

**Rebecca Falkingham**  
Chief Executive Officer

THIS CHART REFLECTS THE AGENCY'S STRUCTURE AND POSITION OCCUPANCY EFFECTIVE 18 NOVEMBER 2024



<b>Office of the CEO</b>	David Stockman <b>Chief of Staff</b>	Samantha Taylor <b>GM Children's Taskforce</b> Kshamra Brandon <b>BM Early Supports and Children's Branch</b> Melissa Clements <b>BM Children's Pathways</b>	David Gifford <b>Scheme Actuary (GM ADA)</b>				
Janine Mohamed <b>Deputy CEO</b> <b>First Nations</b>	John Dardo <b>Deputy CEO</b> <b>Integrity Transformation and Fraud Fusion Taskforce</b>	Penelope McKay <b>Deputy CEO</b> <b>Partners, Providers and Home and Living</b>	Scott McNaughton <b>Deputy CEO</b> <b>Service Delivery</b>	Corri McKenzie <b>Deputy CEO</b> <b>Service Design and Improvement</b>	Matthew Swainson A/g Vacant <b>Deputy CEO</b> <b>Governance, Risk and Legal</b>	Samuel Porter <b>Deputy CEO</b> <b>Enabling Services/ Chief Operating Officer</b>	
Tanya Malthouse <b>BM First Nations Systems and Data</b> Susan Moore <b>BM First Nations Governance</b> Bridget Carrick A/g Vacant <b>BM First Nations Cultural Safety</b> Matthew Berne A/g Vacant <b>BM First Nations Pathways and Innovation</b> Julija Deleva <b>BM First Nations</b>	Martin Mane (Seconded) <b>GM Integrity Transformation</b> Christine Kruse <b>BM Transformation Programs</b> Martin Nightingale <b>BM National Contact Centre</b>  Kitsa Papadopoulos <b>GM Fraud Fusion Taskforce and Integrity Capability</b> Shannon Waite A/g Richard Honey <b>BM Fraud Fusion Taskforce Capability</b> Laurel Kong <b>BM Intelligence and Analytics</b> Thomas Erben A/g Nick Winton <b>BM Scalable Integrity Responses</b> Richard Honey A/g Vacant <b>BM Fraud Investigations</b>	Miriam Slattery <b>GM Partners and Intermediary Reform</b> Scott Fitzpatrick <b>BM Intermediary Design</b> Kate Storey <b>BM Partners</b> Fiona Delahunt <b>BM Intermediary Programs</b>  Andrew Parsons <b>GM Home and Living</b> Jo Collins <b>BM Home and Living Reform</b> Julia Cooper <b>BM Home and Living Capital</b> Claire Callaghan <b>BM Home and Living Supports</b>  Anne Skordis <b>GM Providers</b> Stephen Broadfoot <b>BM Provider Engagement</b>  Mark Wiggins A/g Vacant <b>GM Markets</b> Kade Dillon <b>BM Market Innovation</b> Rhianna Lawson <b>BM Market Stewardship</b> Kee Hiaujoo <b>BM Economics and Pricing</b>	Rochelle Waterhouse <b>GM State Manager NSW</b> Jacquelyn Hicks A/g Vacant <b>Territory Manager ACT</b>  Des Lee <b>GM State Manager QLD</b>  Damian Poel <b>GM State Manager VIC</b> Fiona Woodfield A/g Ian Watson <b>State Manager TAS</b>  Fleur Hill <b>GM SA, WA, NT and Remote Services</b> Melissa Flanagan <b>State Manager SA</b> Barbie Lundgren <b>State Manager WA</b> Shannon Aranui-Motlop A/g Vacant <b>BM National Remote Services</b> Chantelle Ayres A/g Vacant <b>Territory Manager NT</b>  Jodie Stangel <b>GM Specialised Service Delivery</b> Michelle Kellert <b>BM Complex Support Needs</b> Sheena Walters <b>BM Aged Care and Hospital Interface</b> Cassie Hammond <b>BM Scheme Eligibility</b> Tori Stevens <b>BM National Early Childhood</b>  Andrew Maitland <b>GM Operations, Performance and Capability</b> David Robinson A/g Tim Stork <b>BM Performance, Workload Planning and Quality</b> Liz Parkinson <b>BM Frontline Capability</b> Kellie Maloney <b>BM Scheme Reforms and 3P Transition</b> Helen Beavan <b>BM Technical Advice and Practice Improvement</b> Deb Connock <b>BM Compensation</b> Ed Duncan <b>BM Home and Living Planning and Operations</b> Richard McCoy A/g Jo Wickes <b>BM Reviews</b>	Donna Purcell <b>Office of the Participant Advocate</b>  Aaron Verlin A/g Vacant <b>GM Service Design</b> Shane Robinson <b>BM Service Design Delivery</b> Carly Sierota <b>BM Service Guidance</b> Julie Fayers A/g Katherine Rhodes <b>BM Service Design Planning</b> Clair Wheeler <b>BM Strategy</b>  Jo Wickes A/g Aaron Verlin <b>GM Co-Design and Engagement</b> Eliza Hazlett <b>BM Co-Design</b> Alexandria Rosenthal <b>BM Engagement and Inclusion</b> Julie Fayers <b>BM Strategic Change</b>  Prue Coroneos <b>GM Policy, Evidence and Practice Leadership</b> Peggie Tobin <b>BM Policy</b> Janice Biggs <b>BM Evidence and Practice Leadership</b>  Shannon Rees <b>GM Strategic Communications</b> Yvette McKenzie <b>BM Marketing Communications</b> Julian Carr A/g Thomas O'Byrne <b>BM Media</b> Emma Wilkins A/g Richard Briedis <b>BM Internal Communications</b>  Lisa Buckingham <b>GM Scheme Workforce Design and Transformation</b>	Mark Sullivan <b>GM Risk, Audit and Resilience/Chief Risk Officer</b> Analyn Vasquez A/g Vacant <b>BM Audit</b> Stuart Fisher <b>BM Risk Management</b> Craig Rogan A/g Vacant <b>BM Crisis Coordination and Continuity</b>  Daniel Flowers A/g GM for Chief Counsel Division Matt Swainson <b>Chief Counsel</b> Andrew Ford <b>Deputy Chief Counsel</b> <b>Legislation and Legal Policy</b> Fiona Castles A/g Daniel Flowers <b>BM Legal Practice and Capability</b> Kathryn Johnson <b>Deputy Chief Counsel</b> <b>Dispute Resolution and Litigation</b> Tim Stork A/g Vacant <b>BM ART Case Management</b>  Tom McGregor <b>General Counsel</b> Ben Cheever <b>Deputy General Counsel</b> <b>Legal Services</b> Emma Cotterill <b>BM Complaints Management and FOI</b>  Gabriela Pulczynski <b>GM Government</b> Simon O'Brien <b>BM Government Initiatives</b> Matt Curtis <b>BM Ecosystem Reform and Governance</b> Jane Heffernan <b>BM Parliamentary and Ministerial</b>	Hilary Fisher A/g Ed Holicky <b>BM Office of Agency Accessibility and Inclusion</b>  Ally Doyle <b>Chief People and Wellbeing Officer</b> Courtney Howie <b>BM Operational Projects</b> Amy Hand <b>BM People Support and Integrity</b> Kristy Dam <b>BM People Policy and Workplace Relations</b> Lisha Nash A/g Vacant <b>BM Recruitment and Staff Development</b> Shannon Cook <b>BM Safety, Wellbeing and Security</b> Todd Hawker A/g Ainslie Wood <b>BM People Strategy &amp; Workforce Planning</b>  Lyle Wells A/g Ajay Satyan PSM <b>Chief Information Officer</b> Natasha Murphy <b>BM Enterprise Architecture and Governance</b> Tyler Burton A/g Owen McKerrow <b>BM Scheme Digital Platforms</b> Chris Hamilton A/g Lyle Wells <b>BM Agency ICT Services</b> Mark McKenzie <b>BM Cyber Security and Resilience</b> Phil Bergersen <b>BM ICT Integrity Transformation Delivery</b>  Chris Breitzkreuz <b>Chief Financial Officer</b> Joshua Campbell <b>BM Agency Budget and Financial Control</b> Michael Ryan <b>BM Scheme Claims and Payments</b> Sean Fitzpatrick <b>BM Scheme Payments Transformation</b>	Phoebe Thompson <b>Chief Corporate and Commercial Officer</b> Ken Skelton A/g Vacant <b>BM Procurement</b> Ryan Wickson A/g Vacant <b>BM Corporate, Information and Property Services</b> Kiane McKinlay <b>BM Enabling Services and Transformation Improvement</b>  David Gifford <b>GM Analytics Data and Actuarial/Chief Data Officer</b> Aidan McDermott <b>BM Data and Analytics</b> Jessica Lilley <b>BM Actuarial Insights and Monitoring</b> Nicole Stransky <b>BM Scheme Effectiveness and Forecasting</b>

**Key**  
A/g – Acting  
GM – General Manager  
BM – Branch Manager  
ICT – Information & Communication Technology  
ADA – Analytics, Data and Actuarial  
PSM – Public Service Medal

Higher duties and temporary at-level arrangements are generally shown when the tenure is one week or more and are indicated in italics.

