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Overview

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Chapter 1.1

Our department

The Department of Social Services is responsible for a diverse range of policies, payments, programs and services that improve the lifetime wellbeing of people and families in Australia.

The department works in partnership with other government and non-government organisations to ensure the effective development, management and delivery of these initiatives.

We fund services and payments that assist families, children and older people, provide a safety net for those 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 mission

Our mission is to improve the lifetime wellbeing of individuals and families in Australia.

Purpose

We work in partnership with government and non-government organisations to achieve our mission through the effective development, management and delivery of payments, policies, programs and services.

Our purposes reflect four core areas in which we seek to assist people:

Purpose 1: Social Security

Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.

Purpose 2: Families and Communities

Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.

Purpose 3: Disability and Carers

Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.

Purpose 4: Housing

Improved access to affordable housing, improved community housing and assisting individuals experiencing homelessness through targeted support and services.

Our priorities

During the past year, our organisational priorities focused on:

- » ensuring government policies and programs operated effectively and efficiently, maximising their contribution to lifetime wellbeing for people and families
- » ensuring government priorities were implemented and monitored effectively and efficiently, maintained and evaluated
- » providing evidence-based, whole-of-department, social policy advice to ministers and government focused on improving the lifetime wellbeing of people and families
- » building productive and collaborative relationships with our stakeholders, including other departments, service providers, and the states and territories to achieve outcomes in respective areas of responsibility
- » creating a productive and supportive workplace, managing our financial and other resources effectively, and maintaining the capability needed to deliver government priorities into the future.

Our values

Our values are those of the Australian Public Service and require us to be impartial, committed to service, accountable, respectful and ethical. These values are central to the way we work with our ministers, colleagues and stakeholders.

Organisational structure

Our department is led by the Secretary and supported by Deputy Secretaries operating across four streams. Before the NDIS Quality and Safeguards Commission was established as an independent Commonwealth body on 1 July 2018, the Commissioner-Designate was an officer of the department responsible for establishing the commission. The department's organisational structure at 30 June 2018 is shown at Figure 1.1.1.

Figure 1.1.1 Organisational structure, as at 30 June 2018

Kathryn Campbell

Social Security Nathan Williamson Deputy Secretary			Chief Operating Officer Roxanne Kelley					
Payments Policy Shane Bennett Group Manager	Welfare and Housing Policy Allyson Essex Acting Group Manager	Policy Office Tim Reddel Group Manager	Finance and Services Russell de Burgh Acting Chief Finance Officer	Chief Counsel Janean Richards Chief Legal Counsel and Group Manager	Corporate Services Adrian Hudson Group Manager	Strategy and Design, Community Grants Hub Iain Scott Group Manager	Delivery Strategy and Operations, Community Grants Hub Margaret McKinnon Group Manager	Information Management and Technology Peter Qui Chief Information Officer and Group Manager
Work and Study Payments Emma Kate McGuirk Branch Manager	Payment Conditionality Design and Policy Roxarne Armstrong Acting Branch Manager	Policy Capability and Evaluation Murray Kimber Branch Manager	Budget Development Robert Hurman Branch Manager	Assurance and Performance Stephen Avery Acting Branch Manager	Communication Services Tracey Bell Branch Manager	Program Relationships and Design Richard Baumgart Branch Manager	Operations Christine Bruce Principal Advisor	Client Services Andrew Seebach Branch Manager
Families and Pensions Kath Paton Acting Branch Manager	Payment Structures Mary McLarty Branch Manager	Policy Analysis and Reporting Jillian Moses Branch Manager	Financial Accounting Stephen Sheehan Branch Manager	Legal Services Melanie Metz Branch Manager	People Services Alison Fitzgerald Branch Manager	Program Systems and Support Rob Stedman Branch Manager	Delivery—Network Operations Warren Pearson Branch Manager	Digital Business Solutions Watson Blaikie Branch Manager
International Policy and Payment Support Anita Davis Branch Manager	Housing Policy Sidesh Naikar Branch Manager	Policy Strategy and Investment Phil Brown Branch Manager	Financial Management and Procurement Tracy Hobden Branch Manager	Government and Executive Services Stephen Moger Acting Branch Manager	Organisation Strategy Services Lara Purdy Branch Manager	Program Strategy and Governance Greg Keen Branch Manager	Delivery—Streamlining Grants Administration Kurt Munro Branch Manager	IT Operations Dayne Da Pozzo Acting Branch Manager
		Data Strategy and Development David Dennis Branch Manager			Property, Security and Business Continuity Lyn Murphy Branch Manager	Delivery—Operations Policy Brendan Moyle Branch Manager	Selections and Establishment Chris Mitchell Acting Branch Manager	Corporate and Data Services Steve McCauley Branch Manager

