

## 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 wellbeing of people and families in Australia.

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 wellbeing of individuals and families in Australian communities.

## 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**

Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.

## Our priorities

We deliver our mission and purposes through:

- » **quality policy advice**—providing timely, evidence-based, social policy advice to our ministers and the broader government with a focus on ensuring the long-term sustainability of the welfare system.
- » **effective program design and management**—ensuring government policies and programs achieve intended outcomes through effective program planning, design, implementation, ongoing monitoring and evaluation.
- » **people, culture and performance**—building a productive, safe, diverse and respectful workplace, effectively managing risks and resources, and ensuring we have the capability to deliver government priorities now and into the future.

## Our values

Our values are those of the Australian Public Service (APS). The APS values require us to be impartial, committed to service, accountable, respectful and ethical. These 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. The department's organisational structure as at 30 June 2019 is shown at Figure 1.1.1.

Figure 1.1.1 Organisational structure, as at 30 June 2019

## Kathryn Campbell Secretary

Social Security <b>Nathan Williamson</b> Deputy Secretary				Families and Communities <b>Liz Hefren-Webb</b> Deputy Secretary		
Participation Payments and Families <b>Shane Bennett</b> GM	Pensions and Housing <b>Brenton Philp</b> GM	Policy Office <b>Phil Brown</b> A/g GM	Chief Finance Officer Finance <b>Andrew Harvey</b> GM	Redress and Reform <b>Bruce Taloni</b> GM	Families <b>Lisa Foreman</b> GM	Settlement and Communities <b>Teena Blewitt</b> GM
Participation and Supplementary Payments <b>Kath Paton</b> BM	Older Australians <b>Mary McLarty</b> BM	Policy Analysis and Reporting <b>Jillian Moses</b> BM	Budget Development <b>Russell de Burgh</b> BM	Welfare Quarantining <b>Selena Patrick</b> BM	Financial Wellbeing <b>Lisa La Rance</b> BM	Settlement Policy <b>Jess Del Rio</b> BM
Study and Compliance <b>Vanessa Laphorne</b> BM	Housing Policy <b>Sidesh Naikar</b> BM	Policy Strategy and Investment <b>Peter Deakin</b> A/g BM	Financial Services <b>Stephen Sheehan</b> BM	Redress Policy and Legislation <b>Sharon Stuart</b> BM	Family Policy <b>Lisha Jackman</b> A/g BM	Settlement Support <b>Leo Kennedy</b> BM
Families and Payment Support <b>Tim Crosier</b> A/g BM	Carer and Disability Payments <b>Emma Kate McGuirk</b> BM	Data Strategy and Development <b>David Dennis</b> BM	Financial Management <b>Tracy Hobden</b> BM	Redress Implementation <b>Tracy Creech</b> BM	Family Safety <b>Chantelle Stratford</b> BM	Community Cohesion <b>Sarah Guise</b> BM
	National Rental Affordability Scheme Taskforce <b>Ross Schafer</b> A/g BM	Data Exchange <b>Rob Stedman</b> BM			Children's Policy <b>Sarah Peascod</b> A/g BM	Grant Management Office <b>Carolyn Paterson</b> BM

**Legend**

A/g	Indicates the employee is temporarily acting in the role
BM	Branch Manager
GM	Group Manager
NDIS	National Disability Insurance Scheme

Chief Operating Officer <b>Margaret McKinnon</b>				Disability and Carers <b>Michael Lye</b> Deputy Secretary			
Chief Counsel Governance, Legal and Assurance <b>Anthony Seebach</b> GM	Corporate Services <b>Iain Scott</b> GM	Community Grants Hub <b>Adrian Hudson</b> GM	Chief Information Officer Information Technology <b>Peter Qui</b>	NDIS Market Reform <b>Andrew Whitecross</b> GM	NDIS Mainstream Linkages Group <b>Flora Carapellucci</b> GM	NDIS Transition Oversight <b>Peter Broadhead</b> A/g GM	Disability, Employment and Carers <b>George Sotiropoulos</b> GM
Assurance and Performance <b>John Riley</b> BM	Communication Services <b>Tracey Bell</b> BM	Hub Strategy <b>Liz Bundy</b> BM	Digital Business Solutions <b>Andrew Seebach</b> BM	Quality and Safeguards Policy <b>Anita Davis</b> BM	NDIS Mainstream Policy <b>Chris D'Souza</b> A/g BM	NDIS Transition Oversight and Governance <b>Julie Yeend</b> BM	Participation and Assurance <b>Melanie Metz</b> BM
Government Executive Services <b>Angela Barrett</b> BM	People Services <b>Katrina Jocusmen</b> A/g BM	Hub Operations <b>Chris Mitchell</b> BM	IT Operations <b>Dayne Da Pozzo</b> BM	NDIS Market Oversight <b>Thomas Abhayaratna</b> BM	NDIS Mainstream Interface <b>Kirralee Thomas</b> A/g BM	NDIS Financial Policy and Performance <b>Nerida Hunter</b> BM	Disability and Carer Policy <b>Stephen Moger</b> BM
Legal Services <b>Paul Menzies-McVey</b> BM	Property and Security <b>Brendan Moyle</b> BM	Client Operations <b>Richard Baumgart</b> BM	Corporate and Data Services <b>Steve McCauley</b> BM	Program Transition <b>Eliza Strapp</b> BM			Disability Employment Services <b>Stewart Thomas</b> BM
Governance <b>Greg Keen</b> BM		Central Region (NSW/ACT) <b>Jodi Cassar</b> BM					Carer Reform <b>Catherine Reid</b> A/g BM
		Northern Region (QLD/NT) <b>Christian Callisen</b> BM					
		Southern Region (VIC/TAS) <b>Penny Fogarty</b> A/g BM					
		Western Region (SA/WA) <b>Warren Pearson</b> BM					

