Cynthia Payne

Managing Director and Founder

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🌐 www.anchorexcellence.com

in Linkedin.com/in/CynthiaPayne

Qualifications

2022

Certified Practitioner, Balanced Scorecard & Strategy Execution Kaplan and Norton

2022

Team Management Profile Accreditation

2000

Association Management Unit, University of New England

1999

Master of Business Administration, Human Resource Management, University of New England

1991

Bachelor of Applied Science, Nursing, University of Sydney

1989

Diploma of Applied Science, Nursing, Cumberland College of Health Sciences

For a full list, please visit us on Linkedin

Cynthia Payne is renowned for her pedigree, leadership and expertise in Aged Care. She has developed a track record of driving sustained revenue through strategic & financial innovation, as well as identifying and capitalising on appropriate growth opportunities.

Skilled in strategy, change and corporate alignment, Cynthia has facilitated a host of successful strategies to improve staff, processes and resources, across a multitude of roles over her career.

Now as Managing Director of Anchor Excellence she has taken on her biggest challenge yet, applying her vast expertise to give businesses the tools to succeed in aged care and improve the quality of care for residents across Australia.

Experience

2018 - Current

Managing Director, 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

2002 - 2018

Chief Executive Officer, SummitCare

Worked with Board of Directors/Owner to set organisational objectives and develop governance policies. Delivered consistent quality of care for 10 sites across NSW, and for home-care services. Maintain high customer engagement and staff retention (greater than 90% over many years).

Successfully delivered a series of short and long-term goals across tenure; achieved annual revenue of $100M with EBITDA. Maintained a $150M development pipeline. Recommended operating policies, processes and programs to enhance/maintain program quality and organisational stability. Concept and creation of 186 bed aged mixed developments at $70M.

2001 - 2002

Operations Manager / Aged Care Division, Baptist Community Services

Led and managed all aged care services for not-for-profit care organisation. Provided support, direction and oversight of operations for company with 2000+ employees, $80M budget, and 120 cost centers; Provided leadership at an industry level. Worked to improve the capability and competency of staff, as well as training services.

1998 - 2001

Manager - Policy and Research, Leading Aged Services Association

Report to Executive Director on Policy, Advocacy and Education services for Members. Over 300 members from the Aged Care industry in both the non-profit and for-profit aged care sectors. Lobbying al aged care issues that relate to service delivery, regulation (State and National) and provision of industry relevant training in leadership, management and technical matters.

Anchor Excellence

Professional Recognition & Memberships

Membership

LASA - MAC NSW / ACT | Chair (2016 - 2018)

Membership

National Health Foundation (2016 - 2021)

Membership

Expert Member APEC Silver Economy Steering Committee (2016 - 2017)

Membership

LASA NSW & ACT President, Vice President and Treasurer (2006 - 2016)

Membership

Australian Organisational Excellence Foundation and Director (2015 - 2016)

Membership

PainChek Board Member (2022 - Current)