

Britt O'Keefe

Specialist Consultant
Program & Portfolio Delivery
(Aged Care and NDIS)



(02) 8610 1950



brittokeefe@anchorexcellence.com



www.anchorexcellence.com



[linkedin.com/in/britt-o-keefe-08333ba/](https://www.linkedin.com/in/britt-o-keefe-08333ba/)



Qualifications

Doctor of Philosophy
Deakin University, 2026

Practitioner of Human-Centered Co-Design
LUMA Institute, 2022

PRINCE2® Registered Practitioner
PM-Partners, 2009

PRINCE2® Foundation
PM-Partners, 2008

Master of Business
Swinburne University of Technology, 2006

Bachelor of Arts
Ballarat University, 1997

Britt O'Keefe is a skilled Program Director and executive consultant focused on large-scale transformations in complex environments. She has expertise in regulatory compliance, social policy, organisational dynamics, and program governance, emphasising people and sustainable delivery.

Britt aligns strategy with execution to enhance governance across portfolios. As a people-first leader, she collaborates with various stakeholders to turn research and insights into practical solutions. She holds a Ph.D. focused on employee turnover and retention within Australia's aged care sector, translating rigorous research into practical, sector-informed consulting solutions.

Experience

2020 - Present
Anchor Excellence

Britt is a seasoned Program Lead at Anchor Excellence, managing the Project Management Office (PMO). She aligns portfolios with organisational strategy and oversees governance, prioritisation, and delivery assurance throughout the investment lifecycle. As a trusted advisor, she guides executive teams on PMO design, governance, process optimisation, and change management, applying best practices to enhance delivery capability and align programs with long-term objectives.

National Disability Insurance Agency

Director, National Aged Care Lead (2017 - 2019)

- 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 National Disability Insurance Scheme (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 (2016 - 2017)

- 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 (2015 - 2016)

- 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 (2014 - 2015)

- 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

International Society of Quality in Health Care

Australian Institute of Management

Australian Institute of Project Management

Institute for Health Transformation

**Anchor
Excellence**

