

Ombudsman

Iain Anderson

Strategic Insights

Katrina Dwyer

Deputy Ombudsman

Penny McKay

Senior Assistant Ombudsman

Joanne Mulder

Complaints

Complaints Assessment &
Early Resolution

Student Redress

Senior Assistant Ombudsman

Emma Cotterill

Investigations

ACT & Commonwealth
Investigations

Industry Investigations

Strategic Investigations 1

Public Interest Disclosures

Senior Assistant Ombudsman

David Fintan

**Defence, Investigations,
ACT & Legal (DIAL)**

Defence Abuse

ACT Ombudsman

Legal

Strategic Investigations 2

Senior Assistant Ombudsman

Julia Galluccio

Policy & Assurance

Law Enforcement &
Integrity Oversight

OPCAT & Detention
Monitoring

Policy

Chief Operating Officer

Lisa Collett

Corporate

Finance

ICT & Security

Communication,
Engagement & Education

Business Intelligence,
Improvement &
Performance

Human Resources