

Human Services Portfolio

at 25 March 2010

Secretary
Finn Pratt

Taskforce on Strengthening Government Service Delivery for Job seekers
Ends: TBA
Graham Carters

First Assistant Secretary
Ends: TBA
Alex Dolan

Assistant Secretary
Ends: TBA
Alison McCann

ICT Infrastructure
Deputy Secretary
John Wadeson

Delivery Policy and Compliance
Deputy Secretary
Jeff Popple

Child Support
Deputy Secretary
Philippa Godwin

Service Delivery Reform Implementation
Deputy Secretary
Kerri Hartland

ICT Capability
Peter Cotterill
Enterprise Architect
Vacant - Mat Rogers A/g
Technology Architect
Peter Gunning

Chief Counsel
Vacant - Gary Rumble A/g

Program Management
Jennifer Cooke

SDR Strategy and Planning
David Trabinger

ICT Strategy and Corporate Services
Yusuf Mansuri

General Counsel Child Support Program
Ken Pogson
General Counsel Service Delivery Reform/ Integration
Paul Menzies-McVey
General Counsel Medicare Australia
Vacant - Maris Stipnieks A/g
General Counsel Centrelink (Legal Advising and Commercial Law)
Brendon Jacomb
General Counsel Centrelink (Advocacy)
Kathryn Johnson - Margaret Boylan A/g
General Counsel Department of Human Services
Vacant

Program Policy and Procedures
Vacant - (Dennis Mahoney from 9 March)
Technical Skill Development
Tricia Flanagan
Quality Analysis and Stakeholder Engagement
Katrina Baird

Business Strategy
John Kilner
Business Planning
Vacant - Peter Soros A/g

ICT Services
Jo-Anne Mason

ICT Business Services
Jo-Anne Mason

Quality Assurance
Dale Naughton

Strategic Initiatives and Risk Management
Elaine Ninham - Andrew Lesbirel A/g

SDR Coordination
Melissa McClusky

SDR Program Reporting
Vacant - Ruth Fenwick A/g

Financial Coordination
Vacant

ICT Infrastructure Services
Tuan Dao

FOI Reforms
Gabrielle Davidson until 30 June 2010
FOI/Info Release and Privacy
Vacant - Gabrielle Davidson A/g

Business Strategy and Projects
Chris Dainer

Business Improvement
David Mole

Business Analysis
Greg Amie-Fong

Business Projects
Peter Richards

Customer Communication Strategy and Improvement
Graeme Charlwood

CFO, Finance and Budget Strategy
Jennifer Gale

Financial Management
Noel Dobbie

Internal Budgets and Reporting
Helen Peel

External Budgets
Drago Stanojic

ICT Service Desk
Vacant - Dan Barron A/g

Infrastructure Services
Peter Qui

Security, Infrastructure Application and Services
Vacant - Dan Barron A/g

Social Policy Delivery and Planning
Barbara Bennett

Social Policy
Paul Hupalo

Planning and Governance
Mary O'Hanlon

Family Policy
Narina Dahms

Operations
Vacant - Bill Lodge A/g

Operations Support
Mark Garrity

New Customers
Bruce Young

Mainstream Services
Bruce Young

Non-Compliance
Bill Volkers

Specialised Assessments
Jim McMahon

Customer Review and Quality Improvement
Lorna Andrews

Income Reconciliation Program
Ends: TBA
Scott McNaughton A/g

International
Bill Lodge - Andrea Paschalis A/g

Regional Service Centres
Bill Lodge - Andrea Paschalis A/g

CRS Australia General Manager
Margaret Carmody

Service Delivery Deputy General Manager
Carl Princehorn

Corporate Deputy General Manager
Michael Robinson

Chief Technology Architect
Vacant - Brian Olson A/g

Electronic Data Exchange
Brian Olson - Vacant
Portfolio Enterprise Architecture
Christine Pitt
Business Projects
Vacant

