


Britt O'Keefe

Aged Care & NDIS Specialist | Organisational Transformational Innovator | Aged Care Workforce Specialist

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Qualifications

2023

Cruxes Innovation
Research Innovation Base Program

2013

LUMA Institute
Practitioner Certification Program

In Progress

Deakin University
Doctor of Philosophy (PhD)

2006

**Essendon Network for
Employment and Training**
Cert IV Training and Assessment

2006

**Swinburne University of
Technology**
Master of Business

1997

Ballarat University
Bachelor of Arts (Psychology)

Britt O'Keefe is a seasoned executive leader with extensive experience in driving transformational change within sectors undergoing significant regulatory reforms. She combines a deep understanding of regulatory compliance, social policy, and mediation with strong business acumen and technical expertise, consistently delivering high-quality client outcomes.

Britt is an influential, agile leader whose 'people-first' philosophy emphasises the well-being and engagement of employees as key drivers of organisational success. Motivated by a commitment to translating evidence-based research into practical, impactful solutions, she is currently completing a Ph.D. focused on voluntary employee turnover and retention within Australia's personal care workforce. Her passion for the sector informs her dedication to enhancing workforce development and service excellence in aged care and related fields.

Experience

2019 - Present

Anchor Excellence

Specialist Advisor

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

National Disability Insurance Agency (NDIS)

Director, National Aged Care Lead

Led the development and implementation of a national service delivery model to engage younger individuals in residential aged care, facilitating their transition to the NDIS, where applicable. Represented the National Disability Insurance Agency at national and jurisdictional committees, workshops, and forums, providing expert guidance on the operational interface between the Aged Care Act 1997 and the NDIS Act 2013.

2016 - 2017

Department of Justice and Regulation

Manager, Health Service Projects

Led a large consortium of stakeholders to pursue opportunities and connect policy development with operations through various health service projects spanning the correctional and broader health systems. This involved initiating, planning, executing, and monitoring a new pathway to improve access to Victoria's acute and sub-acute healthcare services including the introduction of telehealth.

2015 - 2016

Department of Economic Development, Jobs, Transport and Resources

Senior Project Manager

Led the initiation, planning, execution, and monitoring of the Governance Framework for Portfolio Performance across the Department and its 48 portfolio agencies, aimed at improving performance. Provided ongoing coaching on business performance, identifying opportunities to enhance team accountability and drive continuous improvement.

2014 - 2015

Department of Education and Early Childhood Development

Program Management

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

Professional Recognition & Memberships

Membership

International Society of Quality in Health Care

Membership

Australian Institute of Management

Membership

Australian Institute of Project Management

Membership

Institute of Public Administration Australia

Membership

Institute for Health Transformation

**Anchor
Excellence**

