

Aotearoa New Zealand Evaluation Association

NEWSLETTER April 2011



He kura te tangata

Convenor's Kōrero



Pam
Oliver

Kia ora colleagues

I'm writing this in front of the fire – suddenly a long, balmy summer has abandoned us and we're all hunkering down and stacking firewood. And through the extraordinary experiences of the last six months for our families and friends in Canterbury, and in Japan, like many others I am deeply grateful to have home and hearth, and to be able to share it recently with friends who are 'refugees' from Christchurch.

The last few months has been a really busy time for the **anzea** Board. We've put together a new Strategic Plan for **anzea**, and a focal aspect of the new strategy is to actively engage our members in **anzea** projects. There are several reasons for this – firstly, participation is a core **anzea** value, because effectively the association is its membership; secondly, it gives the

Board access to a wealth of experience and skills that are extremely valuable in shaping our services to members; thirdly, it's a way to ensure that we get first-hand member input into the design of the services that we are developing; and, just as important, it's a great way for members to see the work of the Board and become engaged in the management and governance of the association. Finally, it adds to the Board's capacity to get new services up and running as quickly as possible.

So for this newsletter, we're including a snapshot of what the Board is up to right now behind the scenes – we hope you'll find something in there that inspires you to get involved in some way.

Keep warm and well

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Editorial

Kia ora koutou

Well, down here in Christchurch we are STILL discussing earthquakes! Many of us even wonder what we talked about before Sept 4th. And now, of course, there is February 22nd as well to discuss.

This second major and much more devastating earthquake was a sharp illustration of just how unpredictable these things are ... and just how prepared you need to be. Please, if you haven't got your emergency kit prepared, then do it **NOW!** Earthquake # 2 was a sharp reminder that you can take nothing for granted and you never know what might happen next.



So what now? Many of us now are looking forward once again to move from earthquake response into recovery mode. One thing that has become very clear to me is the very big difference between

response and recovery. As someone put it at a meeting I was at, response is like a 100m sprint, whereas recovery is more like several months of mountaineering expedition. It is longer term, wears you down, you can't possibly predict all the things that might arise; and what you have to do is just keep going and learn all that you can as you go.

Response needs to be top down – like a military exercise. In Christchurch this was really necessary, particularly after Feb 22 because of the level of shock and displacement that people experienced. Response required getting people out of collapsed and damaged buildings and out of the City centre. It required the recovery of bodies and the re-inspection of all buildings around the City. It has even involved demolishing buildings to make them safe. Interestingly, despite what Mr Brownlee said about our heritage buildings being a problem and a waste of space, the buildings that continue to cause the greatest problems are unstable modern buildings such as the Hotel Grand Chancellor, the Clarendon Tower and the Copthorne in Durham St. It is these

Acknowledgements

A very big thank you to all those who contributed to this newsletter. It wouldn't exist without your input.

In particular, this month I'd like to say a very big thank you to Libby Gawith for galvanising us Christchurch people into action to put something in here despite extraordinarily trying times.

Pam Oliver also has been great at sorting information.

“it is clear that recovery is a lot more than simply rebuilding”



“we’ve highlighted here ways that you might be able to get involved in anzea’s growth, and have some fun along the way....”

Debbie Goodwin



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buildings, which are keeping the city centre off limits. Each of these buildings have an enormous “fall zone” and must be demolished before the area will be safe. This task is projected to take months.

So what of recovery? Well, recovery is quite a different ball game. It needs much more of a bottom-up/grass roots focus. There is also enormous tension between getting things done quickly and thinking through what needs to be done so that we are not left with a further set of problems in years to come. In a very real sense, the recovery needs to belong to the people who live here. People need to be involved in their own recovery if it is going to work well in the years to come.

Here it is clear that recovery is a lot more than simply rebuilding. It is also about fostering community, helping people through difficult times, finding ways to communicate in many directions more effectively, locating the different types of expertise (including local knowledge) that we will need. It is also very much about how we manage to integrate and synthesise knowledge ‘in a pressure cooker’. International best practice shows this time and time again. International experience also tells

us we are in for a long hard complex road ahead and that we all (all New Zealanders, I mean – not just Christchurch people) are going to have to get it together.

The recently passed and contentious CERA (Canterbury Earthquake Recovery Authority) Act is a long way from this international best practice. Scarily, it continues the command and control approach more appropriate to the response phase of the disaster. However, as Liane Dalziel put it at a recent public forum, it is all we have and we have to make it work despite itself.

All we can hope for, I guess, is that the people appointed to the Authority understand this stuff better than Cabinet, and if they don’t, that we (the people of Christchurch) are good teachers and they are fast learners!

Ngā mihi nui

Chrys H.

Board News—new anzea developments

What’s the anzea Board up to??

To give you a glimpse of what running **anzea** involves, in this Newsletter we’ve included a brief run-down of what the various Board members are up to. There’s a lot happening, and we’re keen to have members involved. So we’ve highlighted here ways that you might be able to get involved in **anzea’s** growth, and have some fun along the way....

