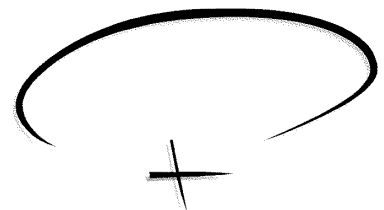


Pam Oliver

Professional profile 2016



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**Pam Oliver – PhD (Psychology), PhD (Law), Registered psychologist;
Research, evaluation, strategy and policy development**

Experience in evaluation, research, community development, policy and strategy, and community engagement

Pam has more than 30 years experience in research and evaluation, undertaking a broad range of psychological, social, market and evaluation research since the mid-1980s. From 1976-1985 she worked in a range of frontline and management roles in social services, in North Queensland and New Zealand, including work in child and family services, corrections, mental health, and intellectual disability. From 1986 to 1993 she worked as a lecturer variously in social, developmental and feminist psychology, management studies and community development, first at the University of Auckland and then the University of Waikato, teaching in the Graduate Diploma in Community Psychology. From 1994 to 1997 she worked as a Qualitative Research Director serially for two of New Zealand's leading market research companies, specialising in market research and social marketing. Since mid-1997 she has worked as an independent researcher/evaluator within a multi-cultural team, undertaking evaluation and research projects in health and social services, justice and corrections, the arts, conservation and education, as well as community development projects, evaluation training, and policy and strategy development. She has undertaken more than 120 major research and evaluation projects for public sector, private sector and community organisations as well as philanthropic organisations and iwi, including evaluating programmes, funds, strategies, policy, and projects. A majority of her projects have involved working with Māori and/or Pacific communities and agencies across Aotearoa, and many of those have applied a kaupapa Māori evaluation framework. She has also undertaken projects with a range of migrant communities in Auckland and other centres. She continues to teach occasional courses at university level.

Pam specialises in the development of customised evaluation and research design and methodologies tailored to particular organisations and cultures, and is committed to partnership evaluation approaches. Her approach to evaluation and research is utilisation-focused and commonly involves working with the purchaser to review or develop strategy and/or policy through evaluation processes. In the past 3-4 years Pam has specialised in working with public and NGO sector organisations to help them develop evaluation capability, culture and strategy as learning organisations.

Pam also has extensive experience as a teacher and trainer in research and evaluation theory and practice. She has provided training in policy and research methods to a broad range of audiences, including: undergraduate and graduate tertiary students; managers and other personnel of government agencies, including research and evaluation units; NGOs and research companies; community workers, including Māori and Pacific work groups, whānau rōpū and local action groups; and evaluation practitioners, through formal professional development programmes, and via workshops and seminars delivered at national and international evaluation conferences.

Pam holds the Certificate in Public Participation Planning and Communications through the IAP2 programme (International Association for Public Participation - Australasia).

A list of major projects undertaken in the past 20 years is appended.

Legal education work

From 2009-2010 Pam worked under contract to Laureate Education International, as a project manager, managing the development of online Masters of Business Law programmes for the University of Liverpool's School of Law. The role involved recruiting senior academics from various universities internationally to write subject modules for these online degrees and also editing the draft modules. She currently teaches end-of-life law to medical students.

Professional memberships and activity

Pam is a past-Convenor of the Aotearoa New Zealand Evaluation Association (**anzea**) and was also its founding Convenor, as well as the Convenor of **anzea**'s first five national Conferences. She is also a member of the New Zealand Association of Social Science Researchers, the New Zealand Association of Impact Assessment, the International Association for Public Participation (IAP2)-Australasia, and the European Evaluation Association (EES). She is currently involved in a pilot initiative with the EES to establish an evaluator peer review system for professional development and accountability. She has written a number of book chapters on community psychology and evaluation, and presents regularly at national and international conferences.

Personal background

Pam was raised in rural and provincial New Zealand and lived much of her early adult life in other countries, in particular Australia, the Solomon Islands and Indonesia. She returned to live in Aotearoa in 1985 to be closer to family. Her current community involvement is focused on her local community on Waiheke Island and includes sustainable community agriculture and native reforestation. She has an involvement with Piritahi Marae on Waiheke Island through her work with Transition Waiheke and the Kaitiaki of Newton Reserve.

