

Justine Reefman

Specialist Consultant



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Qualifications

1995

University of New England
Certificate in Gerontology

1993

University of Western Sydney
Bachelor of Health Science
(Nursing)

1991

University of Western Sydney
Diploma of Health Science (Nursing)

Professional Memberships

AHPRA Registration

Justine Reefman is an accomplished registered nurse with over two decades of experience in aged care, including more than 10 years in senior leadership roles.

Known for her empathetic leadership and innovative approach, she excels in compliance, risk management, and quality improvement. Justine's career reflects her unwavering dedication to fostering positive work environments, driving operational excellence, and mentoring future leaders in the aged care sector.

Her passion for continuous learning and her ability to navigate complex challenges have earned her a reputation as a trusted advisor and leader in aged care management.

Experience

2024 - Present

Anchor Excellence

Business Operations Manager

Justine supports aged care providers in improving compliance, quality, and governance frameworks. She works closely with home care and residential services to address challenges, prepare for accreditation, and implement sustainable care practices that enhance resident outcomes.

2022 - 2024

JR Aged Care Consulting

Aged Care Nurse Advisor

Provided strategic advisory services to aged care providers, including Anglicare, where she successfully supported homes to achieve full compliance and improved governance. Led risk management initiatives, accreditation preparation, and onsite leadership development, contributing to enhanced operational outcomes and compliance standards.

2020 - 2022

Bupa Aged Care

National Quality Improvement Manager

Oversaw quality improvement efforts across the national portfolio, driving remediation and compliance initiatives. Mentored regional managers and led strategies to address high-risk issues, resulting in enhanced operational performance and sustained regulatory compliance.

2019 - 2020

Bupa Aged Care

Compliance Remediation Manager

Led remediation efforts for homes under sanction, ensuring the development of sustainable care processes and successful transitions back to compliance. Partnered with regulatory bodies and internal teams to oversee change management and quality improvements.

2018 - 2019

Advantaged Care

Quality, Innovation, and Projects Specialist

Developed and implemented projects to address unmet requirements, focusing on improving resident outcomes and preparing homes for accreditation. Led initiatives in dementia care and clinical governance.

Certifications & Professional Development

- SIRS Management
- RCA Investigation
- Care Minutes and Compliance
- New Standards – Understanding Regulatory Requirements
- Frontline Management Skill Set, Baulkham Hills TAFE (September 2011)
- The Assessor Course, Aged Care and Accreditation Agency (December 2009)
- The Palliative Approach in Residential Aged Care, Royal College of Nursing (November 2007)
- Infection Control Update, Bug Control, ARV (March 2009)
- Aged Care Funding Instrument (ACFI) Training Program, TAFE (June 2008)
- Medication Administration in Residential Aged Care, Pathways Education (February 2010)
- Icare Training Completion (February 2012)
- Health Metrics Electronic Documentation Training (February 2015)
- Return-to-Work Coordinators Course (March 2015)
- Workplace Investigation Officer Training, iHR Australia (June 2016)
- Gravitas Leadership Group – Personal Development Centre (December 2015) and Career Pathways Design (September 2016)
- New Graduate Workshops, Estia Health (2017)
- Quality Planning for New Quality Standards, Japara (November 2018)
- Wound Care Education, Wendy White (February 2019)
- Dementia Care Training, Dementia Training Australia (February 2019)

**Anchor
Excellence**

