

Kathryn Campbell
SECRETARY

THIS CHART REFLECTS THE DEPARTMENT'S STRUCTURE AND POSITION OCCUPANCY EFFECTIVE 6 MAY 2013

	Service Delivery Transformation and Performance Ben Rimmer Associate Secretary	Service Delivery Operations Grant Tidswell Deputy Secretary	Rehabilitation and Compliance Jeff Popple Deputy Secretary	Participation, Families and Older Australians Barry Sandison Deputy Secretary	Enabling Services Barbara Bennett Deputy Secretary	Health and Service Delivery Reform Malisa Gollightly Deputy Secretary	CIO Group Gary Sterenberg Chief Information Officer			
Audit Allan Gaukroger, GM	Future Service Design Tamati (Tam) Shepherd, GM	Families and Child Support Smart Centres David Mole, GM	Face to Face Service Delivery Graham Maloney, GM	Business Integrity Mark Withnell, GM	Service Strategy and Policy Vicki Beath, GM	Whole of Government Coordination Jonathan Hutson, GM	Legal Services Sue Bird Chief Counsel	Business Services Alice Jones, GM	Strategy, Architecture and Shared Services <i>Mike Mitchelmore, A/g GM</i> Vacant	Employment, Families, Child Support, Older Australians and Corporate Systems <i>Marcus Markovic, A/g GM</i> Vacant
Service Delivery and ICT Michael Robinson, NM	Service Delivery Architecture and Design Capability Peter Cornish, NM	Families, Child Care and Medicare Public Brad Nash, NM	Southern Queensland Paul McNae, SL	Serious Non-Compliance Mark Brown, NM	Government Partnerships and New Work Donna Griffin, NM	Portfolio Agency Advice Paul Hupalo, NM	Corporate and Commercial Legal Paul Menzies-McVey Executive Counsel	Government Business Jason Armstrong, NM	Enterprise Architecture Colin McLean, NM	Child Support Applications Rochelle Moore, NM
Enabling, Strategy and Health <i>Matthew Tolley A/g, NM</i> Vacant	Innovation and Digital Design <i>Marguerite Gandini, A/g NM</i> Scott McNaughton, NM	Child Support, New Customers and Mainstream Services Bruce Young, NM	Border Ranges Michelle Lees, SL	Internal Fraud Control and Investigations Rhonda Morris, NM	Social Policy Narina Dahms, NM	Governance John Kalokerinos, NM	Program Advising Legal Maris Stipnieks General Counsel	Climate Change <i>John Gibbs, A/g NM</i> Gary Moorhead, NM	ICT Taskforce Christine Pitt, NM	Employment Dale Naughton, NM
CFO Darren Box Chief Financial Officer	Citizen Experience and Assisted Service Design Robyn Calder, NM	Child Support Specialised Assessments <i>Deborah Lane, A/g NM</i> Vacant	Pacific Coast Brian Small, SL	Customer Compliance Scott Britton, NM	Deduction and Confirmation Patrick Cremen, NM	Ministerial Coordination and Parliamentary Peter Thomson, NM	Program Litigation and Review Kathryn Johnson General Counsel	Health Support Programs Sheldon White, NM	ICT Rationalisation Anya Piotrowski, NM	Families and Pensions Systems Jo-Anne Mason, NM
External Budgets Helen Peel, NM	Service Delivery Transformation Elizabeth Zealand, GM	Child Support Intensive Collection Services Bill Volkers, NM	Mid Coast NSW John Dorian, SL	Payment Integrity and Appeals Jan Bailey, NM	Participation Catherine Rule, GM	Portfolio Strategic Engagement Robert Garran, NM	Ombudsman, Privacy and FOI Gabrielle Davidson, NM	Health Programs Brenda Parkes, GM	Enterprise Testing <i>Alan Hilder, A/g NM</i> Pat Fegan, NM	Corporate and Payment Systems Edmund Tee, NM
Internal Budgets and Reporting Emily Canning, NM	Deployment, Integration and Coordination Jim McMahon, NM	Digital Service Delivery and Smart Centres Dianne Fletcher, GM	Sydney William Garton, SL	Recovery, Health and Business Compliance Jennifer Cooke, GM	Working Age Programs and Compliance Melissa Ryan, NM	Corporate Operations Cindy Briscoe, GM	Strategic Information Management Legal Annette Musolino General Counsel	Medicare and Veterans' Affairs Programs Nicole Pietrucha, NM	Customer Services Systems Luke Woolmer, GM	ICT Business Services Melissa McClusky, GM
SDR Finance and Benefits Rohan Wong, NM	Program Change and Customer Communication Cathy Sear, NM	Youth, Education and Employment <i>*Stan Neely, NM</i> John Dorian, NM	Southern NSW Barbara Causon, SL	Strategy and Health Angela Geerdink, NM	Education and Jobseeker Contact Melissa Lond, NM	Customer Service Property Mark Wellington, NM	People and Customer Compensation Legal Samantha Nichol General Counsel	Pharmaceutical Benefits Jenny Thomson, NM	Business Integrity Systems <i>Maurice Savelli, A/g NM</i> Vacant	ICT Corporate Services Jane Andrews, NM
Statutory Reporting Shareez Farouk, NM	Letters Taskforce and Business Process Redesign Mark Garrity, NM	Older Australians, Disability and Carers Jan Lipiec, NM	Tasmania Peter Ball, SL	Compliance Risk Assessment and Strategy Lenore Simpson, NM	Community Innovation <i>Tina Kerwin, A/g NM</i> Joe Burke, NM	Corporate Support Neil Skill, NM	Special Counsel Robyn Bicket	Health Programs Improvement and Support Ai Tran, NM	Applications Integration Services Garrett McDonald, NM	ICT Portfolio Management Office <i>Karena Ingham, A/g NM</i> Vacant