Collectively, the Board has worked to put together a new **anzea Strategic Plan** this year, and we were delighted to get some really valuable feedback from members when we circulated the draft – many thanks to those of you who sent in your thoughts and ideas. The new Plan is now up on the website, and will drive the Board’s work over the next 3-4 years (albeit no doubt with some variation as the world changes around us!). Our focus is very firmly on growing our services to **anzea** members.

Your thoughts are always welcome, so please feel free to drop us a note at any time – info@anzea.org.nz

The **Branch Development** portfolio work is led by **Debbie Goodwin** and supported by Pam Oliver and Trish Young (as a volunteer co-opted to help the Board) to bounce off ideas and support the branch development work. Recent activity has centred around supporting a half-day **Introduction to Evaluation** workshop run by Pam Oliver in Taranaki, with the aim of developing further

interest for a Central region **anzea** Branch.

The workshop was well received, with 28 people attending from a broad range of organisations and sectors. Watch this space....

In addition Debbie has been developing systems to help Branch Committees to run successful events locally. Regular email updates will be sent out to Branch Convenors and a PowerPoint slideshow is being developed which describes key information about running an **anzea** Branch. The Easy Guide to Branches is available from Debbie at: solutions@debz.org.nz

If you’re interested in joining a Branch Committee, please make contact with the Branch Convenor in your area, they are:

Auckland:

Sarah Greenaway
S.Greenaway@massey.ac.nz

Waikato:

Jacqui Henry
henryj@waikatodhb.govt.nz

Wellington/Lower North Island:

Melissa Weenink
melissa.weenink@minedu.govt.nz

Christchurch/Upper South Island:

Libby Gawith
libpaul@globe.net.nz

From **Marnie Carter**, who leads the **Conferences** portfolio team, an update on the **anzea** 2011 Conference.



Planning is well under way for the Conference, which will be held from 8-11 August at Te Papa in Wellington. This year's theme is **Evaluation in a Changing Landscape – People, Politics, and Policy**. Jennifer Greene, current president of the American Evaluation Association, and Cresantia Frances Koya from the University of the South Pacific have been confirmed as keynote speakers, and a local keynote speaker will be confirmed shortly. The Conference will offer a range of workshops and presentations to suit all levels of evaluation experience as well as a hui Māori and Pasifika fono. There are also several excellent pre- and post-Conference workshops being presented this year by very experienced local evaluation practitioners (many of them **anzea** members) on a range of topics with immediate relevance to evaluation work in New Zealand, including a particular focus on the evaluation/policy nexus and strategising evaluation – check out the website for further information. The Conference is a great way to undertake professional development, build your networks and connect with others with an interest in evaluation – see you all there!

Meantime we're keen to hear from people who would like to be involved in the planning committee for the 2012 Conference. If you would like to be involved in some way, please contact Marnie at:

mcarter@allenandclarke.co.nz



Julian King

Julian King leads **anzea's** **Finances** and **Resourcing** portfolios. A stable funding base is important for **anzea's** ongoing sustainability and to continue developing our services to our members. Review of our funding base has identified that **anzea's** most important sources of income continue to be membership subscriptions, funding grants, conferences and events. We are currently looking at corporate membership options to

broaden our membership base. In order to take a more strategic and target approach to applying for funding grants, we are conducting a stocktake of potential funders to determine their alignment to **anzea** kaupapa and collate information on when and how to apply.

If you would like to suggest potential funding organisations or assist in the stocktake, please contact Julian King on:
(09) 889 3747 or jk@julianking.co.nz

Chrys Horn, from Christchurch, has oversight of **anzea's** **Communications**, and there have been a number of innovations to the **anzea** website over the past few months. We're now uploading all work opportunities that come to our attention, and there are likely to be more as we establish more formalised relationships with various government and research agencies here and overseas (see below). We're also now providing a regularly updated summary of evaluation conferences and other relevant events nationally and internationally.

Chrys is keen to find a couple of members who would like to help with compiling the Newsletter – it's a great way to keep up with developments in evaluation! If you're interested, contact her at: chrys.horn@xtra.co.nz

Pam Oliver has been leading the development of **anzea's** new evaluation digest, **Kārearea**, and the online resource library which will supplement the materials that are sent out in the digest. There's an enthusiastic team who have been helping develop the information and communications systems for **Kārearea** – big thanks to Karen Newton, Stephen Randerson (who has recently become a father to wee Alice – congrats Stephen!), Melissa Powell, and Sonia Chen, as well as Tania Wolfgramm, Will Allen and Robyn Bailey. For the first edition, which has a theme of Māori and indigenous evaluation, we have an excellent Māori editorial review team.

