

# Part 1

1

## Overview

Chapter 1.1 Our department	6
Chapter 1.2 The portfolio	11

## 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 purpose reflects 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 purpose 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. Our organisational structure as at 30 June 2020 is shown at Figure 1.1.1.

Figure 1.1.1 Organisational structure as at 30 June 2020



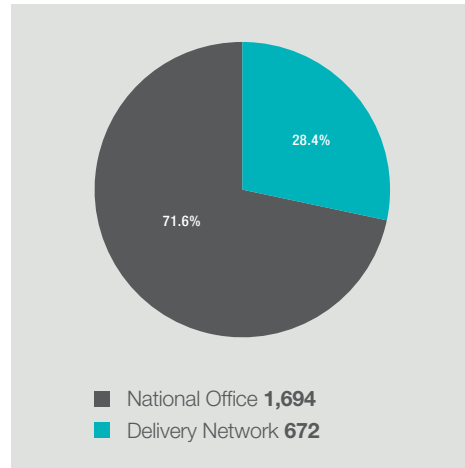
A/g Chief Operating Officer <b>Adrian Hudson</b>		Disability and Carers <b>Catherine Rule</b> Deputy Secretary	
Corporate <b>Jo Talbot, GM</b>	Community Grants Hub <b>Richard Baumgart, A/g GM</b>	Market Capability <b>Matthew Flavel, GM</b>	Participants and Performance <b>Peter Broadhead, GM</b>
Communication Services <b>Melissa Evans, A/g BM</b>	Hub Strategy <b>Cathie Albers, A/g BM</b>	Market Development <b>Thomas Abhayaratna, BM</b>	Participant Outcomes <b>Sarah Hawke, A/g BM</b>
People Services <b>Katrina Jocusmen, BM</b>	Hub Operations <b>Catherine Nelson, A/g BM</b>	Market Quality <b>Melanie Metz, BM</b>	NDIS Finance and Performance <b>Emily Hurley, BM</b>
Property and Security <b>Chris Mitchell, BM</b>	Client Operations <b>James Steen, A/g BM</b>	Disability, Employment and Carers <b>George Sotiropoulos, GM</b>	NDIS Governance <b>Julie Yeend, BM</b>
Audit and Assurance <b>John Riley, BM</b>	Health Grants <b>Warren Pearson, BM</b>	Advocacy and Inclusion <b>Anita Davis, BM</b>	Commonwealth/State Policy <b>Flora Carapellucci, GM</b>
Portfolio Coordination <b>Bruce Taloni, GM</b>	Central and Southern Region <b>Jodi Cassar, BM</b>	Disability Employment Services <b>Tarja Saastamoinen, BM</b>	Mainstream Policy <b>Chris D'Souza, BM</b>
Portfolio Governance <b>Kristen Owen, A/g BM</b>	Northern and Western Region <b>Christian Callisen, BM</b>	Disability and Carer Reform <b>Mitchell Cole, BM</b>	Mainstream Interface <b>Katrina Chatham, BM</b>
Chief Counsel Legal Services <b>Paul Menzies-McVey, BM</b>			Disability Policy <b>Stephen Moger, BM</b>
Government and Executive Services <b>Catherine Reid, BM</b>			

## Our people

We operate across Australia with 71.6 per cent of our staff based in our national office located in Canberra and 28.4 per cent in the service delivery network located in state, territory, and regional offices.

Figure 1.1.2 Our national presence as at 30 June 2020

State	Staff Numbers
ACT	1,694
NSW	161
NT	37
QLD	114
SA	84
TAS	54
VIC	148
WA	74
<b>Grand Total</b>	<b>2,366</b>



\* includes Ongoing and Non-Ongoing employees at 30 June 2020, excludes the Secretary.

## Chapter 1.2

# The portfolio

As at 30 June 2020, two Ministers and two Assistant Ministers had responsibilities in the Social Services Portfolio:

- 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*
- Services Australia, established as an Executive Agency under the *Public Service Act 1999*
- Digital Transformation Agency, established as an Executive Agency under the *Public Service Act 1999*
- Hearing Australia, established under the *Australian Hearing Services Act 1991*.

# Portfolio bodies

## Australian Institute of Family Studies

**Outcome:** increase 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:** 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**

## NDIS Quality and Safeguards Commission

**Outcome:** promote the delivery of quality supports and services to people with disability under the NDIS 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 transitioned on 1 July 2019 except Western Australia, which will transition to the NDIS Commission on 1 December 2020.

**ndiscommission.gov.au**



## Services Australia

**Outcome:** support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.

**servicesaustralia.gov.au**

## Digital Transformation Agency

**Outcome:** accelerate the Government's digital transformation agenda by helping agencies move more services online, deliver a better user experience to users, and ensure the best use of Government's Information and Communication Technology (ICT) spend. The Digital Transformation Agency is a non corporate Commonwealth entity.

**dta.gov.au**

## Hearing Australia

**Mission:** provide world leading research and hearing services for the wellbeing of all Australians. Hearing Australia is a Public Non-financial Corporation (Trading) entity established under the *Australian Hearing Services Act 1991*. Accordingly, Hearing Australia is not reported in the Portfolio Budget Statements or Portfolio Additional Estimates Statements. Hearing Australia is a corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* and is governed by a board that is appointed by the Minister for Government Services.

**hearing.com.au**

# Ministers and portfolio responsibilities

Figure 1.2.1: Social Services portfolio as at 30 June 2020

Social Services Portfolio		
<b>Minister for Families and Social Services</b> Senator the Hon Anne Ruston		<b>Minister for the National Disability Insurance Scheme; Minister for Government Services</b> The Hon Stuart Robert MP
<b>Assistant Minister for Children and Families</b> The Hon Michelle Landry MP	<b>Assistant Minister for Community Housing, Homelessness and Community Services</b> The Hon Luke Howarth MP	
Department of Social Services		
Secretary Ms Kathryn Campbell AO CSC		
<b>Australian Institute of Family Studies</b> Director Ms Anne Hollonds	<b>NDIS Quality and Safeguards Commission</b> Commissioner Mr Graeme Head AO	<b>National Disability Insurance Agency</b> Chief Executive Officer Mr Martin Hoffman
<b>Services Australia</b> Chief Executive Officer Ms Rebecca Skinner	<b>Digital Transformation Agency</b> Chief Executive Officer Mr Randall Brugeaud	<b>Hearing Australia</b> Managing Director Mr Kim Terrell

# Changes to the Portfolio 2019–20

Services Australia (formerly the Department of Human Services) was established as a new Executive Agency within the Social Services Portfolio under the Administrative Arrangements Order issued on 5 December 2019, with effect from 1 February 2020.