



*He kura te tangata*

## **aotearoa new zealand evaluation association**

[www.anzea.org.nz](http://www.anzea.org.nz)

0800 EVALUATE (0800 382582)

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### **NEWSLETTER**

**November/December 2010**

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## Convenor's kōrero

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Kia ora, talofa lava, malo e lelei, namaste, and greetings to you all

While I'm writing this, I can hear National Radio in the background covering plans for the memorial service in Greymouth to help the local community grieve for the heartbreaking loss of 29 men in the West Coast community. The **anzea** Board extend our heartfelt sympathies to those who have lost friends or family in the Pike River coal mine explosions, and in particular to Board member Carol Mutch, who has lost a nephew, Michael Monk, in this tragedy. But we also acknowledge that people all over New Zealand have been affected by these events – partly because we are such a cohesive community. It's been inspiring to hear how creatively people have responded to support others – this morning I heard a young woman in Greymouth interviewed who had taken a puppy from where she worked at the local animal shelter and was offering people on the street the opportunity to have a cuddle. Tragedies like this show us the strengths of our small country – as a great example, read the comments from the Christchurch/Upper South Island members later in this Newsletter.

On the **anzea** front, it's been a while since our last newsletter to members, and a lot's been happening!

I'd like to acknowledge all of the work put in by the Board of 2008-2010, whose collective efforts took us safely through the recession without losing member numbers. We now have a new Board, which includes two members from the founding Board, another two from the 2008-2010 Board, and eight fantastic, talented new Board members. This time we have great representation from the provinces as well as the 'main' centres, and there is a big enthusiasm for spearheading some new projects (you'll see more about these later in the Newsletter).

**anzea** is now into its fifth year, and it's really impressive to see how much progress we've made. We've consolidated our infrastructure, and have in just the last couple of weeks launched a revamped website that will allow us to add more services and functions. In the past month the Board has finalised a review of all of **anzea's** policies, and sought members' endorsement for some minor changes to the **anzea** Constitution (the amended Constitution is now available on the **anzea** website).

Not only have we built a membership of over 200 (with every indication that this will increase), but we've also forged some strong relationships with other evaluation organisations, significantly through the personal links that we've made with individuals involved in those organisations who are good friends and champions of **anzea**. Recently we've recommenced a dialogue with the Australasian Evaluation Association (AES) and we're looking forward to developing some trans-Tasman initiatives over the next couple of years ('good things take time....').

It is especially exciting to announce that we have appointed two founding members – Ian Trotman and Robin Peace – to the **anzea** Taumata, who will be more formally welcomed at the 2011 AGM in August next year, and will meantime be working with the Board in a range of ways. We're truly honoured to have Ian and Robin as our inaugural Taumata members. Check out the Board News Section below for more information.

We're putting together some ideas for **anzea** awards, based on feedback from members in the member survey that we undertook earlier this year. Plans are well under way for the **anzea** Conference 2011, which will be held in Wellington, so do

start thinking about what you might like to present at that Conference, or at the Hui Māori and Fono Pasifika that will be held with it.

A major initiative in the new year will be a drive to engage as many members as possible in the activity of **anzea**. In particular, acknowledging the impacts of the time constraints of Board members on what can be achieved, we're really keen to get you – yes, you 😊 – involved in an **anzea** project. And there will be plenty to choose from, so don't be surprised if you get a phone call asking if you're interested in helping out with a new **anzea** initiative. Or take a look at the Board portfolio areas on [http://www.anzea.org.nz/index.php?option=com\\_content&view=article&id=63&Itemid=74](http://www.anzea.org.nz/index.php?option=com_content&view=article&id=63&Itemid=74), find one that interests you, and ring the portfolio leader to volunteer ideas or your time – there's no shortage of tasks and your offer will be welcomed.

Over the next couple of weeks there will be end-of-year events happening in the Branches, so make sure that you get along to those to meet up with mates and colleagues, old and new.

A big thanks as always goes to Jackie Bourne, our wonderful Administrator, who not only manages our business so effectively, but is also constantly on the lookout for ways that we can operate more cost-effectively and to greater value for members.

Ngā mihi mahana to you all from the Board – we wish you and your families a thoroughly relaxing Christmas-New Year break, and the best of success in your work and play for 2011.

Arohanui, and enjoy the read.

Pam

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## Editorial

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Kia ora koutou

When I sat down to write, I was going to write about my experiences as a new Board member and one of 1.5 South Island Board members. However, with the West Coast mining disaster fresh in my mind, I found myself reflecting on the fact that 2010 has been an eventful year here in the South Island. We had significant floods in South Canterbury in May, a severe spring snow storm that collapsed buildings and wreaked havoc on the lambing in the deep south, the Christchurch earthquake, and then last week, the mining disaster over on the West Coast. Many of these events will have been all but forgotten by most of us but they will be well remembered by those who were in the thick of them.

As a Christchurch person, I am perhaps most familiar with what has happened in relation to the earthquake here. As many of us found, the earthquake itself was the tip of the iceberg, albeit a frightening one. Civil Defence were relatively well prepared for the “acute” phase of the disaster. However the recovery phase which continues is something that has opened up many questions. It is clear also that recovery is a much bigger process that needs the input of many different people and groups. It tends to surface many different issues from those in play during the earthquake. It seems that this phase of things is something that we as a country are less prepared for. This is where resilience really comes into play. But what is ‘resilience’ and how can we build it?

