## InTransition

**Episode 09**

**Carmel Mcgregor,**

**Brief description for iTunes:**

This week’s guest has a long and distinguished career in the Australian Public Service. Today we talk to Carmel McGregor about the vital role communications played in her success, the revolution of “listening” and understanding why public servants need to be able explain their work to the public.

**Bio**

Carmel McGregor forged a highly successful and notable career in the Australian Public Service. She is a psychologist by training and is intrinsically interested in how people think and what makes them tick.

Before her retirement in 2014 Carmel was the Deputy Secretary Defence People in the Department of Defence. Prior to joining the Department of Defence in 2012 Carmel held a position as the Deputy Australian Public Service Commissioner where she was a member of the Advisory Group on Reform of Australian Government Administration (Blueprint) and led a review of Pathways for APS Women in Defence.

Before joining the Australian Public Service Commission, Carmel was Deputy Secretary Client and Corporate Services in the Department of Immigration and Citizenship (DIAC). During her time with DIAC she led global client service reform and a major organisational and cultural change program.

Carmel also held senior positions with Centrelink managing employment and education as well as People and Corporate Performance where she re-engineered the human resource, leadership development and organisational design functions.

Notable achievements such as the ANZSIG Public Service Excellence Award Honorary Adjunct Professorship and Public Service Medal further highlight Carmel’s success.

**Links**