

Elena Muller



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Qualifications

2026

CareerEd Academy
Graduate Certificate Career
Development Practice

2023

AICD
Company Directors Course

2023

Auctus Training Institute
Diploma of Training Design &
Development
Diploma of Vocational Education &
Training

2023

Cybermerc
Purple Team Australia – Cyber
Security Training

Elena is an accomplished executive leader with 20 years of experience spanning diverse and highly regulated sectors, including Retirement Living, Aged Care, Disability, and both Local and State Government. Her expertise is concentrated over the last 11 years in governance reviews and business transformation, aimed at building long-term organisational sustainability and strengthening compliance. She brings strong foundational knowledge in key areas like policy, frameworks, systems, and technology, ensuring all operational practices are meticulously aligned with complex legislative requirements and accreditation standards across multiple jurisdictions.

Experience

2025 - Present - Anchor Excellence

Specialist Consultant - Retirement Living

Elena joins us as a highly accomplished executive leader, bringing 20 years of experience across the Retirement Living, Aged Care, and Government sectors. With a strong focus on governance reviews and business transformation, she specialises in building organisational sustainability and strengthening compliance within regulated environments. Elena offers deep expertise in aligning operational practices with complex legislative requirements across multiple jurisdictions, having successfully developed policy frameworks and workforce readiness strategies. Notably, she played a key role in the launch of the Centrim Life operations software, now used in approximately 200 villages nationally, demonstrating her ability to balance technological innovation with the operational and reputational rigor required in the retirement living space.

**Non-Executive Director & Sub-Committee Member
(Governance & Risk and Customer Engagement)
2021-2025**

Burnside Retirement Services (BRSI).

**Customer Success Manager
2023-2025**

Person Centred Software

**Managing Director
2014-2025**

Time Makers Consulting

**Independent Member - Course Advisory Committee
2024-2025**

AIHE

**Committee Member - Economic Development
Advisory
2025**

Campbelltown City Council

**Secretary
2014 - 2025**

CDAA

**Business Improvement Coordinator
2009 - 2016**

ECH Inc



Qualifications (*cont.*)

2022

AICD

Governance Foundations for Not
for Profit Directors

2018

Auctus Training Institute

Cert IV in Training and Assessment

2017

China Australia Millennial Project

Certifice in Innovation and
Entrepreneurship

2015

Understanding Dementia

Public Health
University of Tasmania

2010

Locher

Certificate IV in Business (Frontline
Mgt)

2005

Trinity College, UK

Certificate in TESOL

2004

Universidade de Sao Paulo, Brazil
Bachelor of Education