At its simplest, resilience comes from having spare capacity. This is why we are told to store water and food – to have extra supplies, which we don't normally need, stashed

away to call on in unexpected circumstances. In general, very efficient systems, where all the 'dead wood' has been cut out, are not resilient. Just in time delivery systems used by many businesses, tend to confer a lack of resilience. So when things don't or can't arrive as planned, this can start a chain of events whereby the services and facilities that we rely on, very quickly cannot function. A spectacular example of this is provided by the truck drivers' strike in the UK a decade or so ago. Cities ran out of fuel and food supplies in a matter of two to three days. People could no longer drive their cars, food supplies dwindled, and for many there was little point in going to work because there was nothing for them to do there.

In Christchurch also there was a shortage of some food items, particularly when State Highway 1 was closed just south of Kaikoura by a slip caused by an unconnected earthquake. On its own this was not a problem however ongoing aftershocks were also shutting the Lyttelton Road Tunnel and the roads on the Port Hills, thus cutting Christchurch off from its port. Lucky for us, the disruptions caused by this were more of a concern for Civil Defence than they were for the average citizen. But the effects of the issue were felt across the South Island.

In all of the resilience literature, it is clear that people with good social networks are considerably more resilient than their unconnected counterparts. Even sports club membership can make a significant difference to the ways in which individuals recover from shocks of various types.

The aftermath of the Christchurch earthquake confirmed the importance of networks, particularly at local level. Neighbours helped each other out in a range of ways. In my neighbourhood this included people visiting the very old and the people living alone to provide assistance. Neighbours talked at length with each other about their experiences. Other neighbourhoods got together to help dismantle damaged chimneys, or dig silt off the streets. People with electricity had those without electricity around to dinner. People with good networks were better able to locate builders and engineers, find a place to stay if they needed it and/ or to get assistance with the tasks that they were faced with as a result of the 'quake.

What did seem lacking, and still seems lacking as far as the earthquake was concerned, was general information getting out from the Council to the different neighbourhoods around the area. Whilst neighbourhood support groups are a formal network touted as having civil defence role, in fact in Christchurch these networks were never activated and even some weeks after the event people are still asking for information about what has happened and is happening around the City.

Two easy things you can do to build your resilience are:

1. If you haven't already done so, get yourself some emergency supplies as suggested on the NZ Civil Defence website.
2. Put some time into getting to know your neighbours. When an emergency happens these are the people that you will have to rely on.

Another interesting question for us down here has been how can we as evaluators assist with the recovery process and help to draw out the learning that has come from the earthquake experience? How can we as a City foster the maintenance of the sudden burst of neighbourliness that has developed? How might we assist the recovery process? Some of this is discussed in a later article in this newsletter. And some of that discussion continues as I write.

Ngā mihi nui

Chrys Horn

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## anzea Symposia 2010

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### Upper South Island Symposium

29 people attended the Upper South Island Symposium in Hanmer Springs on July 23-24, 2010. 18-20 delegates were local or Christchurch-based, while two were from the **anzea** Board and seven were from outside Canterbury. The largest identified employment category were independent evaluation contractor /consultants. The Education Review Office was the most supportive organisation for our symposium, paying for six of their staff to attend.

It was a great two days, made all the more welcoming and fantastic by the pōwhiri and support from Mark Solomon (CEO Te Runanga o Ngai Tahu) and others from the Kaikoura Runanga). Mark gave a very thought provoking presentation. We had a wide range of presenters from university PhD students to experienced evaluators and from novice presenters to seasoned professionals. The setting was fantastic, the food divine and the cosy atmosphere a warm place for all. Check out the **anzea** website for presentations.

**Delegates really liked** the small size of the symposium because as it was easy to engage in small group discussions. They also liked the time provided for networking and getting to know each other.

The **most outstanding features** for delegates were: Mark Solomon's mihimihi, increasing Māori participation, the thread of Ngāi Tahu with Kataraina and Moana's presentation, and the different styles of presentation.

**Suggestions for future conferences** or meetings include: having some themes around 4-5 strands of the core competencies and skills, a continued Māori focus, more focus on cultural competency and cultural identifiers. A stream for new evaluators or organizations considering evaluation work may be a very useful approach to take, so that we can widen our marketing net and attract more people and email readers do not have the perception that the symposium is only for people who DO evaluation work.

Huge thanks go to Libby Gawith, Roberta Hill, Julie Foley and Pam Glover for their hard work organising the Symposium, and to Shirley Mercer for being the host throughout the two days. Thanks also to Mark Solomon and the Kaikoura Rūnanga for their wonderful warmth and willingness to be involved. Many thanks to Kataraina Pipi, Julian King and Jackie Bourne who provided coordination and assistance. Jackie particularly was a fantastic support with a really pragmatic, "don't panic" approach to any hassles or hiccups. And last but not least, thanks to all the people who presented at, and attended, the Symposium.