Research and evaluation projects 1996-2016

Within the past 20 years, Pam has undertaken the projects listed below, with diverse teams of associates (in addition to smaller projects for public, private and philanthropic sector organisations and iwi). Current projects are:

- Attitudes of Swiss palliative care professionals to assisted suicide (University Hospital of Lausanne [CHUV])
- View of nurses towards the use of palliative sedation (University Hospital of Lausanne [CHUV])

Mental health sector

- Evaluation of the QPR suite of suicide prevention programmes (Ministry of Health, 2015)
- Evaluation of the Gatekeeper Suicide Prevention Programmes (Ministry of Health, 2015)
- Development of an evaluation framework for the Blueprint Leadership Programme (Te Pou, 2014)
- Development of a Mental Health and Addiction Leadership Strategy and Action Plan (Te Pou, current)

- Development of a Mental Health and Addictions Workforce Development Planning Guide (Te Pou, 2013)
- Enhancing quality assurance and uptake of Disability Leadership Development Grants (Te Pou, 2013-2014)
- Development of a Mental Health and Addictions Workforce Development Planning Guide (Te Pou, 2013)
- Evaluation of the Community Suicide Postvention Response Service (Ministry of Health, 2013)
- Evaluation of the Skills Matter Postgraduate Mental Health Nurse Education Programme (Te Pou, 2013)
- Promoting training uptake amongst home and community support workers (Te Pou, 2012)
- Evaluation of Victim Support's Suicide Bereavement Service (Ministry of Health, 2012)
- Evaluation of Alzheimers Auckland's services (Alzheimers Auckland, 2011)
- Stocktake of seclusion and restraint policy and practice across District Health Boards (Mental Health Commission, 2009).
- Evaluation of the Homelink service for elders experiencing social isolation (Presbyterian Support Northern, 2009)
- Evaluation of Ta Pasefika's Alcohol Harm Reduction Programme (ALAC, 2004)

Public health projects

- Barriers to access and other issues in implementing assisted dying legislation (Doctoral research, School of Law, University of Auckland, 2014-2016)
- Attitudes of Swiss palliative care professionals to 'assisted suicide' (University Hospital of Lausanne [CHUV], 2015)
- Evaluation of the New Zealand AIDS Foundation's (NZAF) counselling service (NZAF, 2013)
- Evaluation of Home Support Services (Howick Baptist Home Support Service, 2012)
- Evaluation of the Ministry of Health's Food and Nutrition Guideline Series (Ministry of Health, 2011)
- Evaluation of the Health Could B 4 U Programme (Health Workforce New Zealand and Counties Manukau District Health Board, 2011-2012)
- Summary of healthy eating research for Māori and Pacific peoples (Health Sponsorship Council, 2009)
- Evaluation of the Homelink service for elders experiencing social isolation (Presbyterian Support Northern, 2009)
- Evaluation of Mauri Oho Mauri Tau programme (Hutt Valley District Health Board, 2009)
- Evaluation of Mum 4 Mum Breastfeeding Support programme (Hutt Valley District Health Board, 2009)
- Research into recruitment and retention of rural midwives (Ministry of Health, 2009)
- Review evaluation of the HEHA Innovations Fund (Ministry of Health, 2008 – evaluations of 17 HEHA projects)
- Evaluation of the Martinborough School Kitchen Garden project (Wairarapa District Health Board, 2008)
- Evaluation of the Lifestyle Champions project (Wairarapa District Health Board, 2008)
- Stakeholder interviews evaluating the Health Sponsorship Council's Healthy Eating Programme engagement process (Health Sponsorship Council, 2008)

- Maternity Services Consumer Satisfaction Survey 2007 (Ministry of Health, 2007)

Research on medical and health systems

- Evaluation of the Accident and Medical Practitioners Association (AMPA) Medical Vocational Training Programme (Health Workforce New Zealand, 2011)
- Evaluation of the Physician Assistant Pilot programme (Health Workforce New Zealand and Counties Manukau District Health Board, 2011)
- Evaluation of the General Practitioner Pilot Training Programme (Ministry of Health, 2011)
- Evaluation of seven Māori Clinical Training Programmes (Clinical Training Agency, Ministry of Health, 2005)
- Evaluation of the transition from ACC to private provider workplace insurance (Department of Labour, 1999)

