

SUSAN LOUISE CHAPMAN

Sue Chapman joined the Senior Executive Service of the Australian Public Service in November 2007 and has held key strategic positions at the level of First Assistant Secretary at the Attorney-General's Department and at the Department of Human Services.

Sue is currently the General Manager of the Families Division in the Department of Human Services. Prior to this, she was the General Manager, People Services Division. In that role Sue had responsibility for the considerable task of integrating human resources areas of Centrelink, Medicare Australia and the Department of Human Services into one fully effective People Services Division. This role also required Sue to manage the development of and negotiate an Enterprise Agreement which supports the operation of the single Department of Human Services and covers approximately 36,000 staff. Centrelink, Medicare Australia and Human Services became the one Department on 1 July 2011.

In addition, Sue was responsible for the integration of all of the portfolio's existing corporate systems, including finance, payroll and HR into a single instance of SAP, again to support the new Department of Human Services.

Sue has also held a number of other senior executive positions such as a Deputy Director General in the NSW Department of Community Services, the Managing Director and CEO of NCS International, and Registrar and Deputy Principal at the University of Sydney.

Sue has considerable experience in senior management and leadership roles in the public, commercial and higher education sectors. Her key strengths include strategic thinking and planning; strong leadership capability; highly developed written and oral communication skills; change management; and stakeholder engagement. Sue's formal qualifications include a Bachelor of Arts, Master of Business Administration, Diploma in Health Administration. She is a Graduate of the Australian Institute of Company Directors and is an ANZOG Fellow.

Sue has held a number of appointments over the past decade including Deputy Chancellor of the University of Wollongong and Director of the Macular Degeneration Foundation.