

ANDREA CALWELL

Specialist Consultant

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QUALIFICATIONS

1988

General Nurse Training, Preston and Northcote Community Hospital

1991

Critical Care Nursing Certificate, Repatriation General Hospital Heidelberg

1996

Bachelor of Nursing, Deakin University and RMIT University

2007

Certificate IV in Training and Assessment, Gordon Institute of TAFE

2010

Graduate Diploma in Education, Professional Development Studies Monash University

2022

Certified Chair, Advisory Board Centre Certified Chair Executive Program

2023

Master of Business Psychology, University of Newcastle

Andy is an energetic senior leader and adviser with expertise across the Aged Care and Acute Health portfolio's and beyond.

Clinically trained with wide ranging capabilities, Andy has expertise across the spectrum of consumer experience and engagement, customer feedback management and innovation, clinical governance, quality improvement systems and processes, policy development, analysis, implementation, and evaluation, together with complex governance reporting capability and proven project/program management skills.

Andy models and maintains professional integrity, builds positive collaborative relationships, and works diligently and cooperatively with and within teams.

EXPERIENCE

2022

Specialist Consultant - Anchor Excellence

Bespoke aged care management consulting. Administrator/ Advisor services. Innovation and transformation. Executive coaching and speaking services. Our legacy is to improve your capability.

2021 - 2022

Compliance and Accreditation Director - Bupa Aged Care Australia

Andy advised and lead the organisation to implement an optimal model of clinical standards within the spectrum of services delivered through Bupa Villages and Aged Care (BVAC) Australia, aligned to the ACQS and Approved Provider requirements under the Aged Care Act.

EXPERIENCE CONTINUED

- 2019 - 2021** ■ **Customer Engagement and Feedback Manager - Bupa Villages and Aged Care Australia**

Andy managed, lead, and drove best practice customer engagement, feedback management systems and processes and a positive complaints culture within the business. Andy provided expertise and partnered with all key stakeholders to ensure consumer feedback informed strategy and improvement in the quality and safety of resident care.
- 2018 - 2019** ■ **Consumer Engagement Advisor - Bupa Villages and Aged Care Australia**

Andy supported and promoted consumer engagement by developing and maintaining effective systems, guidelines, and processes across the organisation, influencing, and negotiating changes, and services to improve the consumer experience
- 2018 - 2018** ■ **Clinical Governance Specialist - Bupa Villages and Aged Care Australia**

Andy assisted in the further development of Bupa Australia's Clinical Governance frameworks and processes, leading the coordination of a clinical governance and quality work program to drive continuous improvement.

PROFESSIONAL RECOGNITION & MEMBERSHIPS

RECOGNITION

Certificate of Appreciation by the Acting Assistant Commissioner of Police

MEMBER

Advisory Board Centre

Full list of accomplishments, employments and accolades are available on LinkedIn

Anchor Excellence

LEADERS ENABLING LEADERS

Choosing the right path is easier if you've walked it before.

With a commitment to excellence in aged care delivery, business transformation, leadership, mentoring and training – Anchor Excellence will ensure your organisation achieves its objectives.