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Overview



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Chapter 1.1

Our Department

The Department of Social Services (DSS) is a critical source of social policy advice for the Australian Government. We work in partnership with other government and non government organisations to ensure the effective development, management and delivery of a diverse range of payments, policies, programs and services focused on improving the lifetime wellbeing of people and families in Australia.

We fund services and payments that assist families, children and older people, provide a safety net for people who cannot fully support themselves, enhance the wellbeing of people with high needs, assist those who need help with care, and support a diverse and harmonious society.

Our vision: We aspire to be Australia’s pre-eminent social policy agency.

Our mission: To improve the lifetime wellbeing of people and families in Australia.

How we do it:

- » being responsive to our Minister and Assistant Ministers
- » delivering creative policy options and solutions for government
- » ensuring rapid closure on issues
- » working effectively as a team
- » communicating concisely
- » managing our budget effectively.

We are supported by:

- » a capable, informed and adaptive workforce
- » efficiently managed resources to address priorities
- » strong governance and risk management.

Purpose

Our four portfolio purposes are covered in more detail in Part 2 of this report.

Purpose 1: Social Security

Purpose 2: Families and Communities

Purpose 3: Disability and Carers

Purpose 4: Housing

DSS executive

Our Department is led by the Secretary and four deputy secretaries each overseeing a stream of work.



Finn Pratt AO PSM, Secretary

Finn Pratt has a public service career spanning more than 30 years and during this time he has driven major government priorities including a review of Australia's welfare system and reforms in disability services.

Finn has been the Secretary of the Department of Social Services (DSS) since it was formed in September 2013. He is responsible for setting the strategic and corporate directions of our Department, and provides senior policy advice to our Minister and Assistant Ministers.

He is the Chair of the Australia and New Zealand School of Government Board of Directors and is a member of the Jawun Board. He represents the Department on a variety of government, industry and business forums. Finn also chairs our Indigenous Reform Committee.

Finn was awarded a Public Service Medal in 2008 and in June 2015 became an Officer of the Order of Australia for distinguished service to public administration, to social policy development and government service delivery reform, and to care and support for people with disability, their families and carers.

Finn has a Bachelor of Arts degree from the Australian National University.

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Our Department



**Serena Wilson PSM,
Deputy Secretary**

Serena Wilson heads our Social Security stream, overseeing policy and management of social security payments to individuals as well as welfare reform across the whole social security system. She is also responsible for housing policy.

Serena is responsible for establishing our policy framework and strategy, creating a long-term planning and performance culture, and promoting strong evidence based systems. She is also Chair of the Policy and Regulatory Reform Committee.

Serena was awarded a Public Service Medal in 2014 for services to public administration in social policy, including her work to establish the National Disability Insurance Scheme (NDIS).

Serena has a Bachelor of Arts (Political Science) degree with honours from the University of Melbourne and a Graduate Diploma in Administrative Studies from the Chisholm Institute of Technology.



**Barbara Bennett PSM,
Deputy Secretary**

Barbara Bennett leads our Families and Communities Stream, which oversees policy development and programs in the areas of families, children, family safety, multicultural affairs and settlement services. Barbara is responsible for the Program Office which designs, manages and administers community grants for our Department and across Government. Barbara also leads homelessness policy and programs, housing programs and the Commonwealth Redress Scheme.

Barbara joined our Department as a deputy secretary in September 2013 and, before that, was a deputy secretary of the Department of Human Services (DHS). She chairs the Program and Delivery Board and is Deputy Chair of the Policy and Regulatory Reform Committee.

Barbara was awarded a Public Service Medal in 2017 for outstanding public service in the area of social services.

Barbara has a Bachelor of Arts degree from the Australian National University.



**Michael Lye,
Deputy Secretary**

Michael Lye is Chief Operating Officer and the Deputy Secretary responsible for the Corporate and Delivery Stream.

Michael leads our delivery strategy and operations, project management, regulatory reform and finance functions. He also heads our legal, corporate services and information management and technology operations.

Michael chairs the People and Communications Committee, the Budget Committee, and he is the co-chair of the Infrastructure Communications and Technology Committee. He is our Indigenous Champion, overseeing efforts to increase employment of Indigenous Australians.

Michael has a Bachelor of Arts degree and a Master of Social Welfare Administration and Planning, both of which are from the University of Queensland.



**Felicity Hand,
Deputy Secretary**

Felicity Hand has been our Deputy Secretary responsible for the Disability and Carers Stream since March 2014.

Previously she was a deputy secretary and the Chief Operating Officer of the former Department of Families, Housing, Community Services and Indigenous Affairs from February 2012.

Felicity's responsibilities include disability and carers policy and programs, the *National Disability Strategy 2010–2020*, the NDIS, Disability Employment Services and mental health.

She chairs the Audit and Assurance Committee and is also our Disability Champion.

Felicity has a Bachelor of Arts (Languages) degree from the University of Tasmania.

