



Institute of Public
Administration Australia
WA Division

**Institute of Public
Administration
Australia**

**IPAA Western Australia
ANNUAL REPORT**

Year ending 30 June 2003

2002/2003

contents

Vision, Mission and Values	2
Who We Are and What We Do	3
Council	4
National Fellows	5
Honorary Life Members	5
Our Staff	6
President's Report	7
Promotion and Membership Services Committee Report	10
Professional Development Committee Report	14
Young Professionals Committee Report	21
Finance and Business Committee Report	23
Financial Statements	24
IPAA WA Division Contacts	28

vision, mission, values

Our Vision

To be the leading professional body in public sector management for Western Australia.

Our mission is to

Advance excellence in public sector management by:

- providing quality professional development and training;
- maintaining and developing an active and representative membership base;
- promoting research into and discussion of issues related to public sector management;
- networking and providing opportunities for sharing best practices and knowledge; and
- celebrating those individuals and organisations achieving the highest standards of professional practice and service.

Our values are integral to our success.

We value:

- professionalism – professional services and quality products;
- independence – an independent voice;
- public interest – positive outcomes for the community;
- diversity – active and diverse membership; and
- customer focus – strong customer focus both internally and externally.

who we are and what we do

Corporate governance

IPAA is a membership based, not-for-profit organisation governed by an Elected Council comprising a President, two Vice Presidents, Secretary, Treasurer and ten Councillors. All positions on Council are voluntary and Council members are elected for a two-year term.

IPAA funds a full-time General Manager and part-time Marketing / Accounts Officer, and from March 2003 also a part-time Training Officer, to oversee the development of a continuing professional development program and services to members.

Four Committees oversee key activities for the organisation. These are:

- **Finance and Business**

The Finance and Business Committee advises Council on the budget and monthly accounts. In association with the other Committees, it recommends targets for financial plans and budgets and adopts a monitoring and stewardship role on behalf of the Council.

- **Promotion and Membership Services**

The Promotion and Membership Services (P&MS) Committee is tasked with raising awareness and promoting IPAA to attract new members. It also focuses on membership activities to retain existing members. (Sponsorship, members' events, website, WS Lonnie Awards and promotional material.)

- **Professional Development**

The Professional Development (PD) Committee is responsible for overseeing the annual program of continuing education activities including training, seminars, presentations and workshops. It seeks input from members and other relevant stakeholders where possible and ensures that continuing education activities are topical, relevant and of a high quality.

- **Young Professionals**

The Young Professionals (YP) Committee is a 2003 initiative based on research and a focus group held in 2002, using the concept program run by the South Australian division of IPAA. The Young Professionals Committee first met in April 2003. It is responsible for developing, in consultation with the PD Committee, a program of professional development activities to meet the needs of young professionals working in the public sector and other young people with an interest in public administration. The Committee also promotes, in consultation with the P&MS Committee, the benefits of IPAA membership to young professionals and facilitates the development of networks amongst young professionals.

Our commitment

IPAA is committed to excellence in public sector management. It demonstrates this by:

- providing quality professional development and training;
- providing networking opportunities and a forum for sharing knowledge and ideas;
- promoting research into and discussion of issues related to public sector management; and
- celebrating individuals and organisations achieving the highest standards of professional practice and service.

council 2002/03

President	Dr Wally Cox Chairman Environmental Protection Authority
Vice Presidents	Ms Maxine Murray Commissioner for Public Sector Standards
	Dr Peter Wilkins Office of the Auditor General
Secretary	Ms Diane Gilbert Nyaania Pty Ltd
Treasurer	Mr Tim Benjamin Benjamin & Associates Migration Lawyers and Educational Consultants
Councillors	Dr Chris Berry (from December 2002) WA Local Government Grants Commission
	Mr Sandy Clarkson Chemistry Centre
	Ms Lyn Genoni Department of the Premier and Cabinet
	Ms Val Marsden Department of Education and Training
	Mr John Nicholas (to December 2002) Department of Education and Training
	Mr Les Ozsdolay (to December 2002) Centrelink
	Ms Marion Seboa Department of Education and Training
	Mr Shayne Sherman (from December 2002) Anti-Corruption Commission
	Dr Garrick Stanley Department of Justice
	Ms Jan Stuart University of Western Australia
	Mr Roger Watson Office of the State Ombudsman
	Ms Ruth Young Department of the Premier and Cabinet

