



Australian Government
**Department of Immigration
and Citizenship**



Felicity Hand biographical details

Felicity Hand is deputy secretary for the Client Services group.

Prior to joining DIAC in May 2009, she held senior corporate and operational leadership roles in the Broken Hill Proprietary Corporation Limited (BHP), Sensis Pty Ltd (Telstra's wholly-owned media subsidiary) and the Department of Foreign Affairs and Trade (DFAT).

Felicity has had three overseas assignments as Second Secretary (Economic) for DFAT in Vietnam, First Secretary (Political) for DFAT in Indonesia and Director Strategic Planning and Development for BHP in Indonesia.

She has more than 20 years' experience in public policy, corporate affairs and client services, and was responsible for establishing Sensis's dedicated sales and service channel for government customers.

Felicity has a Bachelor of Arts degree and has studied five languages.

Canberra

October 2009