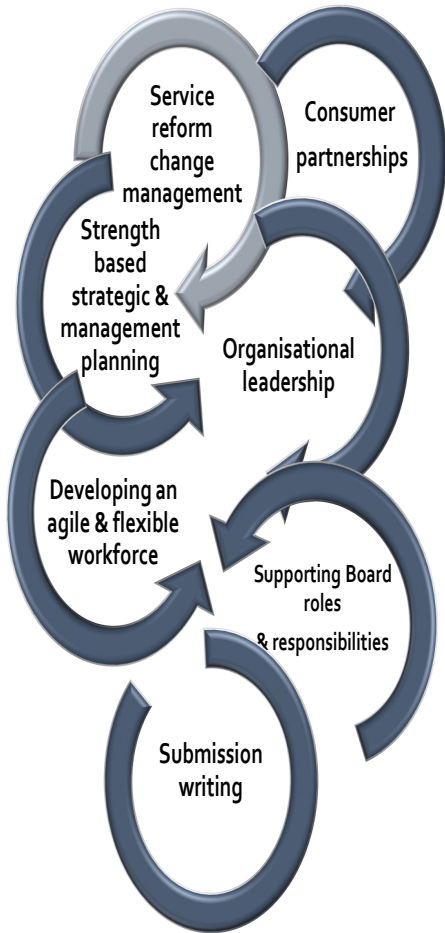


Consultancy Services



Strategic Reform Management Consultancy

Caroline Byrne
Director/Consultant

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ABN: 94 334 878 612



From Workshop Facilitation to Organisational Review

For Agencies of All Sizes

Mental health & substance use
service specialists

We hear and we forget
We see and we remember
We do and we understand
(anon)

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Consultancy Services

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
- Consumer led participation models
- Developing strategic partnerships

Our Values

- Compassion
- Loyalty
- Courage
- Honesty
- Respect

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.

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

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 am committed to improving the emotional well-being and quality of life for those in all communities who experience disadvantage, discrimination and stigma. I am nationally recognized in the *Who's Who of Australian Women*.

Testimonials



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 along side 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