


Andrea Calwell

Specialist Consultant

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Qualifications

2023

Master of Business Psychology,
University of Newcastle

2010

Graduate Diploma in education,
Professional Development
Studies, Monash University

2007

Cert IV in Training and
Assessment, Gordon Institute of
TAFE

1996

Bachelor of Nursing, Deakin
University and RMIT University

1991

Critical Care Nursing Certificate,
Reparation General Hospital
Heidelberg

1988

General Nurse Training, Preston
and Northcote Community
Hospital

For a full list, please visit us on LinkedIn

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 - Current

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.

**Anchor
Excellence**

Experience

2021 - 2022

Compliance and Accreditation Director - BUPA Aged Care

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

2019 - 2021

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 - 2018

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

Membership

Advisory Board Centre

Recognition

Certificate of Appreciation by the Acting Assistant Commissioner of Police