

**Kathryn Campbell**  
SECRETARY

**SERVICE DELIVERY**  
Ben Rimmer, Associate Secretary

THIS CHART REFLECTS THE DEPARTMENT'S STRUCTURE AND POSITION OCCUPANCY AS AT 31 OCTOBER 2011

|   |  |   |  |   |   |  |   |   |
|---|--|---|--|---|---|--|---|---|
| <b>Philippa Godwin</b><br>Special Adviser                   | <b>Customer Service Delivery</b><br>Grant Tidswell<br>Deputy Secretary | <b>Future Services, Rehabilitation and Compliance</b><br>Jeff Popple,<br>Deputy Secretary | <b>Strategy</b><br>Barry Sandison,<br>Deputy Secretary                 | <b>Health and Service Delivery Reform</b><br>Malisa Galightly<br>Deputy Secretary | <b>Participation, Families and Older Australians</b><br>Gary Dunn, Deputy Secretary | <b>Enabling Services, Barbara Bennett</b><br>Deputy Secretary              | <b>CIO Group</b><br>Gary Sterrenberg<br>Chief Information Officer                     |   |
| <b>Audit</b><br>Jonathan Hutson, GM                         | <b>Access Services</b><br>Graham Maloney, GM                           | <b>Rehabilitation and Assessment Services</b><br>Dianne Fletcher, GM                      | <b>Strategic Information</b><br>Paul Cowan, GM                         | <b>Business Services</b><br>Sheila Bird, GM                                       | <b>Participation</b><br>Brenda Parkes, GM   | <b>CFO</b><br>Darren Box<br>Chief Financial Officer                        | <b>ICT Corporate Services and Strategic Projects</b><br>Yusuf Mansuri, GM             | <b>Health and Older Australian Systems</b><br>Eija Seittenranta, GM                   |
| <b>Internal Audit 1</b><br>Leanne Yannopoulos, NM           | <b>Southern Queensland</b><br>Paul McNae, SL                           | <b>Strategy and Coordination</b><br>Michael Robinson, NM                                  | <b>Information Management</b><br>Rory King, NM                         | <b>Government Business</b><br>Michelle Wilson, NM                                 | <b>Participation and Education Programs</b><br>Laura Gannon, NM                     | <b>External Budgets</b><br>Helen Peel, NM                                  | <b>ICT External Business Services</b><br>Peter Cotterill, NM                          | <b>PBS, Medicare and Aged Care</b><br>Anya Piotrowski, NM                             |
| <b>Internal Audit 2</b><br>Jason Armstrong A/g, NM (Vacant) | <b>Border Ranges</b><br>Michelle Lees, SL                              | <b>Assessment Services</b><br>Carl Princehorn, NM   | <b>Research and Analysis</b><br>Alex Dolan, NM                         | <b>Climate Change</b><br>Craig Boyd, NM   | <b>Participation Coordination</b><br>Kate Hay, NM                                   | <b>Internal Reporting and Analysis</b><br>Lyn Valentine, NM                | <b>ICT Corporate Services</b><br>John Bell A/g, NM (Vacant)                           | <b>Payment and Government to Business</b><br>Edmund Tee, NM                           |
|   | <b>Pacific Coast</b><br>Brian Small, SL                                | <b>CRS Australia</b><br>Alison McCann, NM   | <b>Strategic Information Design and Governance</b><br>Katy Balmaks, NM | <b>Early Release of Superannuation</b><br>Michael Sutton, A/g NM (Vacant)         | <b>Place Based</b><br>Joan Harkins A/g, NM (Pam Saunders)                           | <b>Funding Model</b><br>Emily Canning, NM                                  | <b>Desktop Modernisation</b><br>Anna Townsend, NM                                     | <b>Disability, Carers and Pensions</b><br>Graham Archer, NM                           |
|   | <b>Mid Coast NSW</b><br>Louise Hamilton, SL                            | <b>Recovery, Health and Business Compliance</b><br>Jennifer Cooke, GM                     | <b>Whole of Government Coordination</b><br>Moya Drayton, GM            | <b>Health Support Programs</b><br>Fiona Knight, NM                                | <b>Participation Service Delivery</b><br>Steve Farrell, NM                          | <b>Internal Budgets and Allocations</b><br>Karel Havlat, NM                | <b>Telecommunications Business Transition</b><br>Trevor Jones, NM                     | <b>eHealth</b><br>Bruce Robertson, NM   |
|   | <b>Sydney</b><br>William Garton, SL                                    | <b>Health Provider Compliance</b><br>David Hancock, NM                                    | <b>Service Delivery Coordination and Support</b><br>Di White, NM       | <b>Health Programs</b><br>Vicki Beath, GM   | <b>Community Innovation</b><br>Patrick Cremen, NM                                   | <b>Financial Services</b><br>Allan Gaukroger, GM                           | <b>Telecommunications Contracts</b><br>Janette McGlynn A/g, NM (Vacant)               | <b>Customer and Provider Details</b><br>Julie Fursman, NM                             |
