NGO outcome data collaboration

Survey results, March 2026

Summary

- Good survey representation from diversity of NGOs – thank you!

- Share initial high level survey findings

- Some common domains of interest

- Some tools more commonly used across NGOs

- Interest Community of Practice

- Expectations around any potential national approach

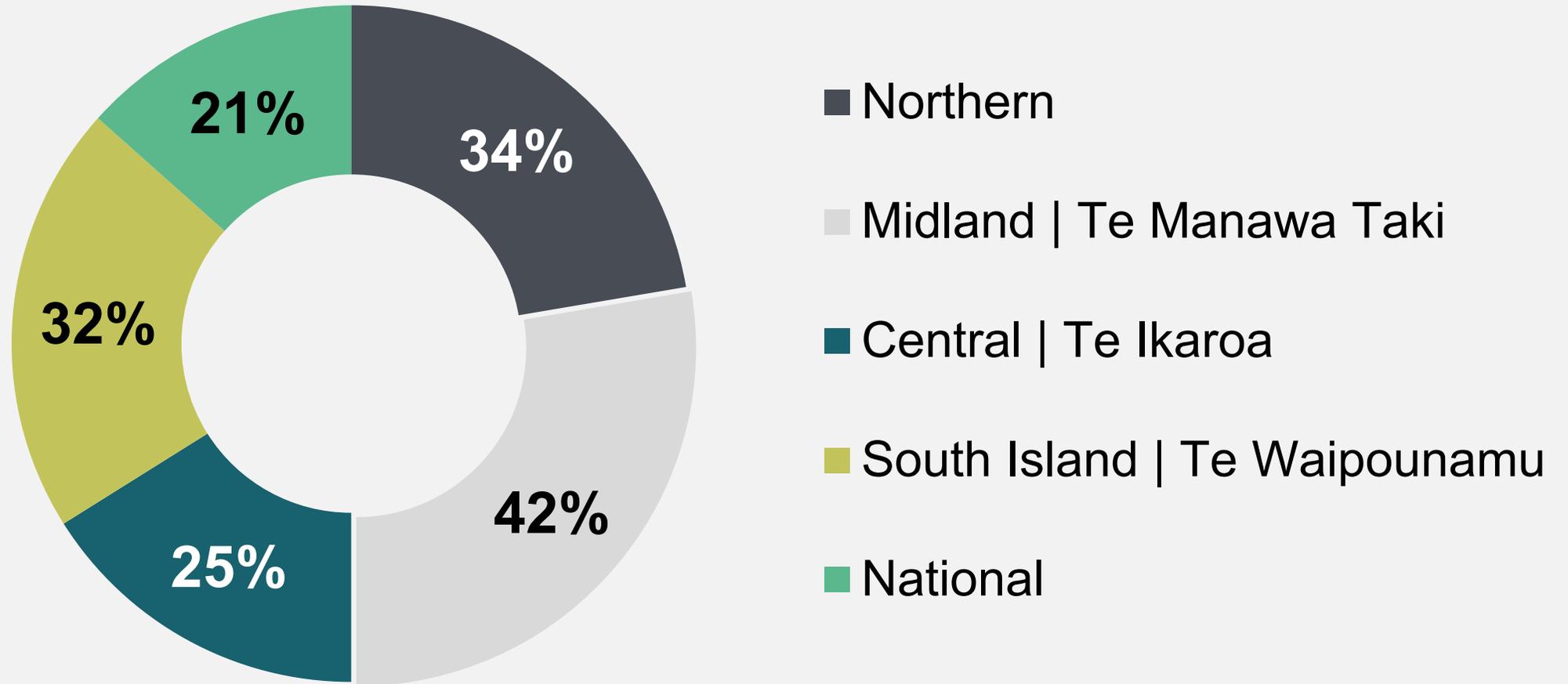# High level of survey participation

200+ mental health & addiction NGOs

137 Platform contacts from members list invited

74 **organisations** took part in survey

Each region represented

Share of total respondents in each region

- Northern — 34%
- Midland | Te Manawa Taki — 42%
- Central | Te Ikaroa — 25%
- South Island | Te Waipounamu — 32%
- National — 21%

Range of NGOs shared their thoughts

Organisation type*
- 19 Kaupapa Māori
- 12 lived experience-led NGOs
- 4 Pasifika
- 40 Mainstream

