

## Consultancy portfolio

### Selected *Alt Beatty Consulting* projects

NO.	PROJECT	CLIENT	BRIEF DESCRIPTION
100	GRAHPF strategic plan	<i>Sironis Health</i>	Preparation of strategic plan and background document for the Goldfields Aboriginal Health Planning Forum (GRAHPF), informed by direct and phone stakeholder consultations, literature review and data analysis.
99	Evaluation of <i>Safe Eyes</i> , for The Fred Hollows Foundation	<i>Sironis Health</i>	Evaluation of <i>Safe Eyes</i> Aboriginal directed trials in three very remote Aboriginal communities, under the auspice of the Australian Trachoma Alliance and funded by the Queen Elizabeth Diamond Jubilee Trust. Involved consultations, documentation and literature reviews, and data analyses.
98	Strategic planning and development of a quality management system	GoCo, Gunnedah Shire Council	Involved quality review, software system review, quality system design, policy and procedure review and refinement and strategic planning.
97	Evaluation of enhanced primary health care project at Nganampa Health Council, for The Fred Hollows Foundation	<i>Sironis Health</i>	Evaluation of a Foundation funded enhanced primary health care project at Nganampa Health Council, which involved stakeholder consultations at Anangu Pitjantjatjara Yankunytjatjara (APY) communities and elsewhere, literature review, electronic surveys and data analyses.
96	Target Client Groups for Medium Term Private Rental Subsidy Product	NSW Department of Family and Community Services (FACS)	Identification of characteristics considered to provide the best potential for transition to independent living in the private rental market after a period of support. Results to inform development of programme guidelines and targeting of the new product.
95	WEL Strategic Planning	WEL NSW	A review of WEL's operations and development of a strategic plan. Extensive consultations included interviews, a focus group, executive workshops, an online survey of members and supporters and set up and management of a Facebook page.
94	Evaluation of the development of <i>Valuing People</i> , resources for person-centred community care delivery	Alzheimer's Australia Victoria	A two and a half year evaluation of the development, piloting and rollout of resources by Alzheimer's Australia Vic to assist community care providers deliver more person-centred care to people living with dementia. The work involved stakeholder consultations, field visits, electronic surveys, facilitated workshop discussions and report preparation.
93	Evaluation of KTS NGO Sector Support Project	FamS (NSW Family Services Inc)	Evaluation of a NSW Keeping Them Safe (KTS) NGO Sector Support Project under which 17 local projects were funded. The evaluation involved stakeholder consultations, electronic surveys and data analyses.
92	Paper on Australia's trachoma control activities, for The Fred Hollows Foundation	<i>Sironis Health</i>	Project involved consultations with stakeholders in NSW, Queensland, NT, WA, SA and the ACT, literature review, data analysis and report preparation.
91	Women in Trades: Evaluation of Stage 1 Projects	Women NSW, Department of Family and Community Services	Evaluation of eight projects designed to contribute to NSW state plan goal to increase the proportion of women employed in non-traditional occupations in NSW. Developed an evaluation framework for current and future initiatives. Covered individual and collective impact and directions for additional investment.
90	Evaluation of KTS NGO Capacity Building Project, 'The Armidale Project'	FamS (NSW Family Services Inc)	Two year evaluation of a Keeping Them Safe (KTS) capacity building project in Armidale, involving stakeholder consultations, electronic surveys and data analyses.

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89	Review of Outback Eye Services in NSW, for The Fred Hollows Foundation	<i>Banscott Health Consulting</i>	Review of opportunities for the Foundation in relation to the development of outback eye services in NSW. Plus facilitation of consequent consultation workshops with stakeholders.
88	Industry Drivers Project	ACH Group, South Australia	Preparation of a paper on the trends and issues in older people's health, housing and aged care. Included the financial environment and new models.
87	Survey of Development and Construction Activity – Community Housing	Housing NSW	Survey and analysis of completed and planned development and issues and challenges across managing the process, development workforce, procurement, due diligence, asset strategy and finance.
86	Review of Commonwealth funded Community Care Program delivery in Aboriginal Home Care	Aboriginal Home Care, ADHC, Department of Family and Community Services, NSW	Review to improve delivery of CACP and NRCP services by Aboriginal Home Care and investigate the viability of expansion. Included consultation with relevant branches, data analysis, project report and briefing.
85	Literature review of needs and services for people with sensory disabilities	ADHC, Department of Family and Community Services, NSW	Review of international literature, including suggestions for further action.