We'll be looking for reviewers for another edition later in the year, so if you're interested in being involved, please contact Pam at: pamo@clear.net.nz

The **Pacific Evaluation Development** team consists of **Tania Wolfgramm** and **Pale Sauni**, who are looking forward to welcoming Cresantia Frances Koya of the University of the South Pacific as a

“stable funding base is important for anzea's ongoing sustainability and to continue developing our services to our members”



Chrys Horn

“the online resource library ... will supplement the materials that are sent out in the digest”



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**Tania
Wolfgramm**

“... hear more about the competency project in the near future, including a range of ways in which the competencies can be used constructively to strengthen evaluation practice.”

keynote speaker at the August **anzea** Conference, sharing some of her skills and expertise including her work on the 'quest for authentic assessment'. A Pasifika fono will also be held on Monday afternoon in conjunction with the Conference to provide an opportunity to network and for Pasifika with an interest in all aspects of evaluation to share their experiences, their insights and the challenges ahead for Pasifika-focused evaluation.

Please get in touch with us if you would like to get further involved with our Pacific Evaluation Development team. Our objectives include: acknowledging, validating and supporting evaluation 'by Pacific for Pacific'; and the developing of a community of Pasifika evaluators in Aotearoa and in the Pacific region. **Or drop us a line with your thoughts and ideas:**

tania.wolfgramm@gmail.com and **pale.sauni@openpolytechnic.ac.nz**

- Malo 'aupito - Fa'afetai tele lava

Pam and **Tania**, together with member **Mark Dalgety**, have also been reviewing the nominations and selection systems for the **Taumata**. After the first 'run' at Taumata nominations and selection, it was apparent that the criteria initially developed contained a number of implicit biases, and the processes had some flaws, so those have been amended. We're now looking forward to your nominations for 2011, so that we have a robust Taumata to begin to undertake their functions later this year.

An invitation was sent out to members recently, inviting you to send in nominations to the Taumata – check the website if there's someone you'd like to nominate.

Driving the **Membership** portfolio, **Heather Hamerton** has been working with Pam, Julian and our Administrator Jackie Bourne, to develop a corporate membership option for those organisations who wish to support their employees to be **anzea** members.

If you are interested in knowing about corporate membership options, contact Heather at:

Heather.Hamerton@boppoly.ac.nz

We have also recently reduced the student membership fee and hope to see a stronger contingent of student members as a result. Member Dianne Hendry has offered to help us with a new volunteering strategy through which we hope to make more opportunities for **anzea** members to be involved in our projects.

Kate Averill, who leads the **Strategic Relations** portfolio, has been busy making contact with more than 60 organisations that employ evaluators or have a strong interest in evaluation practice, for **anzea** to build relationships with them. We had a great response to a letter sent earlier this year inviting collaboration in a range of ways. Kate, together with Syd King and Carol Mutch, have also had a number of conversations with Board members of the AES, with a view to progressing ways in which our two associations can collaborate in areas such as professional development workshops, symposia, conferences and the like. The idea is to have a more strategic alliance with AES where our two associations use resources and talents cooperatively in the best interests of New Zealand members.



**Syd
King**

If your organisation is interested in building a closer relationship with anzea, please get in touch with Kate at: kate@evaluationconsult.com

The **Professional Practice Development** portfolio is led by **Syd King**, with Pam Oliver and Carol Mutch as associates. Syd is working currently to finalise **anzea's** project to develop evaluator competencies relevant to Aotearoa New Zealand. The working party has recently reconvened to progress this work and expects to have the next stage of the competencies, reflecting the scope of member feedback provided in 2010, ready for use by the end of May this year.

Expect to hear more about the competency project in the near future, including a range of ways in which the competencies can be used constructively to strengthen evaluation practice. At this stage we expect the competencies paper will assist commissioners, users and deliverers of evaluation services to clarify expectations in terms of what constitutes 'good' evaluation – including ethical considerations, professional development opportunities and activities, and standards for competent evaluation (amongst other things!)

As part of our strategic relations initiative with organisations with an involvement in evaluation that we began in January this year, we are also looking at ways of



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providing professional development workshops across a range of competencies that should be of interest to evaluation employers and users.

Pam and **Syd** are working on a related project around developing evaluation standards for the local context, together with an evaluator accountability system which has drawn interest from the UK Evaluation Society and the European Evaluation Society. We hope to tell you more about that later this year.

If any of you have an interest in being involved in this project, please get in touch with Pam at: pamo@clear.net.nz

The *Māori Evaluation Development* portfolio team – **Kataraina Pipi** and **Tania Wolfgramm** – together with Nan Wehipeihana, are undertaking planning for a Hui Maori to coincide with the **anzea** Conference 2011. The focus for the hui will include: *whanaungatanga* - making connections with other Māori working in evaluation; a '*commissioners of evaluation*' panel - to hear what purchasers need and are seeking from Maori evaluators and/or from the evaluations within iwi and Maori communities; *practical tools* - an opportunity to take away some tools that can be applied in our practice - such as Dropbox, LiveScribe, Doodle, time sheets, costings, proposal templates etc; *methods* - exploring thinking around



anzea conference

Evaluation in a Changing Landscape - People, Politics and Policy

Announcing the **anzea** 2011 Conference - 8-10 August, Te Papa, Wellington, Aotearoa New Zealand.

