



# Strategic Reform Management Consultancy

**Caroline Byrne - Director/Consultant**

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## From Workshop Facilitation to Organizational Review

**For Agencies of All Sizes - Mental health & substance use service specialists**

### Consultancy Services (details available on web site)

A broad range of consultancy services are available for health service related agencies of all sizes, with a focus on mental health and substance use service types, including related programs such as NDIS preparation, in community or residential based settings. We are able to provide services on an individual, group or agency basis:

Our areas of speciality include:

- Strategic planning
- Models of care and service redesign
- Risk assessment and management, creating positive risk cultures
- Evaluating governance processes and service systems & structures
- Innovative consumer led participation models
- Developing strategic partnerships

### About Us

We utilise learning organisation principles and practices and action learning methodology in our work. Developing and creating authorised environments helps services to become open and courageous. We believe the actions that lead to learning are not performed by organisations, it is the individuals within organisations that enact the behaviours that lead to learning.



Organisations need to establish the conditions that assist staff to identify the problem, pose a solution and initiate action that resolves the problem. Organisations need to be helped to learn how to handle difficult conversations that may create fear of threat or embarrassment, as learning cannot occur without overcoming these natural obstacles. Sustainable change is best achieved by developing trials and taking small steps as part of an action learning cycle. Proof of concept studies are invaluable in the formation of action cycles that lead to sustainable strategies.

We are:

- Enthusiastic and optimistic innovators and change agents
- People focused, personable, perceptive and intuitive
- Able to develop creative solutions for difficult situations, strength based problem solvers

### **Director/Consultant – Caroline Byrne**

I have over 20 years' experience in senior management and executive director roles, including over 12 years as an executive director of one of Victoria's leading comprehensive clinical mental health services.

I enjoy developing high performing teams and working with services that share my passion and commitment to improving the emotional well-being and quality of life for those who experience disadvantage, discrimination and stigma, associated with mental illness and/or substance use problems. I am nationally recognized in the *Who's Who of Australian Women*.



I have known Caroline for many years and have worked with her across a number of management roles in the clinical mental health sector. Caroline has always impressed as a diligent, innovative and pragmatic person who achieves organizational goals—often in spite of significant challenges.

She is fun to work with and is able to communicate her vision and expectations to the wider sector.

**Dr. Ruth Vine**

**Executive Director, North Western Mental Health**

I have worked alongside Caroline for 8 years and have always found her approach to be strategic and professional. Caroline has many years of experience in healthcare, she has sophisticated stakeholder engagement skills and manages complexity with acute attention to the needs of her clients.

**Dr. Rosemary Charleston**

**Manager, Western Victorian Mental Health Learning & Development Cluster**

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