



JACQ HACKETT CONSULTING



CAPABILITY STATEMENT

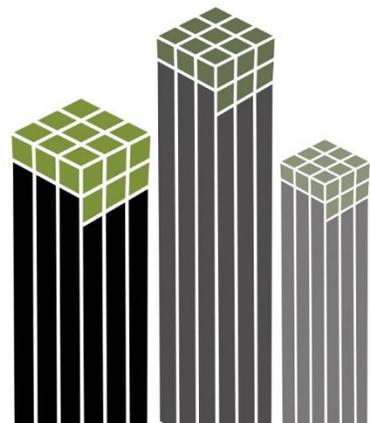
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www.jacqhackettconsulting.com



COMPANY STATISTICS

- Jacq Hackett Consulting Pty Ltd
- Established in 2000 – operating for 18 years.
- Based in New South Wales Australia
- ABN: 56 083 028 246
- Postal Address: PO Box 6136, Long Jetty NSW 2261
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PRE-QUALIFICATION STATUS

Jacq Hackett Consulting Pty Ltd is member of the NSW Government Performance & Management Prequalification Scheme and is pre-approved to provide agency and program reviews and evaluations, policy development and corporate and business strategy and planning. Under the scheme projects up to \$150k require only one quote from a pre-approved supplier.

SERVICES

Jacq Hackett provides consultancy services to government and community sector healthcare agencies and services in New South Wales.

Services focus on two main areas:

- **Evaluation and review of health services, programs and projects to identify effectiveness, impact and areas for improvement.** Jacq has conducted evaluations across a broad range of areas, including drug and alcohol, Aboriginal health, mental health, Women’s health, integrated care, public health and sexual assault services.
- **Working with clients in healthcare settings to diagnose significant organisational issues to find solutions that work.** Typically, these issues are complex, affect multiple parts of an organisation and involve diverse stakeholders. It may be the need for a new approach, strategy or framework to guide a specific area of health; or the development of a comprehensive Issues Paper; or undertaking a Scoping Study to inform future directions. In this capacity, she has worked on complex issues in major hospitals, community health settings, health bureaucracies and the not-for-profit health sector.

ABOUT JACQ HACKETT

Through her previous roles and her consulting work over the past 18 years Jacq has developed a depth of understanding of the healthcare operating environment, government systems and processes, and the people, passion and politics of the sector.

Following an extensive career in public sector health and human services agencies in New South Wales and South Australia, Jacq successfully transitioned to solo consultant in 2000. Jacq has experience at many levels, from the community sector through to the state Departmental level. Prior to consulting, her most recent positions were:



- Director of the Government Action Plan for Health (GAP) Unit in the NSW Health Department. The Unit's role was to coordinate the implementation of the GAP, which was developed in response to recommendations from two key reviews of the NSW Health system, the *NSW Health Council report* and the *Report from the Ministerial Advisory Committee on Health Services in Smaller Towns*.
- Senior Project Officer for the NSW Health Council. The NSW Health Council's report advocated wide ranging change within the health system in NSW.
- Coordinator of the Executive Development Support Centre for NSW Health. The aim of the Centre was to coordinate leadership and development opportunities for senior executive staff throughout NSW Health. Jacq's coordinated the establishment of the Centre and commissioned key leadership development activities.
- Manager of the Multicultural HIV and Hepatitis Service - a statewide service in NSW providing a range of support and education services to respond to HIV, hepatitis B and C among culturally and linguistically diverse (CALD) communities.

In addition, Jacq has been a health service manager in SA, an educator in the Pacific region in the in the area of sexual health, and managed Wilto Yerlo, the Aboriginal and Torres Strait Islander Programs Unit at the University of Adelaide through a period of significant change.

Jacq is passionate about the delivery of high quality, equitable and affordable healthcare and to contributing to making the Australian public health sector the very best it can be. She understands the challenges and the complexities, and thrives in environments where critical thinking and insightful communication are needed.

