

David Hazlehurst
Chief Executive Officer

THIS CHART REFLECTS THE AGENCY'S STRUCTURE AND POSITION OCCUPANCY EFFECTIVE 2 DECEMBER 2024

Susie Smith Deputy Chief Executive Officer Strategy and Performance		Jonathon Thorpe Deputy Chief Executive Officer Chief Customer Officer Service Delivery Excellence		Kirsty Faichney Deputy Chief Executive Officer Program Design		Robert Williams A/g Deputy Chief Executive Officer Customer Service Delivery		Robert Higgins A/g Deputy Chief Executive Officer Payments and Integrity		Randall Brugeaud Chief Operating Officer Corporate Enabling		Charles McHardie Chief Information and Digital Officer Technology and Digital Programs		
Jessica Gear ◆ Chief of Staff	<i>Tenille Collins A/g</i> Vacant Chief Data Officer Data and Analytics	Jason Luchese GM, Enterprise Strategy and Governance	<i>Vanessa Roarty A/g</i> Lisa Keeling GM, Automation and Architecture	Brenton Halliday GM, Service Delivery Optimisation	Stuart Turnbull GM, Health Programs	Cathy Toze GM, Working Age and Pension Programs	Bo Robertson # GM, Operations Management	<i>Melissa Brotherson- Clarke A/g</i> Robert Williams GM, Face to Face Services	<i>Rachael Clarke</i> # GM, Integrity Response	Susan Black GM, Payment Assurance and Recovery Operations	Lily Viertmann GM, Corporate and Cross Government Services	<i>David Cooke A/g</i> Vacant CC, Legal Services	Garrett McDonald GM, Cyber Security	<i>Sherree Thorne A/g</i> Derek Byrnes Chief Software Engineer Technology Strategy, Business and Architecture
Heather Ralph NM, Data Strategy and Governance	Simon Heath NM, Enterprise Strategy	<i>Richard Sherriff A/g</i> Vacant NM, Automation and Service Optimisation	Julie Ballard NM, Business Process and Design	John Kalokerinos NM, Registers and Assurance	Charmaine Smith NM, Pharmaceutical Benefits	Monita Lal NM, Student, Parenting and Concession Programs	Sharna Bucher NM, Operational Planning Social Security and Welfare	Anthony Creek NM, Central and Northern Queensland	<i>Boramin Keo A/g</i> Vacant # NM, Royal Commission Response	Nerissa Doverly NM, Payment Assurance Operations	Stuart Brazendale NM, Property and Corporate Support	Nick Parmeter NM, Privacy and Personal Information Release	Jagdish Mehra NM, Cyber Enablement	Matthew Walker NM, Enterprise Architecture
Mark Morrison NM, Data Analytics Innovation	Pauline O'Neill NM, Performance Priorities and Reporting	<i>Laure Yassine A/g</i> Vanessa Roarty NM, Business and Customer Architecture	Kylie Finnigan NM, Digital Messaging, Analytics and Quality	Charmaine Smith NM, Pharmaceutical Benefits	Javier Ribalta NM, Disability and Payment Capability Programs	Monita Lal NM, Student, Parenting and Concession Programs	Jo Hase NM, Operational Planning Health, Integrity and Child Support	Simon Noble NM, North West NSW	<i>Dan Blackmore</i> # NM, Income Apportionment Response	<i>Kathy Volkert A/g</i> Vacant NM, Debt and Compensation Recovery Operations	Sally Bond NM, Audit	<i>Katrina Leach A/g</i> David Cooke GC, Corporate Services Legal	Zaid Ahmad A/g Vacant NM, Cyber Operations	Stacey Whiting NM, Technology Business Management