We live in rapidly changing times. Global, societal, political, environmental, technological and demographic changes affect the lives of every person in Aotearoa New Zealand. Politically, there is a drive for value for money, reduced public sector expenditure, whole-of-government initiatives, public-private partnership models, review of policy advice models, and whānau/community-based provision of services and opportunities. These changes are important for evaluators and evaluation users in Aotearoa New Zealand -

they are the changing landscape that forms the context of evaluation. The Conference focus is the interactions amongst politics, policy and evaluation in this changing landscape.

It is not too late to submit a proposal. The final date for proposals has been extended to April 27th 2011.

Find out how to submit a proposal, who the keynote speakers are and about the array of great workshops at:

http://www.anzea.org.nz/index.php?option=com_content&view=article&id=103&Itemid=111

“The Conference focus is the interactions amongst politics, policy and evaluation in this changing landscape. “

Just for fun

You know you're from Christchurch when :

- Geonet / ChristchurchQuakeMap is your homepage
- The rest of the country offers you a place to stay
- 'Munted' and 'buggered' are official technical terms
- You go 'pfffff' when Wellington has a 4.5 earthquake that's 40km deep
- Going to Wellington to escape earthquakes makes sense
- You drive on the righthand side of the road and no one thinks it's wrong
- You are happy two policemen came for a visit
- Your bike becomes your best friend
- You think it's fine for a soldier to be stationed at the end of your street
- You see armoured vehicles driving down the road
- Its normal to greet people with 'do you need a shower?'
- A bucket of sh*t is no longer that old car you drive
- Every house is a crack house
- Instead of rushing to the clothes line to get clothes in when it rains, you put dirty washing on the line in the hope that it will rain enough to clean them
- You see a nice park in another city and think it would make a good evacuation point
- Your doctor recommends having a few stiff drinks before bed to help you sleep



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- You know how to start and refuel a generator
- You have tied closed the pantry, liquor cabinet and all the cupboard doors, and it's not to keep kids out
- You sleep in one suburb, shower in another and collect water from yet another
- You prefer to sit under the table instead of at it
- You think electronics that have "shock proof" should say to which earthquake magnitude
-
- You know and actually understand the terms and conditions of your House and Contents insurance policies
- You can see irony in claims about houses made of permanent materials
- Your en-suite has a vege garden, dog kennel and grass
- Your teenagers are only too happy to sleep in the same room as their parents
- You stop using the term 'built like a brick sh*t house'
- Dressing up to "head into town" means putting on a hi-viz vest, hard hat and boots
- Discussing toilet habits with total strangers is an everyday norm
- Wee boys don't get excited when they see (another) digger or a dozer - but all the adults in the street cheer wildly
- Voluntarily staying in Timaru for five days seems like a good idea
- Metservice includes a graph for dust
- You have dust mask tan lines
- You can use the term "liquefaction" in everyday casual conversation, even your 3-year old can
- When a massive group of students appears in your street, you feel overwhelmed with gratitude instead of calling the Police. What's more, the students leave the street in better condition than when they arrived!!
- The answer to where anything is ... "on the floor"
- You smile at strangers and greet people like you're one big family.

“... hear more about the competency project in the near future, including a range of ways in which the competencies can be used constructively to strengthen evaluation practice.”

Auckland Branch news



In February Robert Picciotto, a Visiting Professor from King's College in London gave a well attended presentation on 'How rigorous is rigorous impact evaluation?'

In April Melissa Powell presented a very thoughtful seminar: *Female Genital Mutilation (FGM) in New Zealand. Understanding and Responding: Tools for addressing sensitive topics within refugee and migrant communities.*



Coming up on April the 28th we have a presentation by Professors Carl Corter and Jan Pelletier from the University of Toronto on their evaluations of integrated early childhood and family support services in Canada. On June 22 Pam Oliver will be asking: *Who evaluates the evaluators? Devising an accountability system for evaluation practitioners in NZ.*

Sarah Greenaway, Convenor
S.Greenaway@massey.ac.nz

Waikato Branch news

No news from Waikato this time around.

To find out more, contact Jacqui Henry
henryj@waikatodhb.govt.nz

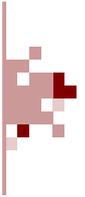
Wellington Branch news

No news from Wellington this time around either. Enquiries about Wellington/Lower

North Island events can be directed to
 Melissa Weenink
melissa.weenink@minedu.govt.nz



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Christchurch / Upper South Island branch news

Next meetings:

Friday May 13th: Quake interrupted evaluation work, review of anzea meetings and anzea Upper South Island AGM.

4:00—5:30pm in the Sunroom, Cashmere Club, 88 Hunter Tce.

This is a kick-off to an open forum of quake-related evaluation challenges. Sarah Wylie is happy to talk about the experience she has had with a government department recently. She is keen to hear if others have struck similar issues in evaluation services contracted by a government department.

