

# ANZEA ONLINE WORKSHOP

Commissioning and contracting to enhance service delivery: learnings from practice and theory for funders, service providers, and evaluators.

WITH

**JUDY OAKDEN**

**Pragmatica**

making sense of complexity

TWO HALF-DAY SESSIONS OVER  
TWO CONSECUTIVE WEEKS

DAY 1: THURSDAY 3 AUGUST  
9:30AM-12:30PM

DAY 2: THURSDAY 10 AUGUST  
9:30AM-12:30PM

REGISTER AT: [ANZEA.ORG.NZ](http://ANZEA.ORG.NZ)



**THIS WORKSHOP WILL BE HELPFUL FOR**

**FUNDERS**

NEW WAYS TO CONSIDER COMMISSIONING AND CONTRACTING SERVICES AND THEIR EVALUATION.

**SERVICE PROVIDERS**

HELPFUL & PROBLEMATIC COMMISSIONING AND CONTRACTING PROCESSES – AND HOW TO NAVIGATE THEM.

**EVALUATORS**

INSIGHTS INTO HOW COMMISSIONING & CONTRACTING PROCESS HELP/HINDER PROVIDERS' SERVICE DELIVERY.

# **AN ANZEA ONLINE WORKSHOP**



Commissioning and contracting to enhance service delivery: learnings from practice and theory for funders, service providers and evaluators.

## **SESSION DESCRIPTION**

Government and philanthropic funders must frequently address complex, long-standing, and deeply entrenched social issues, like health or education disparities. One way to address these issues is through contracting out to diverse service providers. But benefits can be very challenging to deliver, and some citizens miss out on provisions they are entitled to. Therefore, commissioning and contracting out for these complex services can be tricky for funders and commissioners to envision and navigate.

In this session Judy offers funders, providers and evaluators new ways of thinking about commissioning and contracting. She will share new learnings which support contracting out in ways that ensure service users can reach the services they are entitled to. Judy draws on both observations from evaluation practice and complexity theory framing from her recent master's thesis. She will share the enablers and barriers within the commissioning and contracting process that can help or hinder service delivery.

The sessions will be jargon-light, allowing plenty of time for discussions and reflection on the material. During the activities, there will also be plenty of time to connect with most other participants.

## **ABOUT JUDY**

Judy Oakden MPhil (Distinction), PGDipSSEER (Distinction), BBS.

Judy is an evaluator, qualitative and quantitative researcher and facilitator. Based in Wellington, she is the founder and Director of Pragmatica and a member of the Kinnect Group. Judy has over 25 years' experience consulting with central and local government agencies, NGO's and businesses, both in Aotearoa New Zealand and internationally. She is familiar with the education, health, primary, environmental and regional development sectors, and is experienced in evaluating contestable funds.

Judy formed Pragmatica Limited to offer clients innovative ways of working using adaptive and responsive evaluation and research. She specialises in using complexity theory methods and models to help organisations make sense in uncertain, unpredictable and challenging settings. Judy is a skilled facilitator who works with a wide range of stakeholders. Clients say her approach is flexible, timely, and focusses on their needs.

THIS IS A PAID EVENT ORGANISED BY THE AOTEAROA NEW ZEALAND EVALUATION ASSOCIATION. ADDITIONAL INFORMATION ABOUT EVENTS AND REGISTRATION IS AVAILABLE AT [ANZEA.ORG.NZ](http://ANZEA.ORG.NZ).

**ANZEA MEMBERS: \$295 +GST**

**NON-MEMBERS: \$375 +GST**

**ALL PRICES ARE IN NZ DOLLARS**