

Capability Statement

Healthy Futures Australia

Helping mission-driven organisations have the impact they intend.

Our point of difference

We don't staff projects with generalists learning as they go. Every engagement is led by a senior specialist with direct, hands-on experience in exactly the work required, backed by a trusted network of Senior Associates for the capacity each project needs.

BUSINESS DETAILS

ABN:	52 465 734 064
Business structure:	Pty Ltd
Registered address:	Mermaid Beach, Gold Coast QLD
GST registered:	Yes
Contact:	hello@hfaus.com.au
Website:	hfaus.com.au

BUSINESS OVERVIEW

Healthy Futures Australia exists to help mission-driven organisations have the impact they intend, supporting healthy people and places across health, education, government and community sectors. Led by Dr Kylie Armstrong, a PhD-qualified population health researcher and health systems designer, the practice partners with health leaders and education organisations to co-design evidence-based models of care, streamline service delivery, build sustainable workforce systems, and evaluate whether the change intended is the change achieved.

Kylie's career has centred on preventative wellbeing and evidence-informed system design: understanding what a population or workforce genuinely needs, then designing, delivering and evaluating the response. She holds a PhD in exercise, mood and mental health, and is a qualified Lifestyle Medicine Educator. She brings over 17 years of experience across Primary Health Networks, Hospital and Health Services, universities, schools and government, including executive leadership inside the sector and long-term consulting alongside it, giving her the dual perspective of a former internal executive and a long-term external adviser.

Every engagement is led by Kylie personally, never handed to junior staff, backed by a trusted network of Senior Associates, including Simon Armstrong (Executive Adviser, Governance & Strategic Direction) and experienced researchers and evaluators, engaged as required for specialist capacity outside the practice's core expertise.

WHAT WE HELP CLIENTS ACHIEVE

Services shaped around real need Evaluations, population needs assessments and co-designed models of care that respond to what a population genuinely needs, not what's assumed.	Higher adoption, less duplication Solutions co-designed with the people who'll use them, closing gaps and reducing duplication across the system.
More confident, capable workforces Practical wellbeing, safety and capability development that helps organisations operationalise real change.	Impact you can prove Program evaluation and impact measurement that shows whether the change intended is the change achieved, evidence that stands up to scrutiny from funders, boards and regulators.

CORE CAPABILITIES

Co-Design & Facilitation

Ensuring the right people are in the room, and what they say actually shapes the design, not just informs a report.

- Stakeholder & community workshops
- Service and provider co-design
- Strategy & innovation facilitation

Models of Care & Redesign

Services shaped around what a population genuinely needs, so people stay well before problems take hold.

- Program evaluation & implementation
- Population needs assessments
- Integrated care pathways design

Workforce & System Capability

Workplaces build sustainable performance, organisational vitality, and the capability to operationalise change that lasts.

- Horizon assessment
- Operationalising system change
- Leadership & capability building

HOW WE WORK

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

RELEVANT EXPERIENCE

- **Clear the Clutter:** whole-of-service improvement program surveying 949 staff and 150 consumers, applying structured evaluation methodology to identify operational friction points and redesign ways of working. Client: Metro South Health. Workforce & System Capability.
- **eConsultant Model of Care:** research collaboration with the University of Queensland evaluating the impact of a model of care on access, efficiency and hospital utilisation for rural and remote Australians with chronic disease. Client: Mater Research Institute, UQ / Western Queensland PHN. Models of Care & Redesign.
- **National Clinical Leadership & Cross-Sector Collaboration:** lead consultant on a national research project, including a literature review of best practice and an environmental scan through key informant interviews, investigating clinical leadership and cross-sector primary-acute care collaboration. Client: Australian Medicare Local Alliance. Models of Care & Redesign.
- **Workplace Wellbeing & Psychosocial Risk:** wellbeing maturity assessment using the Dimensions of Wellbeing and Safety model, evaluating psychosocial risk and organisational readiness, with workshops to operationalise findings and 90-day action plans. Client: Independent Schools Queensland. Workforce & System Capability.
- **Healthy Outback Communities:** co-designed a place-based, community-anchored regional model of care with embedded screening metrics to evaluate reach and outcomes, and brokered service partnerships across Western Queensland. Client: WQPHN, RFDS, CheckUP, HWQLD and Central West HHS. Models of Care & Redesign.
- **Five-Year Mental Health, Suicide Prevention, AOD Regional Plan:** led project management, community consultation and stakeholder engagement for Western Queensland's five-year MHSPAOD plan (2021–2026), with monitoring measures embedded to evaluate continuity across screening, referral, service access and follow-up. Client: WQPHN. Co-Design & Facilitation.
- **Regional Health Plan:** system-wide strategic and service plan for Western Queensland. Client: WQPHN. Models of Care & Redesign.
- **Remote and Marginalised Communities:** needs analysis and service transition for Aboriginal Health Councils in Doomadgee, Mornington Island and Normanton, and engagement with refugee communities in Western Sydney across service design projects. Clients: NW QLD Primary Health Care and multiple community organisations. Models of Care & Redesign.
- **National Safety and Quality Digital Mental Health Standards (NSQDMH):** led development and accreditation from start-up, including the self-assessment and evaluation processes required for accreditation; ConnectedLe achieved accreditation 2024–2027. Client: National Safety and Quality Commission / ConnectedLe. Workforce & System Capability.

REFEREES

Renea Collins, Director Clinical Improvement Unit, Metro South Health, renea.collins@health.qld.gov.au | +61 409 117 260
Stuart Gordon (former CEO WQPHN), Director, Petraichor Partners, sgordon@nacchs.com | +61 429 152 156

KEY PERSONNEL

Dr Kylie Armstrong, *Population Health Researcher & Systems Designer*

PhD-qualified, with over 17 years of experience in population health, primary care reform, service design, evaluation and workforce capability. Former Executive Manager at Western Queensland PHN; Principal Innovation Officer at Metro South Health; Co-Founder of ConnectedLe (NSQDMH-accredited digital health platform). Kylie brings dual perspective as a long-term sector consultant and former internal executive, ready to contribute at senior and board level from day one.

Senior Associates

Healthy Futures Australia draws on a trusted network of Senior Associates, including Simon Armstrong (Executive Adviser, Governance & Strategic Direction) and experienced researchers and evaluators, engaged as required to provide additional capacity or specialist expertise outside the practice's core capabilities. All associate engagements are coordinated and quality-assured directly by Dr Kylie Armstrong.

WHY HEALTHY FUTURES AUSTRALIA

- **Senior from day one:** every engagement is led personally by a senior, PhD-qualified specialist, not a graduate bench.
- **Evidence-based, not generic:** grounded in population health research, program evaluation, and 17+ years of applied practice.
- **Co-designed, not imposed:** genuine engagement with the people services are actually built for.
- **Built to be used:** practical tools and systems, not frameworks that sit apart from everyday work.
- **Cross-sector reach:** experience across health, education, government and community.
- **Right-sized capacity:** a trusted network of Senior Associates engaged only when a project genuinely needs it.

INSURANCES & COMPLIANCE

Professional Indemnity:	CGU Australia Pty Ltd, \$10,000,000
Public Liability:	CGU Australia Pty Ltd, \$20,000,000

CONTACT

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