### Auckland Regional Symposium

63 delegates attended the Auckland Symposium, with 6 others attending for one day. As with other centres, most of the delegates were women and the largest identified employment category was self employed/independent contractors. Feedback from delegates indicated that the highlights of the Symposium were:

- The focus on Māori and Pacific, including workshops and the Hui/ Fono
- The informal opportunities to meet, and network with other evaluators
- The half-day workshops on the first day by experienced evaluators
- A workshop by Michael Blewden on 'Process use' in evaluation
- The tone, wairua and atmosphere of the Symposium, and diversity of delegates,

including the strong Māori and Pasifika presence

- The venue and the food.

Delegates said that they gained new knowledge and ideas, especially in the areas of attributing outcomes and developmental evaluation, new skills, practical methods, and the motivation to apply the new knowledge in their work and discuss new ideas with their work colleagues. Delegates also felt that the Symposium affirmed their work.

Suggested themes for future events included:

- Māori/Pacific focused topics and themes (n=8) such as: whānau ora; working with Pacific nations (for non-profits); sessions in te reo; Pacific models of evaluation; Tangata to Tangata; dialogues between Māori and Pakeha; Atuaology man-made; more exploration of Māori world view; evaluation of Māori and Pacific community recreation and sport programmes
- Values in evaluation; evaluation and community action; 'spirituality quantified'; affecting social change to benefit 'silent voices' in the community
- Self-evaluation; 'dummies guide' to evaluation
- Evaluation in education.

Thanks and acknowledgement go to:

- The Symposium Committee and Administrator, for sterling work to make the Symposium such a success
- The Day 1 presenters, who contributed for koha
- AUT, for providing a superb venue for koha
- The four sponsors, for their sponsorship, which allowed for 15 scholarships to be awarded.

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## Board News

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### **New Board**

2010 saw the election of a new Board in June this year. Since that time two Board members have resigned because of family priorities and have been replaced with candidates who had the next greatest number of votes in the 2010 Board election.

Find out more about the new Board and Board members at:

[http://www.anzea.org.nz/index.php?option=com\\_content&view=article&id=63&Itemid=74](http://www.anzea.org.nz/index.php?option=com_content&view=article&id=63&Itemid=74)

### **anzea Strategic Plan**

In mid-October the Board got together to undertake a new strategic planning exercise, with the help of facilitator Sandy Thompson, Head of Department at Unitec's Diploma in Not-For-Profit Management. A new Strategic Plan for the next five years will be finalised soon and we'll circulate that for your comment either in early January. The Board's focus for the next five years is once again on both the sustainability of **anzea**, especially in financial terms, to make our very low membership fees sustainable, and on building **anzea's** services to members so that membership provides real value for money.

### **anzea Evaluator Competencies Project update**

The consultation period with respect to the development of a set of evaluator

competencies has completed with feedback received from **anzea** members via this year's member survey and the regional symposia. A workshop was held at the recent AES Conference in Wellington where over 50 people contributed to discussion about competencies tensions that have emerged, which have provided useful debate and discussion. A workshop was held at the recent American Evaluation Association Annual conference (led by Kate McKegg, Jane Davidson, and Nan Wehipeihana), with Michael Scriven and Rodney Hopson as discussants.. A number of representatives from other international evaluation associations expressed high interest in our progress, with the Canadian Evaluation Society having recently contacted us for with a desire to further conversations around diversity.

A caucus made up of key people involved in evaluation across the New Zealand sectors, as commissioners, as independent practitioners, academics will meet in Wellington on 7 December to consider the feedback from the consultation and provide advice on the next steps from here. The outcomes of this meeting will be considered by the Board at its next meeting and there will be further opportunity for members to see the detail of this progress in the new year.

### **anzea** Annual General Meeting Minutes

The Annual Report can be accessed on the **anzea** website [www.anzea.org.nz](http://www.anzea.org.nz)

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## **New anzea developments**

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### **anzea Taumata**

Earlier this year we sent out a call for nominations to the **anzea** Taumata, and as a result we have now appointed two founding members to the Taumata – **Ian Trotman**, who has contributed so much to evaluation services and professional development in Aotearoa over several decades, and **Robin Peace**, who started the Massey University Postgraduate Diploma in Social Sector Evaluation Research in 2006 and has worked now with more than 30 students in that programme, resulting not only in better skilled evaluation practitioners, but also in the sound establishment of New Zealand's first graduate qualification in evaluation. These two talented and committed people will be a huge asset to **anzea**, providing the Board and other **anzea** committees with advice and ideas as we work to develop better professional support services for the profession. Robin and Ian will be formally welcomed into the Taumata at the **anzea** AGM in early August in Wellington, in conjunction with the **anzea** Conference 2011 – it will be an event not to be missed!

You can read more about the Taumata on the **anzea** website [[http://www.anzea.org.nz/index.php?option=com\\_content&view=article&id=95&Itemid=103](http://www.anzea.org.nz/index.php?option=com_content&view=article&id=95&Itemid=103)].

We'll be calling for further Taumata nominations early in 2011, so you might like to think about whether there's someone that you'd like to nominate.