Treasury, Governance and Shared Services Noel Dobbie, NM	Digital Service Delivery Implementation John Kilner, NM	Digital Operations <i>Mark Cousins, A/g NM</i> Russell Egan, NM	Eastern Victoria Brian Silkstone, SL	Debt Management <i>David Tait, A/g NM</i> Debbie Weise, NM	Health Professionals, Stakeholders and Review Jenny Benjamin, NM	Corporate Records Management Mark Young, NM	People Capability Jacqui Curtis, GM	Health Programs Improvement and Support Ai Tran, NM	Online Services Devika Weereratne, NM	Strategic Vendor Management and Sourcing Mitch Levy, NM
Business Improvement and Support Drago Stanojic, NM	Customer Communication Rick Moloney, NM	Smart Centres Channel Operations Deb Rollings, NM	Northern Victoria Colin Parker, SL	Health Professionals, Stakeholders and Review Jenny Benjamin, NM	Chief Medical Officer Dr Jo-Anne Benson	Procurement and Contract Management Phil Lindenmayer, NM	Workforce Planning Neal Mason, NM	Healthcare Identifiers Angela Morella, NM	Service Network Systems Rob Doughty, NM	ICT Infrastructure <i>Mike Brett, A/g GM</i> Vacant
	Online Communication Pam Spurr, NM	Indigenous, Regional and Intensive Services Roxanne Ramsey, GM	West Victoria <i>*Scott McNaughton, SL</i> Stan Neely, SL	CRS Australia Mandy Ritchie, GM	CRS Australia Mandy Ritchie, GM	Communication Hank Jongen, GM	Leadership and Values Jeremy Moore, NM	eHealth and Projects Mark Richardson, NM	Telephony Systems <i>Andrea Jones, A/g NM</i> Vacant	Enterprise Services Janice Silby, NM
	Service Delivery Projects Kim Terrell, GM	Northern Australia Adrian Hudson, SL	Sunshine Coast Ian McInnes, SL	CRS Service Delivery Chris Byrne, NM	CRS Service Delivery Chris Byrne, NM	Media Management and Executive Communication Scott Anderson, NM	People Development Di White, NM	eClaiming Rory King, NM	Customer Processing Systems <i>Chantal Raine, A/g NM</i> Vacant	ICT Integration Grazyna Zejdlar, NM
	Reliance Framework and Authentication Sabena Oberoi, NM	Northern Queensland Peter Searston, SL	Face to Face Channel Operations and Emergency Management Susan Cartwright, NM	CRS Strategy Alison McCann, NM	CRS Strategy Alison McCann, NM		Technical Skill Development Andrea Paschalis, NM	Medicare Providers Steve Farrell, NM	Health and Government to Business Systems Alaine King, GM	ICT Security Dan Barron, NM
	Telephony Service Delivery Projects John Manthey, NM	South Australia Simon Edwards, SL	# Change Command Centre <i>Sue Morrison, A/g NM</i>	Strategic Information <i>Gary Moorhead, A/g GM</i> Vacant	Strategic Information <i>Gary Moorhead, A/g GM</i> Vacant		Recruitment, Pay and Advice Jacqui Hughes, NM	SDR and Aged Care Michelle Wilson, GM	Business Information and Data Services Richard Hayward, NM	Database and Applications Support Peter Gunning, NM
	Operations Projects Steven Davison, NM	Western Australia Sandy Mamo, SL		Information Management Stephen Kelly, NM	Information Management Stephen Kelly, NM		Workplace Health and Safety Carl Princehorn, NM	SDR Program Management and Portfolio Program Office Elaine Ninham, NM	Customer and Provider Details Julie Fursman, NM	
	Customer First Implementation Project Kate Hay, NM	Indigenous Services Shane Hoffman, NM		Research and Analysis Alex Dolan, NM	Research and Analysis Alex Dolan, NM		People Support Mark le Dieu, NM	SDR Support Mary O'Hanlon, NM	eHealth and Government to Business Systems Rochelle Thorne, NM	
	Service Delivery Performance and Quality Sheryl Lewin, GM	Multicultural Services Tricia Flanagan, NM		Strategic Information, Design and Governance Katy Balmaks, NM	Strategic Information, Design and Governance Katy Balmaks, NM		Workplace Relations Steve Ramsey, NM	Aged Care Programs Peter Soros, NM	PBS and Medicare Graham Archer, NM	
	Operational Blueprint Deborah Harrison, NM	Assessment Services Narelle Cameron, NM		Strategic Analysis and Forecasting Tony Gargan, NM	Strategic Analysis and Forecasting Tony Gargan, NM				Aged Care Redevelopment Bruce Robertson, NM	
	Quality, Service Recovery and Customer Review Lorna Andrews, NM	Social Work Services <i>Heather Peasley, A/g NM</i> Vacant								
	Service Delivery Performance and Analysis Nathan Williamson, NM									
	Demand, Supply and Scheduling Leanne Smith, NM									
	# Call Improvement Taskforce <i>Mark Cousins, A/g NM</i> Russell Egan, NM									

Key
CFO – Chief Financial Officer
CIO – Chief Information Officer
GM – General Manager
NM – National Manager
SL – Service Leader
FOI – Freedom of Information
SDR – Service Delivery Reform
A/g – Acting
ICT – Information and Communication Technology

* Temporarily covering the position
Temporary Position
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