

Ms Carmel Donnelly PSM

BA(Hons), MBA(Exec), MPH, GAICD

Carmel Donnelly is an experienced chief executive, board member and regulator with over 35 years experience impacting customer and community economic and social outcomes. Carmel's expertise in regulation includes leading strategic reviews, policy analysis, stakeholder consultation and advice to Government, as well as regulation of prices, markets, and customer services delivered by both private and public sector providers.

In her previous role as Chief Executive of the State Insurance Regulatory Authority (SIRA), Carmel was responsible to implementation of the NSW Government's 2017 reforms to the CTP scheme which provided broader coverage for people injured on the roads and more affordable premiums. She also strengthened SIRA's regulatory approach to protect customers and hold insurers accountable through increased public reporting, supervision and enforcement.

In January 2022, Carmel was awarded the Public Service Medal for outstanding public service to regulatory reforms in NSW.

Carmel commenced as Chair of the Tribunal on 1 July 2021 and has been appointed for a term of 5 years to 30 June 2026.

Experience

- March 2017 – June 2021 Chief Executive, State Insurance Regulatory Authority (SIRA)
- Jan 2016 to March 2017 Executive Director, SIRA
- Nov 2015 – Jan 2016 A/Deputy Commissioner, NSW Public Service Commission
- Sept 2015 to Oct 2015 Executive Director, SIRA
- Nov 2010 – Aug 2015 General Manager, Strategy & Performance, NSW Safety, Return to Work & Support agencies
- April 2009-Oct 2010 General Manager, Motor Accidents Authority
- May 2007-April 2009 Deputy General Manager, Motor Accidents Authority
- March 1998-May 2007 Director Strategy and Planning, Fire and Rescue NSW
- Nov 2001-May 2002 Review Director, NSW Premier's Department

Qualifications

- Bachelor of Arts (Honours Psychology) University of Sydney
- Executive Master of Business Administration, Australian Graduate School of Management, UNSW
- Master of Public Health, Faculty of Medicine, University of Sydney
- Company Directors Course, Australian Institute of Company Directors

Selected boards and committees

- Board Member, State Insurance Regulatory Authority (March 2017 to June 2021)
- Member, Safe Work Australia (2017- 2020) Ministerial appointment as the member representing NSW
- Member, Personal Injury Education Foundation Board (2009-2011 and 2017-2020)
- Motor Accidents Authority Board and Motor Accidents Council (April 2009 – Nov 2010)