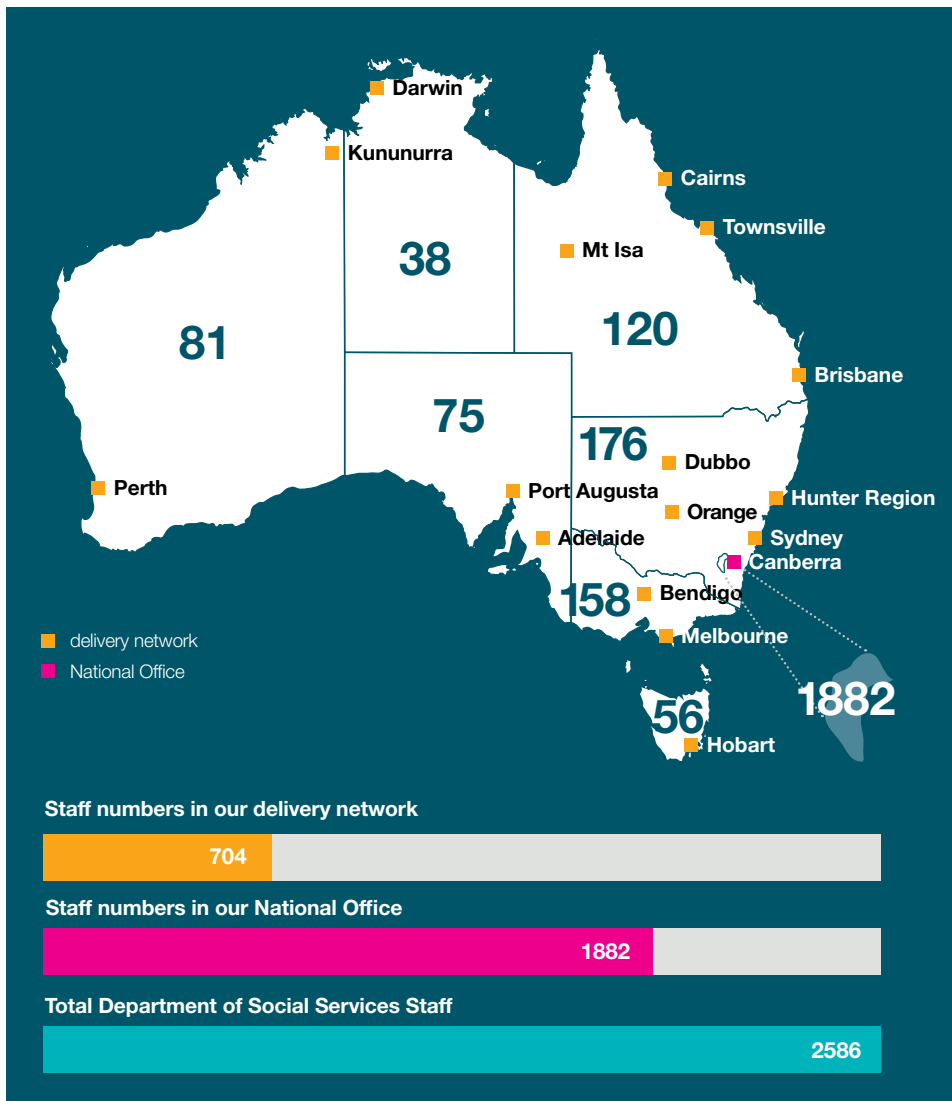
**Note:** The Administrative Arrangements Order issued on 29 May 2019 transferred responsibility for arrangements for the settlement of migrants and humanitarian entrants from the Social Services portfolio to the Home Affairs portfolio. This transfer came into effect on 1 July 2019.

