

Sue Bertram | Director

Sue joined ARTD after more than 20 years in the public service and not for profit sectors. Sue is experienced in research, evaluation, policy and planning across health, education and community services. She brings deep knowledge of the Australian public sector.

With an open and collaborative interpersonal style, Sue contributes to 'what works' by engaging with community, clients, consumers, subject matter experts and key stakeholders to design, implement and evaluate social policy solutions. Sue's experience in project management, service design and implementation gives her valuable insight across the lifecycle of services.



I value understanding the consumer and stakeholder experience to enable change to human services and their systems.

Education:

- Master of Applied Psychology, Macquarie University
- Bachelor of Arts, Macquarie University

Sector experience: Health

Sue leads and advises on mixed-method evaluations within the health and mental health sectors. She brings a stakeholder-focused approach to her projects, underpinned by her extensive knowledge of public policy and service delivery.

- Evaluation of 6 Community Programs under the 8th Community Pharmacy Agreement (Department of Health, Disability and Ageing, 2024–2029)
- Evaluation Services of the Primary Care Pilots Program (Healthdirect Australia, 2025–2026)
- Development of an Outcomes and Impact Framework (Advance Care Planning Australia, 2025)
- Evaluation of Healthy Canberra Grants Program (ACT Health Directorate, 2025)
- Evaluation of the NSW Health End of Life and Palliative Care Framework, 2019–2024 Phase 1 (NSW Ministry of Health, 2023)
- Health Justice Partnership Review (Office of the Coordinator-General for Family Safety, 2023)
- Evaluation of the NSW Health Future Podcast (NSW Ministry of Health, 2022)
- Evaluation of the PCYC Solid Ground Program (Community Services Directorate, ACT Government, 2024–2025)

Sector experience: Environment, community wellbeing and resilience

Sue leads and advises on mixed-method evaluations within the environment, community wellbeing and resilience, and disaster management sectors.

- Review of Effectiveness in Disaster Management (Office of the Inspector-General of Disaster Management, 2025)
- Evaluation of the Housing Assistance Measures and Small to Medium Business and Not for Profit Grants (NSW Reconstruction Authority, 2025–2026)
- Development of the Recovery Indicators and Outcomes Bank (NSW Reconstruction Authority, 2025)

- Town Water Risk Reduction Program Phase 2 (NSW Department of Climate Change, Energy, the Environment and Water, 2025)

Project experience: Strategies and frameworks

Sue leads work in collaboration with clients and stakeholders to clarify current and desired future states, and to design measures of success.

- Advance Care Planning Australia Impact Framework (Advance Care Planning Australia, 2025–2026)
- National Framework for Genomics in Cancer Control (Cancer Australia, 2025)
- Mental Health and Suicide Prevention Evaluation Framework (Department of Health and Aged Care, 2025)
- Mental Health Implementation (National Emergency Management Agency, 2024)
- Yourtown Program Logic and Performance Framework (Yourtown, 2023)
- Local Court of NSW Strategic Plan (Department of Communities and Justice, Courts Tribunals and Service Delivery, 2022–2023)

Project experience: 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.

- Health Needs Assessment (Darling Downs West Moreton PHN, 2024)
- Mental Health, Wellbeing and Resilience (Country to Coast PHN, 2024)
- Community Wellbeing and Resilience (Healthy North Coast PHN, 2023)

Project experience: Evaluation and review

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

- Purple Flag Pilot Program Evaluation (Office of the 24-Hour Economy Commissioner, 2024)
- Reintegration Housing Support Program (Community Restorative Centre, 2022–2024)
- Creative Kids Outcomes Evaluation (Create NSW, 2021–2024)
- Creative Kids Process Evaluation (Create NSW, 2021–2023)
- Evaluation of the Co-Location Pilot (Attorney-General's Department, 2022)
- Cost of Living Evaluation (Service NSW, 2022)
- Evaluation of the Aboriginal Outcomes Strategy Phase 1 (NSW Department of Communities and Justice, 2020)

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