



Consulting,  
delivered differently.

**CAPABILITY STATEMENT 2018**

Hatfield House Consulting provides strategic solutions to decision makers in the NSW public sector. We have an enviable reputation for successfully resolving complex program, policy and stakeholder issues on contentious public sector projects because we understand the needs of government agencies. We have extensive experience working in these environments and it's our inside knowledge of the public sector that enables us to recognise what decision makers require and provide tailored solutions that meet their objectives.

### Services

As an extension of your team, we provide a balance of dynamic thinking and in-depth analysis to identify and resolve issues. We draw on our knowledge of public sector processes and tools to deliver feasible solutions that work within the relevant policy framework and implementation environment.

Our key capabilities include:

 <b>Strategic Policy &amp; Program Development</b> <ul style="list-style-type: none"><li>▪ Developing strategic frameworks to achieve government priorities</li><li>▪ Providing strategic investment advice at design, implementation and evaluation phases</li><li>▪ Undertaking implementation planning</li><li>▪ Planning models for corporate, policy and program governance</li><li>▪ Designing and delivering stakeholder communication and engagement strategies</li><li>▪ Developing evidence-based strategic policy</li><li>▪ Establishing program logic and service models</li><li>▪ Evaluating policy and program pilots for up-scaling</li></ul>	 <b>Stakeholder Engagement &amp; Communication</b> <ul style="list-style-type: none"><li>▪ Stakeholder identification and analysis</li><li>▪ Developing stakeholder communication and engagement strategies and resources</li><li>▪ Delivering accurate information and key messages to complex stakeholder groups</li><li>▪ Managing and resolving stakeholder issues in contentious and high profile environments</li><li>▪ Implementing fit-for-purpose consultation strategies, including stakeholder interviews and workshops designed to anticipate and identify issues and enhance stakeholder relationships</li></ul>	 <b>Program Transformation</b> <ul style="list-style-type: none"><li>▪ Reviewing services, programs and projects to identify implementation challenges</li><li>▪ Consulting with stakeholders through a variety of techniques to identify issues and elicit feedback</li><li>▪ Managing and resolving stakeholder issues in contentious and contested environments</li><li>▪ Synthesising evidence from a diverse range of sources, including academic literature</li><li>▪ Reviewing and translating research into feasible recommendations for practice that can be effectively implemented</li><li>▪ Providing practical recommendations for improving processes and systems</li></ul>
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## Experience

Founded in 2012 by principal consultant, Joanne Smith, Hatfield House Consulting has a proven track record of providing strategic advice and solutions on projects across a range of government agencies, including:

- NSW Ministry of Health
- Local Health Districts
- Cancer Institute NSW
- Clinical Excellence Commission NSW
- Mental Health Commission of NSW
- NSW Office of Preventative Health
- NSW Department of Planning and Environment
- NSW Family and Community Services
- Cancer Council NSW
- Heart Foundation NSW

For recent engagements, see our website [www.hatfieldhouseconsulting.com.au](http://www.hatfieldhouseconsulting.com.au)

“Jo’s approach is engaging, considered and pragmatic. She has a deep understanding of the public system and the complexities of public health problems. This knowledge enables a fast start-up time for projects leading to efficient delivery.”

“I needed someone with an expert background and was also prepared to spend time working through some of the unique challenges for our region. With her in-depth knowledge of public and population health practices, her approach and manner to the conversation and her diligence in follow-up, Jo was the right person for this job.”

“I would recommend Jo to anyone as a highly competent facilitator, well written planner and methodical in her ability to follow a structured approach.”

## Recent Projects

In 2017/18 Hatfield House Consulting has delivered a large number of successful projects. Here is a selection of our portfolio from recent months:

- Qualitative evaluation of a public health initiative to address violence against women
- Model of care for integrated mental health services in regional NSW
- Reviewing progress and planning for mental health reform in NSW
- Planning efficient State-level governance of social policy
- Developing program scope, program logic and service levels for a new data analytics service
- Consulting with stakeholders to develop a research implementation plan for nursing and midwifery services in a metropolitan Local Health District
- Developing communications materials for a Division of a major NSW Department
- Translating a review of an operational unit into a 5-year Strategic Plan for program delivery in a rural NSW Local Health District
- Reviewing purchasing opportunities for research services for NSW Health
- Developing integrated standard operating procedures for aged care services across NSW
- Supporting development of an information framework related to disability services in NSW



In 2017/18 we have focused on working in Local Health Districts across NSW. We have visited and worked in:

- Central Coast
- Far West NSW
- Western NSW
- Murrumbidgee
- Northern NSW
- South Western Sydney
- Sydney

## Recent Testimonials

We are proud to deliver project that support our clients' objectives. Our most recent clients have said:

"Hatfield House Consulting was engaged by SWSLHD to undertake the development of a Strategic Research Implementation Plan for SWSLHD Nursing and Midwifery Services. Joanne and her team have surpassed our expectations in terms of deliverables and ability to meet the brief for the initial engagement. The approach to the development of the Research Implementation Plan was seamless and conducted in a professional manner. The expertise demonstrated in the planning of this process was faultless. Joanne's ability to engage with individuals and teams to ensure that the relevant key stakeholders are engaged and the appropriate and relevant feedback incorporated was exceptional and always undertaken in a professional and timely manner".

### **South Western Sydney Local Health District, 2017**

"Hatfield House Consulting, Joanne Smith, uses her considerable government, private sector, and political experience to provide credible advice and solutions for Government. Joanne has an excellent understanding of government processes and requirements, and hence can assist with providing communications and issues management expertise that is relevant and practical".

### **Department of Planning and Environment, 2017**

"An area of expertise for Hatfield House. Joanne Smith can provide excellent advice at all stages of strategic project development and program planning. Joanne brings strong communication and negotiation skills and an open and transparent approach to her work. Her understanding of risk as well as resource management is a strength".

### **Ministry of Health, 2018**

## About Joanne Smith

Joanne Smith is the principal consultant of Hatfield House Consulting and a strategic policy and management specialist. She has over 15 years' experience working in and consulting to the public sector, including senior roles in the NSW Ministry of Health, a NSW Government Ministerial Office, and across portfolios including Health, Environment and Conservation, Education and Training, and Local Government.

Joanne has an impressive record in the development and implementation of strategic, program and policy planning, workshop facilitation and reporting, and stakeholder management. Her detailed understanding of the public sector and the strategic and political environments in which they operate, enables her to analyse critical issues and deliver feasible solutions that can be successfully implemented in a timely manner.



## Our strengths

- Strong expertise in public policy and governance
- Thorough understanding of public sector processes and systems
- Exceptional stakeholder negotiation skills
- Capacity to facilitate stakeholder consultations including interviews, focus groups and large-scale workshops
- Extensive experience in issue analysis and resolution
- Collaborative approach
- Personalised client service
- Additional expertise as required

Find out how Hatfield House Consulting can benefit your next project

**Joanne Smith, CEO**

**Hatfield House Consulting**

**E** [joanne.smith@hatfieldhouse.com.au](mailto:joanne.smith@hatfieldhouse.com.au)

**M** 0438 188 128

**W** [hatfieldhouseconsulting.com.au](http://hatfieldhouseconsulting.com.au)