Co-opted members
of Council

Ms Nicky Howe
Department of Consumer and Employment Protection

Ms Susan Kurtjak
Australian Public Service Commission

Ms Tania Lawrence (from February 2003)
Department of the Premier and Cabinet

Ms Rosemary Seneviratne
Department of Consumer and Employment Protection

national fellows

The IPAA Fellow is the highest national award bestowed in recognition of an individual's outstanding contribution to the study or practice of public administration as well as to IPAA. Recipients of this prestigious award are entitled to use the Post Nominal FIPAA. We are proud to acknowledge our award winners from Western Australia:

1983

*Digby Blight
Brian Burgess
Gordon Reid
Ronald Robertson*

1984

Bruce MacKenzie

1989

*Alan Peachment
Michael Wood*

1992

*Martyn Forrest
Allan Skinner*

1995

Elizabeth Harman

1998

Chris Whitaker

2002

*Frank Harman
Des Pearson*

honorary life members

Council may admit as an Honorary Life Member any person who has rendered signal service to the Institute. We are proud to acknowledge our Honorary Life Members.

Tim Benjamin

Keith Graham

Margaret Stockton

Brian Burgess

Barbara Meddin

Jan Stuart

Mike Culmsee

John Persse

Michael Wood

our staff

A General Manager, Fiona Robinson was appointed in July 2001 and continued to February 2003 then went on maternity leave; June Waters took over the role of General Manager at that time. A part-time Marketing / Accounts Officer, Andrea Wilson was appointed in March 2002. A part-time Training Officer, Kaye van der Plas was appointed in March 2003 to increase our capacity to provide professional development activities.



Fiona Robinson
General Manager
to February 2003



June Waters
General Manager
from February 2003



Andre'a Wilson
Marketing / Accounts Officer

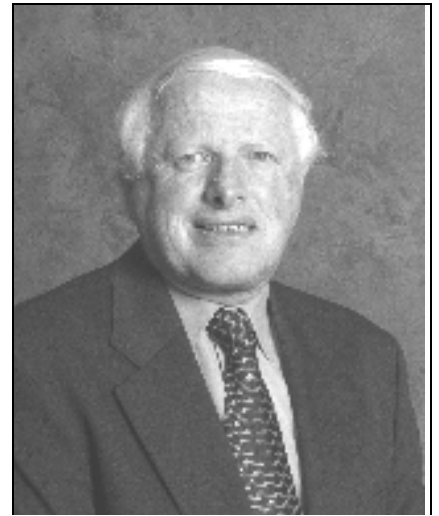


Kaye van der Plas
Training Officer
from March 2003

president's report

This year we have strived to achieve a sustained growth in membership, and to provide more benefits to our members in accordance with our objectives, which are to:

- provide relevant and appropriate services and benefits to members;
- raise the profile of the Institute and ensure 'IPAA' is a name that is recognised and valued;
- strengthen the leadership role of the Institute and have an independent public voice;
- attract and retain a representative membership base;
- provide networking opportunities for sharing best practices and knowledge; and
- promote a positive image of the public sector.



*Dr Wally Cox
President IPAA
WA Division*

Council believes that the long-term strength of IPAA WA rests with the value that its members and potential members see in our professional programs. I am extremely proud of the program that the Institute presented in the past year and congratulate our Committees for another excellent year of achievement.

Membership continues to grow with representation from all three tiers of government as well as academia and the private sector. I am pleased to report that IPAA WA division has grown from 277 to 314 members since last financial year, and this trend is expected to continue into 2003/04.

This year we have introduced several exciting initiatives, including the Young Professionals Committee, the Public Sector Fellowship, and the IPAA CEO Forum. These all assist in raising the profile of IPAA in WA and attracting and retaining members.

Our Finance and Business, Promotion and Membership Services, and Professional Development Committees continue to perform effectively as they oversee IPAA activities, and I am confident that this structure continues to improve services to members and lift our profile.

The addition of a Young Professionals Committee, in response to identified need, has increased our ability to attract the under-35 age group to IPAA. Attracting and retaining young professionals as IPAA Members will help to ensure that IPAA remains a vibrant and relevant organisation into the future. This new Committee seeks to provide a different level of access to membership benefits with the opportunity to share ideas, and design, develop and implement a range of activities to specifically suit their needs.

The financial position of IPAA WA remains sound and we foresee continued significant growth in 2003/04. We are anticipating the time when IPAA WA will have its own offices independent of our existing accommodation as guests located within a government agency's offices.