## Summary of People, Culture and Wellbeing

<p><b>Workforce, Data, Insights and Culture Branch</b></p> <p><b>Ainslie Wood</b></p>	<p>The <b>Workforce Establishment, Data, Insights and Systems Team</b> provides workforce data and insights to the Agency for business leaders to make informed people decisions. The team manages the organisational structure and position functions of the Agency and also maintains and supports the use of HR systems.</p>	<p>The <b>Strategic Workforce Planning Team</b> uses data and evidence to inform enduring strategic workforce initiatives, ensuring the Agency has the workforce it requires now and into the future. The team collaborates across the Agency on cross Agency projects that impact the future workforce models and requirements. It works closely with Finance to govern and maintain workforce allocations.</p>	<p>The <b>Workforce and Organisational Strategy Team</b> oversees the exploration, creation, and implementation of the Enterprise Workforce Strategy and associated initiatives. Using evidence, analysis and research, workforce strategies will be explored and continually reviewed to contribute to a high performing NDIA. The team will work in partnership with the Strategic Workforce Planning team who will help to operationalise and test workforce strategies.</p>	<p>The <b>Culture and Engagement Team</b> drives cultural strategies and activities through engagement and the use of evidence. The team works closely with the Workforce and Organisational Strategy team to link culture and workforce strategies, the Data and Analytics team to inform people insights, and the Office of Agency Accessibility and Inclusion to link culture and diversity and inclusion strategies.</p>
<p><b>People Support and Integrity Branch</b></p> <p><b>Amy Hand</b></p>	<p>The <b>Workplace Support Team</b> provides leadership, advice, and support for discrete services and health case management to stay well or recover at work. This includes injury prevention and management, early intervention, rehabilitation, Comcare claims management, workplace adjustments and support. We focus on early intervention and individualised approaches. The team collaborates internally with line managers, employees, key teams in People Culture and Wellbeing, Office of Accessibility and Inclusion, and Legal teams. External partners include Workplace Rehabilitation and Medical Providers, Allied Health professionals, Treaters, Comcare, and employee advocates.</p>	<p>The <b>HR Business Partnering Team</b> provides partnering with executive level and senior executive level leaders to ensure best practice people management. This includes strategic HR advice and guidance through change management.</p>	<p>The <b>People Support Team</b> provides an HR advisory service and general case management support to leaders and employees, as well as proactive management and support of cases under the Safe &amp; Respectful Framework.</p>	<p>The <b>Workplace Integrity Team</b> provides critical operational service, strategic advice and an escalation point for stakeholders in managing complex, sensitive, and challenging people matters. The team manages and conducts formal Code of Conduct investigations and Reviews of Action and case manages external jurisdiction matters.</p>
<p><b>People Policy and Workplace Relations Branch</b></p>	<p>The <b>EA Implementation and Strategy Team</b> works with key stakeholders including NDIA's Senior Leadership Team, Agency leaders, employees and the union, to implement conditions of the NDIA Enterprise Agreement, and prepare</p>	<p>The <b>Workplace Relations Team</b> supports the NDIA to enable genuine consultation about change and other issues, in line with Fair Work regulations and the NDIA Enterprise Agreement. The team provides a strategic and</p>	<p>The <b>People Policy Team</b> oversees the development and governance of all HR policies and remuneration processes and maintains a people policy framework and policy hub for trusted</p>	<p>The <b>SES Unit</b> supports and advises on Senior Executive Service (SES) workforce planning, recruitment and remuneration to enable the NDIA to manage current and anticipated SES workforce requirements including external reporting to the APSC. The SES</p>



