

Acknowledgments

This book originated from a conversation with Sue Vardon, chief executive of Centrelink, in which she expressed interest in seeing a good Australian study of the agency. The study results from a partnership between Centrelink and staff of the Centre for Research in Public Sector Management at the University of Canberra. The CEO of Centrelink provided full support for the study, which covered funding for a research officer, access to staff and records and included opportunities for the researchers to attend senior management meetings. She also read the draft manuscript.

Numerous interviews were conducted with national and area office staff of Centrelink and with other stakeholders including portfolio ministers, members of the board, client departments and central agencies. We appreciate the time given and the willingness to assist with our study.

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The Centrelink Experiment

E Press Advisory/Editorial Board handled the publishing with patience and sound advice.

The careful reading and incisive editorial comments of Penelope St Clair substantially enhanced the manuscript.

We have sought to provide a balanced analysis and evaluation of this organisational experiment, recognising what is innovative, but having to be selective in our coverage of a complex case.¹

ENDNOTES

¹ The original questions and the list of senior executives who were interviewed are provided in Appendix 1.