This year it has again been of benefit to undertake joint professional development sessions with partner organisations. This provides an opportunity to extend the range of activities available to members and educate wider groups about IPAA's activities.

Some highlights in our events program have been:

- Establishment of the Western Australian Civil and Administrative Review Tribunal by the Hon Jim McGinty Attorney General, and Peter Johnston, UWA.

- "Taking the Pulse of Public Private Partnerships in WA" by Tony Harris, with Wayne Zekulich, Colin Murphy, and Geoff Zimmer.
- Professor Meredith Edwards, National Institute for Governance, presented "Future Directions in Public Sector Corporate Governance".
- The Government's launch of the new Intellectual Property Policy by the Hon Clive Brown, Minister for State Development.
- Attorney General the Hon Jim McGinty launched the Public Interest Disclosure Bill for Western Australia.

We are committed to providing value for money to our members and providing discounts to members at all of our activities. Our Twilight networking seminars, free of charge to individual members, have proved popular and successful. We have also provided a complimentary seminar for individual members through the new Public Sector Fellowship program, whereby the inaugural Fellows presented their findings to an audience of IPAA members and representatives of Curtin University.

As IPAA grows, so does the work of the Business Office, expanding its early role of running events to supporting a broad range of activities and programs.

The IPAA Business Office now includes a part-time Training Officer since March 2003 which has increased our capacity to provide skills training. This investment in increased resources has resulted in an immediate increase in the number of courses we have been able to offer. Whereas eight training courses were held in the first half of the year, 15 courses were held in the second half.

Further, we are working in accordance with IPAA's 2002 business plan to increase the use of technology to promote and distribute information and to reduce operational costs. In April 2003 we purchased a cost-effective electronic multi-user Events Management System which has transformed the professional operations of the Business Office, reduced costs, created efficiencies and greatly reduced the repetitious manual workload of both the Business Office and the Treasurer. Feedback from event participants has been extremely positive as the results of this innovation have become apparent to our customers, particularly in our ability to answer the numerous queries with speed and efficiency and provide professional financial and event documents.

As our client base has grown with wider recognition of IPAA's well regarded awareness seminar program, so participant numbers have increased to the point where some of our major events are fully booked. Next year we will need to find bigger yet cost-effective venues so that we can provide the same high standard of services to our seminar participants, yet avoid the disappointment for later registrants that has begun to occur when our popular events are quickly booked out. Similarly, our skills training program of courses is often booked out well in advance.

Fiona Robinson as General Manager has built on the successful foundation from previous years. Fiona went on maternity leave in February 2003 but we expect to regain her services in a marketing role in 2004. June Waters then took on the role of General Manager, initially part-time then full-time from late May. June has been instrumental in introducing the electronic Events Management System and new Training Officer position, and overseeing the consequent growth of the professional development program. Andre'a Wilson continued to support the Business Office throughout the year and Kaye van der Plas joined us in March as part-time Training Officer. I wish to thank our Business Office staff for driving our professional development services and providing efficient support to the broader work of the Division.

My thanks to Maxine Murray and Peter Wilkins for their continued service as Vice Presidents and in their roles in leading the Professional Development and Promotion and Membership Services Committees. Also to Tania Lawrence for her leadership of the new Young Professionals Committee. Thank you to our Treasurer Tim Benjamin and Secretary Diane Gilbert whose dedication and efforts are very much appreciated in handling their busy

workloads for IPAA; they are also the valued keepers of much of IPAA's corporate knowledge and history in WA.

Importantly, thanks to our Councillors for the energy and enthusiasm they have brought to our expanding range of activities and member services. It is a truism that 'you get out what you put in' and it is in part a credit to their efforts that IPAA continues to grow and to serve its members well.

Challenges ahead for the coming year include:

- continuing to provide a fresh, relevant and interesting program of events which our members will seek to attend;
- developing a program of events for Young Professionals;
- further improving the efficiency of the IPAA Business Office to keep overheads low and productivity high;
- continuing to attract new members, including Young Professional members, by providing valued services and value for money; and
- attracting corporate sponsors to support the continued development of IPAA services to members.

I have confidence that IPAA will continue to be a strong, successful and relevant organisation with sustained membership growth, as we strive towards advancing excellence in public sector management.