### **PGDipSSER – Evaluation's best-kept secret** (from Karen Newton)

I attended the **anzea** conference in 2008 knowing next to nothing about evaluation. By the end of the conference I wanted to become an Evaluator (with a capital 'E'). But although I have a social science and research background with 15+ years of experience, I had no idea about how people became evaluators. Fortunately I chanced upon a leaflet about the PGDipSSER (which

stands for - wait for it - Post-Graduate Diploma in Social Sector Evaluation Research) at the office where I was working in Wellington.

I made an appointment to see Robin Peace – the Course Convenor – and after discussing the course with her, I had no hesitation in enrolling full-time in the Diploma in 2009. I graduated at the end of that year. I was the first full-time enrolled student in the Diploma, so my experience of the course needs to be seen in that light; I know it was a real commitment and often a struggle for other students to do it part-time while they had full-time-plus jobs.

The course comprises four papers: three are half-year compulsory papers and the fourth paper is a full-year approved elective paper in which students do either an independent evaluation project or literature review or a PhD proposal.

It is an extramural course with three on-campus days for each of the compulsory papers which you must attend (at the Wellington Massey campus). Attendance at these was critical for me to help make sense of the mountain of readings we were required to get through. But as importantly, the benefits of engaging at these contact days with other students working and studying in the field was immeasurable especially perhaps for me having not been part of the evaluation community prior to enrolling in the course.

Costs are around \$1500 per paper.

Be warned! Workload is heavy. The recommended hours of study/week/paper is 18 – 20 hrs. Realistically if you are working fulltime, doing one paper a semester is probably the limit (which is why most people take at least three years to complete the Diploma).

Robin Peace (the course convenor) is the key lecturer for most of the papers. In the year I did the Diploma there were only two lecturers on the course. I was fortunate enough to have Robin as the main lecturer in three out of the four papers.

Staffing the course appears to be an issue with a heavy teaching and administration burden falling on Robin. But the staffing of the course – i.e. Robin – is also its real strength. She has a solid academic background in Evaluation (and also in Geography and Feminist Studies) and has a real depth of knowledge of 'real world' evaluation, particularly in the public sector. Kaupapa Māori is an integral thread that runs through the papers that Robin teaches on and her ability to actively engage students in their learning and in the kaupapa of the course is exemplary.

The only thing I don't like about the PGDipSSER is its name! I still struggle to remember it and people's eyes glaze over when you mention the name. Hopefully someone can come up with a name that's more memorable because it is a diploma worth remembering.

In the many discussions we had during the course about the difference between research and evaluation, Robin suggested that research asks, 'What is the problem?' and evaluation asks, "What is the value?". If an evaluation was conducted of the PGDipSSER (there's a novel idea!) within the evaluation community, I am 100% certain the answer to the question "What is its value?" would be something like, "The PGDipSSER is essential to build a community of professional evaluators in Aotearoa/New Zealand. It definitely does not deserve to be evaluation's best kept secret."

Karen Newton, Dec 2010

## **anzea Evaluation Digest**

**anzea** has plans under way to publish a Digest which will provide members with quick reference to writing and research on topics relevant to evaluation practice.

The **key purpose** of the Digest is to provide **anzea** members with quick access to quality academic and other writing on topics current in writing and thinking about evaluation practice and related areas. We also hope that the Digest will raise **anzea's** profile – amongst evaluation practitioners, actual and potential evaluation purchasers, and the general public.

The Digest will come out twice a year and be developed by an editorial team of 5-6 people who will take turns to coordinate each edition. It will be sent out to members by email and will include links to publications such as journal or newsletter articles, book reviews, theses, conference papers, and other publications, e.g. blogs/ talks etc, and tools and guidelines.

If you'd like to be involved in putting together the Digest, we're keen to have people help with locating and reviewing materials – please email [pamo@clear.net.nz](mailto:pamo@clear.net.nz)

### **Indemnity insurance**

An increasing number of **anzea** members have been availing themselves of the indemnity insurance service on the **anzea** website. Find out more at [http://www.anzea.org.nz/index.php?option=com\\_content&view=article&id=61&Itemid=72](http://www.anzea.org.nz/index.php?option=com_content&view=article&id=61&Itemid=72)

In our member survey earlier this year, one member commented that they would like to hear about examples of situations in the evaluation and research field where people have found indemnity insurance to be necessary or wise.

***So, if you have any examples, or thoughts, about why indemnity insurance is valuable, please take a few minutes to send them to us*** at [info@anzea.org.nz](mailto:info@anzea.org.nz) - 'Insurance' in the email subject heading – and we'll collate them and publish them in the next newsletter.

### **anzea Conference 2011**

The 2011 **anzea** Conference will be in Wellington on August 8-10 2011. The Wellington Committee are working hard to bring you some great keynote speakers and a round of really useful workshops. Check the **anzea** website for more information.

### **New website**

Our revamped website is now up and running. While you probably won't notice big changes, it now has much greater functionality for adding in services that are in the pipeline, and we hope it's easier to find your way around. If you have any thoughts about ways that it might be more user-friendly, we always appreciate the feedback.

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## **In the interests of learning, and fun....**

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At the **anzea** Auckland Branch event last week, presenter Jane Davidson shared a research finding that people's concentration span resets itself every time they have a good laugh – what a great discovery! So we're going to have a go at funning up the Newsletter (thereby encouraging you to read *all* of it) by including some amusement. Try these for size.... And send us in your ideas too.

