

ACMA's senior executive team is now complete



CHRIS CHAPMAN

The final three members of a new five-strong senior executive team to work with the new Chairman and CEO, Chris Chapman, have been appointed, capping off a busy first eight months for ACMA.

The three new general managers are Dianne Carlos who will head up the Corporate Services Division, Nerida O'Loughlin who will lead the Industry Outputs Division, and James Shaw who will be in charge of the Strategy, Analysis & Coordination Division. The new general managers join executive team members Giles Tanner (General Manager, Inputs to Industry Division) and Marcus Bezzi (Head of Legal Division who began with ACMA in February) in an agency that has been restructured into five divisions.

The new structure was in place at the time Chris Chapman took up the Chair at the end of February, and the full executive team will be on board by mid March.

When ACMA came into operation on 1 July 2005, the organisation was led by Acting Chair, Lyn Maddock, with Acting Deputy Chair, Chris Cheah and four part-time Authority members. There were three divisions—Broadcasting & Radiocommunications, Telecommunications and Transition. The new structure provides ACMA with an internal organisation that integrates its broadcasting, internet, spectrum and telecommunications functions in a way that is appropriate to a converged regulator. It is also designed to provide ACMA with the capacity to more effectively engage with its external environment.

THE SENIOR EXECUTIVE TEAM



GILES TANNER, GENERAL MANAGER, INPUTS TO INDUSTRY DIVISION

A former general manager and member of the Australian Broadcasting Authority, **Giles Tanner** is a lawyer by training, and has worked in the communications arena for more than 20 years, chiefly in broadcasting and communications law and policy.

He has also worked for Australia's competition regulator, the Australian Competition and Consumer Commission. For three years until 1997, he led the development and implementation of the ABA's public spectrum planning process for analog broadcasting services. Before that, he was a lawyer and investigator for the ABA and its predecessor, the Australian Broadcasting Tribunal.

This Inputs to Industry Division includes:

- *Allocations Branch* (headed by Jonquil Ritter), radiocommunications licensing and frequency assigning; broadcasting service planning and licensing; telecommunications numbering allocation, telecommunications licensing activities and installation permits.
- *Planning Branch* (Andrew Kerans), broadcasting spectrum planning; radiocommunications spectrum planning and space and international regulation.
- *Pricing and Policy Branch* (Mark Loney), development of licensing frameworks for radiocommunications and telecommunications and associated regulatory policies; market-based reform of spectrum management; spectrum pricing and access issues; telecommunications numbering policy matters, universal service obligation funding and licence fees for broadcasting services.
- *Regulation and Compliance Branch* (David Brumfield), radiocommunications and telecommunications standards development; radiocommunications compliance and enforcement policy; carrier powers and immunities and regional offices and operations centre activities.



MARCUS BEZZI, GENERAL MANAGER, LEGAL DIVISION

(profiled in the February edition)

The role of the Legal Division is to provide independent quality, timely and helpful legal services to ACMA which enable it to function effectively and efficiently. It is responsible for legal advice; coordination of legislative drafting; litigation management; major compliance strategy; major investigations strategy and management of delegations and legislative instruments.

The division's lawyers are based in Sydney, Canberra, Melbourne and Perth, and although the division operates as an independent professional group within ACMA, lawyers work very closely with staff in other divisions.

Legal Division has a particular responsibility for ensuring that ACMA complies with the Attorney-General's Legal Services Directions, for dealing with the General Counsel and legal group of the Department of Communications, Information Technology and the Arts. It also manages external legal service providers including the Commonwealth Director of Public Prosecutions, the Australian Government Solicitor, the Attorney General's Department, private barristers and legal firms.



NERIDA O'LOUGHLIN GENERAL MANAGER, INDUSTRY OUTPUTS DIVISION

Nerida O'Loughlin joins ACMA from the Victorian Department of Infrastructure, where for the past five years she was Director, Industry and Community Development, Multimedia Victoria. In that position she was responsible for delivering policy and programs under the Victorian Government's information and communications technology strategy, Connecting Victoria.

She has previously held senior management positions with the National Office for the Information Economy and the Department of Communications, Information Technology and the Arts, where she was General Manager, Licensed Broadcasting, and held a range of positions involving digital television, film, arts and heritage. She was chief of staff for the Minister for the Arts and the Centenary of Federation in 1998–99, responsible for high-level advice on portfolio matters. Before this, she worked in a number of private and public sector organisations, including Austrade and Film Australia.

The Industry Outputs Division includes:

- *Codes, Content and Education Branch* (headed by Andree Wright), responsible for broadcasting and internet content complaints; content assessment (broadcasting and mobiles); credit management; community awareness and education; and telecommunications consumer codes and broadcasting codes.
- *Converging Services Branch* (Grant Symons), responsible for Voice over Internet Protocols (VoIP) regulatory policy implications and management; next generation networks; anti-spam activities; electronic numbering; domain name system and technology studies.
- *Industry Performance Branch* (Paul White), responsible for overseeing emergency call services; customer service guarantee, universal service obligation and national relay service; network reliability framework; telecommunications industry codes; broadcasting program standards, cross-media ownership.



JAMES SHAW, GENERAL MANAGER, STRATEGY, ANALYSIS & COORDINATION DIVISION

From October 2004, James Shaw was General Manager, Strategy Branch, in the Department of Communications, Information Technology and the Arts. The branch is responsible for the Australian Government's strategic framework for the information economy. Before this, he was a general manager and acting Chief General Manager in the Australian Government Information Management Office.

From 1999 to 2002, Mr Shaw was an Adviser and later Senior Adviser to the Minister for Communications, Information Technology and the Arts, advising on a wide range of telecommunications and radiocommunications issues, including the competition and regulatory framework, consumer issues, technology developments, the Telstra sale and governance and regional telecommunications.

In 1998 he was Counsellor, Communications, Information Technology and the Arts, in the Australian Embassy, Washington DC. He represented the Australian Government and industry in negotiations with the United States Government on a range of issues affecting the portfolio, including telecommunications, broadcasting and the internet.

The Strategy, Analysis and Coordination Division includes

- *Sector Analysis and Reporting* (headed by John Neil), strategic research, information collection, ACMA reporting (including annual section 105 industry performance reporting) and support for reviews of regional services.
- *Strategy and Coordination Branch* (Maureen Cahill), stakeholder management, including media and communications strategy and activities; ministerial coordination, senate briefings, submissions to inquiries coordination and management; corporate planning and annual reporting; and international coordination.



DIANNE CARLOS, GENERAL MANAGER, CORPORATE SERVICES DIVISION

Dianne Carlos comes to ACMA from the Australian Federal Police, where she was Chief Finance Officer. In that position she was responsible for strategic management of all aspects of the financial management of the Australian Federal Police.

She has also been Chief Finance Officer at the Family Court of Australia and held executive positions with Medibank Private and the Department of Employment, Education and Training.

With previous experience of major strategic reviews at the Australian Federal Police, the Family Court and Medibank Private, Dianne brings strong experience in corporate support functions to the position.

The Corporate Services Division comprises:

- *Finance and Facilities Branch* (headed by Allan Major), responsible for corporate governance; facilities and property asset management; voice services management; financial policy development and coordination; and budget management and financial services including business planning and reporting frameworks.
- *Human Resources and Information Technology Branch* (Louise Harkness), responsible for human resources policy and operations; information technology planning and strategy and information management policy and processes.