

# Andrea Calwell

## Specialist Consultant

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## QUALIFICATIONS

### 1988

General Nurse Training,  
Preston and Northcote  
Community Hospital

### 1991

Critical Care Nursing  
Certificate, Reparation  
General Hospital Heidelberg

### 1996

Bachelor of Nursing, Deakin  
University and RMIT  
University

### 2007

Certificate IV in Training  
and Assessment, Gordon  
Institute of TAFE

### 2010

Graduate Diploma in  
Education, Professional  
Development Studies -  
Monash University

### 2023

Master of Business  
Psychology, University of  
Newcastle

Andy is an energetic senior leader and adviser with expertise across the acute, aged care and home care sectors and beyond.

Clinically trained with wide ranging capabilities, Andy has expertise across the spectrum of consumer experience and engagement, customer feedback management and innovation, clinical governance, quality improvement systems and processes, policy development, analysis, implementation, and evaluation, together with complex governance reporting capability and proven project/program management skills.

Andy models and maintains professional integrity, builds positive collaborative relationships, and works diligently and cooperatively with and within teams

## EXPERIENCE

### 2022 -

#### *Specialist Consultant, 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.

### 2021 - 2022

#### *Compliance and Accreditation Director - BUPA Aged Care Australia*

Andy advised and lead the organisation to implement an optimal model of clinical standards within the spectrum of services delivered through Bupa Villages and Aged Care (BVAC) Australia, aligned to the ACQS and Approved Provider requirements under the Aged Care Act.

## EXPERIENCE CONTINUED

### 2019 - 2021

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#### *Customer Engagement and Feedback Manager - BUPA Villages and Aged Care Australia*

Andy managed, lead, and drove best practice customer engagement, feedback management systems and processes and a positive complaints culture within the business. Andy provided expertise and partnered with all key stakeholders to ensure consumer feedback informed strategy and improvement in the quality and safety of resident care.

### 2018 - 2019

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#### *Consumer Engagement Advisor - BUPA Villages and Aged Care Australia*

Andy supported and promoted consumer engagement by developing and maintaining effective systems, guidelines, and processes across the organisation, influencing, and negotiating changes, and services to improve the consumer experience

### 2018 - 2018

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#### *Clinical Governance Specialist - BUPA Villages and Aged Care Australia*

Andy assisted in the further development of Bupa Australia's Clinical Governance frameworks and processes, leading the coordination of a clinical governance and quality work program to drive continuous improvement.

## PROFESSIONAL RECOGNITION & MEMBERSHIPS

### RECOGNITION

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Certificate of Appreciation  
by the Acting Assistant  
Commissioner of Police

### MEMBER

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Advisory Board Centre