### **True Confessions**

Borrowing from the airline industry's practice of having periodic 'amnesties' for pilots, in the interests of learning and thereby avoiding industry accidents, we're introducing **True Confessions** – a sort of 'thinking evaluator's agony (and humour) column. Readers send in stories or questions – these must be relevant to evaluation in some way – and others send in their responses (serious or otherwise) which should have a focus on providing constructive strategies for managing the issue raised. The editorial

team will collate replies and publish them in the next newsletter. [Please limit your confessions and helpful replies to 100 words.]

To start us off, here's a *true confession* from Pam Oliver, Waiheke Island:

*On my very first contract project as an independent evaluator, I was writing a report about a marae-based programme for youth at risk, which of course included identifying issues in programme delivery. Despite both colleagues and the providers thoroughly reviewing and proofing the report before sending it to our central government client, I was dismayed on re-reading it some months later to find that I had written that "the kaiako often work 12-14 hour days, but get laid for a lot less". Any good tips on proof-reading?*

## Competition

OK, now we really want to see some creativity – a prize (free attendance at your next paying event in your local Branch) for the *best tongue-twister relevant to evaluation* – send your entries before 28 February to [info@anzea.org.nz](mailto:info@anzea.org.nz). Entries will be judged by Newsletter Editor Chrys Horn, who is apparently an expert (at judging, that is, rather than verbal gymnastics).

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## Auckland Branch news

The Auckland **anzea** Committee wound up the year with a thought-provoking Christmas event led by Dr Jane Davidson "Visible values: Striving for truth, beauty and justice in evaluation". Bob Picciotto will be presenting on February 9<sup>th</sup>, so make sure you book that date in. Bob drew a great crowd earlier this year when he spoke about whether evaluation is a 'profession'. The committee is looking forward to planning another enjoyable series of events for the Auckland evaluation community in 2011.

Sarah Greenaway, Convenor

[S.Greenaway@massey.ac.nz](mailto:S.Greenaway@massey.ac.nz)

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## Waikato Branch news

On November 3rd, Waikato/Bay of Plenty branch held a workshop in Rotorua based on the theme "Getting the most out of evaluation – managing information dissemination". Presentations were given by Robert Naumann (Independent Consultant, Edubiz, Tauranga), Heather Hamerton (Manager, Taioorangahau, Bay of Plenty Polytechnic) and Trish Young (Independent Evaluator and PHD student). The workshop was attended by a variety of members and non-members ranging from independent evaluators to those that work in government and non-government organisations.

Another event is planned for February 2011 with Bob Picciotto, Professor, King's College, London. Keep your eye on the **anzea** website for more information.

The Waikato / Bay of Plenty **anzea** group have also met to discuss workshops for 2011, and have scheduled four sessions for next year. Members from each region (Rotorua, Tauranga, Whakatane, Hamilton) will be coordinating the workshops based in their respective locations. It's a great way for local members from a wide geographical region to work together and feel a part of the **anzea** membership, and to get to know other evaluators in their region.

Watch this space....

Jacqui Henry [henryj@waikatodhb.govt.nz](mailto:henryj@waikatodhb.govt.nz)

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## Wellington/Lower North Island Branch news

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Any enquiries about Wellington/Lower North Island events can be directed to **Melissa Weenink** [melissa.weenink@minedu.govt.nz](mailto:melissa.weenink@minedu.govt.nz)

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## Christchurch/Upper South Island Branch news

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The Upper South Island Branch has had a busy year in 2010. The Hanmer symposium was a highlight in July, however we also had a number of other really good events at the Twisted Hop and at the Community Centre in Hereford St.

In March Libby Gawith talked about her evaluation of the Active Life Programme.

In May we ran a joint afternoon's workshop on youth evaluation with the Youth Collective. This attracted good numbers and allowed a varied programme on the evaluation, the experience of being evaluated and some reflections from a young person who had been involved in an evaluation.

In August we had a great presentation from Alison Bourne on Health Impact Assessment. In September we met to discuss the earthquake as per our notes above and coming from that in October we had Rhys Taylor present an overview of his new workshop on community resilience to us. This workshop will be part of an existing series that Rhys and his colleagues around the country deliver on Sustainable Living (find out more at [www.sustainableliving.org.nz](http://www.sustainableliving.org.nz)).

We are finishing our presentations for 2010 on December 3 with a talk from Juliane Wilcke, who has just finished her PhD this month on 'Choosing methods in evaluation projects'.

### Reflections on the Christchurch Earthquake

Christchurch woke on Saturday Sept 04, 2010 at 4:36am to a cacophonous, rattling 7.1 earthquake and life in the city hasn't been quite the same since.

Cantabrians are not as attuned to things shaky as their counterparts in the capital or the Hawkes Bay but in fact Christchurch has been twice damaged by previous quakes in 1888 and 1901. This time a completely unknown fault line triggered the main 7.1 shock. What many found hard to grasp was the frequency of aftershocks— according to Geonet, three to four shocks per hour for three days after the initial earthquake and frequently (a few per day) after that for the best part of a month. There were 100 aftershocks in the 24 hours immediately following the 7.1 event and those included five of our top ten quakes.