|   | <b>Central NSW</b><br>Scott Chant, SL                                  | <b>Business and Public Compliance</b><br>Lenore Simpson, NM                               | <b>Governance</b><br>Mary O'Hanlon, NM                                 | <b>Medicare and Veterans' Affairs Programs</b><br>Doug Fawns, NM                  | <b>Participation Performance and Evaluation</b><br>Soraya Weber, NM                 | <b>Statutory Reporting</b><br>Shareez Farouk, NM                           | <b>Telecommunications Technology Transition</b><br>Peter Gunning, NM                  | <b>Employment, Families and Child Support Systems</b><br>Peter Qui A/g, GM (Vacant)   |
|   | <b>Southern NSW</b><br>Barbara Causon, SL                              | <b>Smart Centres</b><br>Mandy Ritchie, GM   | <b>Ministerial Coordination and Parliamentary</b><br>Peter Thomson, NM | <b>Pharmaceutical Benefits</b><br>Jenny Thomson, NM                               | <b>Families</b><br>Sue Chapman, GM  | <b>Treasury, Governance and Shared Services</b><br>Noel Dobbie, NM         | <b>ICT Core Infrastructure</b><br>Mitch Levy A/g, GM (Vacant)                         | <b>Families</b><br>Devika Weeraratne, NM  |
|   | <b>Tasmania</b><br>Peter Ball, SL                                      | <b>Education and Employment</b><br>Paul Goodwin, NM                                       | <b>Robyn Bickett</b><br>Special Adviser                                | <b>Health Programs Improvement and Support</b><br>Ai Tran, NM                     | <b>Families and Child Care Programs</b><br>Robin Salvage, NM                        | <b>Finance Business Improvement &amp; Support</b><br>Drago Stanojic, NM    | <b>Infrastructure Services</b><br>Steve McCauley, NM                                  | <b>Child Support Applications</b><br>Rochelle Moore, NM                               |
|   | <b>Eastern Victoria</b><br>Brian Silkstone, SL                         | <b>Older Australians, Disability and Carers</b><br>John Dorian, NM                        | <b>Service Strategy and Policy</b><br>Catherine Rule, GM               | <b>Aged Care</b><br>Stephen Kelly, NM   | <b>Child Support Policy and Procedures</b><br>Dennis Mahony, NM                     | <b>Communication</b><br>Hank Jongen, GM                                    | <b>Applications Infrastructure</b><br>Garrett McDonald A/g, NM (Vacant)               | <b>Business Integrity Applications</b><br>Mike Brett, NM                              |
|   | <b>Northern Victoria</b><br>Colin Parker, SL                           | <b>Families and Child Care</b><br>Bill Lodge, NM  | <b>Government Partnerships and New Work</b><br>Donna Griffin, NM       | <b>Health eBusiness</b><br>Sue Kruse, GM  | <b>Child Support Program Quality</b><br>Katrina Stathis, NM                         | <b>Online Communication</b><br>Pam Spurr, NM                               | <b>Security</b><br>Dan Barron, NM   | <b>Employment</b><br>Pat Fegan, NM  |
|   | <b>West Victoria</b><br>Stan Neely, SL                                 | <b>Call Operations</b><br>Leanne Smith, NM  | <b>Service Delivery Policy</b><br>Tulip Chaudhury, NM                  | <b>Healthcare Identifier</b><br>Angela Morella, NM                                | <b>Families Stakeholder Engagement</b><br>Tricia Flanagan, NM                       | <b>Media and Network Communication (Vacant)</b><br>Kevin Donnellan A/g, NM | <b>Enterprise Services</b><br>Janice Silby A/g, NM (Vacant)                           | <b>Participation ICT Program Office</b><br>Jo-Anne Mason, NM                          |
|   | <b>South Australia</b><br>Simon Edwards, SL                            | <b>Child Support Operations</b><br>David Mole, GM   | <b>Strategic Analysis and Forecasting</b><br>Tony Gargan, NM           | <b>Online Development</b><br>Neil Harwood, NM                                     | <b>Child Support Channel &amp; Communication</b><br>Graeme Charwood, NM             | <b>External Communication</b><br>Rick Moloney, NM                          | <b>ICT Outsourced Services</b><br>Stuart McKinnon A/g, NM (Sarbjit Sidhu)             | <b>Business Solutions and Online</b><br>Alaine King, GM                               |
