

Health Service Design

We design health services and systems that work for people, workforce and communities.

THE CHALLENGE

Health, education, government and community organisations are under pressure to design services, systems and workforce capability that are genuinely evidence-based, co-designed with the people who use them, and built to last, not generic advice that doesn't survive contact with real-world context.

WHAT WE DELIVER

- **Co-Design & Facilitation:** ensuring the right people are in the room, and what they say actually shapes the design, not just informs a report.
- **Models of Care & Redesign:** services improve to match real population need, closing gaps and reducing duplication across the system.
- **Workforce & System Capability:** teams build the competencies and systems to sustain change long after the engagement ends.

OUTCOMES YOU CAN EXPECT

- Services, systems and workforce capability shaped around what's genuinely needed, not assumed
- Higher adoption, because solutions are co-designed with the people who'll use them
- Evidence-based decisions that hold up to scrutiny from funders, boards and regulators
- Senior specialists leading every engagement, backed by a trusted network of Senior Associates

HOW WE WORK

1. Understand	2. Design	3. Embed
Rapid needs assessment and evidence review: what's needed, and why.	Strategy, model of care, or systems response, developed with the people who'll use it.	Stakeholder buy-in and change support, so the work is actually used, not just delivered as a report.

PROVEN IN PRACTICE

"Kylie's human-centred design approach, grounded in years of experience across primary and acute health care settings, meant the Healthy Outback Communities model of care is truly anchored in community needs."

Sandy Gillies, CEO, Western Queensland PHN

Outcome: Healthy Outback Communities model of care, co-designed and adopted regionally.

ABOUT DR KYLIE ARMSTRONG

Dr Kylie Armstrong is a PhD-qualified health systems designer and population health researcher who helps organisations turn complex challenges into practical, sustainable change. With more than 20 years' experience across health, education, government and community sectors, she leads co-design, service redesign, workforce wellbeing and strategic planning initiatives. Kylie combines evidence, data, stakeholder insight and implementation expertise to develop models of care, strengthen systems and build organisational capability. As co-founder of ConnectedLe, an award-winning, NSQDMH-accredited digital wellbeing platform, she also brings practical expertise in digital innovation and responsible AI.