Main service
- 15 addiction only
- 30 mental health only
- 15 mental health and addiction
- 11 others eg housing, health & social services

Organisation size
- 7 very small - under 5 FTEs
- 14 small - 5 to 19 FTEs
- 15 medium - 20 to 49 FTEs
- 37 large - 50 or more FTEs

Age groups*
- 39 infant, child and/or youth
- 70 adults
- 49 older adults

Note. *Could select more than one option so not all groups add to 74

Benefits to people, services & communities

Accountability to whānau & communities

Funding & sustainability

Service delivery

Needs and gaps

Track people's progress

Service development

Service effectiveness

Recovery narratives

People centred planning

Strategic planning & alignment

Quality improvement

Anyone better off?

Impact story telling & communication

Workforce development

Range of approaches to outcome data

	Kaupapa Māori providers	Non-Kaupapa Māori providers
Any approach	• 95% collect any outcome data • 86% all of the time or frequently	• 96% collect any outcome data • 85% all of time or frequently
Narrative storytelling	• 87% qualitative (eg people's stories)	• 86% qualitative
Outcome tool	• 84% use any outcome tool • 47% developed by organisation	• 71% use any outcome tool • 30% developed by organisation
Indigenous or cultural	• 67% use Indigenous or cultural outcome tool or approach	• 14% use
Specific key indicators	• 47% specific key indicators (eg social outcome indicators)	• 25% specific key indicators

"Very valuable - we want to know the stories, how they tell them, and which aspects of their lives need support, change strategies, and if what we are doing together is working to increase their wellbeing.."

Commonalities in domains rated high importance

Kaupapa Māori providers	Non-Kaupapa Māori providers
• Wellbeing (100%)	• Wellbeing (96%)
• Cultural identity and connection (100%)	• Quality of life (93%)
• Quality of life (95%)	• Recovery, healing, hope, purpose or growth (87%)
• Recovery, healing, hope, purpose or growth (95%)	• Cultural identity and connection (78%)
• Symptoms eg distress (95%)	
• Functioning & impairment (95%)	
• Risk & safety (95%)	

Among NGOs using standardised tools, Hua Oranga & ADOM most common

Kaupapa Māori providers	Non-Kaupapa Māori providers
• Hua Oranga (67%)	• Hua Oranga (49%)
• ADOM (58%)	• ADOM (40%)
• Substances and Choices Scale (SACs) (50%)	• Substances & Choices Scale (29%)
• GAD7 (42%)	• Kessler 10 (K10) (20%)
• Strengths & Difficulties Questionnaire (33%)	
• Kessler 10 (K10) (33%)	
• HoNOS (33%)	

Shared barriers & enablers across providers

	Kaupapa Māori providers	Non-Kaupapa Māori providers
Key barriers	• Staff time and capacity (56%) • IT systems/infrastructure (50%) • Complex tāngata whai ora needs that can't be captured by tools (50%) • Time to collect or use outcomes data (44%)	• Staff time and capacity (64%) • Time to collect or use (62%) • Complex tāngata whai ora needs (42%) • IT systems/infrastructure (34%)
Key enablers	• Integrating tools in electronic records (88%) • App/tablet to collect (75%) • Tools quick & easy to use (75%) • Training in outcome tools (75%)	• Tools quick and easy to use (60%) • Integrating tools in electronic records (57%) • Training in outcome tools (53%) • Relevant outcome tools (53%)

"Integrated tools that support efficient workflow for kaimahi".

Principles: data sovereignty, ownership, protection

	Kaupapa Māori providers	Non-Kaupapa Māori providers
Community of Practice	• 16/19 answered • Some level of interest (75%) • Mostly with certain terms and conditions	• 48/57 answered • Some level of interest (88%) • Mostly very interested
Conditions for national approach, eg PRIMHD	• 16/19 answered • 3 organisations don't support • Data sovereignty principles (81%) • NGO ownership of data (56%) • Robust, secure data infrastructure (38%) • PRIMHD data collection time consuming, could be simpler	• 49/57 answered • NGO data ownership (47%) • Data insights for NGOs (47%) • Robust, secure data infrastructure (45%) • Consent for use/reuse (45%) • Investment to support

"Data sovereignty and protection. Respect and collaborative relationships."

Next steps

- Share presentation on Platform website

- Share full survey findings June 2026

- Focus groups

- Work with the advisory group + Te Rau Ora to review & finalise

- Report feasibility/options June 2026