



PERSONAL

E sue.bertram@artd.com.au

M 0409 108 390



EDUCATION

Prince II Project Management Foundation Course
Executive Certificate in Marketing, University of Technology Sydney
Master of Applied Psychology, Macquarie University
Bachelor of Arts, Macquarie University



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.

SUE BERTRAM

DIRECTOR



Sue joined ARTD in 2020, following more than 20 years in the public service and not for profit sectors. Sue is experienced in research and evaluation, policy and planning across health, education and community services.

SERVICE DESIGN AND DEVELOPMENTAL EVALUATION

Sue brings her expertise in developmental approaches to support design and decision making in dynamic and complex systems and environments. She is passionate about supporting clients and stakeholders to harness emergent opportunities to innovate and create new possibilities within program design and communities.

- » **Community Wellbeing and Resilience** (Healthy North Coast PHN, 2023): A developmental approach, working with key stakeholders to support regional capacity building and connection and facilitate community recovery from natural disasters.
- » **Beauesert Child and Youth Collaboration Project** (Brisbane South PHN, 2023): A developmental and capacity building approach, with key stakeholders, via a series of workshops to progress community actions to support the mental health and wellbeing of children, young people, parents and teachers.
- » **Healthy Ageing** (Healthy North Coast PHN, 2022): This work sought to ensure that the voice of the community is at the forefront of discussions in the development of the North Coast's Healthy Ageing Strategy.
- » **Capacity Building for Mercy Care** (Mercy Care, 2021): ARTD worked alongside Mercy in a capacity-building and 'critical friend' role to strengthen monitoring and evaluation activities. This involved working with Mercy and their stakeholders to develop program logic models underpinned by theories of change.
- » **Educator Focus Groups** (National Evidence Institute, 2020): Research with educators to understand their preferences for knowledge translation through the conduct of 21 online focus groups.

STRATEGIES AND FRAMEWORKS

Sue collaboratively leads work with clients and stakeholders to clarify current and desired future states, and to design measure of success.

- » **Local Court Strategic Plan** (Department of Communities and Justice, Courts Tribunals and Service Delivery, 2023): A series of interviews and a workshop to collaboratively a 3 year Strategic Plan for the Local Court of NSW.
- » **Yourtown program logic and Performance Framework** (Yourtown, 2023): Organisational wide consultation with key stakeholders and development of a performance framework for Yourtown.
- » **Evaluation framework for the National Action Plan for Emergency Services Workers and Volunteers** (Department of Home Affairs, 2022): Develop a theory of change, program logic; and a Monitoring, Evaluation and Learning Framework to support the Mental Health National Action Plan for Emergency Services Workers including volunteers.
- » **Life Without Barriers Strategy Refinement** (Life Without Barriers, 2020): Refinement of the Life Without Barriers 2025 Strategy.



I value understanding the consumer experience to enhance human services and systems.

EVALUATION AND REVIEWS

Sue leads the evaluation of programs, services and systems – with consideration to the context in which they operate – through the use of mixed methods and the inclusion of community and consumer voice.

- » **Evaluation of the NSW Health End of Life and Palliative Care Framework, 2019-2024 (Phase 1)** (NSW Ministry of Health, 2023) ARTD and Taylor Fry partnered to develop and implement the evaluation framework for the Strategy through a mixed method approach with a case study approach including analysis of administrative data, interviews and focus groups with key stakeholders, and an economic evaluation.
- » **Reintegration Housing Support Program** (Community Restorative Centre, 2023); A mixed-method evaluation to investigate the RHSP's efficacy in reducing homelessness amongst people exiting prison in NSW.
- » **Health Justice Partnership Review** (Office of the Coordinator-General for Family Safety, 2023): A mixed-method review of the ACT Health Justice Partnership services to assess the effectiveness and value for money of the HJP services.
- » **Creative Kids Process Evaluation** (Create NSW, 2023): A mixed method process evaluation of the implementation of \$100 vouchers towards child and youth participation in a diverse range of creative and cultural activities.
- » **Creative Kids Outcomes Evaluation** (Create NSW, 2023): A mixed-method evaluation of the outcomes of the Creative Kids program including key stakeholder interviews, program data analysis, interviews and surveys with providers and focus groups and a survey with surveys.
- » **Evaluation of the Co-Location Pilot** (Attorney-General's Department, 2022): A systems evaluation considering the benefits of co-locating policing and child protection officers to support information sharing and improve outcomes for children in the Family Law system.
- » **Cost of Living Evaluation** (Service NSW, 2022): A mixed method evaluation to assess the alignment of processes to objectives, program fidelity, efficiency and effectiveness.
- » **Evaluation of the NSW Health Future Podcast** (NSW Ministry of Health, 2022) An evaluation of the extent to which the Future Health Podcast was implemented as intended, reached its intended target audience, and strategies for future growth.
- » **Evaluation of the Silver Chain Palliative Care Social Impact Bond Pilot** (Silver Chain 2022, ongoing): A mixed method evaluation focusing on implementation of the services, outcomes for families and clients and economic benefits.
- » **Evaluation of the Aboriginal Outcomes Strategy Phase 1** (NSW Department of Communities and Justice, 2020): A mixed method evaluation that brought together available data and the voices of Aboriginal staff. The evaluation focused on the design, implementation and early outcomes associated with the Strategy.
- » **Evaluation of the Women's Early Intervention Service** (QLD Child Safety, Youth and Women, 2020): A mixed method evaluation to examine the implementation and effectiveness of WEIS for women in contact with the criminal justice system.
- » **Evaluation of Wellways Services** (Wellways Australia, 2020): An evaluation of the effectiveness of three Wellways programs using a mixed method design, drawing on administrative data, stakeholder and program participant interviews.
- » **Evaluation of Queensland Drug and Alcohol Court** (Queensland Department of Justice and Attorney-General, 2019 ongoing): A quasi-experimental approach to understand which participants demonstrate outcomes across QDAC outcome domains, and the contexts and mechanisms perceived to drive or inhibit change.
- » **Evaluation of the Opendoors Career Sponsorship Program** (NSW Public Service Commission, 2020): A process and short-term outcomes evaluation of the Opendoors program, focusing on what has worked and how it may be improved.