



JACQ HACKETT
CONSULTING



CAPABILITY STATEMENT

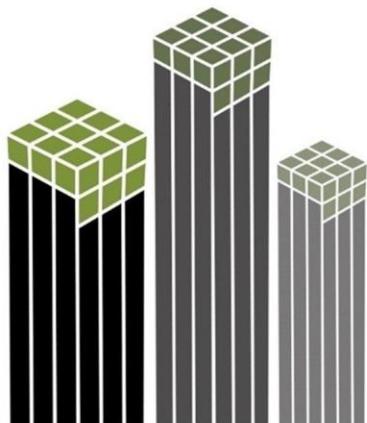
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<https://publicsectorconsulting.net>



COMPANY STATISTICS

- ◆ Jacq Hackett Consulting Pty Ltd
 - ◆ Established in 2000
 - ◆ Based in New South Wales Australia
 - ◆ ABN: 56 083 028 246
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NSW GOVERNMENT 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 the following specialty areas:

- ◆ **Evaluation and review of health services and programs** to identify impact and effectiveness. Jacq has conducted evaluations across a broad spectrum of health-related program areas, including drug & alcohol, mental health, cancer services, HIV/STIs, multicultural health services, public health, maternity services and Aboriginal health.
- ◆ **Development and/or redesign of service models**, including at statewide and local levels. Jacq has worked with clients to develop service models in a broad range of health settings, including trans and gender diverse services, violence abuse and neglect services and intellectual disability/mental health.
- ◆ **Assisting clients with complex issues in healthcare policy and operational settings**, particularly where an independent perspective is required. For example, to develop a new approach/framework/plan/policy, undertake a scoping exercise, or diagnose an organisational or systems problem. Typically, these projects involve diverse stakeholder views and may have sensitive political or operational implications.

ABOUT JACQ HACKETT

Through her previous roles and her consulting work over the past 21 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 public sector 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 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, community members and volunteers.
- ◆ **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 21 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:



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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.

Below are examples of projects undertaken over the last few years across NSW Health agencies, services, pillars and NGOs.

CLIENT	PROJECT
NSW Ministry of Health	Development of a statewide service model for Transgender Health Services for Children and Young People Evaluation of NSW Health Consumer Maternity Resources Review and revision of three statewide NSW Health Paediatric Policies Review of statewide arrangements for high-risk maternity and neonatal transfers
Southeast Sydney Local Health District	Review of the LHD's Approach to Regional Care Coordination under the Connecting Care Program. Development of the Aboriginal Action Plan for SESLHD Sexual Assault Service
Northern NSW Local Health District	Development of Safe Wayz Implementation Plan to respond to children under 10 with problematic or harmful sexualized behaviour
Northern Sydney Local Health District	Review of the LHD's Hepatology Service
NSW Mental Health Commission	Environmental Scan to identify definitions, enablers and measurement of Coordination, Collaboration and Integration
Western Sydney Local Health District	Development of a Community and Consumer Engagement Framework
Sydney Local Health District	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
Hunter New England Local Health District	Evaluation of the Patient Flow Unit
Ambulance NSW	Evaluation of the Rural Mental Health Emergency Transport [RMHET] project
Sydney Children's Hospitals Network	Review of allied health governance arrangements

	Review of Child Protection Service delivery
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.

CONTACT JACQ

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

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Find more information at www.publicsectorconsulting.net/consultingservices