

**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