Figure 1.1.1: Organisational structure, as at June 2017

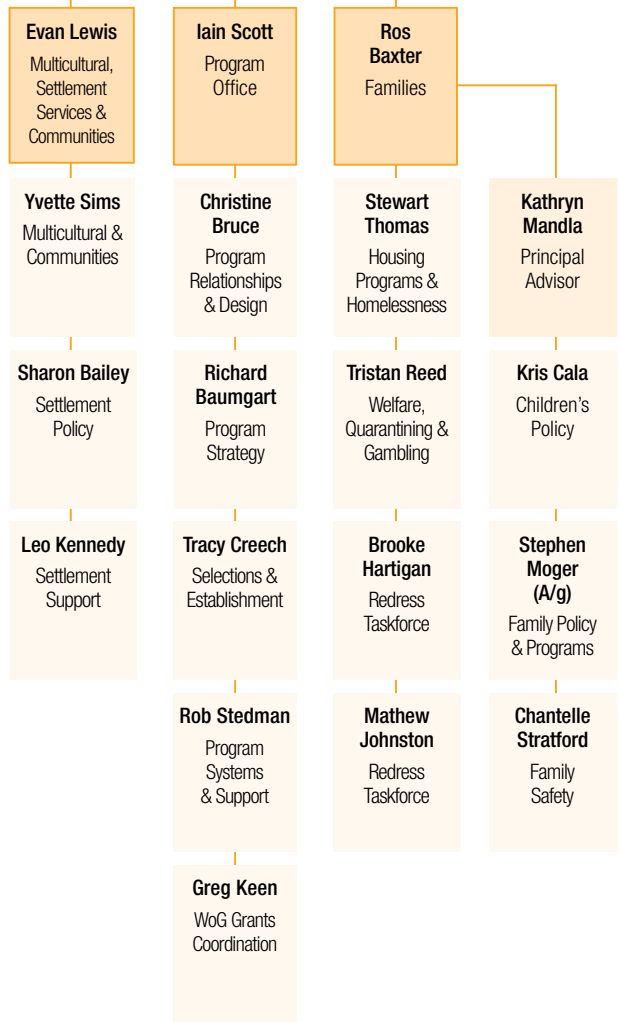


Finn Pratt

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Serena Wilson
Deputy Secretary
Social Security

Barbara Bennett
Deputy Secretary
Families & Communities



Secretary

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Michael Lye
Deputy Secretary & Chief Operating Officer
Corporate & Delivery



Felicity Hand
Deputy Secretary
Disability & Carers

Janean Richards
Corporate Services

Peter Qui
Information Management & Technology

Scott Dilley
Finance & Services

Warren Pearson (A/g)
Delivery Strategy & Operations

Andrew Whitecross
NDIS Market Reform

Flora Carapellucci
Disability, Employment & Carers

Helen McDevitt
NDIS Transition Oversight

Matthew Roper
Assurance & Performance

Sebastian Hood
Client Services

Stephen Sheehan
Financial Accounting

Warren Pearson
Delivery - Network Operations

Bruce Smith
Quality & Safeguards Policy

Peter Broadhead
Disability Employment Services

Julie Yeend
Transition Oversight & Governance

Alan Grinsell-Jones
Legal Services

Watson Blaikie
Digital Business Solutions

Tracey Hobden
Financial Management & Procurement

Brendan Moyle
Delivery - Operations Policy

Adrian Brocklehurst
Quality & Safeguards Implementation

Sharon Stuart
Disability & Carer Policy

Nerida Hunter
NDIS Financial Policy & Performance

Tracey Bell
Communication Services

Robert Michie
IT Operations

Tracey Carroll
Budget Development

Ray White
Delivery - Strategy

John Riley
Market Oversight

Deborah Winkler
Supported Employment Policy, Access & Engagement

Marian Moss
Government & Executive Services

Michael Gately
Corporate & Data Services

Lyn Murphy
Property, Security & Business Continuity

Kurt Munro
Delivery - Service Delivery Strategy

Anne-Louise Dawes
Program Transition

Tiffany Blight
People Services

Sharon McCarter
Application Delivery

Carolyn Paterson (A/g)
Organisation Strategy Services

Lara Purdy
Corporate Projects

Our people

We operate across Australia with approximately 80 per cent of our staff based in our National Office, located in Canberra, and around 20 per cent in the delivery network — located within state, territory and regional offices.

The contribution, diversity and expertise of our people is highly valued.