<i>Michelle Saunders A/g</i> Tenille Collins NM, Business Intelligence and Performance	Susanne Lander NM, Ministerial and Parliamentary Services	<i>Marci Frazer A/g</i> # NM, Independent Advisory Board and Legislative Change	Kenneth Walker NM, Emergency Response	Peta Martyn NM, Medicare	Tina Anderson NM, Jobseeker and Participation Programs	Jarrad Edge Katrina Zander NM, Service Zone South and Northern Australia	Renee Kennett NM, Operational Response	Sam Holcombe NM, Income Apportionment Operations	<i>Peter Timson</i> GM, Fraud Control and Investigations	Melinda Gabriel NM, Payroll and Corporate Operations	Robert McKellar NM, Security	<i>Matthew Simpson A/g</i> David Reed GC, Program Advisory Legal	Peter Foley NM, Cyber Capabilities	<i>Honor Parish A/g</i> Sherree Thorne NM, Technology Business Services
Michelle Guerin NM, Data Engineering	<i>Kate Wilson</i> Michelle Kinmonth NM, Governance	<i>Lisa Keeling</i> # GM, Telecommunications Modernisation	<i>Katrina Zander</i> Narelle Cameron NM, Service Delivery Learning	Phil Hoyle NM, Digital Health	Ben Callie NM, Customer Financial Capability	Leeanne McCormick NM, Operational Support	Leanne McCormick NM, Operational Support	Sheree Harrison A/g Robert Higgins GM, Payment Assurance Program and Appeals	<i>Barb Smith A/g</i> Vacant NM, Fraud Investigation	Robert McKellar NM, Security	<i>Sherie Polzin A/g</i> Vacant NM, Cross Government Services	Melissa Graham GC, Litigation	<i>Derek Byrnes</i> # GM, Architecture Review Taskforce	<i>Vandana Singh A/g</i> Vacant NM, Technology and Digital Assurance
Hank Jongen Agency Spokesperson	<i>Kylie Whiu</i> Karen Harfield GM, Enterprise Portfolio Management Office	Anthony Barac NM, Telecommunications Services Modernisation Delivery	Jordan Hatch GM, Customer and Staff Digital Programs	Claire Roennfeldt GM, Health Delivery Transformation	<i>Juleigh Cook</i> # NM, Centrepay MDT	James Gargan # NM, Telephony Operations Transition	Lee Robertson A/g Symone Andersen NM, South West NSW	<i>Keenan Hill A/g</i> Jason Kallus NM, Integrity Transformation	Sharna Bartley NM, Fraud and Identity Assurance	Angela Diamond Chief Financial Officer	Lisa O'Donnell GC, FOI and Reviews	Devika Weereratne GM, Infrastructure and Operations	Megan Bunfield GM, Data Online Systems and Shared Services	
Bevan Hannan GM, Communications	<i>Lily Zovko A/g</i> Liberty Davies NM, Portfolio Management and Analysis	Lisa Kearney NM, Telecommunications Services Modernisation Strategy	Aaron Wilkins NM, Digital Delivery	Rachel Macaulay A/g Vacant NM, Provider Transformation	Tony Piazza GM, Families, Indigenous and Tailored Programs	Rhona Macpherson GM, Smart Centres Operations	Susan Morrison NM, Southern Queensland	Shaun Thomas NM, Debt and Compensation Program	Luke Morrish NM, Intelligence	Doug Rutherford NM, Budget and Financial Management	<i>Goran Stojanovski A/g</i> Vacant GM, Workforce Capability	Praphul Palekar NM, Service Operations and Management	<i>Andrew McNicol A/g</i> Vacant NM, Online Systems	
Daniel Hodgson NM, Corporate Communications	<i>Bridget McDonough A/g</i> Vacant NM, Portfolio Practices and Benefits Management	Bianca Ruut GM, Service Design and Face to Face Transformation	Damian Tobin NM, Enterprise Innovation	Dylan Kurtz NM, Customer Transformation	Leigh Allison NM, Families and Childcare	Lara Baxter A/g Vacant NM, Smart Centres VIC Metro	Narelle Townsend NM, Sydney Metropolitan	<i>Clare Stanton A/g</i> Sheree Harrison NM, Appeals		Adrian Bemroider NM, Financial Accounting	Ben Bolt NM, Recruitment and Onboarding	Vajira Samaranyake NM, Core Infrastructure	Joanna Zhu NM, Connection, Identity and Authentication	