Dr Wally Cox
PRESIDENT
IPAA WA DIVISION



promotion and membership services committee

*Dr Peter Wilkins
Vice President
Chair of Promotion & Membership Services Committee*

The year in review

This year, the committee has continued its focus on stimulating membership participation and increasing our membership base by:

- providing free activities and networking opportunities to individual members;
- providing discounted prices at seminars and training courses for our individual and corporate members;
- establishing an IPAA Young Professionals Committee;
- encouraging young professionals to join IPAA by promoting (by mail-out to agency CEOs) our membership benefits to young professionals across the three tiers of government;
- promoting membership at all IPAA events;
- councillors actively encouraging membership through internal networks;
- undertaking a membership drive in April and May 2003, whereby new members paid the 12 months' fee for 14 or 15 months' membership;
- restructuring our corporate membership to introduce a fourth category, depending on the size of the organisation, to provide a more balanced structure for the wide range of agencies that we now serve;
- continuing to provide very affordable membership for all categories of membership; and
- continuing the successful 'buddy system' whereby a councillor contacts each new member to welcome and encourage new members to participate in upcoming functions.

Membership statistics

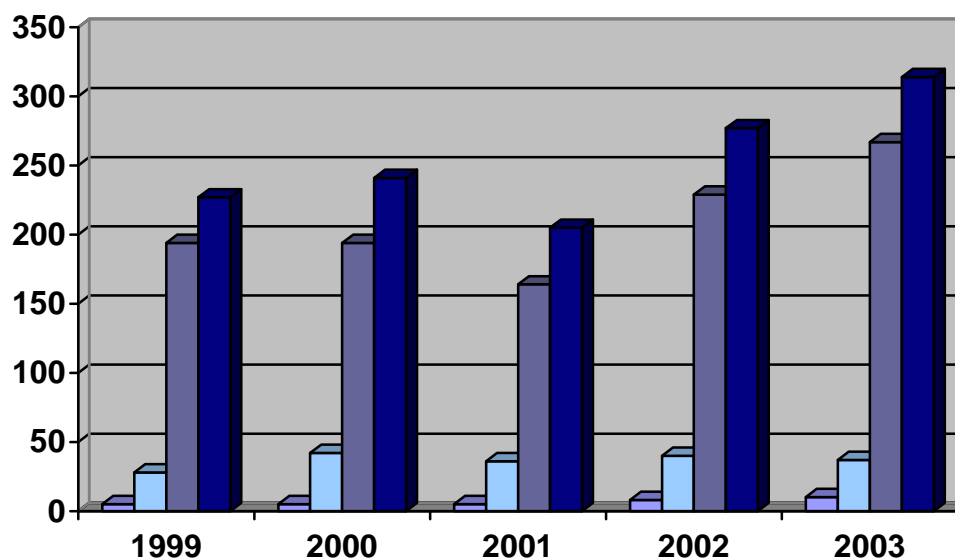
We are pleased to report a steady growth in membership throughout the past year, with membership increasing from 277 last financial year to 314.

We have also received anecdotal feedback that the buddy system is appreciated by new members who say they immediately feel welcomed and included.

Our fledgling Young Professionals (YP) Committee first met in April 2003 and nine people have joined IPAA as Young Professional members to 30 June. The YP Committee is already working hard to establish the IPAA Young Professionals group and promote its membership, services and events as worthwhile and of benefit to young people (under 35 years) working across the three tiers of government in WA.

We will continue our efforts in 2003/04 to increase membership and improve our services to all IPAA members.

The following graph depicts membership statistics over the past five financial years.



Life	5	5	5	8	10
Corporate	28	42	36	40	37
Ordinary	194	194	164	229	*267
TOTAL	227	241	205	277	314

* includes 9 Young Professionals Members

IPAA National Branding Strategy

Late in 2002, IPAA National Office approved a new national branding strategy including a new logo for the Institute. IPAA WA has changed to the new national logo and updated its corporate colours, so that we now have a more contemporary 'look and feel'. Our marketing material looks more professional and we have been able to incorporate the new look into various documents such as certificates generated by our new Events Management System software.

Honorary Life Membership

The Institute is pleased to have awarded Honorary Life Membership to two people this year.

Council recognised Dr Barbara Meddin's distinguished service to IPAA over more than a decade, including a significant period as Senior Vice-President. Dr Meddin also provided leadership as Convenor of the team that organised the very successful IPAA National Conference held in Perth in 2000.

Ms Margaret Stockton was recognised by Council for her distinguished service to IPAA through her membership on State Council and her contribution to the design and delivery of IPAA's training and development programs. Ms Stockton played a key role in organising and managing the WS Lonnie Awards and the re-engineering of these awards to meet new standards of accountability.

