Shine and Lifeline), Health and Disabilities Services (Home-based Support Services, Day Services and Individualised Funding) and Shine Education and Training. We conduct comprehensive evaluations to assess effectiveness and impact, identify opportunities for improvement, and support evidence-informed practice. Our work ranges from conducting literature reviews, evaluation planning, designing and administering feedback tools, analysing organisational data, and gathering insights from staff and key stakeholders. We actively engage in professional networks to foster research and knowledge exchange and support teams in developing high-quality funding proposals and impact reporting.

Ki te kotahi te kākaho ka whati, ki te kāpuia e kore e whati.

When we stand alone we are vulnerable, but together we are unbreakable.