Scott Anderson NM, Marketing Communications	Andrew Woolf NM, Portfolio Engagement, Change and Assurance	<i>Neal Gaston A/g</i> Vacant NM, Face to Face Service Transformation	Ben Morris NM, Staff Systems and Improvements Program	Eric Harper NM, Health Design and Complex Payments	Carol Cao NM, Child Support Program	Penny Damianakis NM, Smart Centres NSW Metro and Central	Anthony Purcell A/g Melissa Brotherson- Clarke NM, Tasmania and North West Victoria	<i>Matt McMahon</i> NM, Payment Accuracy		Alison Frewin NM, Financial Systems and Operations	<i>Irene Hadjion A/g</i> Goran Stojanovski NM, Learning and Development	Abhi Kashyap NM, End User Computing	<i>Christopher Jasson A/g</i> Vacant NM, Data and Automation Engineering	
Hannah Passfield NM, Media	Karen Harfield # GM, Corporate Project Assessments	Belinda Gloyne NM, Face to Face Property Transformation	Jennifer McNeill NM, Service Design and Innovation	Danielle Regeling GM, Older Australians and Veterans	Lauren Callinan NM, Tailored Programs	Lynda Milde NM, Smart Centres SA and WA	Steven Farrell NM, Western Australia			Michele Robinson NM, Group Financial Management	Jade Cordell NM, Workforce Strategy and Planning	Maree Christensen NM, Application Infrastructure	Penny Limnios NM, Customer Relationship Systems	
Karen Ploesser NM, myGov Content Strategy and Communications				Katrina Gerholt NM, Veterans	Anita-Lee Summers NM, Indigenous and Remote Servicing	Jacelle Howell NM, Smart Centres Regional QLD and NT	Jodie Robinson GM, Child Support and Tailored Services			Chris Flinders NM, Procurement	Sally Martin GM, Wellbeing and HR Support	Bob Lyons GM, Staff Processing and Enterprise Systems	Pari Gandhi NM, Veterans and DSS Systems	
				Julia Taylor NM, Aged Care Programs		Liam Barry NM, Smart Centres Regional VIC and TAS	Jane Steinkamp NM, Child Support Smart Centres QLD, TAS and VIC			Kim Laybutt NM, Technology Sourcing	Sophie Nelson NM, Health and Safety	Josh Bosschieter NM, Care Provider Systems	<i>Cristie Romero-Ferre A/g</i> Lisiane Barao Macleod GM, Core Systems	
				Melissa Haines NM, Seniors, Carers and International		Michael Pohl NM, Smart Centres Regional NSW and ACT	Sharon Nokelainen NM, Child Support Smart Centres WA, SA, NSW and ACT				Stephen Cooney NM, Workplace Relations	Andrea Jones NM, GovERP Programme	Quyen Hoang NM, Social Security and Welfare Systems	
				Jacqui Houghton NM, Aged Care Projects		Dale Dawson NM, Smart Centres East Coast	Alice Chivell NM, Assessment Services				Patrick Geary NM, HR Support	Annette Hayes NM, Staff Enabling Systems	Nicole Rudland NM, Health Systems	
						Jody Bell NM, Smart Centres QLD Metro	Louise Hamilton NM, Multicultural and Tailored Services					Narelle Lovett NM, Child Care, Corporate and Payment Systems	Sharon McCarter NM, Child Support and Agile Application Delivery	
						Ursula Carolyn GM, Health Service Delivery	Rosanna Arena NM, Social Work Services							
						Mark Cousins NM, Health Zone NSW, ACT and TAS								
						Jenna Barnes NM, Health Zone SA and VIC								
						Denise Craig NM, Health Zone QLD and WA								
						Jody Nicholson NM, Service Delivery Integration								

Key
A/g – Acting
CC – Chief Counsel
GC – General Counsel
GM – General Manager
ICT – Information and Communication Technology
NM – National Manager
◆ – SES Band 1 employee reporting directly to the CEO
– Temporary role
– Position reports to more than one Group

Higher duties and temporary at-level arrangements are generally shown when the tenure is four weeks or more and are indicated in italics.