IPAA News

IPAA's quarterly magazine, Australian Journal of Public Administration and Canberra Bulletin of Public Administration continued to provide timely and informative coverage of issues and events in public administration.

IPAA News is the Institute's member newsletter in WA. It is produced four times a year and includes a regular column by the President and articles by members of the Council about seminars and other events and activities held throughout the year.

An Editorial Committee comprising Council members Di Gilbert and Ruth Young assists the Editor, Val Marsden, in putting the newsletter together. Ms Young replaced Les Ozdolay at the beginning of 2003. Serena Buckley, a Young Professionals Committee member, contributes to *IPAA News* on behalf of this group.

Towards the end of 2002 Council agreed to a revamp of the layout of the newsletter to coincide with the new national IPAA logo and to outsource to a graphic artist the task of preparing the newsletter for printing. The first edition in 2003, in April, reflected the new design and layout. Anecdotal feedback from members has been very positive.

WS Lonnie Awards

Each year we present the WS Lonnie Awards for excellence in annual reporting for organisations in the Western Australian State public sector. The awards tie in directly with IPAA's goal of celebrating and recognising best practice in the public sector. These prestigious awards have grown to be recognised as an imprimatur of excellence and an important source of encouragement for those who strive to maintain the highest standards of annual reporting, often against great odds.

Just as WS Lonnie stood for excellence and integrity and achieved much as a public servant, these awards recognise the achievement of people who have attained high standards in annual reporting. Each year, State public sector departments and statutory authorities submit their annual reports to a panel of leading figures for consideration. Entrants are divided into two award categories, being general government sector organisations and financial corporations. Gold, silver and bronze certificates are awarded in both categories. Trophies named in honour of two outstanding former public servants, are awarded to the winners of each category. The WS Lonnie Award for Excellence is awarded to the overall winner. There are also special awards in human resource management, financial management, complaint handling and corporate governance.

The winners of the 2002 WS Lonnie Awards, presented in June 2003 were:

WS LONNIE TROPHY

Department of Fisheries

GOLD AWARDS

A Skinner Trophy (General Government Sector):

Department of Fisheries

M Nadebaum Trophy (Financial Sector):

Government Employees Superannuation Board

SILVER AWARDS

Disability Services Commission

Small Business Development Corporation

Office of the Auditor General

Gold Corporation

BRONZE AWARDS

Department of Justice

Department for Community Development

Insurance Commission of WA

Bunbury Port Authority

Auditor General's Award for Transparency and Accountability:

Main Roads WA

Public Sector Standard Commissioner's Award for Human Resource Management Reporting:

Department of Justice

Ombudsman's Award for Complaint Handling Reporting:

Disability Services Commission

Edith Cowan University's Award for Reporting Corporate Governance:

Disability Services Commission

IPAA prizes

We are pleased to reward and encourage students who are studying in the field of public sector management. "The Institute of Public Administration Australia Prize" to the value of \$250 each was awarded to Mr Kok Chiang Ng of the University of Western Australia, Mr Scott Beckwith of Edith Cowan University, and Mr Samuel Cutt of Murdoch University.

The IPAA Award for Academic Excellence is a new prize this year, awarded to the top graduating student from each intake of the Public Sector Management program which is organised by the Department of the Premier and Cabinet. IPAA agreed to sponsor and present the valedictorian's prize of a book voucher to the value of \$100, with a certificate and one year's Individual Membership of the Institute. The inaugural prize was won by Ms Robin Keen from the Commonwealth Department of Education, Science and Training.

Sponsorship of IPAA

Again we acknowledge with thanks the continuing support of Computer Associates, and the Office of Multicultural Interests within the Department of the Premier and Cabinet.

In May we formed a Sponsorship Working Group with Councillors Nicky Howe and Susan Kurtjak, to develop a flexible sponsorship package and to consider ways in which potential sponsorship could be utilised. This will be a challenge for next year as we look more closely at both marketing and sponsorship of the Institute.

Internet Working Group

Council has formed an Internet Working Group to consider ways to redesign and improve our existing website, not only to present IPAA in a more professional way but importantly to provide a better service to our members. We also need to incorporate the new national branding strategy.

Our long term plan is to provide facilities for online applications, registrations and payment. These will enable existing members to renew their memberships, potential members to apply for membership, and participants of our seminars and training courses to enrol and pay for events using secure online facilities.

The working group is chaired by Council member Sandy Clarkson and includes IPAA Secretary Diane Gilbert, Young Professional Carol Holmes, IPAA's website administrator and a representative from the IPAA Business Office.