Tertiary education

- Evaluation of the Excel Ministries Performing Arts programme (New Zealand Qualifications Authority [NZQA])
- Evaluation of the New Zealand College of Chiropractic (NZQA, 2013)
- Evaluation of Target Education (NZQA, 2013)
- Evaluation of Bridge International College (NZQA, 2013)
- Evaluation of Youthline Telephone Counselling Programme (NZQA, 2011)
- Evaluation of the EcoQuest Education Foundation (NZQA, 2011)
- Evaluation of the New College of Therapeutic Massage (NZQA, 2011)
- Evaluation of the School of Audio Engineering (NZQA, 2011)
- Evaluation of the ANZSIIS Business School (NZQA, 2011)
- Evaluation of Trinity College Theological Programme (NZQA, 2011)
- Evaluation of Whitireia Polytechnic (NZQA, 2010)
- Evaluation of the North Shore Language School (NZQA, 2010)
- Evaluation of the AIAS certificate in Early Childhood Education and Diploma in Ayurvedic Medicine (NZQA, 2012)
- Evaluation of the Midwifery Complex Care Clinical Training Programme (Ministry of Health, 2010)
- External evaluation and review of the North Shore Language School (New Zealand Qualifications Authority, 2010)
- External evaluation and review of the Nanny Centre New Zealand Ltd (New Zealand Qualifications Authority, 2009)
- External evaluation and review of the National College of Security Personnel and Technology (New Zealand Qualifications Authority, 2009)
- Evaluation of the Midwifery First Year of Practice Pilot Programme (Ministry of Health, 2007-2008)
- Research into stakeholder perceptions of teacher education programmes – desired and actual service provision (University of Auckland's Faculty of Education, 2004)
- Review of students' perceptions of the Diploma of Teaching (Secondary) programme at Auckland College of Education (Auckland College of Education, 2003)
- Research on the development of tertiary level programmes in Early Childhood Education and Secondary Teacher Education (Auckland College of Education, 2000)
- Evaluation of service to Māori by Student Services (Student Services, 1999)

- Evaluation of recruitment and selection procedures and student needs (Auckland College of Education, 1998)

Kaupapa Maori projects¹

- Development of an Evaluation Framework for a proposal to Government for a National Whānau Ora Strategy (National Māori PHO Coalition, 2010)
- Outcomes evaluation of Te Whakamotuhaketanga Hapū Strategy (Department of Internal Affairs, 2009)
- Evaluation of Te Arai Taihara o Counties Manukau Project (Ministry of Justice, 2006)
- Process evaluation of Te Whakamotuhaketanga Hapū Strategy (Department of Internal Affairs, 2006)
- Evaluation of Te Putahitanga o te Wai - Te Whānau o Waipareira's Services Integration Project (Te Whānau o Waipareira Trust, 2004-2005)
- Research on Māori "voluntary" work and cultural obligations (Office for the Community and Voluntary Sector, 2004)
- Development of a Māori Crime and Safety Framework (Safer Auckland City, 2004)
- Evaluation of Te Puni Kōkiri's Capacity Building Programme (Te Puni Kōkiri, 2003)
- Research into the information needs of Māori (National Library of New Zealand, 2002)
- Evaluation of Creative New Zealand's service to Māori 1998-2001 (Creative New Zealand, 2002)
- Evaluation of Te Aronga Hou service for takataapui (Child, Youth and Family Service, 2002-2003)
- Evaluation of Amokura Kaitiakitanga Against Violence programme (Child, Youth and Family Service, 2002-2003)
- Evaluation of Te Arai Taihara - Māori Crime Prevention Community Consultation Process (Ministry of Justice, 2002)
- Research into needs of Māori students at Open Polytechnic (Open Polytechnic, 2002)
- Evaluation of Mana Mahi work placement programme (for young Māori long-term jobseekers) (Work and Income New Zealand, 2001)
- Evaluation of E Tipu E Rea programme (addressing intergenerational unemployment amongst Māori) (Work and Income New Zealand, 2001)
- Research into "non-compliance" of Māori with Census completion (Statistics New Zealand, 2001)
- Consultant assistance with Te Puni Kōkiri/Ministry of Māori Development Regional Housing Research projects (TPK's Programme and Services Evaluation Unit, 1999)
- Evaluating Housing New Zealand communications with Māori tenants (Housing New Zealand, 1999)
- Evaluation of Six Māori Community Initiatives for Youth at Risk of Offending (CFA and the Crime Prevention Unit, 1997-1999)
- Local Level Review of ACC's services to Māori (Te Puni Kōkiri, 1996).

Justice and corrections

- Evaluation of Te Ihi Tū Residential Centre programme (Department of Corrections, 2006-2008)
- Research on offending by and against international students (Ministries of Education and Justice, 2004-2005)

¹ That is, projects that applied a kaupapa Maori research framework and approach.

