



Capability Statement



Our mission

The provision of quality, affordable advisory services to the AHHA membership, and more broadly across the sector.

Who we are

The AHHA launched Just Health Consultants (JHC) in 2010 as a consultancy service to support Australian healthcare organisations at national, state, regional, hospital and community levels across all sectors to meet the complex governance and organisational requirements of today's healthcare system.

JHC is committed to a high performing health industry with the patient at the centre of all activities. It aims to achieve this through disseminating knowledge and understanding of the healthcare system by connecting the diverse contributions of clinicians, academics, executives, managers, policy makers, governments and consumers. JHC places a healthcare specific focus on learning and provision of advisory services. Given the AHHA's comprehensive knowledge of the industry, JHC is in an ideal position to be a leading provider of advice, training and mentoring on all aspects of corporate and clinical governance such as strategic planning, financial management, service improvement and workforce planning, human resource and facilities management, service delivery and engagement with the community.

The JHC Secretariat employs a professional team capable of managing large-scale, multi stream projects. The Secretariat provides a single point of contact for its consultants and specialist coordination and administration services which include processes for undertaking due diligence and quality assurance to ensure that high standards of delivery and reporting are met and maintained by consultants.

How we can work with you

Whether you need a quality facilitator, a strategic thinking to assist with a particularly difficult issue, training for members of your staff or Board, or a complete review of a health system - JHC can provide a solution. JHC can assemble a team of renowned professionals to undertake both large and small scale projects and provide seamless project coordination at a fraction of the cost of the major firms.

Through its parent, the AHHA, JHC is in the unique position to draw upon its membership base for stakeholder input and comment, to access participants for piloting, for communicating and marketing opportunities and for inclusion in our electronic and print based communication media. This can all be done in a very cost effective and time efficient manner.

Through our academic arm, The Deeble Institute, we are able to undertake rigorous, independent research on important national health policy problems, and then synthesise and translate the evidence into a practical, solutions-based Health Policy Brief.

Our expertise

Our services are provided by highly competent staff with contemporary skills and knowledge in areas including:

- Corporate and clinical governance training
- Activity based funding training and advice
- Strategy and business planning advice
- Organisation design and improvement
- Health services planning
- Management practices and communications advice
- Governance and reporting advice
- Service delivery improvement
- Board induction training
- Health economics research, advice and training
- Mentoring services
- Statistical methodologies and analysis

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Our People:



Andrew McAuliffe As the Senior Director, Policy and Networks, for the Australian Healthcare & Hospitals Association, Andrew is an experienced health service manager in urban, regional, rural and remote health settings. He has managed health services at the state and territory level and has been a member of a range of national committees relating to health service management, undergraduate training and workforce development. This includes the development and implementation of training programs, the coordination of graduate recruitment and placement programs across Queensland and the Northern Territory, and development and implementation of under-graduate clinical placement programs. Andrew has high level skills in program planning, implementation and evaluation. He has completed the Residential Aged Care Standards – Assessor training course and the Human Error and Patient Safety Train-the-trainer course.



Yasmin Birchall Yasmin was employed in 2012 as Project Coordinator for the AHHA's JustHealth Consultants. Yasmin has extensive experience in information service delivery and research in the Australian government, local government and private sectors. She previously worked as a research librarian at the Department of Health, providing complex, evidence-based reference, research and literature review services to inform health initiatives including the national Evidence-Based Antenatal Care Guidelines review, the Aboriginal and Torres Strait Islander Health Performance Framework and the introduction of tobacco plain packaging legislation. Prior to this, Yasmin worked in public libraries as a librarian, with a specialisation in health promotion. Yasmin previously worked in medical education project coordination at the Academic Unit of General Practice, ACT Health and has extensive experience in project administration in the healthcare sector. Her qualifications are in information management, project management and education.

Examples of our Work:

In addition to the projects listed below, AHHA's Just Health Consultants have been endorsed to provide services to the following panels:

- Independent Hospital Performance Authority Activity Based Funding Services
- Department of Health, Health Management Advisory Services
- Department of Health, Organisational Review Services
- Department of Health Governance/Service Delivery Management Services

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ACCHO Evaluation:

Client: Commonwealth Department of Health

A report on the reporting burden in Aboriginal Health Services, commissioned by the Office of Aboriginal and Torres Strait Islander Health which examined performance reporting requirements and the impacts on administrative systems and service delivery in Aboriginal-controlled community health organisations. This work included formulating evaluation criteria, data collection, analysis and report writing.

National Health Call Centre Network Utilisation Analysis

Client: HealthDirect

A report on the utilisation of the HealthDirect National Health Call Centre Network, which focused on the evaluation of the program to inform its further refinement. Working in collaboration with a number of consultants, the AHHA team undertook the evaluation and provided a written report which included analysis of demand, needs and patient level data.

Primary Care Analysis and Evaluation

Client: Nepean Blue Mountains Medicare Local

In 2012, JHC successfully delivered the Whole of Region Needs Assessment and the Mental Health PIR Mapping exercise for the organisation. The team subsequently

Since then, JHC has assisted a third tranche Medicare Local in WA to deliver their After -Hours MDS Plan. This project focussed on mapping existing after-hours capacity to the region to identify where after-hours services are available, and where gaps were evident.

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Development of the Palliative Care Online Training:



Client: Commonwealth Department of Health

Based on the “Guidelines for a Palliative Approach for Aged Care in the Community Setting,” four online modules have been developed by a consortium of experts including AHHA, JustHealth Consultants, SilverChain and e3 Learning. Final material developed by the consortium was peer reviewed by key subject matter experts Australia wide, with a formal pilot study with 700 healthcare professionals to refine content and delivery. To date over 6,000 have registered nationally to complete the training and the project has received three national e-learning awards for its innovative content, ease of use and adoption across the sector.

ABF Pricing Framework Stakeholder Consultation

Client: Independent Hospital Pricing Authority (IHPA)

In early 2012, the Independent Hospital Pricing Authority (IHPA) commissioned the development of a comprehensive Pricing Framework for use in the implementation of activity based funding (ABF) for Australian public hospitals. Using its extensive networks, the AHHA were charged with the coordination of stakeholder consultation sessions. Over 800 people registered to attend one of the five separate events around Australia.

Contact Us:

For further information on how we can assist your organisation, please email the AHHA on admin@ahha.asn.au or telephone 02 6162 0780.