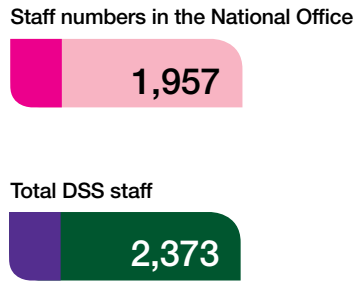
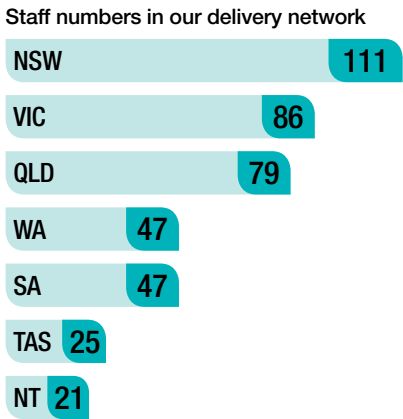
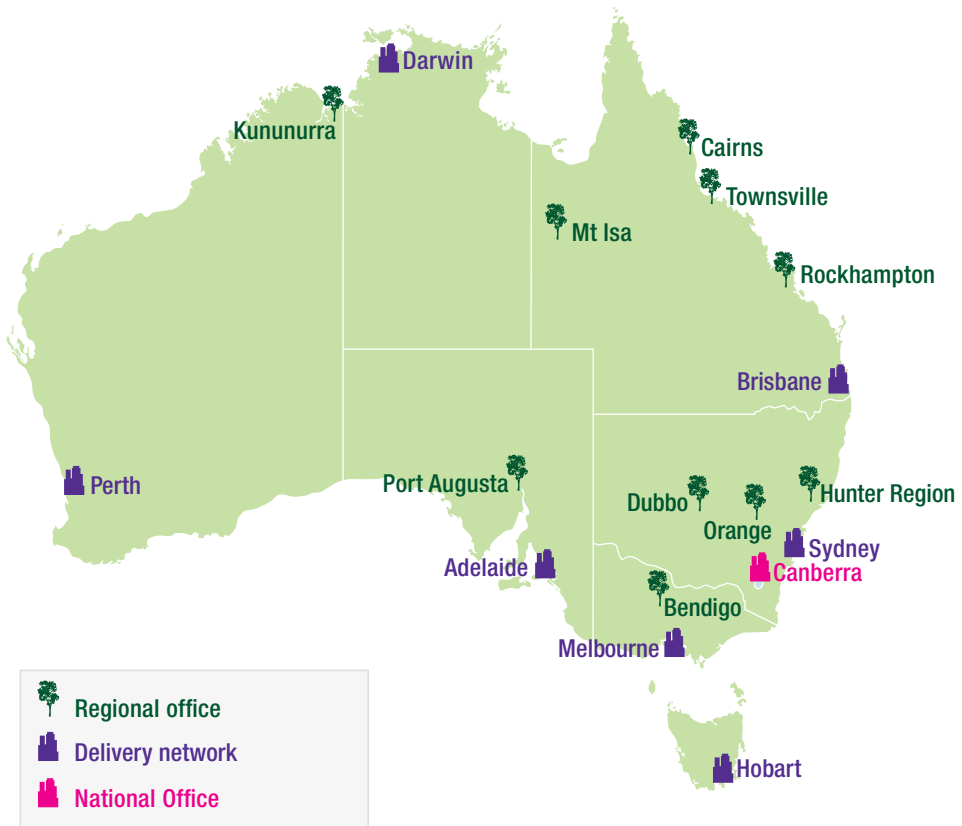
Our Innovation Strategy encourages a culture where innovation is routine rather than the exception, supporting our vision of being the pre-eminent social policy agency in Australia.

Our values

Our values reflect those of the broader Australian Public Service (APS) and are central to the way we work with our Ministers, colleagues, stakeholders and the public. This includes being:

- » **Impartial:** we are apolitical and provide the Government with advice that is frank, honest, timely and based on the best available evidence.
- » **Committed to service:** we are professional, objective, innovative and efficient and work collaboratively to achieve the best results for the Australian community and the Government.
- » **Accountable:** we are open and accountable to the Australian community under the law and within the framework of Ministerial responsibility.
- » **Respectful:** we respect all people, including their rights and heritage.
- » **Ethical:** we demonstrate leadership, are trustworthy, and act with integrity, in all that we do.

Figure 1.1.2 Our national presence, as at 30 June 2017



Numbers include both ongoing and non-ongoing staff as detailed in Appendix D, Tables D-1 and D-2.

Chapter 1.2

The portfolio

The Social Services portfolio consists of our Department and the Department of Human Services (DHS), which are administered separately.

Portfolio bodies

Our Department includes two portfolio bodies:

Australian Institute of Family Studies

Outcome: Increased understanding of factors affecting how families function by conducting research and communicating findings to policy makers, service providers and the broader community.

The Australian Institute of Family Studies provides advice, shares knowledge and builds evidence about what works for families to accelerate positive outcomes for families and communities.

aifs.gov.au

National Disability Insurance Agency

Outcome: Deliver the National Disability Insurance Scheme (NDIS) and improve economic and social outcomes for NDIS participants, while ensuring ongoing financial sustainability of the Scheme.

The National Disability Insurance Agency (NDIA) implements the *National Disability Insurance Scheme Act 2013* (NDIS Act) to provide people with the reasonable and necessary supports they need to live an ordinary and more independent life.

ndis.gov.au

Ministers and portfolio responsibilities

Figure 1.2.1: DSS portfolio, as at 30 June 2017

Ministers responsible for our portfolio



Department of State (non-corporate Commonwealth entity)



Portfolio body (non-corporate Commonwealth entity)



Portfolio body (corporate Commonwealth entity)