84	Cultural Diversity and Dementia in the Hunter and Central Coast: a Research Project	Northern Settlement Services Ltd	Research into good practice in supporting people with dementia and their carers of CALD backgrounds; consultations with CALD communities and service providers around perceptions of dementia and memory loss; reporting included recommendations to improve support and evidence base.
83	Facilitation of enabling workshops	Carrie Hayter Consulting	Facilitation of workshops in Sydney, the North Coast and the Hunter and New England areas of NSW.
82	Development of a plan to introduce person centred approaches in the Home Care Service of NSW	Home Care Directorate, Department of Family and Community Services, NSW	Involved literature review; consultations with central office and assessment staff and with Aboriginal and mainstream branches; and development of an evidence based implementation plan, involving short, medium and longer term strategies.
81	Stakeholder consultations to test draft dosing booklet for children under 5	National Prescribing Service	Organisation and facilitation of focus groups and interviews involving parents and children service and health providers in Armidale and Sydney. Included project report and briefing.
80	Stakeholder consultations to test draft Vitamin D pamphlet	National Prescribing Service	Organisation and facilitation of stakeholder focus groups involving older people and people from a culturally and linguistically diverse background. Included project report.
79	Facilitation of Community Care Standards workshops	ACS (NSW & ACT)	Facilitation of workshops on the North Coast and in the Hunter and New England areas, and provision of reports on each.
78	Post-Implementation Review of Housing Pathways	Housing NSW	Review of the common application for housing assistance system developed across 28 community housing providers and all Housing NSW offices. Included e-survey and focus groups.
77	HACC Better Practice Mapping Project	ADHC, Department of Human Services, NSW	Identification and description of innovation and better practice in NSW HACC services working towards a strengths based, person centred, enabling model of care. Deliverables were an enablers and barriers report and a handbook of practice.
76	Evaluation of a Consumer Directed Care (CDC) Trial	ACH Group, South Australia	An outcome evaluation of the extent to which the aim and objectives of the CDC Trial are being achieved. Provided recommendations to improve the trial.
75	National Women's Health Policy Consultations	Australian Government Department of Health & Ageing	Facilitated publicly advertised forums in 15 locations across Australia. Prepared overall project report and a report on each forum, including a summary for public distribution.
74	Needs Study of People with Dementia in Metro South	Alzheimer's Australia NSW	Analysis of needs and system capacity. Method included extensive consultations, literature review, data analysis and report with recommendations.
73	Review of the National Carer Counselling Program	Carers Australia	A review of ways to improve the quality and effectiveness of the NCCP, including recommended changes to Program guidelines; a Practice Guide outline; and evaluation methodology.

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72	Review of Screening Tool for Entry to Licensed Residential Centres	NSW Department of Ageing, Disability and Home Care	Analysis of the impact of the tool, through quantitative and qualitative analysis, including extensive consultations. Development of revised tool.
71	Literature review of intake, assessment, prioritisation and referral systems	NSW Department of Ageing, Disability and Home Care	Literature review of contemporary practice in intake, assessment, prioritisation and referral systems in human services, focussing particularly on disability services
70	NSW Co-operative Housing Strategy Development	Housing NSW	Analysis of the feasibility of establishing an asset holding model in NSW for rental co-operatives. Development of a feasible model.
69	Mapping of Health Care Quality Systems against Multipurpose Services Aged Care Quality requirements	Australian Government Department of Health and Ageing	Mapping of community and residential aged care quality requirements against the major health and industry quality system standards, including QIC, EQuIP and AS/NZS ISO 9001:2000, with MPS quality checking implications described.
68	Review of Senior Client Service Officers - Antisocial Behaviour Positions	Housing NSW	2 projects: development of review framework for the positions; and review of their effectiveness and ability to improve Departmental management of and response to antisocial behaviour.
67	Governance, reporting, corporate and business strategy support	headspace Mid North Coast (MNC)	Governance and business projects to assist the establishment and development of headspace MNC. Products included governance memorandum; policy, procedural, strategic planning and accountability reports; stakeholder consultations; and reviews.
66	DADHC's Carers Action Plan	NSW Department of Ageing, Disability and Home Care	Assistance with the development of the DADHC's Carers Action Plan 2008-2012, involving literature review, Departmental survey & stakeholder consultations.
65	Quality Reporting for Packaged Care & National Respite Programs Review	Australian Government Department of Health and Ageing	Review of the national quality reporting program which commenced in 2005 for services funded under the Community Aged Care, Extended Aged Care in the Home and National Respite for Carers programs.
