



Anchor  
Excellence



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*Managing Director &  
Founder | Practice  
Lead - Strategy &  
Governance*

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## ABOUT CYNTHIA PAYNE

Cynthia Payne has more than 30 years of executive leadership experience and over 25 years as a Director in both NFP and FP boards. Cynthia founded Anchor Excellence in 2018 and in the past 7 years has impacted over 45% of the Australian aged care market via its programs, solutions and education including the home for SAGE Study Tours and Impactful-Leaders- an industry agnostic focus for all organisations looking to develop and enable high performance

Passionate about leaders, supporting and enabling them, as defined by consumers' lived experience, Cynthia and the twenty strong AE team together have a formidable level of expertise and commitment to the entire aged care ecosystem- residential, homecare, NDIS and retirement living.

Cynthia holds an MBA, Bachelor of Applied Science in Nursing, Cert IV qualified Yoga teacher (800HrRYT), Certified Practitioner of Balanced Scorecard, Certified Aged Care Board Advisory Chair and Certified Practitioner with Team Management Systems - TMP, Quotient (Qo2) and 360 Linking Leader Profile (LLP).

She is Member of AICD, Fellow of the Governance Institute Australia and long term member of the Australian College of Nursing and Fellow of the Manager and Leaders Institute. She is a Certified Chair with the Advisory Board Centre. She is currently INED for listed entity Painchek (2022-Current), Board Advisor to Total Construction (2019-current), Director of the Mind Connections Foundation and past INED for the National Heart Foundation (2017-2021). Cynthia Chairs multiple QCAB's and CAB's for a variety of Aged Care Providers. Cynthia also volunteers as an Independent Review Panel member for Business Excellence Australia.

Cynthia was awarded the Business Women of the West for the University of Western Sydney in 2018. She was Finalist in 2025 and 2023 Small Business Women's Award (Professional Services Category) and Finalist for the ICON Woman of the Year.

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### Thinking of having Cynthia speak at your upcoming event?

- Aged Care Reform - Drivers for success arising from the Aged Care Act 2024
- Best practice governance including the role and functions of Advisory Boards
- Growing your business
- Business Excellence and Leadership (*Boards, Executives through to frontline*)
- The Balcony and the Dancefloor- Insights for leadership in disruptive times
- Engaging your operating model for post strategy development
- Technical content
  - Obligations and Conditions of Registration
    - Restrictive Practices and BSP
    - High Impact risk
    - IMS and SIRS
    - Best practice quality and compliance management