|   | <b>Western Australia</b><br>Jan Lipiec, SL                             | <b>Specialised Assessments</b><br>Jim McMahan, NM   | <b>Social Inclusion</b><br>Narina Dahms, NM                            | <b>Connected Authentication</b><br>James Meszes A/g, NM (Vacant)                  | <b>Disability, Carers and Older Australians (Vacant)</b><br>Pam Saunders A/g, GM,   | <b>Corporate Communication</b><br>Scott Anderson A/g, NM (Vacant)          | <b>ICT Integration</b><br>Rob Michie A/g, NM (Mitch Levy)                             | <b>Project Management Office</b><br>Jane Andrews, NM                                  |
|   | <b>Sunshine Coast</b><br>Ian McInness, SL                              | <b>Operations Support</b><br>Scott McNaughton, NM   |  | <b>eClaiming and eHealth</b><br>Sheldon White, NM                                 | <b>Mental Health, Disability and Carers</b><br>Melissa Land, NM                     | <b>Corporate Operations</b><br>Cindy Briscoe, GM                           | <b>People Services</b><br>Jo Talbot A/g, GM (Vacant)                                  | <b>Business Information and Data Services</b><br>Richard Hayward, NM                  |
|   | <b>Network Capability</b><br>Sheryl Lewin, GM                          | <b>Customer Review and Quality Improvement</b><br>Lorna Andrews, NM                       |  |   | <b>Older Australians</b><br>Alice Jones, NM   | <b>Online Communication Property</b><br>Mark Wellington, NM                | <b>People Support</b><br>Mark le Dieu, NM   | <b>Quality Assurance</b><br>Dale Naughton, NM   |
|   | <b>Channel Integration and Change Management</b><br>Jenny Teece, NM    | <b>New Customers and Mainstream Services</b><br>Bruce Young, NM                           |  |   |   | <b>Customer Service Property</b><br>Mark Wellington, NM                    | <b>Corporate Process and System Integration Project (CPSIP)</b><br>Peter Richards, NM | <b>Architecture Standards</b><br>Christine Pitt, NM                                   |
|   | <b>Smart Centres Performance</b><br>John Manthey, NM                   | <b>Non-Compliance</b><br>Bill Volkers, NM   |  |   |   | <b>Corporate Property and Environment</b><br>Neil Skill, NM                | <b>Recruitment, Pay and Advice</b><br>Jacqui Hughes, NM                               | <b>HR and Finance Systems</b><br>Geoff Williams A/g, NM (Vacant)                      |
|   | <b>Process Improvement</b><br>Steven Davison, NM                       |   |  |   |   | <b>Corporate Records Management</b><br>Mark Young, NM                      | <b>Workplace Relations, Health &amp; Security</b><br>Narelle Cameron, NM              | <b>Service Network Systems and CRS</b><br>Rob Doughty, NM                             |
|   | <b>Emergency Management</b><br>Deborah Harrison, NM                    |   |  |   |   | <b>Procurement and Contract Management</b><br>Phil Lindenmayer, NM         | <b>People Support</b><br>Mark le Dieu, NM   | <b>ICT Strategic Planning and Risk Management (Vacant)</b><br>Elizabeth Maher A/g, NM |
|   | <b>HUB Performance</b><br>Brad Nash, NM                                |   |  |   |   |  | <b>Corporate Process and System Integration Project (CPSIP)</b><br>Peter Richards, NM | <b>Enterprise Architecture</b><br>Colin McLean, NM                                    |
|   | <b>Social Work Services</b><br>Desley Hargreaves, NM                   |   |  |   |   |  |   |   |
|   |  | <b>Future Service Design</b><br>Colin Bridge, GM  |  |   |   |  |   |   |
|   |  | <b>Co-Design</b><br>Nicole Pietrucha, NM  |  |   |   |  |   |   |
|   |  | <b>Innovative Process Design</b><br>Mark Garrity, NM                                      |  |   |   |  |   |   |
|   |  | <b>Innovative Service Design</b><br>Christine McPaul, NM                                  |  |   |   |  |   |   |
|   |  | <b>Customer Communication and eReference</b><br>Cathy Sear, NM                            |  |   |   |  |   |   |
|   |  | <b>Service Development</b><br>Peter Cornish, NM   |  |   |   |  |   |   |
|   |  |   |  | <b>SDR Implementation</b><br>Melissa McClusky, GM                                 |   |  |   |   |
|   |  |   |  | <b>SDR Change Management</b><br>Paul Hupalo, NM                                   |   |  |   |   |
|   |  |   |  | <b>SDR Outcomes</b><br>Rohan Wong   |   |  |   |   |
|   |  |   |  | <b>Program Management</b><br>Elaine Ninham, NM                                    |   |  |   |   |
|   |  |   |  | <b>Portfolio Program Office</b><br>Mark Richardson, NM                            |   |  |   |   |
|   |  |   |  | <b>SDR Design</b><br>John Kilner, NM  |   |  |   |   |
|   |  |   |  | <b>SDR Support</b><br>Peter Soros, NM   |   |  |   |   |

Acting Arrangements are only shown when the acting tenure is for four weeks or more. The substantive occupant is indicated in brackets.