Secretary

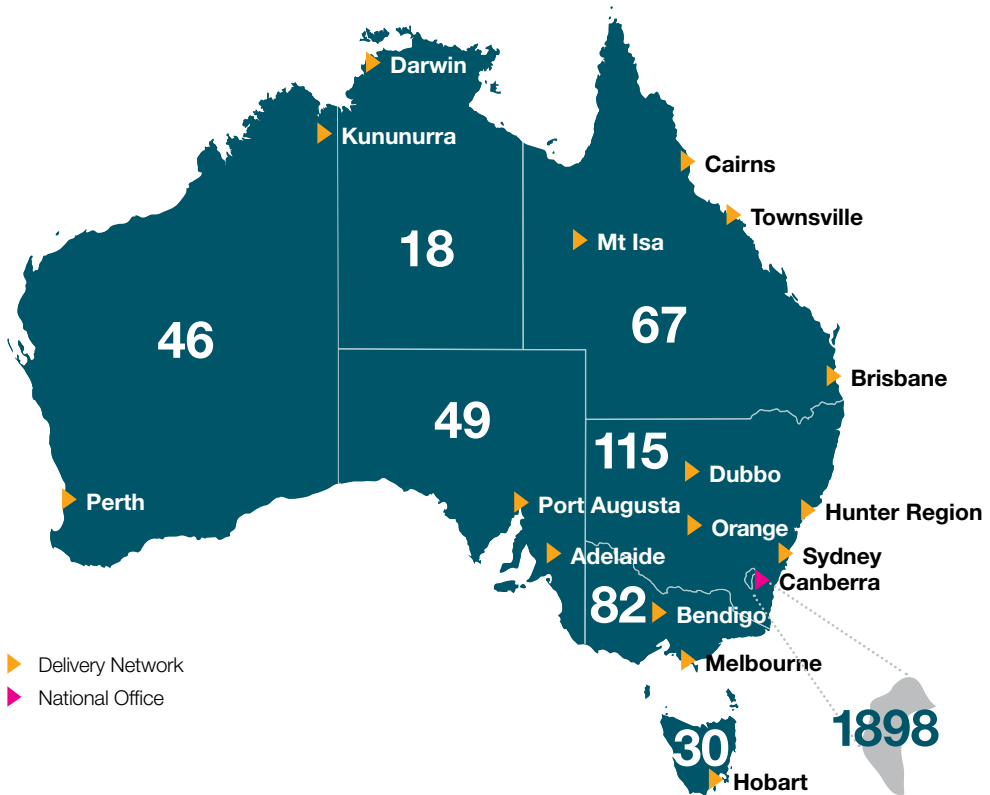
<p>Families and Communities Barbara Bennett Deputy Secretary</p>			<p>Disability and Carers Michael Lye Deputy Secretary</p>				<p>NDIS Quality and Safeguards Commission Graeme Head Commissioner-Designate</p>	
<p>Families and Communities Reform Bruce Taloni Group Manager</p>	<p>Settlement Services Evan Lewis Group Manager</p>	<p>Families and Communities Policy and Programs Cath Halbert Group Manager</p>	<p>NDIS Market Reform Andrew Whitecross Group Manager</p>	<p>NDIS Mainstream Linkages Group Flora Carapellucci Group Manager</p>	<p>NDIS Transition Oversight Helen McDevitt Group Manager</p>	<p>Disability, Employment and Carers Paul McBride Group Manager</p>	<p>Registrar-Designate Samantha Taylor</p>	<p>Complaints Commissioner-Designate Miranda Bruyniks</p>
<p>Welfare, Quarantining and Gambling Selena Patrick Acting Branch Manager</p>	<p>Settlement Policy Sharon Bailey Branch Manager</p>	<p>Housing Programs and Homelessness Stewart Thomas Branch Manager</p>	<p>Quality and Safeguards Policy Bruce Smith Branch Manager</p>	<p>Integration and Support Kirralee Thomas Acting Branch Manager</p>	<p>NDIS Transition Oversight and Governance Julie Yeend Branch Manager</p>	<p>Supported Employment Policy, Access and Engagement Christian Callisen Branch Manager</p>	<p>NDIS Quality and Safeguards Commission Chief Operating Officer Jason Stott Branch Manager</p>	
<p>Family Safety Chantelle Stratford Branch Manager</p>	<p>Settlement Support Leo Kennedy Branch Manager</p>	<p>Children's Policy Kath Mandla Branch Manager</p>	<p>NDIS Market Oversight Thomas Abhayaratna Branch Manager</p>		<p>NDIS Financial Policy and Performance Nerida Hunter Branch Manager</p>	<p>Disability and Carer Policy Sharon Stuart Branch Manager</p>		
<p>Redress Policy and Legislation Brooke Hartigan Branch Manager</p>		<p>Family Policy and Programs Tristan Reed Branch Manager</p>	<p>Program Transition Eliza Strapp Branch Manager</p>			<p>Disability Employment Services Peter Broadhead Branch Manager</p>		
<p>Redress Implementation Tracy Creech Branch Manager</p>		<p>National Rental and Affordability Scheme Taskforce John Riley Branch Manager</p>						