CONSULTING STRENGTHS

Jacq's consultancy strengths are summarised below:

- **A depth of understanding of the health system** - its operational and policy context, its political sensitivities and its people, organisations and systems.
- **Advanced project-scoping skills** – Jacq is expert at taking a client briefing and working it up into a clear, concise and realistic project scope.
- **High-level project management skills** – delivering high value, on budget and on time, every time.

- Exceptional stakeholder consultation skills** – no matter what the subject matter or context, Jacq has the ability to consult effectively with diverse stakeholders to get to the crux of a problem and identify solutions that will have stakeholder buy-in. Jacq has consulted with thousands of stakeholders across hundreds of projects, including senior executive staff, bureaucrats, clinicians, academics, policy officers, service managers, project staff, administrative staff and volunteers. In addition, Jacq has particular strengths in consulting with Aboriginal and Torres Strait Islander people and people from non-English Speaking backgrounds.
- Extensive experience in review and evaluation** - ranging in scope from large national or statewide health services/programs to small, localised projects and pilot initiatives. Jacq’s particular strength is in qualitative evaluation. She also has access to expert consulting associates to undertake complex quantitative evaluation when required.
- Capacity to distil comprehensive findings** – using critical thinking to analyse complex problems and diverse issues, Jacq consistently delivers findings that resonate with the client, address the priority issues and clearly signpost actions and next steps.
- Exceptional writing skills** – all reports and other documents are produced succinctly and in plain English. Recommendations are clear, realistic and framed appropriately for the organisation and the environment.
- High-level facilitation skills** – if a workshop is required as part of a project, Jacq is very effective in working with large groups to bring divergent thinking and disparate views together to find workable solutions.
- A strong collaborative approach to working with clients** – always balancing the need for flexibility with the need to manage expectations, budget and timeframes. Jacq spends time with clients at the outset to make sure she understands their specific issues and needs and collaborates closely throughout the project.

TRACK RECORD

Operating successfully for 18 years, Jacq Hackett Consulting’s clients include the major NSW Health agencies and services in NSW, as well as key non-government health services. Here are some examples:



CONSULTANCY PROJECT EXAMPLES

As a solo consultant Jacq primarily undertakes projects that are small to medium size in scope. From time to time where a project is larger, or requires additional expertise or resources, Jacq brings in consulting associates.

Here are some examples of projects undertaken over the last few years.

CLIENT	PROJECT
South East Sydney Local Health District [SESLHD]	Review of the LHD's Approach to Regional Care Coordination under the Connecting Care Program.
Northern Sydney Local Health District [NSLHD]	Review of the LHD's Hepatology Service
National Mental Health Commission	Background research and preparation of two Scoping Papers to inform the development of the 2013 National Report Card on Mental Health and Suicide Prevention
NSW Ministry of Health	Functional review of the Pregnancy and Newborn Services Network Review of statewide arrangements for high-risk maternity and neonatal transfers
Western Sydney Local Health District [WSLHD]	Development of a Community and Consumer Engagement Framework
Sydney South West AHS	Evaluation of the TRAIDS Transitional Service Provision Model for the Multicultural HIV/AIDS and Hepatitis C Service [MHAHS]
Southern Local Health District	Scoping and mapping of Violence, Abuse and Neglect Services
Ambulance NSW	Evaluation of the Rural Mental Health Emergency Transport [RMHET] project
Sydney Children's Hospitals Network	Review of allied health governance arrangements
Aboriginal Health and Medical Research Council [AHMRC]	Development of an evaluation plan for the Chronic Disease Program
Australian Society for HIV Medicine [ASHM]	Development and facilitation of a two-day program - <i>Introduction to Health Promotion in the HIV, STI and Viral Hepatitis sector</i>
Australian Commission for Safety & Quality in Healthcare [ACSQHC]	Coordination and preparation of Clinical Commentary for the first and second <i>Australian Atlas of Healthcare Variation</i>

Further information and/or referees can be provided in relation to individual projects on request. A complete project history is available here - https://jacqhackettconsulting.com/wp-content/uploads/2017/01/JHC-Project_History.pdf

CONTACT JACQ

If you would like to discuss a project please contact Jacq directly.

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Find more information at www.jacqhackettconsulting.com