64	Dementia Service Models for HACC: Aboriginal and CALD issues	NSW Department of Ageing, Disability and Home Care	Supplementary study to 2006/07 study focussing on issues for people with younger onset dementia and/or dementia and behaviours of concern from Aboriginal or other culturally and linguistically diverse backgrounds. At: <a href="http://www.fightdementia.org.au/services/further-reading-and-resources.aspx">http://www.fightdementia.org.au/services/further-reading-and-resources.aspx</a>
63	Social Housing for Older People: A Strategy for Community Housing	Office of Community Housing, NSW Department of Housing	Developed an older people's community housing strategy in consultation with Departmental and community housing stakeholders.
62	Consultations on Planning for the Future, Community Housing	Office of Community Housing, NSW Department of Housing	Facilitation and reporting of six workshops comprising community housing providers, co-operative members and local government representatives.
61	Financing Support in Shared Equity for People with a Disability	NSW Department of Ageing, Disability and Home Care	Examined and presented financing options including private contributions to support services for people entering shared equity in a community housing demonstration project.
60	Carer Respite, Carelink and Carer Associations national conference	Australian Government Department of Health and Ageing	Assist preparation for, and facilitate a three day national conference involving over 150 delegates, plus writing of conference report.
59	Review of new Hey, Dad! manuals.	UnitingCare Burnside & Centacare	An action research review, involving stakeholder surveys and consultations, of two new Hey, Dad! manuals (for Indigenous fathers; and for fathers of children with a disability).
58	Assistance to the Services and Subsidies Review	Australian Department of Health and Ageing	Advice on community care costs, funding models, consumer directed care and assistive technology options. Plus associated document preparation and review facilitation tasks.
57	Dementia Service Models for HACC	NSW Department of Ageing, Disability and Home Care	Identification of HACC service models for people with younger onset dementia, dementia and behaviours of concern at: <a href="http://www.fightdementia.org.au/services/further-reading-and-resources.aspx">http://www.fightdementia.org.au/services/further-reading-and-resources.aspx</a>
56	Shared Equity Models for People with a Disability	NSW Department of Housing	Reviewed the literature and practice in other jurisdictions, consulted with stakeholders and developed pilot housing models.
55	Streamlining of Carers Counselling, Information and Support	Australian Government Department of Health and Ageing	Developed a new service delivery model for provision of carers counselling, information and support services. Consultations included carers.

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54	Out of home care quality improvement system	Burnside UnitingCare	Developed a quality improvement system for Burnside's out of home care services.
53	A Peak Body for Social Housing Tenants	Association to Resource Co-operative Housing	Advised on the feasibility of establishing a peak body. Included consultations with tenants and other stakeholders and a review of the literature.
52	Workforce Disincentives for Social Housing Tenants	NSW Department of Housing	Scoping paper canvassing options to reduce the barriers to social housing tenants' participation in the labour market.
51	Development of a National Eye Health Plan	Australian Government Department of Health and Ageing	Facilitated and reported on workshops involving consumers, health practitioners and support agencies in eight capital cities to gain feedback to inform the national plan.
50	National Framework for Action on Dementia	Australian Government Department of Health and Ageing	Facilitated a national forum of over 60 stakeholders and a working group of government representatives over two days. Produced reports to assist development of a National Framework for Action on Dementia.
49	Framework for Learning and Employment Coordinators	NSW Department of Housing	Developed framework for coordinators to facilitate improved learning, employment and local economic development on the Department's priority estates.
48	Evaluation of Tenant Handypersons Program	NSW Department of Housing	Evaluated program in 18 estates. Method included consultations with handypersons, tenants and local staff.
47	Quality Improvement Framework and Monitoring System for Transition Care	Australian Government Department of Health and Ageing	Developed framework, including a reporting tool. Involved consultations and testing with state/territory representatives and potential providers as well as mapping against accountabilities.
46	Futures Planning	NSW Health	Preparation of issues and trends and health systems status papers to inform discussion at a roundtable on 20 year planning for health services in NSW.
45	Trial of Quality Reporting Model for CACP, EACH and NRCP Programs	Australian Government Department of Health and Ageing	Tested the draft quality reporting tool, providers' guide and a guide for Departmental staff with service providers and staff. Recommended modifications to the reporting system.
44	Stakeholder consultations on Review of YACS Act	NSW Department of Ageing, Disability and Home Care	Facilitated and reported on consultations on possible changes to the regulation of licensed residential centres with residents, operators and staff of centres, and guardians and families.
