

David Hazlehurst  
Chief Executive Officer

THIS CHART REFLECTS THE AGENCY’S STRUCTURE AND POSITION OCCUPANCY EFFECTIVE 6 OCTOBER 2025

	Jason Lucchese A/g Deputy Chief Executive Officer Strategy and Performance		Jonathon Thorpe Deputy Chief Executive Officer Chief Customer Officer Service Delivery Excellence		Stuart Turnbull A/g Deputy Chief Executive Officer Program Design		Kirsty Faichney Deputy Chief Executive Officer Product Management and Organisational Reform	Bo Robertson A/g Deputy Chief Executive Officer Customer Service Delivery		Chris Birrer 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	
Dale Dawson Jessica Gear ◆ Chief of Staff	Tenille Collins Chief Data Officer Data and Analytics	Pauline O'Neill A/g Jason Lucchese GM, Enterprise Strategy and Governance	Lisa Keeling GM, Telecommunications Modernisation, Automation and Architecture	Brenton Halliday GM, Service Delivery Optimisation	Tony Piazza GM, Medical Benefits and Veterans	Cathy Toze GM, Communities		Symone Andersen A/g Bo Robertson # GM, Operations Management	Robert Williams GM, Face to Face Services	Rachael Clarke GM, Legal Compliance and Remediation	Teresa Blair GM, Corporate and Cross Government Services	David Cooke A/g Vacant CC, Legal Services	Garrett McDonald GM, Cyber Security	Sherree Thorne A/g Derek Byrnes Chief Technology Officer
	Heather Ralph NM, Data Strategy and Governance	Simon Heath NM, Enterprise Strategy	Juleigh Cook NM, Automation and Artificial Intelligence	Julie Ballard NM, Business Process and Design	Melissa Haines NM, Medicare	Ben Gallie NM, Customer Financial Capability		Inga Petkovich NM, Operational Planning - Social Security	Anthony Creek NM, Central and Northern Queensland	Dan Blackmore NM, Legal Compliance and Remediation Strategy	Stuart Brazendale NM, Property and Corporate Support	Kathryn Taylor A/g Nick Parmeter NM, Privacy and Personal Information Release	Jagdish Mehra NM, Cyber Strategy, Architecture and Engagement	Darren Vrettas NM, Enterprise Architecture and Cloud Engineering
	Mark Morrison NM, Data Analytics Innovation	Brian Birt A/g Pauline O'Neill NM, Performance Priorities and Reporting	Laure Yassine A/g Vanessa Roarty NM Business and Customer Architecture	Kylie Finnigan NM, Digital Messaging, Analytics and Quality	Maira Campbell NM, Provider	Anita-Lee Summers NM, Indigenous and Remote Programs		Sharna Bucher NM, Operational Planning - Health, Integrity and Child Support	Simon Noble NM, North West NSW	Sam Holcombe NM, Legal Compliance and Remediation Operations	Sally Bond NM, Audit	Katrina Leach A/g David Cooke GC, Corporate Services Legal	Zaid Ahmad NM, Cyber Operations	Stacey Whiting NM, Technology Business Management
	Michelle Saunders A/g Vacant NM, Business Intelligence and Performance	Susanne Lander NM, Ministerial and Parliamentary Services	Lisa Kearney NM, Customer Contact Management Project	Katrina Zander NM, Service Delivery Learning	John Kalokerinos NM, Partnerships and Assurance	Lauren Callinan NM, Tailored Programs		Renee Kennett NM, Operational Response	Jarrad Edge NM, Service Zone South and Northern Australia	Robert Higgins GM, Payment Assurance Program and Appeals	Melinda Gabriel NM, Payroll and Corporate Operations	Anna MacFarlane GC, Digital and Privacy Legal	Peter Foley NM, Cyber Engineering, Assurance and Awareness	Lisa Baker A/g Sherree Thorne NM, Technology Workforce Capability and Engagement
	Michelle Guerin NM, Data Engineering	Kate Wilson NM, Governance	Vanessa Roarty ■ NM, Government Service Delivery Legislation Taskforce	Jordan Hatch GM, Customer and Staff Digital Programs	Katrina Gerholt NM, Veterans	Kenneth Walker NM, Emergency Response		Jodie Watson A/g Vacant NM, Operational Support	Kerrie Brian NM, South East Victoria	Jason Kallus NM, Integrity Transformation	Karl Marjoribanks A/g Robert McKellar NM, Security	Matthew Simpson A/g Vacant GC, Program Advisory Legal	Derek Byrnes ■ GM, Architecture Review Taskforce	Vandana Singh NM, Technology and Digital Assurance
	Hank Jongen Agency Spokesperson	Kylie Whiu Karen Harfield GM, Enterprise Portfolio Management Office	Bianca Ruut GM, Service Design and Face to Face Transformation	Aaron Wilkins NM, Digital Delivery	Claire Roennfeldt GM, Capability and Partnered Programs	John Dunne A/g ■ NM, Centrepay MDT		Mark Cousins ■ NM, Telephony Operations Transition	Jody Nicholson Symone Andersen NM, South West NSW	Shaun Thomas NM, Debt and Compensation Program	Andrea Jones NM, Cross Government Services	Donna Smith A/g Vacant GC, Litigation	Megan Bunfield GM, Data Online Systems and Shared Services	