<p><b>Kristy Dam</b></p>	<p>the Agency for the next EA. The team also monitors and manages compliance in relation to HR delegations and policy application.</p>	<p>enterprise-wide approach to high profile relationship management and governance arrangements for Industrial Relations.</p>	<p>information and advice on people policies and employment conditions.</p>	<p>Unit also provides HR support to SES regarding their individual conditions of employment.</p>	
<p><b>Recruitment and Staff Development Branch</b>  <b>Lisha Nash</b></p>	<p>The <b>Recruitment and Pre-employment Team</b> leads and supports the Agency in end-to-end recruitment for APS roles and onboarding activities for all APS, labour hire, contractor, and Partners in the Community staff. The team assists the Agency to attract and select the right person for a role adhering to the requirements of the Public Service Act.</p>		<p>The <b>Performance and Talent Team</b> is responsible for the development and delivery of the Agency’s Talent Management System and Performance Framework and policies (APS and SES employees). The team facilitate talent development programs for APS employees, including entry pathways.</p>		<p>The <b>Learning and Development Team</b> provides a range of learning solutions aimed at enhancing the skills, knowledge and capabilities needed to deliver the Corporate Plan, contributing to the overall growth and effectiveness of the Agency.</p>
<p><b>Safety Wellbeing and Security Branch</b>  <b>Shannon Cook</b></p>	<p>The <b>Safety and Wellbeing Team</b> is dedicated to ensuring the health, safety, and overall wellbeing of all employees. Committed to creating a physically and psychologically safe work environment, the team proactively identifies potential hazards, assesses risks, and implements appropriate measures to mitigate them. The team are also responsible for post-incident investigations, management of regulator interactions and safety partnering with business to continuously improve the Agency’s control.</p>	<p>The <b>Security Team’s</b> purpose is to protect the Agency’s people, participants, visitors, information, systems, assets, and reputation. The team provides advice, awareness, education and policy that supports the Agency in complying with Australian Government protective security policy. The team is also responsible for investigations in sensitive security matters.</p>	<p>The <b>Safety and Security Initiatives Team</b> support branch planning and agency priority work to promote a positive safety, wellbeing and security culture through supporting operational and strategic risk reviews on staff safety and supporting design and delivery of key safety, wellbeing and security initiatives.</p>	<p>The <b>Security Improvement Program Team</b> will manage the agency implementation of the Ashton Security Review recommendations.</p>	<p>The <b>Wellbeing Strategy Team</b> is developing and implementing a Safety &amp; Wellbeing strategy to ensure a best practice and tailored approach to wellbeing of all employees. The team will also be responsible for creating a supportive environment that enhances the mental and physical health of our employees and increases engagement.</p>
<p><b>HR Operational Projects Team</b></p>	<p>Established in February 2024, the <b>HR Operational Projects Team</b> supports the Chief People and Wellbeing Officer (CPWO) by operationalising division-wide projects through research, stakeholder partnerships, and solution co-design. Reporting to the CPWO, the team maintains a holistic view of division administration activities and facilitates key PCW improvement initiatives. Once a process has been established, tested and approved it is handed over to the process owner within the division.</p>				
<p><b>Office of Agency Accessibility</b></p>	<p>The <b>Diversity, Equity and Inclusion Team</b></p>	<p>The <b>Disability Strategy and Projects Team</b> codesign and implement programs that</p>	<p>The <b>Disability Support Team</b> deliver workplace supports, adjustments and</p>	<p>The <b>Technology and Systems Team</b> drive inclusive technology, digital standards, and provide</p>	<p>The <b>Operations Team</b> provides an internal Auslan Interpreting service and are</p>

<p><b>and Inclusion</b> <b>Ed Holicky</b></p>	<p>create an inclusive workplace culture by delivering the NDIA Inclusion and Diversity Framework focusing on employee experience and intersectionality for five of the six identified diversity groups.</p>	<p>improve the workplace experience of staff with disability. The team also support the Employee Disability Network, associated Affinity Groups and coordinate awareness days. These activities empower people with disability, celebrate diversity and build capability across the Agency.</p>	<p>services for staff with disability. The team provide an individualised service based on collaboration, research and technical expertise. The team deliver education and capability support to managers and while providing guidance into the current and future needs of our diverse workforce.</p>	<p>accessible technology support. The team prioritise staff engagement, inclusive design and translate feedback into meaningful improvements for the Agency. The team uphold digital accessibility through assurance activities to create a universally accessible workplace for our staff.</p>	<p>responsible for the purchasing, procurement and contract management of staff supports. Operations are also responsible for managing data, developing OAAI reporting, and producing insights that aim to improve outcomes for key stakeholders.</p>
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