**anzea** Upper South Island Branch members met at the Twisted Hop pub on Friday Sept 17. The Twisted Hop is an old brick building that by remaining unscathed, provides testimony to the effectiveness of retrofitting earthquake strengthening measures. This meeting provided a way for us to support each other, and to talk about how we might evaluate a natural disaster such as this. Food and some drinks were kindly provided by a grant from **anzea**. 14 people attended the meeting, including a Christchurch City councillor and a local social worker. The following are reflections on disaster preparedness from people attending.

### Household preparedness

It was dark and cool when the earthquake struck, and for many it was a shock to be woken from sleep to such an event. Most had lost electricity by the time the shaking stopped so people immediately needed:

- a torch ready, preferably next to the bed.
- Shoes because many houses had a lot of broken glass and crockery on the floor, as well as tumbled bookcases lying around.
- a radio ... with functional batteries,
- a phone that did not need power to function

After this, with no water or power to most parts of the City they needed

- blankets and /or warm clothes and
- stored water, a stock of food, and something to cook on that did not require electricity.

We also noted that

- bookshelves that were attached to the wall often did not even lose their books
- “Outdoorsy” people had lots of the right sort of gear – barbecues, cookers, torches, gas bottles etc.
- People in new and well-built houses were okay in most parts of town, but not in all of them.
- One person had made up an emergency kit with their son when he was at intermediate school. She found it very useful.
- Some people were ill prepared for the disaster, for the recovery and for the length of time of the recovery.
- National Radio provided phenomenal coverage although it might not be so good were the earthquake to happen in Wellington!
- During the aftermath of the disaster, family members who were out of town said that all they wanted to do was to “get back home” to reconnect with family. Staying out of the disaster zone was not a priority in these situations.

### **Impact / effects for people – physical and emotional**

- People are stressed / distressed and often financially distressed as well.
- It has been emotionally very difficult to relax as people are living on adrenalin with after shocks.
- So much adrenalin during and after the aftershocks saps all our energy and makes people snappy and irritable, especially those not sleeping well.
- People who missed the “big event” feel disjointed and unconnected with those around them.
- People are struck by how different parts of the city were hit differently. The damage seemed random and arbitrary and depended on the soils their homes were on and their proximity to rivers etc. Some brand new houses in Bexley and Kaiapoi were devastated.

- People had very different experiences – some have had schools relocated and houses demolished with an uncertain future while others have been relatively unscathed.
- People have coped very differently. Students at CPIT seemed quite unaffected by the disaster. They are young and bullet proof, and don't own property, and so overall are not as engaged or interested in long term repair and recovery. Some children slept through the event while others were traumatised by it.
- People are anxious about the long term coping. They felt it was alright for a month, and for 3 months but in 6 months time what will everyone be like....?
- One person who is a clutter bug with wall to wall books and china had lots of broken glass and broken valuable antiques that had been passed down from great grandparents.
- People weren't killed by the earthquake but a larger than normal number of people died from heart attacks the week after the earthquake (one undertaker had 11 people die on the Wednesday after the quake and usually 1-2 a day) – so there were silent or aftermath deaths

### **Long term financial effects**

- In terms of economics and part time jobs / employability for young people / insurance and insurance companies willing to take on Christchurch houses etc / international students and tourists not coming to an unsafe city / businesses only getting wholesale cover of goods, so there is less money in the economy.
- However it is great for engineers, and will be great for builders as EQC and insurance money begins to be paid out..

### **Resilience**

- Our collective resilience and ability to cope waxes and wanes over time....
- Some amazing kids and how they coped in stress, but over time stress takes its toll. It was great that people were given a week off school and from some workplaces.
- Cantabrian spirit and resilience was very strong .

### **Support / interest nationally and internationally**

- People were amazed at the response from friends from around the world who were texting, ringing and emailing to check we were all alright and some doing it constantly. As someone said “the Christmas card people came out of the woodwork.”
- People amazed too at the speed of international calls. Within 40 minutes of the quake calls were coming in from the States and UK.

### **Community level support**

- There was lots of community bonding and building.
- Some people are obviously not coping, as they are unable to talk about it or joke about the earthquake.
- Lots of virtual community support from emails and friends around the world.

### **City level - Community rebuilding**

- Some places and buildings are badly affected after liquefaction...How do we involve the local community in the decisions as the future thinking takes place?
- It is important to look at sustainable living going forward.
- There are a huge number of disappointments – especially around insurance issues and this will be ongoing. Insurance costs are bound to escalate.

### **Civil Defence**

- Civil defence personnel have done a great job. Volunteers train for years for natural disasters. Their training equips them to remove bodies from rubble in natural disasters but as one USAR person said “we were so lucky. We were only removing chimneys...and lots of them”
- People wanted to help but without having done the training they were not able to be much use. Those who had done the training were occupied and didn't have time to train up new people. But there were some people who had done the training, yet never got called on.
- Volunteer centres / shelters – Civil defence put these in place for people who had lost their homes but found that this group tended to stay for only a short time until they could find other accommodation. The people that stayed any length of time in these places were actually often chronic non-copers who moved into the centres to be looked after even though some of them could have remained at home. Civil Defence weren't expecting this group in the community and there was a need for people with the skills (e.g. social workers) to get these non-copers back into their homes.