Dr Peter Wilkins
VICE PRESIDENT
CHAIR OF PROMOTION & MEMBERSHIP SERVICES COMMITTEE



professional development committee

*Maxine Murray
Vice President
Chair of Professional Development Committee*

The year in review

The committee continues to seek and provide interesting, topical and relevant professional development opportunities on issues specific to public sector administration, management and reform. This year, IPAA WA has continued its growth by working to develop and present an increased number of professional development activities, both major awareness seminars and skills training courses.

This year we have continued IPAA's successful partnering with other organisations to present a range of major awareness seminars. In partnership with the Department of Industry and Technology, we presented "An E-Framework for Joined Up Government" which continued our joint program of technology awareness seminars begun last year. The Office of the Auditor General and the Ombudsman combined with IPAA to present "Complaint Handling". IPAA again partnered with UWA to hold the annual Reid Oration. The Australasian Evaluation Society and IPAA jointly presented "Understanding and Measuring Social Capital". IPAA brought Professor Meredith Edwards to WA in February to present "Future Directions in Public Sector Corporate Governance" in partnership with the Canberra-based National Institute for Governance.

The Office of the Public Sector Standards Commissioner partnered with IPAA for Attorney General the Hon Jim McGinty to launch the Public Interest Disclosure Bill for Western Australia, a highly successful breakfast and half-day seminar. The Department of Industry and Resources asked IPAA to partner with them in the Government's launch of the new Intellectual Property Policy in May, with the Hon Clive Brown, Minister for State Development.

Following research in 2002, IPAA decided to form a **Young Professionals (YP) Committee** in April 2003 (described elsewhere in this Report). An early event which gave an opportunity for the newly appointed Chair of IPAA's YP Committee, Tania Lawrence, to introduce herself to her peers was the seminar "A Beginner's Guide to Legislation Underpinning Public Sector Management", presented jointly with the Department of the Premier and Cabinet.

Another initiative in 2003 has been the start of the **IPAA CEO Forum**, which provides the benefits of the former CEO Quality Forum, whilst incorporating suggestions of Chief Executive Officers from a survey conducted by IPAA in late 2002. The Forums were set up with the assistance of Mr Alan Piper, Chief Executive Officer Department of Justice, the convenor of the CEO Quality Forum. They are exclusively for State Government agency heads, Commonwealth Government regional heads in WA and senior representatives of the IPAA (WA) State Council. The first IPAA CEO Forum was held in April with Professor Meredith Edwards as guest speaker and 21 Chief Executive Officers in attendance.

IPAA's **Twilight seminar program**, complimentary to Individual members, has been popular with a variety of interesting speakers. The format of speaker, followed by refreshments and networking, has proved to be successful with excellent feedback from members.

The Professional Development Committee continues to work closely with the Promotion and Membership Services Committee to ensure that we provide a range of different types of events to suit members' needs. These include breakfast seminars with or without a half-day seminar, morning seminars, specific skills training and networking events at affordable prices. Member feedback indicates that the variety of events, and in particular the increase in number of events is meeting current needs and proving popular.

We wish to continue this success and are always seeking new ways to provide value for money to members. I am confident that we can continue our success into 2003/2004.

Summary of Professional Development Activities

Hidden Costs – Bullying in the WA Workplace

by Jan Stuart and Marie Finlay

- 8 August 2002 (Twilight seminar)

Jan Stuart (UWA) and Marie Finlay (Nexus) were interested in understanding the nature and impact of workplace bullying activity – from the perspective of both those experiencing the behaviour directly or as witnesses. In 2001 they conducted a survey, supplementing their data with focus group discussions and in-depth personal interviews. Respondents were Western Australian employees drawn primarily from the public sector and from higher education. Jan and Marie shared their findings and put forward some strategies for those concerned about bullying behaviours in their organisations.

An E-Framework for Joined Up Government

by Alex Allen, with Martin Rowles, Chris Gentle, Greg Beeston, Mary Papachristos, Greg Forbes, and Murray Neville

(partnership with the Department of Industry and Technology: (DoIT)

- 20 August 2002 (breakfast and half day seminar)

- attendance 208 at breakfast, 120 at seminar

This seminar focussed on what is needed in WA and what is being done to enable government agencies to work together to achieve integrated service delivery through the use of e-frameworks. At the breakfast Alex Allan, the key figure involved in the development and implementation of the British government's e-framework, described the UK Experience. At the seminar, Martin Rowles (DoIT) discussed the development of a set of common standards for electronically linking government agencies. Chris Gentle described a project connecting Local Government Authorities across WA. Greg Forbes, Greg Beeston, Murray Neville and Mary Papachristos presented case studies from the Departments of Planning and Infrastructure, Agriculture, and Education, and the Water Corporation.

