

Mary Otten



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Committee & Memberships

Australian Health Practitioner

Regulation Agency (AHPRA)

Registered Nurse

Australian College of Nursing

- Australian Institute of Clinical Governance
- Gerontological Alliance of Nurses Australia
- Australia and New Zealand Falls Prevention Society
- Australian Frailty Network
- Alzheimer's Disease International
- ARIIA Aged Care Research and Industry Innovation Australia
- Older Persons Advocacy Network
- International Longevity Centre

Mary is a highly dedicated and results-driven sector leader with 15+ years of senior executive management experience in Aged Care, Home Care, and the NDIS across Australia. She has proven expertise in fostering clinical and operational excellence, leading complex projects, and driving integration and change management to deliver high-quality, sustainable outcomes. Mary is committed to elevating industry standards and empowering providers through strategic guidance and hands-on operational leadership.

Experience

March 2025 - Present

Anchor Excellence

Specialist Consultant - Clinical and Operations

Mary is an expert Clinical and Operations Specialist with Anchor Excellence, bringing senior executive experience across aged care, home care, and the NDIS. She partners with Australian providers to implement results-driven, sustainable solutions focused on clinical and operational excellence, compliance, and enhanced client outcomes. Mary's collaborative approach helps teams build capability and strengthen governance, ensuring organisations deliver meaningful, person-centred care while expertly navigating complex regulatory landscapes.

September 2016 - Present

Concept Care Solutions

Principal Consultant

- Leads complex, end-to-end Project Management (onsite and remote), focusing on clinical and operational strategy, governance, and quality enhancement for Home Care and NDIS providers.
- Drives NDIS and Aged Care compliance, accreditation, and remediation programs, significantly enhancing service quality and securing provider readiness.
- Specialises in Integration & Change Management, developing customised business solutions, self-management models, and contractor engagement strategies.
- Provides executive coaching and mentorship to senior teams to build internal capacity and achieve sustained excellence in regulatory compliance and quality outcomes.
- Transforms and ensures compliance in multi-cultural operations through adaptive care models.

July 2022 - December 2022

The myHomecare Group Australia

Clinical Operations Specialist (National Role)

- Delivered short-term clinical and operational project leadership for the Self-Managed Division.

March 2020 – June 2022

Enrich Living Services

General Manager / State Manager Operations WA / NT

- Directed all operational and clinical aspects across Western Australia and Northern Territory, including periods as the Integration Change Specialist to align operations post-acquisition.

Core Competencies

Sector Leadership & Strategy

Clinical Governance & Quality

Residential, Home Care & NDIS
Compliance

Project Management (*Remote &
Onsite*)

Change Management &
Integration

Consumer-Directed Care (CDC)

Team Mentorship & Capacity
Building

Provider Registration Support