

Chris Shipway Capability Statement

PREPARED

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CHRIS SHIPWAY
CONSULTING

Services

Chris Shipway provides consultancy services to health and human service agencies in both government and community sectors. Services focus on the following areas:

- Evaluation and review of policies and programs to determine the impact of initiatives and opportunities for improvement.
- Policy and program development – working with you and your stakeholders to deliver evidence-based initiatives that deliver the results you want.
- Organisational strategy, planning and review to optimise the capability and capacity of your team and deliver clarity about your key objectives and activities.
- Design and innovation processes to help you solve seemingly intractable problems and tackle the hardest issues.
- Group facilitation and team building to help you build systems and culture that unlocks the creativity and capability of your organisation.

Company Information

Chris Shipway Consulting Pty Ltd ABN: 84 629 394 092

Established in November 2018

Based in Sydney New South Wales

Covered by Professional Indemnity and Public Liability Insurance

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About Chris Shipway

Chris has been designing and delivering ground-breaking health and human services programs for over 35 years. He was originally trained as an enrolled nurse and worked in palliative care, rehabilitation, medical and community mental health settings. He is also a qualified Social Worker and has a Masters Degree in Public Administration. Throughout his career Chris has worked on transformative initiatives:

- Richmond (deinstitutionalisation) Implementation in the 1980s – establishing a centre that pioneered independent living skills for people with a lived experience of mental illness.
- Programs to reduce harm associated with drug use and HIV during the height of the HIV epidemic in the 80s and 90s.
- The establishment of the Attorney General's Crime Prevention Division and delivery of innovative community-based strategies such as Aboriginal Night Patrols.
- Delivery of key Drug Summit initiatives such as Cannabis and Amphetamine Clinics and drug crime diversion programs in the 2000s.
- Establishment of the ground-breaking integrated care program – “Connecting Care” Chronic Disease Management Program – in 2010.

Most recently Chris been the Director of Primary and Chronic Care Services at the Agency for Clinical Innovation (ACI) where he led a team of clinical networks to design and implement solutions to

improve the health outcomes of people with osteoporosis and osteoarthritis, chronic pain sufferers, the elderly and frail, people with brain and spinal cord injury and Aboriginal people and communities. He also co-led ACI's work to build the cultural competency of the organisation – particularly in relation to working with Aboriginal communities.

In addition to his skills in innovation, design and implementation, Chris has an extensive background in policy review and development having held senior leadership positions in the NSW Health Mental Health and Drug & Alcohol Office and Primary Health, Community Partnerships & Chronic Disease Branch.

Chris has significant experience in relation to: Drug and Alcohol services; Crime & Violence Prevention; Disability services; Mental Health; Chronic Disease; Primary Health; Integrated Care; Ageing; and Pain.

He is passionate about integrating health and human services and has an extensive track record in cross sector and cross government initiatives

Chris is now using this expertise to support health and human service organisations at critical design and implementation points. If you require guidance and input that will catalyse key organisational decisions and optimise your results then Chris can help you.



How Chris's skills and experience can help you

Chris is a design and innovation specialist. You may have the internal policy or clinical expertise but may not have the design chops that you need to drive the development of a particular policy or program idea.

Chris has extensive experience at NSW's premier Health Innovation agency. He can share expertise in a range of areas including: Person Centred Design & Design Thinking; Lean Design Skills; Redesign processes; Collaborative methodology; Web charts/Fishbone Diagrams; Process Flowcharts; and Value Chains.

Wide ranging implementation knowledge and experience. You need to ensure that your implementation process genuinely embeds your new program or procedures so that it becomes business as usual. Chris can share implementation expertise in relation to a range of approaches and methodologies including: AIM (Accelerated Implementation methodology); Nudge techniques; Program Logic; and Driver Diagrams.

Providing an independent view. There are times when you need someone outside your organisation to provide advice or analysis who is seen to be independent of the day to day workings and politics of your organisation. Chris brings vast organisational experience in health and human service organisations and can deliver that independent view that you are seeking.

Expert at taking your requirements and developing a clear project plan and scope that will be achievable and realistic.

Ability to turn around that urgent proposal or fast track a design process.

Executive level policy skills and a track record of translating policy goals into reality.

Exceptional project management skills – delivering on time, on budget, with high value.

Techniques to work with teams to make informed and transparent decisions about priorities.

Established processes to develop clear goals and document the pathways and logical steps that will achieve those goals

Adept at transforming conflict into shared understanding and appreciation of different perspectives.

Taking the evidence and using it to build exciting innovative programs that deliver.

Focussing on results and finding the data and evidence that ensures we will achieve those results.



Recent Track Record

Chris was the founding Director of the Primary Care and Chronic Services portfolio at the NSW Agency for Clinical Innovation. For over 6 years he has led a team of 16 clinical networks and specialist services to build and spread innovative solutions to the health challenges of an ageing population and increasing chronic and complex diseases including:

- Programs and models to deliver better services for an aging population;
- The establishment of chronic pain services throughout NSW in multiple delivery modes;
- Services to support people with Musculoskeletal diseases and reduce their risk of hospitalisation;
- Chronic disease programs tailored for Aboriginal communities that are culturally safe and competent;
- Development of guidelines to support patient selection and risk stratification in integrated care settings.
- A suite of tools and products (Navigating the Healthcare Neighbourhood) to help GPs and hospitals to integrate their care for patients.



If there is a project, policy or review that Chris can help you with please contact him on:

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