



Cynthia Payne

Founder &
Managing Director

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Qualifications

2023 Linking Leader Profile
(LLP | 360) Accreditation

2023 Opportunities-Obstacles
Quotient (QO2) Profile
Accreditation

2022 Certified Practitioner,
Balanced Scorecard & Strategy
Execution, Kaplan and Norton

2022 Team Management Profile
Accreditation

2000 Association Management
Unit, University of New England

1999 Master of Business
Administration, Human Resource
Management, University of New
England

1991 Bachelor of Applied Science,
Nursing, University of Sydney

1989 Diploma of Applied Science,
Nursing, Cumberland College of
Health Sciences

For a full list, please visit us on LinkedIn

Cynthia Payne has more than 30 years of executive leadership experience and over 20 years as a Director in both NFP and FP boards. Cynthia is a sought after keynote speaker and regularly addresses thought leadership content related to leadership, governance and business excellence.

Cynthia holds an MBA, Bachelor of Applied Science in Nursing, Certified Practitioner of Balanced Scorecard and Certified Practitioner with Team Management Systems - TMP, QO2 and LLP.

Passionate about leaders, supporting and enabling them and consumers' lived experience, Cynthia and the IL team together have a formidable level of expertise and commitment to the entire aged care ecosystem.

Experience

2018 - Current

Managing Director, Anchor Excellence and sub-brands - Impactful Leaders, Anchor Academy, SAGE Study Tours, Anchor Policy

Bespoke aged care management consulting. Innovation and transformation. Executive coaching and speaking services. Strategic Planning support, Operational reviews and compliance support at the Board and Executive level.



Experience

2002 - 2018 Chief Executive Officer, *SummitCare*

Worked with Board of Directors/Owner to set organisational objectives and develop governance policies. Delivered consistent quality of care for 10 sites across NSW, and for home-care services. Successfully delivered a series of short and long-term goals across tenure; achieved annual revenue of \$100M with EBITDA. Maintained a \$150M development pipeline. Recommended operating policies, processes and programs to enhance/maintain program quality and organisational stability.

2001 - 2002 Operations Manager / Aged Care Division, Baptist Community Services

Led and managed all aged care services for not-for-profit care organisation. Provided support, direction and oversight of operations for company with 2000+ employees, \$80M budget, and 120 cost centers.

Provided leadership at an industry level. Worked to improve the capability and competency of staff, as well as training services.

1998 - 2001 Manager - Policy and Research, Leading Aged Services Association

Reported to the Executive Director on Policy, Advocacy and Education services for Members. Over 300 members from the Aged Care industry in both the non-profit and for-profit aged care sectors.

Lobbying all aged care issues that relate to service delivery, regulation (State and National) and provision of industry relevant training in leadership, management and technical matters.

Professional Recognition & Memberships

LASA - MAC NSW / ACT | Chair (2016 - 2018)

National Health Foundation (2016 - 2021)

Expert Member APEC Silver Economy Steering Committee (2016 - 2017)

LASA NSW & ACT President, Vice President and Treasurer (2006 - 2016)

Australian Organisational Excellence Foundation and Director (2015 - 2016)

PainChek Board Member (2022 - Current)