Sarah somehow ended up being less of an evaluator (Department parameters of control over research in community agencies contracted for service to a govt. department) and more of a community development advisor. Her 2 month stint filling in as disability advisor at CCC ended up becoming a civil defence welfare position 3 weeks in, and then Sarah became the CD CDA for Sumner – Redcliffs – Mt Pleasant for a month. Hmmm. The "Accidental Advisor"?

AGM & Review and evaluation of Branch activities

A social get together opportunity for people to share their stories and find out, as part of the AGM, what they want from **anzea**. We are in new times – so members may want different things than what we have offered in the past.

Come along and let us know what you want and also what you want to contribute or suggest?

Friday June 24th : Moving beyond 'what's so' to 'so what?' Understanding and improving evaluative analysis, with Robyn Bailey.

4:00—5:30pm Sunroom Cashmere Club, 88 Hunter Tce

Many evaluations report well on 'what's so' (the findings), but need to improve on 'so what' does this mean for the programme or pol-icy. This presentation will offer a framework for conceptualising evaluative analysis based on Bob Williams' data analysis tool (<http://users.actrix.co.nz/bobwill/analysis2.doc>).

People will be asked to offer their experience of the challenges and strategies for evaluators and users of evaluations (programme funders, staff, participants) to 'make meaning' of the findings. Please note this is not a presentation on how to do evaluative analysis. It is a discussion about the thinking and strategies that can improve evaluative analysis, particularly how we can weave in people's wisdom, experience and knowledge to make meaning.

Enquires to Libby Gawith:
libpaul@globe.net.nz

“People will be asked to offer their experience of the challenges and strategies for evaluators and users of evaluations ...”

Reflections on the Second Christchurch Earthquake from the local anzea committee members

Everyone's story of the first 7.1 earthquake in Christchurch on Saturday Sept 4, 2010 is similar. Most people were asleep.

Everyone, however, has a story of the 6.3 earthquake on February 22, 2011; where they were, what they saw, what they did or didn't do; what happened to their homes and also importantly what happened to others in their communities. This means that there are 440,000 stories in Christchurch of the second earthquake.

The brief stories of the people on the **anzea** Upper South Island committee were:

Shirley – Shirley works for ERO and their office was in the PGC building - the building that suffered the second most fatalities in all of Christchurch. It is most fortunate that the earthquake happened on a Tuesday, when most ERO staff were reviewing in schools and

early childhood centres. Shirley knew others working in her own office building who were not so lucky. Six staff were trapped in the building. Five of these staff were rescued within a few hours. The sixth staff member waited twenty-six hours to be rescued.

Libby G - Libby works at CPIT, a usually very sturdy building in the CBD. If the earthquake had happened 2 minutes later, Libby would have been on the lift or on the 6th floor. The people on that particular lift were stuck for over 5 hours in the pitch dark with major aftershocks and finally rescued by people with axes. Libby arrived home to find her home in Muntsbury (Huntsbury) completely munted and irreparable. She is now living in rental accommodation and adjusting to the 'new normal'.



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Pam G – Pam was working near Brougham St, in a building with much liquefaction and damage. Standing outside in the car park watching her own car leave the ground in a violent aftershock, she was momentarily convinced she would be run over by her own car! She took hours to get home but it helped her to stop bawling and attend to the myriads of texts she was receiving from family and friends all over the country. Seeing all her family safe was a great joy. Her youngest son was in a school bus (with bricks breaking into it) outside the Durham Street church where 3 people died. Her home in Merivale suffered serious damage for the second time so this was extremely soul destroying. Her two eldest children lost an aunty who was in her second day at work in the PGC building. Pam and family are extremely proud to be part of the fantastic Christchurch rebuild.

Sarah Wylie – Sarah was working on the 6th floor of the Christchurch City Council building in Hereford St. At the time of the quake she was in an internal meeting room. With the power cutting out very quickly during the shaking, the experience was one of darkness, as with the first earthquake. As for many, it was a long, long journey home from the CBD to her children. Five and a half weeks later, she was reunited with her car, retrieved from the badly damaged Farmers car park.

Will Allen – Was in a meeting on the 5th Floor of the Burns building at Lincoln University. The building shook violently for quite a few seconds. Everyone went outside as it seemed like a big earthquake, but no-one knew how big. Phone calls came through to people from family and friends in different parts of the city but no calls were getting through from the worst affected areas. It was only driving home and seeing houses in Cashmere with no walls, that Will realised that the quake had been so severe. Perhaps the strangest thing was arriving home and hearing stories from

neighbours e.g. the girl who had spent two and half hours in the Forsyth Barr building, the neighbour who had been working on scaffolding but had luckily decided to go for a late lunch. Lots of near misses.

