

Cynthia Payne

Managing Director

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QUALIFICATIONS

1989

Diploma of Applied Science, Nursing, Cumberland College of Health Sciences, Lidcombe, NSW

1991

Bachelor of Applied Science, Nursing, University of Sydney Lidcombe, NSW

1999

Master of Business administration, Human Resource Management, University of New England, Armidale

2000

Continuing Education, Association Management Unit, University of New England, Armidale, NSW

2000

Certified Practitioner, Balanced Scorecard & Strategy Execution, Kaplan & Norton

Cynthia Payne is renowned for her pedigree, leadership and expertise in Aged Care. She has developed a track record of driving sustained revenue through strategic & financial innovation, as well as identifying and capitalising on appropriate growth opportunities.

Skilled in strategy, change and corporate alignment, Cynthia has facilitated a host of successful strategies to improve staff, processes and resources, across a multitude of roles over her career.

Now as Managing Director of Anchor Excellence she has taken on her biggest challenge yet, applying her vast expertise to give businesses the tools to succeed in aged care and improve the quality of care for residents across Australia.

EXPERIENCE

2019 -

Managing Director, Anchor Excellence

Bespoke aged care management consulting. Administrator/Advisor services. Innovation and transformation. Executive coaching and speaking services. Our legacy is to improve your capability.

2002 - 2018

Chief Executive Officer - SummitCare

Worked with Board of Directors/Owner to set organisational objectives and develop governance policies. Delivered consistent quality of care for 10 sites across NSW, and for home-care services. Maintain high customer engagement and staff retention (greater than 90% over many years).

EXPERIENCE CONTINUED

2002 - 2018

Chief Executive Officer - SummitCare Cont.

Successfully delivered a series of short and long-term goals across tenure; achieved annual revenue of \$100M with EBITDA. Maintained a \$150M development pipeline. Recommended operating policies, processes and programs to enhance/maintain program quality and organisational stability. Concept and creation of 186 bed aged mixed developments at \$70M.

2001 - 2002

Operations Manager / Aged Care Division - Baptist Community Services

Led and managed all aged care services for not-for-profit care organisation. Provided support, direction and oversight of operations for company with 2000+ employees, \$80M budget, and 120 cost centres; Provided leadership at an industry level. Worked to improve the capability and competency of staff, as well as training services.

2001 - 2002

Manager of Policy & Research - Baptist Community Services

Provided policy information to support the organisation; conducted research, performed state and national advocacy and policy analysis, and represented the company on national committees; provided staff training services.

PROFESSIONAL RECOGNITION & MEMBERSHIPS

MEMBER

LASA - MAC NSW / ACT |
Chair (2016 - 2018)

MEMBER

National Heart Foundation
(2016 - 2021)

MEMBER

Expert Member APEC
Silver Economy Steering
Committee (2016 - 2017)

MEMBER

LASA NSW & ACT,
President, Vice President
and Treasurer (2006 - 2016)

MEMBER

Australian Organisational
Excellence Foundation,
Chairman and Director
(2015 - 2016)

MEMBER

PainCheck Board Member
(2022 - Current)