

Executive Level Leadership Network Breakfast

An Australian Public Service Commission Programme

EL 1-2 level

Responding to Emergencies - the Leadership Challenge from the Front Line

This event will provide you with the opportunity to hear from a leading speaker on a contemporary issue which is relevant to your work

Overview

Increasingly, governments, both in Australia and overseas, are being called upon to deliver services and payments in the immediate aftermath of national emergencies. In addition, there is a growing trend for citizens to demand more from their governments to such events, both in terms of responsive services as well as streamlined, seamless service delivery.

Centrelink as a nationally based service delivery organisation has been at the forefront of providing services and payments to Australians across a broad range of emergencies both within Australia and overseas. Recent examples include the Victorian Bushfires, the Northern Territory Emergency Response and Cyclone Larry.

Mr Grant Tidswell will provide a sense of the challenges and opportunities that confront leaders in the demanding aftermath of emergency responses.

About the speaker

Mr Grant Tidswell is the Acting Deputy CEO for Centrelink, a service delivery organisation that delivers payments and services to 6.5 million Australians through 1,000 access points across Australia. Grant is responsible for Centrelink's service delivery network that includes approximately 16,000 face to face staff and 5,000 call centre staff. Most recently, Grant has had direct operational responsibility for Centrelink's response to the Victorian Bushfires.

Since 1999, Grant has held a number of senior executive positions in Centrelink ranging from corporate people and planning functions through to delivering better services to key groups including families, older Australians, rural customers and carers.

Prior to joining Centrelink, Grant had a career in the South Australian State Government from 1982 to 1998, most notably running the state's largest juvenile detention centres and within the disability sector.

Event details

Date

Thursday 25 June 2009

Duration

2 hours

Time

Registration 7.15 am
Prompt start 7.30 am
Finish 9.10 am

Venue

The National Press Club
16 National Circuit
Barton, Canberra
Breakfast will be provided

Fees

\$110.00 (GST inclusive)
Free for ELLN subscribers 2008-2009

Presenter

Mr Grant Tidswell
Acting Deputy CEO
Centrelink

Registration

www.apscregistration.gov.au or fax the completed registration form on the back of this flyer to 02 6264 5004

Terms and conditions

Cancellation terms and conditions are detailed on the registration form on the back of this flyer.

More information

Visit our website at www.apsc.gov.au/leadership/network
email elln@apsc.gov.au or please phone 02 6202 3782



Australian Government
Australian Public Service Commission



ONLINE register at www.apscregistration.gov.au or FAX completed form to 02 6264 5004

Programme name Executive Level Leadership Network Breakfast

Programme date 25 June 2009

Surname _____ First name _____

Mr Ms Mrs Miss other _____

Classification EL 1 EL 2 SES

Title/position _____ Agency _____

Branch/team _____

Postal address _____

Phone _____ Fax _____

Email _____ Agency ABN _____

Do you identify as Aboriginal or Torres Strait Islander?

(This information will assist the Commission to improve learning and development outcomes for Indigenous employees).

Special needs

Please note any special dietary or other requirements _____

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TERMS AND CONDITIONS

Fees and charges: Please refer to the accompanying programme materials. The total amount payable includes GST for the supply. This completed document will be a tax invoice for GST when you make payment by credit card ONLY. Otherwise upon registration a tax invoice will be sent to you for payment. A course confirmation will be emailed to you once your place has been secured. Fees may be subject to change without notice.

Substitutes and refunds: If you are unable to attend your programme we would welcome a substitute at the appropriate level. Refunds (only available for development programmes) can be made if your written cancellation is received at least 30 calendar days prior to the start of the programme.

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Other conditions: Whilst the Commission aims to deliver programmes at the locations and on the dates specified in this publication, changes may occur. The Commission will endeavour to provide reasonable notice to participants of these changes.