Establishment of the Western Australian Civil and Administrative Review Tribunal

by the Hon Jim McGinty Attorney General, and Peter Johnston, UWA

- 24 September 2002 (breakfast)

- attendance 153

In March 2001 the Attorney General established a Taskforce to develop a model of a civil and administrative review tribunal for consideration by Government. At this breakfast, the Attorney General outlined the purpose and impact of the taskforce report, and Peter Johnston provided an overview of the report and outlined key recommendations which will impact administrative review in Western Australia.

Complaint Handling – Lessons for WA Government Agencies

by Bill Dee

(partnership with the Office of the Auditor General and the Ombudsman in WA)

- 15 October 2002 (two-hour seminar)

- attendance 83

Bill Dee, architect of the Australian Standard on Complaints Handling and chair of the International Standards Organisation working group, drafting the international standard on complaints handling, provided an overview of the essential features of any complaints handling mechanism, in the context of the Australian standard and, in particular, the draft international standard. Bill focussed on the basic principles of complaints handling, the type of infrastructure and framework an organisation should have to “drive” complaints handling within an organisation, operational requirements and systems maintenance.

Reid Oration – Australian Attitudes to Politics and Politicians

*by Professor Stuart Macintyre, University of Melbourne
(partnership with The University of Western Australia)
- 16 October 2002*

Since the appearance of Gordon Reid's major study in 1988 of 'Australia's Commonwealth Parliament' which explored some of the changes that strained the links between the people and their elected representatives, the criticism of politics and politicians has increased. Professor Macintyre's lecture suggested how politicians have tried to impose their will on their elected representatives and why they have remained dissatisfied. It considered the more recent discontents as symptoms of a civic malaise. The lecture concerned issues of contemporary democracy.

Taking the Pulse of Public Private Partnerships (PPPs) in WA

*by Tony Harris, with Wayne Zekulich, Colin Murphy, and Geoff Zimmer
- 31 October 2002 (breakfast and half day seminar)
- attendance 185 at breakfast including 30 from the private sector, 124 at seminar*

With imminent introduction of a WA government framework on PPPs, it was timely that key interstate and WA speakers addressed current issues at this event, which included: How well have the public and private parties understood the other's needs? Do the current policy frameworks adequately address the key issues that determine whether the stated objectives will be met over the short and long term? How successful have past PPPs in Australia and elsewhere been? Have we been learning the key lessons along the way? What are the prospects for further PPPs in WA? Former NSW Auditor General Tony Harris discussed the NSW experience. Wayne Zekulich (Rothschild), Colin Murphy (Department of Treasury and Finance), and Geoff Zimmer (Department of Justice) provided the WA perspective.

Understanding and Measuring Social Capital

*by Wendy Stone and Alan Black
(partnership with the Australasian Evaluation Society)
- 21 November 2002 (two and a half hour seminar)
- attendance 94*

Two speakers addressed recent research on social capital, covering such issues as: What do we mean by social capital? Why is it important? What are some of the indicators for monitoring social capital? What are some of the issues with measuring social capital? Wendy Stone (Australian Institute of Family studies) presented the results of a study, drawing on data from a national survey of 1,500 Australian households to develop and test three different methods of measuring social capital. Alan Black (Edith Cowan University) presented a framework of factors that affect and shape communities. This was developed as a result of a review and analysis of literature on existing work on indicators of community strength carried out for the Commonwealth Department of Family and Community Services.

Marketing in a Public Sector Environment

*by Professor Geoffrey Soutar (UWA)
- 27 November 2002 (Twilight seminar)*

Professor Geoffrey Soutar, Director of the UWA Graduate School of Management, discussed the underlying nature of modern marketing and the importance of organisations having a market orientation, pointing out the factors that create such an orientation and the crucial role senior managers play in its development. He also examined some recent research into customer satisfaction and value, outlining its relevance to the public sector and its implications for strategic decisions.

Creating proactive change – via systems, processes and your people

by Sue Vardon (IPAA National President)

- 24 February 2003 (Twilight seminar)

Achieving successful corporate change is a challenge. Participants heard from the Chief Executive Officer of Centrelink and Adjunct Professor, Institute of Governance, University of Canberra, Sue Vardon about how to create proactive change through systems, processes and your people. Sue, who is also IPAA's National President, provided insight into how she has achieved positive outcomes for customers and staff through strategic policy, a customer focused approach and cultural change.

