



## **Michael Manthorpe PSM FIPAA – Associate Reviewer - Canberra**

Michael Manthorpe is an independent consultant in public administration, having recently retired from a full-time public service career which spanned 37 years.

Michael has accrued extensive corporate, policy and strategy experience. He is highly adept at organisational process and practice review and diagnostic and reform projects. He has a particular interest in helping to provide assurance about the design and delivery of complex policies and programs so as to bring together the goals of Government, expressed through administrative systems and the needs of the citizenry.

Michael was the Commonwealth Ombudsman from 2017-21. As Ombudsman, he oversaw the administrative actions of, and investigated and reported on complaints about, almost the entirety of the Australian Public Service (APS), law enforcement agencies, Australia Post, private health insurers and various other entities. He was also the Defence Force, Immigration and ACT Ombudsman. He was the CEO of an office of around 300 people.

As Ombudsman, Michael engaged extensively with a range of Ministers, Parliamentarians, Secretaries and Agency Heads on a plethora of delicate, contestable issues, all of which called for careful judgement, excellent stakeholder engagement skills, independence and professional integrity.

In the course of his career Michael has worked on and led reforms spanning workplace relations, the labour market, early childhood education, school building and immigration. He led major organisational reforms at Deputy Secretary level, including the bringing together of Customs and Immigration functions and standing up the Australian Border Force, in what is now the Home Affairs portfolio. He also led an array of complex and sensitive program delivery functions, including the visa, refugee and citizenship programs; employment and labour market programs; and early childhood payments and reforms.

Michael is the Deputy President, Councillor and Chair of the Corporate Governance Committee of the Institute of Public Administration Australia (IPAA) in the ACT. He was awarded a Fellowship of IPAA for his outstanding contribution to public service in 2021. He was awarded the Public Service Medal in 2010 for his role in leading the Government's response to the insolvency of ABC Learning, which was then Australia's largest childcare provider.

Michael was also awarded a Wolfensohn Scholarship for high calibre senior leaders in 2015, which enabled him to undertake leadership and public policy studies at the Kennedy School at Harvard University in the United States.

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Providing Reviews of Decisions and Actions, Workplace Investigations  
and Related Strategic Advice to the Public Sector and Other Organisations