Serena Wilson, PSM

Serena Wilson had a long-standing career in the Australian Public Service in social policy. She retired from the position of Deputy Secretary in the Department of Social Services with responsibility for Social Security Policy in September 2018.

In this role, Serena led the Department's social security policy, housing policy and strategic analysis, data and evidence work including the Priority Investment Approach, the Try, Test and Learn Fund and other innovative approaches to policy trials.

Serena's social policy experience is broad and she worked across many APS departments including heading the Social Policy Division of the Department of the Prime Minister and Cabinet from October 2005 to March 2009. She has a special interest in income security and welfare policy but has also led work on disability services, including policy design work to establish the National Disability Insurance Scheme (NDIS).

Serena was awarded a Public Service Medal in 2014 for services to public administration in social policy, including her work on the NDIS.

In 2017, Serena received a Public Sector Excellence Award from the Institute for Governance and Policy Analysis at the University of Canberra and was appointed as an adjunct Professor to the Institute.

Serena joined the APS as a graduate in 1986. Serena has a Bachelor of Arts (Political Science) degree with honours from the University of Melbourne and a Graduate Diploma in Administrative Studies from the Chisholm Institute of Technology (Monash University).