### **Central communications**

- People were frustrated when they had red stickers (prohibiting entry) put on their homes and then they had to wait for an inspection. Those with the right networks could get this done quickly, but the work was not organised to get those most in need some priority. This frustrated engineers as well as homeowners.
- There didn't seem to be any triaging or central communications point for people to a) ring insurance first, b) ring structural engineer second or IPENZ, c) get a registered builder etc. One 0800 number or central point for people to go and ask questions would have been brilliant.

### **Workplaces**

- Some workplaces were also red-stickered. Quite a number of people lost their jobs because of this.
- Working from home was a lonely experience after the 'quake.
- We all learnt a lot about ourselves and our work importance (or lack of) after the quake.

### **National media coverage**

- Once people watched television and got on the internet, the reality and feedback on our disaster was overwhelming.
- Some say there was too much of Bob Parker, and that the disaster was too helpful for his mayoral campaign. Community was deeply divided about his time as mayor and this natural disaster was a golden media opportunity that also precluded rival candidates from campaigning. However, some felt that anyone in that mayoral role could have done that job as effectively. The earthquake almost certainly had a major effect on the local body election results.

- The local Star newspaper collated photos and stories about earthquake into one big edition and this sold for \$5 with all profits going to the Relief Fund.

### Going forward – Evaluation research role

- There was a sense that thought needed to be given to the kinds of evaluation that could be done to draw out the learnings from this event?
- Would a Health Impact Assessment tool be useful to look at aftermath of earthquake?
- Possibly a 2-stage research / evaluation needed – community needs before a disaster followed by community needs after a disaster.
- Different methodologies are needed in different communities for full and comprehensive evaluation.
- Will Civil Defence do an internal evaluation and measure performance against their own way of doing things or will a more broad approach be taken?
- How do Civil Defence and Christchurch leaders do it right, as opposed to did they do the right thing?”
- What would we do differently next time?

**Will Allen, Chrys Horn and Libby Gawith**

**anzea** Upper South Island Branch Committee members

Sept/ Oct 2010

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## Resources, conferences, journals

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There's some really interesting evaluation thinking going on out there!

### ***Systems Concepts in Action***

Bob Williams and Richard Hummelbrunner have a new book out that may be of interest to members. *Systems Concepts in Action: A Practitioner's Toolkit* explores how to use systems ideas to investigate, evaluate, and intervene in complex and messy situations.

The book covers a wide range of methods from many different parts of the systems field. Find out more at:

<http://www.sup.org/pages.cgi?isbn=0804770638&item=Preliminary Table of Contents pages&page=1>

### **Eva the Evaluator**

This book for children is receiving raves from all over – here's Michael Quinn Patton's review....

What we do as evaluators can be hard to explain. International evaluator Roger Mirada has written a children's book in which a father and his daughter interact around what an evaluator does. *Eva* is distressed because she has trouble on career day at school describing what her dad, an evaluator, does. It's beautifully illustrated and creatively written. I now give a copy to all my clients and it opens up wonderful and fun dialogue about what evaluation is and what evaluators do.

Another reviewer wrote “I received Eva the Evaluator for Christmas from a colleague. I read it immediately and was delighted with both the content and the illustrations. I have been a program evaluator for 18 years and have spent, well, 18 years trying to explain to others (of all ages!) what I do for a living. And my boys both chose to talk about their father's career at school because they just couldn't grasp what exactly I did, no matter how many ways I explained it. The book is written in language suitable for the PreK-and-up crowd. In fact, I think I'll share it with my adult family members as well so they'll stop looking so confused. The illustrations are a riot; every evaluator will get a chuckle out of the details (e.g., the "Utilization-Focused Baking" book). I recommend this book to all evaluators who are also parents. It will make "career day" at your child's school much easier, and you can share it with friends and family members who look baffled when you tell them you're a program evaluator.”

You can find copies for sale by googling, e.g.

<http://www.amazon.com/Eva-Evaluator-Roger-Miranda/dp/0984158804>

### **Evaluation blog ‘downunder’**

<http://genuineevaluation.com/>

Jane Davidson and Patricia Rogers have started up a blog that is interactive. Take some time out during your day to cruise thoughts from Jane and Patricia, and others, and add your own.

### **Beauty, truth and justice in evaluation**

Last week Jane Davidson presented a seminar to the Auckland **anzea** Branch which examined some of the principles that Ernie House started writing about 30 years ago. Those of you who came to the Rotorua **anzea** Conference in 2008 will remember Ernie's inspiring keynote address. Jane's PowerPoint materials are available on her website <http://RealEvaluation.com> , and she also encouraged people to read Ernie's original chapters on these topics, which remain completely relevant to evaluation today – they're downloadable at

<http://comm.eval.org/EVAL/model/Resources/ViewDocument/Default.aspx?DocumentKey=46918b72-88dd-473a-873f-635d0f78b01e>

### **Journal of Multidisciplinary Evaluation**

This journal is a rare thing – free! You can access it on <http://jmde.com>. It's co-edited by Jane Davidson and Michael Scriven, and they're keen to receive contributions – take a look at

[http://survey.ate.wmich.edu/jmde/index.php/jmde\\_1/announcement/view/14](http://survey.ate.wmich.edu/jmde/index.php/jmde_1/announcement/view/14)