43	Eligibility for Community Care	Australian Government Department of Health and Ageing	A review of literature and practice in community care eligibility systems; identification of the steps to develop a national eligibility system; and an issues paper for national consultation.
42	Day Therapy Program – Assessment, Eligibility and Data Collection Project	Australian Government Department of Health and Ageing	Development of a framework to align data and accountability systems with new community care directions. Involved consultations with Day Therapy Centres throughout Australia, via focus groups and feedback material; analysis of relevant accountability and service data; and a literature review.
41	Evaluation of New England's volunteer home visiting services	NSW Department of Community Services	An evaluation of four volunteer home visiting services funded under the NSW Families First program, involving data collation and analysis and consultations with some 170 stakeholders.
40	Framework for effective community involvement in community regeneration partnerships and initiatives	NSW Department of Housing	A framework to assist the Department formulate a new Community Regeneration Strategy based on a review of governance, management, community and civic participation and employment and training policies and practices in NSW, other States and internationally. Extensive resident, staff and other stakeholder consultations in six communities.
39	Evaluation of the Seniors Information Service	NSW Department of Ageing, Disability and Home Care	Evaluated the telephone and web-based service against outcomes hierarchies developed for it, including telephone and online user surveys; and options and recommendations.
38	Evaluation of the Migrant Career Development Program	Office of Employment Equity and Diversity, NSW Premier's Dept	Program evaluation including extensive stakeholder consultations by interview and online survey. Developed outcomes hierarchy and recommendations for program's future.
37	Evaluation of the Carer Mentor Program	Carers Queensland	Evaluated first phase implementation of the program in two regions. Involved stakeholder surveys, focus groups and phone interviews with carer mentors and mentorees.

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36	Out of Home Care Policies and Procedures	UnitingCare Burnside	Development of policies and procedures for Burnside's out of home care services throughout NSW.
35	Overnight Respite Project: Consultation Program	Australian Government Department of Health and Ageing	A national consultation involving an online survey, visits to 20 locations across Australia and telephone interviews. Stakeholders included clients, carers and service providers.
34	Outcomes Evaluation of Homeshare NSW	Department of Ageing, Disability and Home Care – SouthEast Metro	Evaluated effectiveness and efficiency of Homeshare NSW, a pilot housing program linking frail older people living alone with younger people. Included outcomes hierarchy development.
33	Housing and Older People	NSW Department of Housing	Review of international policy and practice and a demographic analysis of older people in NSW, of their housing tenure and preferences, and the services and support available to them.
32	Packaged Care Accountability Framework	Department of Health and Ageing	Building on work in 2000, development of a quality reporting system for the CACP and EACH programs.
31	Consultations for the Evaluation of the HACC Minimum Data Set	Department of Health and Ageing	<i>Alt Beatty Consulting</i> conducted consultations throughout Australia for this evaluation, managed by the Lincoln Gerontology Centre, La Trobe University.
30	Evaluation of Professional Dementia Network	Department of Ageing, Disability and Home Care	Evaluation included options for future development, consultations with a wide range of stakeholders and comparison with relevant development networks.
29	Customer Service Strategy	NSW State Training Services, Department of Education and Training	Through extensive stakeholder consultations defined current customer service levels and issues as a basis for identifying options for service improvement. Aided strategic plan development and implementation.
28	Evaluation of Experienced Hands Pilot Projects	Office for Ageing, NSW Department of Ageing, Disability & Home Care	Evaluation of four NSW pilots aimed at strengthening intergenerational contact. Individual project assessments informed project and program development recommendations.
27	Models of Care for Human Services and Integrated Human Services Options	NSW Department of Housing for the Human Services CEOs Group	Developed approach aimed at improving client outcomes. Drew on findings of a broad consultation process, the literature and the experience of other jurisdictions.
26	Evaluation of two Blue Care remote dementia respite services	Blue Care South West Queensland	Evaluation of two services operating in Central and Western Queensland. Consultation involved 140 stakeholders, including 20 carers.
25	Quality Management System for Youth Futures & Community Placements	UnitingCare Burnside	Developed a quality management system for two long term, out of home care services in regional NSW (Northern Region and Dubbo).
24	Unmet Need Funding for Disability Services	Australian Institute for Health and Welfare	Working as part of an AIHW team to assess the effectiveness of specific funding in reducing unmet need for disability services. Focussed on the cost of new services.
23	Evaluation of Boarding House Reform Program	NSW Dept of Ageing, Disability & Home Care	Evaluation of pilot program including extensive consultation with industry, service providers, clients and their representatives.
