

ABOUT ALLEN + CLARKE

We are a public policy, evaluation and research consultancy firm based in Wellington, New Zealand.

Our company purpose is to: “mobilise passionate and capable people to tackle the challenges facing society”. We partner with governments, private and not-for-profit organisations to lead important social change.

We are experts in the full policy cycle, including bringing stakeholders together to identify and achieve collective goals, providing support to decision-makers and implementing robust programmes of work that deliver on policy objectives. Delivering supportive and efficient secretariat and programme support services is a key part of our business.

Our values are strongly linked to our company focus on making a difference. Our clients and our partners appreciate our direct approach, our flexibility and our courage to challenge the status quo. They have confidence in our ability to deliver practical solutions with clarity and precision.

CONTACT US

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WHY USE ALLEN + CLARKE FOR YOUR SECRETARIAT AND PROGRAMME SUPPORT NEEDS?

We deliver **secretariat and programme support** services tailored specifically to your requirements: we provide everything you need when you need it, and nothing you don’t.

Contracting secretariat and programme support services is a **cost-effective** way to resource your work programme, especially if the workload is variable and/or unpredictable. Using our services can reduce your overhead and/or office costs or the cost associated with having periodically over-stretched or under-used permanent resources.

Our team is **efficient** and highly skilled in all secretariat and contract management tasks, with two of our team members PRINCE2® qualified. We assign people based on experience and skill level: this ensures that the right people are doing the right things at the right time.

We **deliver** a comprehensive and complementary package through our **three practices** (Secretariat and Programme Support; Policy; and Evaluation and Research).

For more detailed information on the team and current and previous secretariat and programme support projects, please see our website: www.allenandclarke.co.nz.



SECRETARIAT AND PROGRAMME SUPPORT

ALLEN+CLARKE

WE DELIVER A WIDE RANGE OF DIVERSE SECRETARIAT + PROGRAMME SUPPORT SERVICES

Our approach to service delivery means that clients can choose what they need from the wide range of secretariat and programme support services we offer.

We provide **programme support** services including:

- + project management
- + policy development
- + preparation of papers for decision-makers
- + grants management and administration
- + contract management for large and small programmes
- + database management
- + management of annual practicing certificates, licences or registrations, and
- + complaints management.

We provide **secretariat support** for groups including:

- + a single point of contact for group members and stakeholders
- + governance support (eg, setting or reviewing terms of reference and other governance documents, developing and implementing operating procedures, managing appointment/resignation and election processes, preparing annual reports)
- + facilitation
- + meeting management services such as scheduling meetings, agenda preparation, minute taking and drafting, action lists, and registers
- + preparation of meeting papers and completing associated policy development
- + strategy development
- + work programme development and implementation support
- + correspondence management
- + advice on stakeholder engagement (including managing an online presence)
- + effective risk management
- + financial management support including payment of honoraria, fees and expenses
- + reporting, and
- + all logistical services (travel, venue hire, accommodation, catering, etc.).

We also provide a wide range of **policy, evaluation and research services**.

Our firm works in New Zealand, Australia and the wider Asia-Pacific region. Our work spans health, emergency management, international development, education, transport, justice, injury prevention, workplace health and safety, work with iwi, indigenous peoples' development and local government sectors.

RESULTS DELIVERED FOR OUR CLIENTS

PROGRAMME MANAGEMENT

- + We administer a health programme that assists more than 1,700 eligible New Zealanders to better manage their health. We assess eligibility for services against pre-set criteria, manage a member database, manage payment claims, manage regular correspondence and communications with eligible people and service providers, promote the service nationally and deliver service support to providers and service users. For our client and the people receiving or providing services, we are a trusted pair of hands. We support smooth access, efficient administration and effective service provision.
- + We provide on-call support to assist in assessing claims for funding in response to natural disasters including the processing of claims.



CONTRACT AND GRANT MANAGEMENT

- + We supported a \$96M subsidy programme to improve drinking water quality in New Zealand. This included project management, receipt and management of applications for subsidy rounds, supporting decisions about subsidy applications (including preliminary assessment of application documentation and meeting management services). We continue to provide services like contract management (including advising recipients of schedules of work, payment schedules and reporting), accounts payable, and relationship management with key drinking water stakeholders.
- + We supported the administration of a \$100M national appeal trust, which involved resource scoping, design of systems and processes to operationalise the trust, stakeholder engagement, review and development of proposals, providing recommendations to the Trustees about funding opportunities, and contract and funding deed development.
- + We have supported clients to review funding schemes including providing advice on both strategy and operational direction.



MEETING MANAGEMENT SERVICES

- + Over the years, we have provided extensive meeting management services for groups and committees working in maternity care, infant nutrition, disability services, and long-term health conditions. Our strong stakeholder relationships, a practical understanding of governance issues faced by groups, facilitation, paper preparation, communications expertise and the ability to support effective development and implementation of work programmes have resulted in effective groups that achieve their terms of reference.
- + We regularly work with clients to develop terms of reference to clarify the purpose and operations of groups and manage appointments and election processes. We provide ongoing governance advice as needed.
- + An example of our meeting management work is the support we provide for Disability Support Services' (DSS) face-to-face stakeholder meetings. This enables DSS to have direct communication with service users and their family/whānau/aiga and carers. We support the Consumer Consortium, a group of over 40 people with a range of different disabilities who attend a three-day meeting. We provide a variety of communications tools from hearing loops, easy-read material and sign interpreters to assist stakeholders. We also provide secretariat services to DSS, Te Aō Marama and the Strategic Reference Group on disability support issues.

