

# Britt O'Keefe

## Disability Specialist

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## QUALIFICATIONS

**1997**

Bachelor of Arts  
(Psychology), Ballarat  
University

**2006**

Master of Business,  
Swinburne University of  
Technology

**2006**

Certificate IV in Training  
and Assessment, Essendon  
Network for Employment  
and Training Inc.

**2020 - In progress**

Doctor of Philosophy (PhD),  
Deakin University

Britt has a deep understanding and unparalleled experience in developing and implementing organisational-wide service delivery and design reforms to sectors experiencing significant transformational change. She is an insightful leader with a unique combination of business acumen, technical expertise and a passion for delivering high-quality client outcomes. Britt is continually handpicked to turn around underperforming organisations, leveraging executive support in successfully delivering organisational transformation change with meticulous attention to detail and quality.

She also has a passion for Australia's personal care workforce and is completing a Ph.D. exploring voluntary employee turnover and employee retention with both past and present personal care workers.

## EXPERIENCE

**2019 -**

### *Disability Specialist, 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.

**2017 - 2019**

### *Director, National Aged Care Lead - National Disability Insurance Agency (NDIS)*

Initiated, planned, executed and monitored a national service delivery model to engage with younger people in residential aged care and where applicable transition them into the National Disability Insurance Scheme. Represented NDIA at both national and jurisdictional committees, workshops, forums and meetings in the provision of expertise between the operational interface between the Aged Care Act 1997 and the National Disability Insurance Scheme Act 2013.

## EXPERIENCE CONTINUED

### 2016 - 2017

#### *Manager, Health Service Projects - Department of Justice and Regulation*

Leading a large consortium of stakeholders, pursued opportunities and connect policy development and operations through several health service projects that traverse the correctional and broader health systems. This included leading the initiation, planning, execution and monitoring of a new pathway improving access to Victoria's acute and sub-acute health care services.

### 2015 - 2016

#### *Senior Project Manager - Department of Economic Development, Jobs, Transport and Resources*

Lead the initiation, planning, execution and monitoring of the Governance Framework for Portfolio Performance across the Department and its 48 portfolio agencies aiming to improve performance. Provided ongoing coaching, individual and team business performance identifying opportunities for building team accountability and continuous improvement.

### 2014 - 2015

#### *Program Manager - Department of Education and Early Childhood Development*

Spearheaded the Department of Education and Early Childhood Development's \$30 million dollar commitment to invest in the future of employees and businesses in Victoria's automotive supply chain sector by initiating, planning, executing and monitoring four complementary training services.

### 1997 - 2015

#### *Other Roles - Various*

Full list of accomplishments, employments and accolades are available on LinkedIn.

## PROFESSIONAL RECOGNITION & MEMBERSHIPS

### MEMBER

Australian Institute of Directors

### MEMBER

Australian Institute of Management

### MEMBER

Australian Institute of Project Management

### MEMBER

Institute of Public Administration Australia