	Bevan Hannan GM, Communications	Karen Ploesser NM, Portfolio Management and Analysis	Hannah Iacono NM, Face to Face Service Transformation	Lisa Jansen NM, Digital Product Design	Monique Warren A/g Vacant NM, Digital Health	Leigh Allison A/g Stuart Turnbull GM, Families and Participation		Rhona MacPherson GM, Smart Centres Operations	Susan Morrison NM, Southern Queensland	Sheree Harrison NM, Appeals	Angela Diamond Chief Financial Officer	Lisa O'Donnell GC, FOI and Reviews	Joanna Zhu NM, Data and Centrelink Online Systems	
	Daniel Hodgson NM, Corporate Communications	Cathy Goodwin A/g Vacant NM, Portfolio Practices and Benefits Management	Belinda Gloyne NM, Face to Face Property Transformation	Damian Tobin NM, Enterprise Innovation	Rachel Macaulay A/g Vacant NM, Pharmaceutical Benefits	Cedric Ingra NM, Student, Parenting and Concessions Programs		Liberty Davies NM, Smart Centres VIC Metro	Narelle Townsend NM, Sydney Metropolitan	Matt McMahon NM, Payment Accuracy	Doug Rutherford NM, Budget and Financial Management	Danielle Regeling GM, Workforce Capability	Christopher Wright NM, Core Infrastructure	Pari Gandhi NM, Prototyping Identity and Cognitive Services
	Cindy-Lee Goodwin A/g Vacant NM, Marketing Communications	Andrew Woolf NM, Portfolio Engagement, Change and Assurance	Jennifer McNeill NM, Service Design and Innovation	Ben Morris NM, Staff Systems and Improvements Program	Charmaine Smith NM, Partnered Programs and Design	Tina Anderson NM, Jobseeker and Participation Programs		Penny Damianakis NM, Smart Centres NSW Metro and Central	Mel Hardy A/g Melissa Brotherson- Clarke NM, Tasmania and North West Victoria	Susan Black GM, Payment Assurance and Recovery Operations	Adrian Bernroider NM, Financial Accounting	Michelle Kinmonth NM, Workforce Optimisation	Abhi Kashyap NM, End User Computing	Christopher Jasson NM, Data and Automation Engineering
	Hannah Passfield NM, Media				Ryan Thompson NM, Transactional Payment Capability	Matt McNeil A/g Leigh Allison NM, Families and Childcare		Lynda Milde NM, Smart Centres SA and WA	Steven Farrell NM, Western Australia	Vacant NM, Payment Assurance Operations	Mark Perry A/g Alison Frewin NM, Financial Systems and Operations	Goran Stojanovski NM, Recruitment and Onboarding	Daryl Omsby A/g Vacant NM, Application Infrastructure	Penny Limnios NM, DVA ICT Systems
	Scott Anderson NM, Digital Communications				Monita Lal GM, Care and Support	Carol Cao NM, Child Support Program		Jacelle Howell NM, Smart Centres Regional QLD and NT	Melissa Brotherson- Clarke A/g Jodie Robinson GM, Child Support and Tailored Services	Sidesh Naikar NM, Debt and Compensation Recovery Operations	Michele Robinson NM, Group Financial Management	Jacqui Houghton NM, Learning and Development	Anthony Barac NM, Telecommunications and Network Engineering	Matthew Walker NM, DSS ICT Systems
					Lauren Edmunds A/g Jo Hase NM, Seniors and Ageing			Liam Barry NM, Smart Centres Regional VIC and TAS	Jane Steinkamp NM, Child Support Smart Centres QLD, TAS and VIC	Peter Timson GM, Fraud Control and Investigations	Chris Flinders NM, Procurement	Jade Cordell NM, Workforce Strategy and Planning	Bob Lyons GM, Staff Processing and Enterprise Systems	Cristie Romero-Ferre GM, Core Systems
					Kathy Volkert Vacant NM, Aged Care Projects			Michael Pohl NM, Smart Centres Regional NSW and ACT	Nerissa Doverly Sharon Nokelainen NM, Child Support Smart Centres WA, SA, NSW and ACT	Barb Smith NM, Fraud Investigation	Kim Laybutt NM, Technology Sourcing	Julia Taylor ■▲ NM, Continuous Improvement and Efficiency	Josh Bosschieter NM, Care Provider Systems	Andrew McNicol A/g Vacant NM, Health Claims and Payments
					Javier Ribalta NM, Disability and Carers			Shannan Griffiths A/g Dale Dawson NM, Smart Centres East Coast	Alice Chivell NM, Assessment Services	Sharna Bartley NM, Fraud and Identity Assurance		Sally Martin GM, Wellbeing and HR Support	Annette Hayes NM, Staff Enabling Systems	Quyen Hoang NM, Social Security and Payment Systems
					Peta Martyn NM, Social Security Cross Programs			Belinda Willoughby A/g Jody Bell NM, Smart Centres QLD Metro	Louise Hamilton NM, Multicultural and Tailored Services	Luke Morrish NM, Intelligence		Patrick Geary NM, Health and Safety	Narelle Lovett NM, Child Care, Corporate and Payment Systems	Nicole Rudland NM, Health Directories and Registries
								Ursula Carolyn GM, Health Service Delivery	Rosanna Arena NM, Social Work Services		Stephen Cooney NM, Workplace Relations	Ben Bolt NM, HR Support	Sharon McCarter NM, Child Support, Families and Debt Systems	
								Lara Baxter NM, Health Zone NSW, ACT and TAS	Jodie Robinson ■ GM, Community Engagement and Servicing Redesign Project					
								Wendy Thompson A/g Jenna Barnes NM, Health Zone SA and VIC						
								Denise Craig NM, Health Zone QLD and WA						

**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  
▲ – SES Band 1 employee reporting directly to a Deputy 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.