- Evaluation of the Matapihi Tirohanga Māori Wardens Programme (Auckland Police, 2004)
- Evaluation of the Re-integrative Support Services Pilot Programme (Department of Corrections, 2001-2003)
- Evaluation of Te Whānau o Waipareira's Habilitation Centre programme (Department of Corrections, 2001-2003)
- Evaluation of Six Māori Community Initiatives for Youth at Risk of Offending (CFA and the Crime Prevention Unit, 1997-1999)

Community development

- Social cohesion in Auckland communities (Auckland Council, 2013)
- Development of an outcomes evaluation framework for The Tindall Foundation's donations programme (TTF, 2012)
- Evaluation of the Back2Back initiative (Auckland Council, 2012)
- Social lending feasibility study (Eastern and Central Community Trust, 2011)
- Review of Shakti's governance framework (Shakti, 2010-2011)
- Evaluation of the Cleanstream Social Entrepreneurism Internship (Cleanstream Trust, Waiheke Island, 2009-2010)
- Follow-up evaluation of the SCOPE capacity building programme for not-for-profit organisations (The Tindall Foundation, 2009)
- Evaluation of the SCOPE capacity building programme for not-for-profit organisations (The Tindall Foundation, 2006-2007)
- Evaluation of the Community Development Scheme (Department of Internal Affairs, 2004-2005)
- Evaluation of the Social Entrepreneur Scheme (Department of Internal Affairs, 2003-2004)

Other research with vulnerable populations²

- Review of the Waitakere Family Violence Taskforce (Auckland Council, current)
- Development of an outcomes evaluation framework for the Family Start programme (Impact Research, 2012)
- Development of an evaluation framework for Ngā Huarahi Tika (Ideal Success Charitable Trust, 2011; working with gang families)
- Development of an outcomes measurement framework for Presbyterian Support Northern (Presbyterian Support Northern, 2009 – services in elder care, family violence)
- Evaluation of the Community Action Fund (Accident Compensation Corporation and Ministry of Social Development, 2008)
- Evaluation of the Community Action Toolkit (Accident Compensation Corporation and Ministry of Social Development, 2008)
- Evaluation of the Young Mothers Support Programme (Auckland Women's Centre, 2006)
- Evaluation of the Te Rito Collaborative Community Family Violence Prevention Fund (Child, Youth and Family, 2006)

² For example, transsexual sex workers, gang families, victims and perpetrators of family violence, recipients of sickness and invalid benefits, homeless youth, prison inmates, bereaved new mothers, migrant communities, elderly people, children in care.

- Evaluation of the *employABLE* programme for people receiving sickness benefit (Ministry of Social Development, 2002-2003)
- Framing a burglary reduction strategy for Auckland City (Safer Auckland City, 2003)
- Evaluation of the Pacific ‘Value Jobs’ Initiative (Ministry of Social Development, 2002-2003)
- Supervision for Ministry of Social Development (MSD) of the evaluation of ESOL programmes purchased by MSD (WINZ, 2002)
- Evaluation of the Pasifika Youth on Track programme (for Pacific school leavers) (Work and Income New Zealand, 2001)
- Evaluation of the Alternative Pathways to Employment programme (for Pacific people) (Work and Income New Zealand, 2001)
- Evaluation of employment for professional migrants to New Zealand – barriers and success factors (Work and Income New Zealand, 2000)
- Evaluation of the Post-Placement Support programme (Work and Income New Zealand, 2001)
- Evaluation of the Work Confidence for Women programme (Work and Income New Zealand, 2001)
- Evaluation of the case management model in Department of Work and Income (Work and Income New Zealand, 2000)
- Evaluation of the Bag of Tricks Parenting Programme (Far North REAP, 1999)
- Evaluation of Hikoi ki Pae-rangi/New Horizons programme (for New Zealand Employment Service, 1997)
- Evaluation of the Waitakere Effective Practice Pilot Programme - Strengthening Families Initiative (for CYF and the Ministries of Health and Education, 1997-1999)
- Evaluation of the BOOST Pilot Programme (Income Support Service, 1996)

Arts

- Strategic research for Show Motion (Show Motion, 2011)
- Evaluation of Black Grace’s Urban Youth Movement programme (Auckland Council and Creative New Zealand, 2011)
- Strategic research for Artstation (Auckland City Council, 2007)
- Evaluation of Creative New Zealand’s Toi Iho (Māori Made) Scheme (Creative New Zealand, 2006)
- Evaluation of Regional Strengths Maurangi Toi Strategy (Creative New Zealand, 2006)
- Evaluation of Creative New Zealand and Community Employment Group’s Regional Strengths Maurangi Toi Programme (Creative New Zealand, 2004-2005)
- Redesign of Creative New Zealand’s Iwi Arts Development Strategy (Creative New Zealand, 2004)
- Development of a Northland Regional Arts Strategy (Enterprise Northland, 2004-2005)
- Evaluation of the Iwi Arts Management Plan Programme (Creative New Zealand, 2003).