Strategic Support
Alex Dolan - Di White A/g

Compliance and Data Assistant Secretary
Vacant - Angela Geerdink A/g

Health Business and Delivery Policy
Di White - Kathryn Johnson A/g

Business Intelligence
Vacant - Peter Robertson A/g

Portfolio Coordination and Parliamentary
Neil Skill

Payment Delivery Reform
Vacant - Bernadette Levett A/g

ICT Integration and Consolidation
Patrick Hadley

ICT Planning, Business and Contract Management
Daryl Lapsley

IT Service Delivery and Security
Tom Penders

Infrastructure and Telecommunications
Mitchell Levy - Tim Montgomery A/g

Strategy and Planning
Vacant - Julie Steel A/g

Integration
Mitch Levy

Finance, HR and Support Tools
Vacant

Reports to Secretary DHS,
CEO Medicare and CEO Centrelink

**Audit and Assurance
Portfolio General Manager**
Darren Box

National Managers Internal Audit
Leanne Yannopoulos
Chris Byrne
Chief Internal Auditor
Len Batten

Child Support and Families Systems
Vacant - Luke Woolmer A/g

Child Support: Delivery Systems
Anna Townsend

Child Support: Information Management
Kate Muir

Families Systems
Vacant

Business Integrity
Mark Withnell

Payment Accuracy
Sheldon White
Payment Reviews
Scott Britton
Debt Management
Rhonda Morris
Fraud and Intelligence
Stephen Hayward
BI Strategic Projects
Ends: 30 June 2010
Jan Bailey A/g

**Business Development
DCEO**
Vacant - Grant Tidswell A/g

Strategy and Relationships
Vacant - Catherine Rule A/g

Families, Social Inclusion and New Policy
Pam Saunders
Participation and Partnerships
Katrina Fanning
Channel Development
Christine McPaul - Vacant
**Strategy and Service Delivery
Relationships**
Catherine Rule - Jo Gaha
**Business Process, Demand and
Change Management**
Vacant

**Education, Employment and Support
Programs**
Moya Drayton

**Education, Employment and Disability
Programs**
Vicki Beath

**Education, Employment and Disability
Network**
Paul Goodwin

Multicultural
Sam Campisi

Rural and Climate Change
Kate Hay

Keeping Australia Working Initiative
Ends: 30 June 2010
Malcolm Mill A/g
Jobseeker Business Transformation Project
Ends: 31 March 2010
Michelle Lees

