



PERSONAL

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EDUCATION

Prince II Project Management Foundation Course, 2018

Executive Certificate in Marketing, University of Technology Sydney, 1993

Master of Applied Psychology, Macquarie University 1992

Bachelor of Arts, Macquarie University, 1988



Sue has recently joined ARTD and is experienced in research and evaluation, policy and planning across health, education and community services. Sue has a deep knowledge of the Australian public sector. With a collaborative and open interpersonal style, Sue contributes to 'what works' by engaging with community, clients and consumers, subject matter experts and key stakeholders to design, implement and evaluate social policy solutions. Sue's experience in project management, which has resulted in designing and implementing high quality programs and services, gives her valuable insight across the lifecycle of services and user experience.



I enjoy understanding the consumer experience to contribute to better human services and systems.

SUE BERTRAM MANAGER



ARTD PROJECTS

- » **Water Renewal Taskforce** (NSW Department of Planning, Industry and Environment, 2020): Assessing the role of the Water Renewal Taskforce in delivering a suite of Water Renewal Action Plan projects.
- » **Evaluation of Wellways Services** (Wellways Australia, 2020): An evaluation of three Wellways programs to determine their effectiveness using a mixed method design, drawing on administrative data, stakeholder and program participant interviews.
- » **Evaluation of the Opendoors Career Sponsorship Program** (NSW Public Service Commission, 2020): A process and short-term outcomes evaluation of the Opendoors program. The focus is on understanding the mechanisms and contexts by which it worked, and how it may be improved.

PREVIOUS RECENT ROLES

- » **Queensland Child Safety, Youth and Women**, Principal Analyst: Provided advice and prepared reports, evaluation documents and submissions for the Supporting Families Changing Futures Child and Family reforms.
- » **Brisbane South PHN**, Manager, Knowledge, Planning and Performance: Managed the planning, service design, data, reporting and evaluation across the PHN.
- » **Queensland Education**, Principal Project Officer: Project lead for implementation of the annual performance review to build teacher capability and capacity. Work included reporting to the QLD Audit Office, project management, stakeholder engagement and resources development.

NSW HEALTH

Sue worked in many roles and managed multiple projects while working at NSW Health.

- » **Workforce Planning & Development Branch Senior Policy Analyst** Led the mid-term review of the NSW Health Professionals Workforce Plan 2012-2022 including year five reporting on the implementation of the Plan, preparing a horizon scan discussion paper to facilitate consultation for the refreshed Plan and designing an evaluation of the implementation of the Plan.
- » **HealthPathways Project Manager** Project design and implementation for Sydney North HealthPathways (online GP tool providing localised service information and connected care) including communication tools, process mapping, risk register, stakeholder engagement and consultation.
- » **NSW Kids & Families Principal Policy Analyst** Managed a range of policy and project work including the development of a discussion paper on injury prevention for State-wide consultation and grant management.