Our people

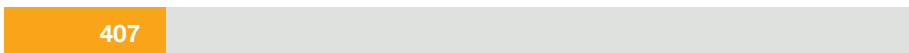
We operate across Australia with 82.3 per cent of our staff based in our national office located in Canberra, and 17.7 per cent in the delivery network located within state, territory and regional offices.

The contribution, expertise and diversity of our people is highly valued and reflects our significant portfolio responsibilities.

Figure 1.1.2 Our national presence, as at 30 June 2018



Staff numbers in our Delivery Network



Staff numbers in our National Office



Total Department of Social Services Staff



Chapter 1.2

The portfolio

The Social Services portfolio consisted of the department and two portfolio bodies as at 30 June 2018.

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.

aifs.gov.au

National Disability Insurance Agency

Outcome: To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary care and supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities.

The National Disability Insurance Agency (NDIA) was established under the *National Disability Insurance Act 2013* and has responsibility for administering the National Disability Insurance Scheme. The Act (in conjunction with other laws) gives effect to Australia's obligations under the United Nations Convention on the Rights of Persons with Disabilities.

ndis.gov.au

Ministers and portfolio responsibilities

Figure 1.2.1: Social Services portfolio, as at 30 June 2018



Changes to the Portfolio 2017–18

As a result of the Administrative Arrangements Order issued on 20 December 2017, the Multicultural Affairs function was transferred to the Department of Home Affairs.

A great fit



Before last year, Frank had never had a job. He is a 40-year old, living with schizophrenia.

Wanting to work, Frank sought help from a Disability Employment Services provider, who was able to help him apply for suitable jobs and prepare for interviews.

Disability Employment Services is a program funded by the Department of Social Services. The program provides assistance for people with disability, injury or health condition to prepare for, find and keep a job.

For Frank, his experience with Disability Employment Services gave him an opportunity to work. This has changed his life. Disability Employment Services organised an interview for Frank at a Metfasteners store in Melbourne. Shortly afterwards he began working as a factory hand at the back of the store under new boss Tony.

"I was naturally a little nervous when I first started, but I overcame it," Frank said. "The other workers are really helpful and my boss is very nice."

Programs like Disability Employment Services help people with disability overcome barriers to employment and help employers find the right candidate for their business.

In 2017–18, 242,017 people have been assisted by Disability Employment Services and 42,265 people have been placed in jobs by Disability Employment Services providers.

Working with Disability Employment Services has been a fantastic experience not only for Frank, but for Tony and Metfasteners as well.

"A Disability Employment Services provider took the time to really understand my business and that's how they matched Frank to my organisation," Tony explained. "He's a great fit, we're very lucky to have him on board."

"Our provider supported us through the recruitment stage and we can still contact them now whenever we need them."

When asked about the difference he had made to Frank's life by hiring him, Tony was quick to say that he hadn't changed Frank's life — Frank had changed his life and he was happy to have him as part of the team.

Frank's story is just one of the many successful examples of how Disability Employment Services have assisted people with disability to enjoy the benefits that come with participating in work.

ABOVE: Frank and his supervisor, Tony.

See part 2 chapter 2.3 for more information.