Seniors, Families and Carers
Paul Cowan

Families and Child Care Programs
Dennis Mahony

Seniors, Carers and International
Stephen Kelly

Families and Child Care Network
John Dorian - Bridget Mather A/g

**General Manager
Seniors and Carers Network**
Mandy Ritchie

Centrelink Applications
Eija Seittenranta

**Seniors, Families and Customer
Contact Systems**
Luke Woolmer - Vacant

Business Integrity and Workflow Systems
Mike Brett

Employment and Online Systems
Pat Fegan

Service Network Systems
Rob Doughty

Corporate and Payment Systems
Edmund Tee

Network Support Tools
Lyn Agnew

◀ Continued

Chief Executive Officer
Carolyn Hogg

**Customer Service
DCEO**
Vacant - Gary Dunn A/g

Network Operations
Grant Tidswell - Graham Maloney A/g

SDR Channel Access
Vacant - Christine McPaul A/g

Centrelink Call Operations
Stan Neely

Channel Operations
Robin Salvage

Victorian Bushfires Response
Ends: 30 April 2010
Jeff Svigos

Victorian Bushfires Professional Services
Ends: 30 April 2010
Janie Davey A/g

National Processing Services
Ends: TBA
John Dorian

Area South and East Queensland
Jenny Eutick

Area Pacific Central
Brian Small

Area Sydney East
Alison Frame

Area South West NSW
Peter Gillies

Area Hunter
Louise Hamilton

Area West Australia
Jan Lipiec

Area South East Victoria
Mandy Ritchie

Area West Victoria
Scott Chant

Area North Central Victoria
Colin Parker

Area Sydney West
Steven Davison

Area South Australia
Brian Silkstone

Area Tasmania
Michelle Lees - Peter Ball A/g

Area South and West Queensland
Paul McNae

Network Performance
Sheryl Lewin

Portfolio Emergency Management
Jenny Thomson

Network Coordination
Jenny Teece

Centrelink Call Performance
Trevor Jones

Social Work
Desley Hargreaves

Indigenous and Remote Servicing
Roxanne Ramsey

Area North Australia
Barbara Causon

Area Central and Northern Queensland
Peter Searston

Indigenous Services
Vacant

Income Management
Graham Maloney - Susan Cartwright A/g

**Corporate Support
DCEO**
Aurora Andruska

CFO and Property
Trevor Burgess

Budget and Management Accounting
Karel Havlat

Customer Service Property
Mark Wellington

Financial Management and Services
Vacant - Kelli Jones A/g

Corporate Property
Fiona Knight

Communication
Hank Jongen

**Communication Development and
Management**
Rick Moloney

Media and Network Communication
Jackie Gleeson - Scott Anderson A/g

Corporate Communication
Ends: 31 March 2011
Jackie Gleeson

External Communication
Jenny Barbour

Forecasting, Information and Performance
Vacant - Tony Gargan A/g

Data Services
Julie Fursman

Performance and Information Management
Laura Gannon

**Service Delivery Reform and Productivity
Project Office**
Ends: TBA
Elaine Ninham

Productivity Efficiency Measures
Peter Cornish

SDR - Automate and Simplify
Deb Lutter

Corporate Operations
Vacant

Procurement and Contract Management
Phil Lindenmeyer

Corporate Records Management
Sarbjit Sidhu

Planning Risk and Continuity
Cheryl-Anne Moy

Chief Executive Officer
Lynelle Briggs

Health DCEO
Malisa Golightly

People and Operations DCEO
Vacant - Lynne O'Brien A/g

Medicare Applications
Graham Gathercole

Customer Service Design
Colin Bridge

Network Operations
Geoff Mutton

IT Online Applications Development
Grazyna Zeidler

Strategic Projects and Security
Pam Spurr

IT New Projects

Gaby Medley-Brown - Bruce Robertson A/g

IT Core Business Applications Development
Colin McLean

IT Planning and Architectural Services
Mark Fraser

Co-located Services
Deb Rollings

Community Engagement
Vacant

Operations Support

Darren Gill - Keith Rix A/g

Medicare Provider Services
William Garton

Aged Care and Business Outreach Services
Sandy Mamo

PBS Services
Ian McInnes

Working off-line on Service Offers

Business Framework

Ends: TBA
Mark Jackson

Employment Service Offer

Ends: TBA
Alison McCann

Families Service Offer

Ends: TBA
Gaby Medley-Brown

Aged Service Offer

Ends: TBA
David Hancock

Compliance and Business Services
Mark Jackson

People Capability

Gary Dunn - Michelle Cornish A/g

People Development

Vacant - Erin Redfern A/g

Workforce Planning and Research

Angela Morella - Reece Parry A/g

Leadership and Performance Improvement

Vacant - Matt Madin A/g

People Services

Sue Chapman

Compliance Strategy Intelligence and Design
Kathy Dennis

Health Advisory
Dr Jo-Anne Benson

Management and Information
Craig Boyd

Compliance Operations
Graham Swift

Government Business Delivery
Jacqueline Hughes

General Programs
Alison McCann - Vacant

Pay and Advice

Vacant - Tim Hainsworth A/g

People and Support
Mark le Dieu

Workplace Relations

Michelle Cornish - Lyn Sharpe A/g

Integration and Change Management

Ends: TBA
Jo Talbot

CFO Medicare Australia and Portfolio ICT

Lynne O'Brien - Fiona Knight A/g

Financial Control and Development

Shareez Farouk

Budget and Management Accounting

Matt Ryan

Information Management

Peter Thomson

Executive and Governance

Mark Young

Corporate Projects

Michelle Thompson

Health eBusiness
Sheila Bird

Electronic Medicare Claiming Operations
Matt Corkhill

Healthcare Identifier Project
Lenore Simpson

Online Development
Debbie Lutter - Ken McFarland A/g

Electronic Medicare Strategy, Analysis and Reporting
Soraya Weber - Mark Richardson A/g

Health Programs
Linda Holub

Medicare and VAP Programs
Doug Fawns

Health Support Programs
Troy Czabania

Pharmaceutical Benefits Program
Jenny Benjamin

Aged Care Program
David Hancock - Ian Jamieson A/g

Business Analysis and Support
Ai Tran

Provider Service Design
Leonie Whiting

Secretary or CEO

SES Band 1

SES Band 3

Whole of portfolio services

SES Band 2

Non Ongoing Positions