Have a look at the latest issue – all of the articles can be downloaded -

[http://survey.ate.wmich.edu/jmde/index.php/jmde\\_1/issue/current](http://survey.ate.wmich.edu/jmde/index.php/jmde_1/issue/current)

We discovered this recent article by a bunch of well known Kiwis and a Canadian colleague - [http://survey.ate.wmich.edu/jmde/index.php/jmde\\_1/article/view/265](http://survey.ate.wmich.edu/jmde/index.php/jmde_1/article/view/265)

### **What Does it Take to do Evaluation in Communities and Cultural Contexts Other**

## Than Our Own?

Nan Wehipeihana, E. Jane Davidson, Kate McKegg, Vidhya Shanker

### Abstract

**Background:** This paper builds on the growing body of evaluation literature around the importance of culture and cultural context in evaluation (e.g. Greene, 2005; Hood, Hopson and Frierson 2005; Hopson, 2009; Kirkhart, 1995 and 2005; La France, 2001). **Purpose:** The place of language, culture, cultural context, and leadership roles in evaluation is explored through consideration of the question, “What does it take to do evaluation in communities and cultural contexts other than our own?” **Setting:** Not applicable. **Intervention:** Not applicable. **Research Design:** Not applicable. **Findings:** Attention to the location of power and privilege in evaluation, and to community engagement and ‘sense-making’ processes are the conversational starting points to begin to explore what it takes to do evaluation in communities, where the language, culture, and cultural context are different from one’s own.

### ‘Half-baked’ ideas

As JMDE’s co-editor, Jane Davidson is sending out a call to **anzea** members for people to send in ideas about evaluation that you’ve been ‘percolating’ – half-formed thoughts about theory, ideas about methods, or anything that you’re interested in exploring in a conversation with others through the medium of the journal. If you’d like to contribute, email your thoughts directly to Jane [jane@RealEvaluation.co.nz](mailto:jane@RealEvaluation.co.nz)

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## Get involved: Ways that you can get involved in anzea activities

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**Funder stocktake:** The **anzea** Board are looking at new ways of getting funding for the Association’s activities. We need a volunteer to help with identifying a range of potential funders relevant to the different **anzea** portfolios. If you might be interested in doing this piece of work or assisting with it, contact Julian King [julian.c.king@gmail.com](mailto:julian.c.king@gmail.com)

**Newsletter Editor:** As the Board’s Communications Portfolio leader, Chrys took on the job of editing this Newsletter, mainly so that she knew what it involved. Now she’s keen to have an editorial team to take on the job of producing future issues. It’s a fun job, gets you networked with other evaluators around the country, and is not excessively time-consuming. If you think you’d like to help, please get in touch with Chrys directly [chrys.horn@xtra.co.nz](mailto:chrys.horn@xtra.co.nz)

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## Members’ forum

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**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.

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## Classified

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The newsletter is a forum for advertisements relevant to evaluation – job vacancies, services offered, events – and there’s no cost to **anzea** members. To place an ad, contact the Editor, Chrys Horn via [info@anzea.org.nz](mailto:info@anzea.org.nz).

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## Literature sought for Department of Corrections review

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Tū te pō, tū te ao, tū ka whakaputaina  
Ki te whei ao, ki te ao mārama  
Tihei mauri ora

Werohia ki Papatuanuku, werohia ki tai  
He tuhi mareikura ki te ao turoa  
Turuturu a tai e rua ngaa tohu  
He toroa, he amokura  
Turuturu a uta he huia tōna tohu  
Koia i kiia ai  
“Whakarongo ki te tangi a te manu nei  
Tui, tui, tuituia, hui, hui, huihuia”

Koia neki ra ka karanga atu ki a koutou e te whanau,  
“Nau mai, piki mai, haere mai ki te kaupapa nei”  
E tutehu ana ko taku moe e karangirangi neki  
Tū te pō, tū te ao  
Ka papaki tū tonu ngaa tai ki Te Reinga  
Kia pō, kia ao, kia awatea.

The Department of Corrections has contracted out a realist synthesis on what works to change offending behaviours by Māori. This research aims to build a knowledge base of interventions, initiatives and approaches that have been successfully used with Māori to address problematic behaviours across a range of sectors and disciplines.

We are keen to look as widely as possible across Māori research and literature where the common theme is “assisting Māori to make changes for the better.” If you are aware of any published or unpublished literature, research or initiatives – your own or another’s – that you think should be included in the review, please send it to Sally Faisandier at Corrections [sally.faisandier@corrections.govt.nz](mailto:sally.faisandier@corrections.govt.nz) or call to discuss on 04 460 3087.

Please pass this request on to any of your networks that may be interested or able to contribute to this research – we need to access as many kumara vines as possible!

We would appreciate immediate responses, but will gratefully receive any further titles (in English or Māori) up until April 2011. Many thanks for your help.

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## How to join anzea

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Membership in **anzea** is open to anyone with an interest in evaluation – there are no other eligibility criteria. The fee is just \$80.50 (incl GST) per annum and only \$51.75 (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 below). To join, all you have to do is complete the membership form found at [www.anzea.org.nz](http://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.)

## Board contact list

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