22	Case studies in regional, rural and remote aged care	Department of Health and Aged Care	Consideration of leading practice in aged care, with examples collected via selection and site visits to 24 aged care providers.
21	National Survey of Aged Care Assessment Teams	Commonwealth Department of Health and Aged Care	An operational census of the 126 multi-disciplinary ACATs across Australia. The project included analysis of the Dementia Support for Assessment Program.
20	Quality Assurance in the Community Care Packages Program	Commonwealth Department of Health and Aged Care	Development of alternative options for service quality monitoring including testing 2 models with 100 service providers and Departmental staff in 5 States.
19	Focus Groups of Users of HACC services	Australian Institute of Health and Welfare	Facilitation of focus groups in Queensland, Victoria and South Australia to test a consumer appraisal survey tool for HACC.
18	Focus Groups for the Two Year Review of Aged Care Reforms	Two Year Review and the Department of Health and Aged Care	Facilitation of and reporting on 50 focus groups across Australia, including consumers, providers, staff, regulators and other aged services representatives.
17	Residential Aged Care Accreditation Guide & Train-the-Presenter package	Aged Care Standards and Accreditation Agency	Development of a national guide to assist residential aged care providers prepare for accreditation. Included a self-assessment tool for services and a package for information sessions.

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16	Performance Indicators for Supported Accommodation Assistance Program	Commonwealth Department of Health and Family Services	The indicators were developed through an iterative process with a national steering committee and the program's independent data collection agency.
15	The Unmet Demand Study for Commonwealth-State Disability Services	Australian Institute of Health and Welfare	Formed part of the Institute's project team, in particular in estimating the costing of additional disability services.
14	Output Based Funding for Home and Community Care	NSW Ageing and Disability Department	A discussion paper was prepared to be used for consultation across the HACC community in NSW.
13	Inclusive ACE: Broadening Participation in Adult & Community Education	NSW Board of Adult and Community Education	A literature search, a stakeholder survey and a focus group to develop recommendations for State and Commonwealth governments on broadening the profile of participation in ACE.
12	Scoping Study on Unit Costing and Output Based Funding	NSW Ageing and Disability Department	Reviewed developments and practice in unit costing and output based funding in community services across Australia and internationally. Provided advice on implementation in the Disability Services Program.
11	Implementation of HACC Service Provision Targets Framework	Commonwealth Dept of Human Services and Health	Developed a program officer's manual and training package for the implementation of the Framework. Provided training on the Framework across Australia.
10	Training for HACC Unit Costs Framework	Commonwealth Dept of Human Services and Health	Developed a training package for implementing the HACC Unit Costs Framework across Australia and ran the training at a 'train-the-trainer' workshop.
9	Assistance with Care and Housing for the Aged Program Evaluation	Commonwealth Dept of Human Services and Health	Evaluated the ACHA pilot program, including development of performance indicators and provided advice on the program's future directions.
8	Services Summary Paper	Home Care Service of NSW	Described and analysed aspects of service delivery as a base for strategic planning.
7	Resource Allocation Model	NSW Dept of Industrial Relations, Employment, Training & Further Ed'n	Analysed the equity of DiRETFE's 1994/95 budget and developed a resource allocation model covering all departmental resources.
6	HACC Service Provision Targets	Commonwealth Dept of Human Services and Health and NSW Dept of Community Services	Developed a framework for planning service provision targets for HACC across Australia. Project included close consultation with service providers and State and Commonwealth officers.
5	HACC Unit Costs Study, Stage 2	Commonwealth Dept of Human Services and Health	A manual for HACC service providers adopting the unit cost framework developed in 1992 plus estimation of provider unit costs in three states.
4	Disability Planning	NSW Dept of Industrial Relations, Employment, Training and Further Education	An analysis of the accessibility of the Department's programs and services for people with a disability.
3	Meals on Wheels Food Services Committee Management Manual	Department of Community Services	Preparation of a manual for committees managing meals on wheels and food services.
2	Evaluation of the Union/Employee Disability Awareness Pilot Projects	CW Dept of Health, Housing, Local Government and Community Services	An evaluation of the employment of six project officers with union and employer bodies in NSW and Victoria, funded by the Disability Services Program.
1	HACC Unit Costs Study	Commonwealth Dept of Health, Housing and Community Services	Developed a framework for categorising the costs of HACC services and estimated the unit costs of 17 services in NSW, Victoria and Western Australia.