Chrys Horn – was in the mountains negotiating some very loose lateral moraine at the top of the Godley River. She got news of the earthquake that evening which rather ruined the rest of the trip. She got home to a house that looked basically ok and a deluge of emails from people wondering where she was. Over the next few days she gradually caught up with it all by looking at lots of photos of City and suburbs and hearing many tales of the horror of the quakes that day and the chaos that ensued in the City. Most people had to walk out of the City and those that didn't took longer than those who walked because of the gridlocked traffic. She only recently went and looked around the City – peering through the fences at the many piles of rubble, leaning, munted buildings and the empty streets.

Roberta Hill – Roberta returned from Singapore 2 days before the earthquake. Still jet-lagged, she was eating lunch in her Lincoln University office when the 6.3 earthquake and the 5.9 and 5.7 aftershocks struck. Since the epicentre was in Heathcote/Lyttelton, only 5 kms away from her Diamond Harbour home, she drove slowly home across Gebbies Pass with boulders down on the road. At home she found only minor damage; the power off, and landline not working. She was on her own in the house, and found the silence eerie as the port of Lyttelton across the harbour was not working, and the lights were out in the town and on the wharf.

Resources, conferences, journals

Check out this website put together by Melissa Rose. It is called **Hear Our Voices** and is about getting the voices of children and young people into evaluation.

<https://sites.google.com/site/hearourvoicesevaluation/>

A new page on our very own website that may be of interest is the **Evaluation-related Events** page which links to evaluation associations internationally and provides information about upcoming events around the world. Check this out at:

http://www.anzea.org.nz/index.php?option=com_content&view=article&id=102&Itemid=110

Have you come across this great website? **TED** (www.ted.com) is a place to find some really interesting talks from all sorts of people from all sorts of walks of life. The only thing you need is access to broadband so you can view the videos.

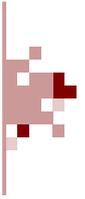
To get you started, here is an interesting talk about social networks.

http://www.ted.com/talks/lang/eng/nicholas_christakis_the_hidden_influence_of_social_networks.html

If you have some favourite talks on this website, send them in for future newsletters.



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The use of survey evidence in Intellectual property disputes. This is an article that is now in our new resource library. You can find it at: ???? Jacqui can you insert if this is done or delete this paragraph if it is not

UNDP evaluation webinars and recordings available The first webinar with *Saraswathi Menon*, Director, Evaluation Office, UNDP, and Chair, UN Evaluation Group, and *Finbar O'Brien*, Director, Evaluation Office, UNICEF, focused on **"the Role of the UN in fostering national ownership and capacities in evaluation"**.

Menon described the important progress done by the evaluation function so far. However, she also acknowledged its potential is not fully realized to promote public action. In order to do so, Finbar O'Brien explained evaluation should shift from being donor-led toward being country-led, thus serving the information needs of programme countries. **Marco Segone**, in his concluding remarks, highlighted the main roles of the UN in fostering national ownership, including by strengthening national evaluation capacities of national and local governments, as well as Civil Society Organizations, to demand, plan, conduct and use evaluations. The recording of the webinar is available at:

http://www.mymande.org/?q=content/un_role_in_fostering_national_ownership_and_capacities_evaluation

The second webinar with **Michael Quinn Patton**, Founder and Director, Utilization-focused evaluation, and former President of the American Evaluation Association, and **Marco Segone**, Systemic management, UNICEF Evaluation Office, and Senior advisor to the IOCE Executive Board and former Vice President, focused on **"Future trends in evaluation"**.

Michael Quinn Patton spoke about six future trends, notably Globalization of the profession; Evaluation as a transdiscipline; Increased political importance of M&E; Growing emphasis on capacity-building and essential skills; Debate about methods,

including the Gold standard debate; and using systems thinking and complexity concepts. Marco Segone further developed the debate on growing importance of evaluation capacity development. He presented a framework to strengthen national capacities for country-led M&E systems that addresses both demand and supply side, while strengthening the enabling environment, as well as institutional and individual capacities. The recording of the webinar is available at:

http://www.mymande.org/?q=content/future_trends_in_evaluation

To access the **full programme of UNDP webinars** check out:

<http://www.mymande.org/?q=content/developing-capacities-country-monitoring-evaluation-system&x=cl>

International Organization for Cooperation in Evaluation (IOCE) Webinars

The IOCE also offer a wide range of webinars that are well worth exploring. Check them out at:

<http://www.ioce.net/events/index.shtml>.

The next one will be in May 2011 **"Evaluating Capacity Development"** by *Peter Morgan*, Independent Consultant.

These Webinars are free and open to interested people. You may attend virtually from your personal or work computer anywhere in the world. In addition to watching live presentations, you can ask questions and comment. You just need a computer, high-speed internet connection, speakers and a headphone with mic. You will also be able to write comments and continue the discussion after the webinar.

Behind the news headlines of the Christchurch earthquakes: Evaluating how communities have been coping

An article for Psychology Aotearoa (2011) by Libby Gawith and Melanie Atkinson, Community Psychologists based in Christchurch.

