

## Our Commitment

ConNetica is committed to working collaboratively with Medicare Locals to enable the delivery of dynamic primary health care services that are easy to access, integrated and tailored to the unique needs of their local communities.

## Our Credentials

ConNetica's team has a range of skills, experiences and networks that are relevant to Medicare Locals. Collectively, our team's members are accomplished chief executive and senior executive officers in the government and non-government sectors, who have shaped, implemented and evaluated contemporary health reforms and community services and designed and implemented sector wide and organisational change programs.

## Our Service Offering

ConNetica's team members are based in Queensland, NSW and Victoria. Relevant services that can be provided by ConNetica include:

- Comprehensive advice on the requirements of current health reforms
- Primary health care and social policy analysis
- Population health research and systematic reviews to support evidence-base decision-making and planning
- Service mapping and needs analysis
- Community and stakeholder engagement
- Design of regional and local primary health care solutions
- Design of care coordination pathways and facilitation of collaborative care arrangements
- Clinical and corporate governance frameworks
- Strategic Human Resources, including
  - Workforce planning and design
  - Induction program
  - Career and education pathways
- Leadership development
  - Integrated leadership pathways
  - Blended learning including face to face workshops, on line management programs, coaching and access to vocational training qualifications
- Change management and cultural change
- Best practice review and program evaluation

## Medicare Locals

### *Making the Vision a Reality*

#### Transition Approach

ConNetica's approach includes four phases that relate to 10 key elements. Resulting change initiatives are integrated and complementary and their implementation is timed to ensure maximum success.

#### Phase One – Diagnostic Assessment

Analyse and identify issues relating to:

- governance
- community and stakeholder engagement
- care or service integration
- business process redesign
- workforce design and development
- population planning
- financial modeling
- legal assessment and review
- risk management
- change management

#### Phase Two – Integrated Change Plan

Use findings from the above to develop a comprehensive and integrated change action plan ensuring timing of initiatives are complementary and sequential.

#### Phase Three – Change Evaluation

Evaluate the change plan against agreed change metrics. Conduct and analyse workforce, community and stakeholder satisfaction surveys. Document strengths and areas for improvement. Develop action plans for change. Share findings with key stakeholders, community and staff.

#### Phase Four – Embed Best Practice, Improve and Innovate

Consolidate best practice procedures and processes (internally and externally), implement improvements and innovations.

#### Head Office

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## Relevant Team Experience

### Professor John Mendoza – Director ConNetica



Former CEO Mental Health Council of Australia, Chair National Mental Health Advisory Council, Deputy Chair Alcohol and Other Drugs Council of Australia, CEO Australian Sports Drug Agency.

### Marion Wands – Director ConNetica



Former Strategic HR Director and Organisation Development Director – ACT Government and Training and Change Manager Deloitte Consulting ACT.

### Dr. Leanne Craze – Senior Consultant Director



2011 Australian and NZ Mental Health Service Exceptional Contribution Award, Research and Policy advisor to the National Mental Health Advisory Council and specialising in community and stakeholder engagement.

### Dawn O'Neil AM – Senior Associate ConNetica



Former CEO Beyondblue and Lifeline Australia, Member of the National Mental Health Advisory Council.

### Ross Craze – Consultant ConNetica



Certified Accountant, identification of national funding sources and financial modeling.

### Ann Somers – Senior Consultant ConNetica



Lawyer, specialising in legal assessment and review of contractual arrangements, planning, governance stakeholder engagement and performance metric.

## What our clients say about ConNetica

### Policy and Service Design

“ We chose to work with ConNetica because few other consulting firms have their depth of understanding about mental health, and the audiences we were aiming to connect with, as well as the communication skills to be able to develop a high quality product that MIFA could confidently put its name to. ConNetica were responsive – and more than happy to incorporate our suggestions and edits ”

*David Meldrum, CEO, MIFA*

### Organisation Design

“ Suicide Prevention Australia engaged ConNetica Consulting to undertake the organisational review. The leadership group of Suicide Prevention Australia - the Board and CEO found the process extremely effective and outcome focused. It allowed the organisation to establish a clear pathway in achieving its overall strategic goals. Of note was ConNetica's use of both mentoring and empowerment in the process ”

*Dr Michael Dudley AM, Chairperson, SPA*

### Workforce Profiling and Stakeholder Engagement

“ ConNetica has been the most flexible, responsive and professional consultancy I've worked with in over 20 years in government and government funded agencies. Suggestions for change of project approach were positively accepted and implemented. Ability to engage with and listen to service providers was commendable. Constant communication and involvement with the HACC Program was reassuring. The success of the HACC workforce profile research project can be attributed to the skilful management of ConNetica ”

*Yvonne Gilbert former HACC Workforce Profile Project Manager*



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