

# Lorraine Knight



(02) 8610 1950



lorraineknight@anchorexcellence.com



www.anchorexcellence.com



## Qualifications

**Registered Nurse** AHPRA

**2013**

**Certificate IV Frontline Management**

Wentworth College

**2002**

**Aged Care Quality Assessor**

**Certification**

NSW College of Nursing

**1999**

**Aged Care Internal Auditor Training**

QMS Certifications Services

Lorraine is a dedicated professional with over 30 years of management experience in the aged care industry. She is passionate about enhancing the quality of life for older individuals and has been working as a consultant since 2018. Lorraine has played an integral role in focusing on sanctions and remediation in residential aged care facilities, as well as assisting homes with compliance issues.

In addition to her compliance expertise, Lorraine is skilled in change management. She has successfully overseen the introduction of new documentation systems, staff restructuring, and the commissioning of new buildings. While she holds a particular interest in dementia and palliative care, Lorraine is committed to ensuring high quality care across all aspects of aged care.

## Experience

**2025 - Present**

**Anchor Excellence**

Specialist Consultant - Clinical and Operations

As a specialist consultant in clinical and operations sanctions and remediation within residential aged care, Lorraine is adept at guiding facilities through complex compliance challenges to prevent sanctions. Her keen understanding of regulatory frameworks allows her to identify potential risks and implement effective strategies for improvement. Lorraine's experience to date includes assisting a sanctioned home care provider, applying her comprehensive regulatory knowledge to navigate the intricacies of compliance restoration.

## 2018 - 2025 Consultant

Tierra Health NSW, VIC, QLD, SA

Specialising in sanctions and remediation within Residential Aged Care, I support providers in maintaining compliance. My work includes guiding homes through change management initiatives, such as implementing new documentation systems, restructuring staff, commissioning new facilities, and advising a Home Care provider following a sanction.

## 2017-2018 Facility Manager

Ark Sylvania

Oversaw high-level operations, strategic staff recruitment, CQI initiatives, and education programs. Managed RCS submissions, procurement, and external provider negotiations, consistently meeting standards. Responsible for quarterly budgets, ensuring financial stability and operational excellence.

## 2002-2017 Executive Director of Nursing

Pacific Heights Nursing Home / Rockdale Nursing Home

As Executive Director of Nursing (2002–2017), Lorraine managed 146 beds across two facilities, overseeing clinical care, HR, and WHS. She led five successful accreditation rounds, managed regulatory visits, secured grants, and implemented electronic documentation. Lorraine maintained high occupancy through strong ACAT and hospital engagement, negotiated quality service contracts, mentored nursing staff, and developed facility websites.

## 2000-2002 Director of Nursing

Pacific Heights Nursing Home

Managed staff recruitment, retention, rostering, and HR. Led CQI program and staff education, achieving full accreditation with commendations and securing six extra bed licences. Oversaw renovations adding 17 beds and new facilities while ensuring safety, introduced a staff health program, and maintained high occupancy through strong ACAT and hospital engagement.

## Relevant Awards

### Excellence in Palliative Care Award

NSW Palliative Care Association

### Environment Studies - Grant

#### Initiative

University of Technology, Sydney

## Professional Membership

### Chairperson

Sutherland Regional Medication

Advisory Committee

### Committee Member

- Sutherland Shire Aged Care Panel
- Sutherland Hospital Nurse Practitioner Project
- Calvary Hospital Community Palliative Care Committee
- Geriatric Flying Swad Clinical Pathways Steering Committee
- SESAHS Falls Prevention Panel