

Britt O'Keefe

Specialist Consultant
Program & Project Delivery Lead
(Aged Care and NDIS)



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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)

2021

**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 an accomplished Program Director and consultant with expertise in delivering large-scale transformational projects across complex, highly regulated sectors. She specialises in strengthening workforce capability, enhancing service delivery and improving quality outcomes, while embedding lasting organisational and system-level change.

With deep knowledge of regulatory compliance, governance, and policy design, Britt has proven success in program and project delivery. As an agile, people-first leader, her expertise is anchored in stakeholder engagement, government relations, and advocacy, positioning her as a trusted leader. Preparing to submit her Ph.D. on employee turnover and retention in Australia's aged care sector, she integrates academic insights with practical experience to deliver trusted, evidence-informed workforce solutions.

Experience

2019 - Present

Anchor Excellence

As a Specialist Consultant, Britt partners with aged care providers to deliver tailored strategic and operational support. Leveraging her extensive experience across both home care and residential aged care, she works with organisations to strengthen quality standards, build workforce capability, and successfully navigate industry reforms.

National Disability Insurance Agency (NDIS)

Director, National Aged Care Lead (2016 - 2017)

- Directed the design and national rollout of a new service delivery model to engage younger individuals in residential aged care and support their transition into the NDIS.
- Oversaw full project lifecycle delivery, including stakeholder engagement, operational alignment, and national implementation.
- Represented the 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.

Department of Justice and Regulation

Manager, Health Service Projects (2015 - 2016)

- Led a consortium of stakeholders to connect policy development with operations through multiple health service projects across the correctional and health systems.
- Delivered end-to-end project management of a new care pathway to improve access to acute and sub-acute services, including the implementation of telehealth.
- Accountable for initiation, planning, execution, monitoring, and reporting to ensure delivery aligned with system-wide reform objectives.

Department of Economic Development, Jobs, Transport and Resources

Senior Project Manager (2014 - 2015)

- Designed and delivered a Governance Framework for Portfolio Performance across the Department and 48 portfolio agencies, aimed at enhancing business and operational outcomes.
- Led all phases of program and project delivery, including stakeholder engagement, implementation planning, and performance monitoring.
- Provided coaching and performance support to senior managers, embedding improved accountability and driving continuous improvement practices.

Department of Education and Early Childhood Development

Program Management (2013 - 2014)

- Directed the \$30 million Automotive Supply Chain Training Initiative, comprising four interlinked projects to support workforce capability and business transition.
- Managed the full program lifecycle, from initiation and procurement through delivery and evaluation, ensuring timely and cost-effective implementation.
- Coordinated cross-sector stakeholders to align delivery with state government priorities for workforce development.

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**