Natural disasters such as the earthquakes in Christchurch have a profound impact, as people "struggle to take in what has happened and deal with their own feelings of distress and powerlessness" (NZ Psychological

Society, 2011, para 2). Everyone's story of the first 7.1 magnitude earthquake in Christchurch on Saturday Sept 4, 2010 is similar. Most people were asleep. Everyone, however, has a story of the 6.3 earthquake on February 22, 2011 meaning that there are over 440,000 stories of people struggling to process the event and their responses.



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This brief article includes observations of communities coping after the February 22, 2011 earthquake from two community psychologists living in Christchurch.

Stronger more resilient and closer communities

The earthquake of February 22, 2011 was a huge social leveller. It put many people, particularly neighbours, together in the same boat of survival; of trying to live without water, power and gas and with portaloos; of dealing with ongoing aftershocks; of trying to clean up properties hit by liquefaction; of trying to make sense of the devastation and loss; and of trying to rebuild lives.

Most social norms were on hold, as people were not able to go to work, study and play; life slowed down, people had time to lean over the fence and check on neighbours and most had energy to help others.

The psychological first aid, or the initial assistance involving practical and emotional support, (Australian Centre for Post traumatic Mental Health, 2011d). was given by neighbours and people in the immediate geography. Neighbours not only had to share physical resources, but they had to be emotional support for each other, particularly in hard hit communities. Psychological research suggests that **social support** of neighbours and communities is most effective after a disaster (NZ Psychological Society, 2011, para 4). and is more helpful than contact with professionals in the early stages (NZ Psychological Society, 2011, para 6).

People shared common survival experiences, common losses of people and property; common vulnerabilities and common fears for the future. This was not an individual experience but a collective, community wide processing of loss, adjustment and grief.

Death and core losses for people in Christchurch

The greatest loss for the people of Christchurch was of loved ones; of family, partners, friends and work colleagues. The number of death notices in the Press newspaper of people in their mid life with young children, was disturbing. People in this age group are simply not meant to die. The shock of losing people just like us and in our city, was great.

The second greatest loss was and is the loss of income or financial security through businesses being destroyed or inaccessible, or people being made redundant. Without a financial future, it is difficult to stay and support Christchurch and its rebuilding.

The third greatest loss has been the destruction and damage to homes. The EQC (Earthquake Commission) red stickered home, hill or cliffside with irreparable damage and imminent danger, means a rebuild long term. Many people in the eastern and

southern suburbs had extensive damage to their homes. The lack of access to the central business district (CBD) is a loss for all.

CBD syndrome - For some people, problems can start interfering with their ability to return to their normal routine. This may particularly be the case for many highly functioning people working in the Christchurch CBD on February 22. Of the approximate 40,000 people who lived and worked in the central city that day, almost 200 did not make it home, another 200+ are living with severe and debilitating injuries. Approximately 400+ narrowly escaped death and may live with survivor guilt and other disturbing responses, while another 4000+ people saw death and destruction on a scale that is not normal and not seen outside of war zones.

Multiple responses to the event

People involved in a natural disaster can have a range of emotional, cognitive (thinking), and physical (health) reactions to the event.

Emotional reactions from people included shock, anxiety, fear, sadness, guilt, frustration and helplessness (Australian Centre for Post traumatic Mental Health, 2011a, 2011b, 2011c). Shock and denial are both normal protective reactions and involve not experiencing the event or its full intensity (American Psychological Association, 2011).

Cognitive reactions from people included poor concentration, difficulty making decisions, as well as confusion, disorientation and distressing thoughts and images of the event (Australian Centre for Post traumatic Mental Health, 2011a, 2011b).

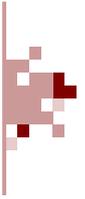
Physical reactions from people included feeling tense and on edge, exhausted, as well as sleep disturbances (from the event and aftershocks) (Australian Centre for Post traumatic Mental Health, 2011a).

Thankfully, for most people, these reactions reduced after the initial days and weeks with the support of neighbours, family and friends (NZ Psychological Society, 2011b).

Lawlessness - Police noticed in the first few weeks after the earthquake the increased number of EBAs or Excess Breath Alcohols as people started consuming more alcohol; and increased call outs for domestic violence (due to more household stress and damage, less money, no pubs or social gathering points, less distractions). They also noticed more mild infringements of the law such as people running red lights and people talking on cell phones. There was



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a sense that things were not operating in society as normal and that police were too busy sorting out the city centre, major crime and possible looters, to worry about mild infringements.

Coping strategies

There is no standard or singular formula for how people cope with natural disasters.

For some it was important to regain a sense of safety and control (of time, actions, routines and aftershocks). Doing something enjoyable and / or physical each day were useful coping strategies for some, as was limiting the amount of media coverage (Australian Centre for Post traumatic Mental Health , 2011a). Talking about their experience was helpful for some, especially for women, and this occurred frequently; at supermarkets, on streets, wherever people gathered.