# Our people

We operate across Australia with 72.8 per cent of our staff based in our national office located in Canberra and 27.2 per cent in the delivery network located in state, territory and regional offices.

One of the priorities in our corporate plan is building a productive, safe, diverse and respectful workplace, effectively managing risks and resources, and ensuring we have the capability to deliver government priorities now and into the future.

Figure 1.1.2 Our national presence, as at 30 June 2019



## Chapter 1.2

# The portfolio

As at 30 June 2019, two Ministers and two Assistant Ministers had Social Services portfolio responsibility:

- » Senator the Hon Anne Ruston, Minister for Families and Social Services
- » The Hon Stuart Robert MP, Minister for the National Disability Insurance Scheme, Minister for Government Services
- » The Hon Michelle Landry MP, Assistant Minister for Children and Families
- » The Hon Luke Howarth MP, Assistant Minister for Community Housing, Homelessness and Community Services.

The department is established as a Department of State under the Administrative Arrangements Order.

In addition to the Department of Social Services, the portfolio comprises the following portfolio bodies:

- » Australian Institute of Family Studies, established under the *Family Law Act 1975*
- » National Disability Insurance Agency, established under the *National Disability Insurance Scheme Act 2013*
- » NDIS Quality and Safeguards Commission, established under the *National Disability Insurance Scheme Act 2013*.

The portfolio also contains Services Australia, the Digital Transformation Agency, and Hearing Australia. The Department of Human Services was renamed Services Australia on 29 May 2019.

## 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 (NDIS) that provides individual control and choice in the delivery of reasonable and necessary 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, established under the *National Disability Insurance Scheme Act 2013*, has responsibility for administering the NDIS. The *National Disability Insurance Scheme Act 2013* (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**

### National Disability Insurance Scheme Quality and Safeguards Commission

**Outcome:** promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education.

The NDIS Quality and Safeguards Commission (the NDIS Commission) is a statutory body established to improve the quality and safety of NDIS supports and services. The NDIS Commission is responsible for ensuring NDIS providers comply with new regulatory standards and the NDIS Code of Conduct in the course of delivering supports and services to NDIS participants. The NDIS Commission also promotes safety and quality services, resolves problems and identifies areas for improvement.

The NDIS Commission commenced operations in New South Wales and South Australia on 1 July 2018. All other states and territories will transition on 1 July 2019 except Western Australia, which will transition to the NDIS Commission on 1 July 2020.

**ndiscommission.gov.au**



# Ministers and portfolio responsibilities

Figure 1.2.1: Social Services portfolio, as at 30 June 2019



**Note:** Services Australia, Digital Transformation Agency and Hearing Australia are not included in Figure 1.2.1.

## Changes to the Portfolio 2018–19

The Administrative Arrangements Order issued on 4 April 2019 transferred responsibility for arrangements for the National child protection policy and strategy from the Social Services portfolio to the Department of the Prime Minister and Cabinet.

The Administrative Arrangements Order issued on 29 May 2019 transferred responsibility for arrangements for the settlement of migrants and humanitarian entrants from the Social Services portfolio to the Home Affairs portfolio and responsibility for housing affordability from the Social Services portfolio to the Treasury portfolio.

# The future is collaboration

**Aunty Faith was a young mum when she moved to Logan in Queensland 35 years ago.**



Aunty Faith has spent many years as a volunteer in the community and is now a member of the Logan Together Leadership Table.

Logan Together is a 10-year community movement that is changing the lives of kids and families in Logan for the better.<sup>1</sup>

It is part of the Australian Government's Stronger Places, Stronger People initiative that involves collaboration between communities, governments, service providers and investors to deliver on a locally designed vision and plan of action to create better outcomes for children, families and communities.

The Government has provided \$35 million in funding over five years for Stronger Places, Stronger People.

"I always knew Logan Together was going to be big for Logan and that for our mob to be part of it we needed someone to be at the table. It was also about accountability and making sure it was something that was real and not about ticking boxes," said Aunty Faith.

In November 2018, ChangeFest was held in Logan. This was a national celebration of collaborative community change to empower more people to deliver large scale social change.<sup>2</sup>

"A big turning point happened at ChangeFest. That gave us a voice, and Logan Together proved they're committed to listening to the people of Logan. Now it is about building relationships and trust in the community and working out how to approach things together."

"There is a long way to go, but people are talking now about not working as separate silos, there are rumbles of collaboration where there wasn't any before—so I feel optimistic for the future," said Aunty Faith.

**ABOVE: Aunty Faith, volunteering for the Logan Together Leadership Table.**

See Part 2, Chapter 2.2 for more information.

<sup>1</sup> [logantogether.org.au](http://logantogether.org.au)

<sup>2</sup> [changefest.com.au/about](http://changefest.com.au/about)