



**Australian Government**



Advisory Group on Reform of Australian Government Administration  
Department of the Prime Minister and Cabinet  
PO Box 6500  
CANBERRA ACT 2600

**SUBMISSION: Reform of Australian Government Administration:  
Building the world's best public service**

Centrelink is pleased to present the attached submission for your consideration.

The submission represents the consolidation of Centrelink employee responses to the questions raised in the Discussion Paper "*Reform of Australian Government Administration: Building the world's best public service.*"

The opportunity to raise these issues in open forum across the Centrelink organisation has been widely appreciated. You mention in your introduction that your main purpose is to devise a blueprint for reforming the Australian Government administration. It is my belief that Centrelink is well-positioned to contribute to this process. The evident enthusiasm and insight of Centrelink employees in engaging and suggesting ideas for the way ahead is most encouraging.

We look forward to the journey ahead, as we collectively commence the process of reform in the interests of an enhanced Australian public service, culminating in a better service to the Australian people.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Aurora Andruska', with a long horizontal line extending to the right.

Aurora Andruska  
Deputy Chief Executive Officer  
Clients, Capability and Corporate

2 December 2009