For others, different coping strategies included:

- denying – “I lived through the war and this is nothing”
- humouring – making light of loss “Muntsbury, Smashmere are the new suburbs”
- intellectualising – “the Port Hills were always going to be hit...”
- magnifying and exaggerating difficulties “kids are so out of control”
- minimising “its only a house” and “we’re lucky we only lost....”
- ridiculing – “Mr Ken Ring(piece)’s predictions of further earthquakes on March 20 are nonsense”.

Humour was evident. Huntsbury for some residents there became Muntsbury; Cashmere became Smashmere, Bowenvale became Brokenvale; Murray Aynsley became Murray Painsley, Mt Pleasant became Mt Unpleasant; Bromley became Bombley, Bexley became Hexley as it had been hit twice.

The fight, fright or flight response to stress was also evident. There were those who stayed to fight and protect their situation and circumstances. Those who took fright as well as those who fled the city as they did not want to face the after shocks and the massive clean up (without power and water). Motels in Timaru (160km south) had sold out within an hour of the earthquake.

Many people left their rentals and moved to Rangiora and other outlying areas, where the sudden influx of new people with no existing ties, is putting additional stress on these communities.

Many North Island Maori returned north to be with whanau and iwi to get the awahi that they

need to rebuild their lives or to gather strength to return to Otatahi Christchurch.

Hunger to do something (O’Connor, 2011)- One of the most difficult feelings associated with a natural disaster is a sense of **helplessness** – and this was exacerbated with the ongoing aftershocks. For some, it was useful to do something to help such as offering to help shift homeless people and visiting people in need . For some, this helpfulness helped to re-establish a sense of order and normality.

Support, support, support for this city

Some of the most heartening images when power was restored, was the Student Volunteer Army and the ‘farmy army’ helping to rebuild the homes, streets and lives of complete strangers. Stories flowed of having 80+ people or crews taking 2 days to clear out properties from liquefaction.

The desire from people outside the city of devastation, to be of help, was poignant and appreciated. The generosity through money, time and effort was continuous. International support from friends was immediate and kind. Generosity from power and telephone companies, as well as the Air New Zealand \$50 standby flights, was greatly appreciated. Government and Red Cross assistance was immediate and accessible.

The support from New Zealand sporting heroes in poster form on our bus shelters, was highly visible and effective with the key message of “look after yourself and look after others”.

Just like Maslow’s hierarchy of needs, the physical needs of food, water and shelter were first priorities. Psychological support may be called on, as the collective and community layers of support slowly ease off, and as neighbours and friends return to work and their everyday lives and busyness.

Remember how well the communities behind the news headlines of the Christchurch earthquakes have been coping, and how strong and supportive many communities have become and will remain.



Get involved : Ways that you can get involved in anzea

Participation by members in the activities of **anzea** is a core value and goal of the Association, and **anzea** is lucky to have members each with great talents. So we'd love you to get involved. The Board are keen to have members engaged in the many projects that are under way. Current projects that you might like to consider being involved in are:

anzea Conference 2012 - Contact Marnie Carter mcarter@allenandclarke.co.nz

Evaluator Competencies Project - Contact Syd King syd.king@nzqa.govt.nz

Website library resource - Contact Pam Oliver pamo@clear.net.nz

Volunteering strategy - Contact Heather Hamerton heather.hamerton@boppoly.ac.nz

anzea Newsletter Editorial Team - Contact Pam Oliver pamo@clear.net.nz

Member's forum

anzea invites you to write to the Editor with news, ideas, grumbles, bouquets, or anything else likely to be stimulating or interesting to **anzea** members.

The **Mental Health Education and Resource Centre** (MHERC) provides a free mental health Library for everyone in Christchurch and the South Island, New Zealand.

The entire collection has been lost to the quake but they intend to continue operating. Brandon Dennis is looking to rebuild the collection from scratch and is seeking book donations on topics such as depression, bipolar (manic depression), personality disorder, schizophrenia, anxiety, phobia, obsessive compulsive disorder (OCD), agoraphobia, ADHD, children's health, parenting, abuse, violence, personal development, and personal stories.

Classified

The newsletter is a forum for advertisements relevant to evaluation – job vacancies, services offered, events – and there's no cost. To place an ad, contact the Editor, Chrys Horn via info@anzea.org.nz.

Are you aware the 'work opportunities page which you can find sidebar of the anzea website (www.anzea.org.nz)

How to join

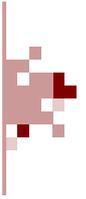
Membership in **anzea** is open to anyone with an interest in evaluation – there are no other eligibility criteria.

The fee is currently just \$78.75 (incl GST) per annum and only \$28.75 (incl GST) for student or unwaged members. If you'd like more information about **anzea**, contact the membership secretary Heather Hamerton, or any other member of the **anzea** Board (contact details above in this Newsletter).

To join, all you have to do is complete the membership form found at www.anzea.org.nz and send it with your payment to: **anzea** Membership, PO Box 106732, Auckland. (If you prefer to pay electronically, see details on the membership form.)



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