

# Vicki Buchanan



Leapfrog Leadership

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## Profile

Vicki was an SES officer in the public sector, and more recently has conducted investigations and reviews into a range of administrative issues, including those of sensitive and politically significant nature.

## Recent assignments

Mentoring and supporting public servant managers and newly graduated younger women

Consulting to Centrelink, projects including:

- Reviewing approach to ensuring capacity to deliver services during the Intervention in the Northern Territory
- Review/evaluation of complaints of bullying and harassment across the wider Sydney area
- Reviewing and redesigning National executive roles and responsibilities for a better organizational fit

## Previous experience

**National Manager, One Centrelink Leadership Program, Centrelink - 2007**

**Area Manager Area South Metropolitan, Sydney, Centrelink - 2003- 2007**

**Business Manager Business Services, Area Tasmania, Centrelink, 2002- 2003**

**Customer Service Manager, Centrelink, Hobart, 1999-2001**

**Project Manager Centrelink , 1997-1999**

- Special Task Force on long term workers compensation claims.

**General Manager TUU, University of Tasmania, 1995-97**

**Regional Manager, Commonwealth Department of Transport, 1994-95**

**State Manager Comcare, 1991-95**

**Regional Director HREOC, Tasmania, 1988-1991**

**State Coordinator Women's Information Service, Prime Minister & Cabinet, Tasmania, 1985-1988**

## Qualifications

- Certificate IV in Assessment and Workplace Training, Australian Institute of Management 2006
- Diploma of Project Management, University of New England Partnerships 2004
- Master of Public Administration, University of Tasmania 199: my research thesis examined quality customer service in local Government
- Diploma of Librarianship, Tasmanian College of Advanced Education 1972 Tasmanian Teaching Certificate
- Bachelor of Arts (Majors in Psychology and English Literature) University of Tasmania 1971

## Skills

Engaging people in change and moving them forward; adhering to a realistic approach; targeting and addressing ethical issues and investigations; reviewing business programs; improving team cohesion.

## Board and professional memberships

- Director, University of Western Sydney 'Connect' 2008-current
- Vice President, 2020women Incorporated 2009-current
- Director, National Foundation for Australian Women 2008-2009
- Member, Australian Institute of Company Directors 2007-current