A Beginner's Guide to Legislative underpinnings of Public Sector Management

by Katrina Jenkins, Steven Spottiswood, and Lisa Ward

(partnership with the Department of the Premier and Cabinet: DPC)

- 11 March 2003 (90 minute seminar)

This presentation, by three of DPC's new graduates, was specifically designed to introduce recently-recruited graduates to important public sector legislation. The seminar content covered the Public Sector Management Act (1994), Financial Administration and Audit Act, Equal Opportunity Act, Industrial Relations Act, and Occupational Health and Safety Act. The presentation considered each of these pieces of legislation in relation to: its genesis; its major provisions in so far as they relate to the public sector; policies that have emanated from the legislation; and current status.

Future Directions in Public Sector Corporate Governance

by Professor Meredith Edwards, with John Meert, Tony Pietropiccolo, Dr Wally Cox

(partnership with the National Institute for Governance)

- 2 April 2003 (breakfast and half day seminar)

- attendance 202 at breakfast and 110 at seminar

Professor Meredith Edwards, Director National Institute of Governance, University of Canberra, posed public sector corporate governance as challenges: What are the key governance arrangements which will assist public sector organisations to be effective in policy advising and delivery? What will good corporate governance in the public sector look like? How best can the public sector relate to stakeholders and who becomes accountable for what? What does the future of public sector governance mean for public servant skills? John Meert, Australian National Audit Office, provided a strategic discussion of emerging issues for the public sector including organisational alignment; risk management; accountability under contracting-out arrangements; e-governance; and Public Sector Boards. Tony Pietropiccolo, WA Council of Social Services and Centrecare, provided a customer's perspective of participatory issues in corporate governance. Dr Wally Cox, President IPAA WA, provided an overview of corporate governance expectations of public sector employees.

IPAA CEO Forum #1

by Professor Meredith Edwards

(in conjunction with the Department of Justice)

- 3 April 2003 (informal breakfast for CEOs from Commonwealth and State agencies)

The WA President of IPAA, Dr Wally Cox, and the Director General, Department of Justice, (DoJ) Alan Piper announced this new forum exclusively for State Government agency heads, Commonwealth Government regional heads in WA and senior representatives of the IPAA State Council in WA. This new IPAA CEO Forum provides the benefits of the former CEOs Quality Forum, whilst incorporating suggestions of Chief Executive Officers from a survey conducted by IPAA in late 2002. IPAA and DoJ jointly hosted the first IPAA CEO Forum, a complimentary breakfast with Professor Meredith Edwards, AM, Director National Institute of Governance, University of Canberra.

The inaugural Public Sector Fellows' presentation

by Pamela Paton, Lindsay Hale and Myra Browne

(in partnership with Curtin University and the Department of the Premier and Cabinet)

- 1 May 2003 (seminar for IPAA Individual Members)

IPAA together with Curtin University of Technology and the Department of the Premier and Cabinet invited IPAA Individual Members to this special seminar at which the three inaugural Public Sector Fellows presented the results of their research. The three Fellows, Pamela Paton, Lindsay Hale (both from Education and Training) and Myra Browne (Drug and Alcohol Office) each made a brief presentation on their research projects. Pamela and Lindsay researched the impact of the Machinery of Government restructuring within their Department, while Myra examined the scope for cross-agency service delivery.

Government's New Approach to Intellectual Property

by the Hon Clive Brown, MLA, Minister for State Development, with Dr Bruce Hobbs and Peter van Bruchem

(in partnership with the Department of Industry and Resources)

- 8 May 2003 (breakfast launch)

- attendance 136

This seminar was the launch of the new Government Intellectual Property (IP) Policy and Best Practice Guidelines. In early 2003 the WA State Cabinet approved a new IP Policy which takes a fresh approach to IP generated right across Government's diverse range of activities. The Policy addresses the asset and resource management obligations of Government in relation to IP. The Policy also supports strong cooperation and collaboration between Government and industry in optimising the economic, social and environmental benefits to Western Australians from that intellectual property.

Measuring the Quality of People Management: Ten Pointers for Success

by Maxinne Sclanders and Jan Saggars, with Cliff Gillam

- 20 May 2003 (Twilight seminar)

Members and friends listened to a presentation about an innovative qualitative benchmarking tool that has been developed by Nexus Strategic Solutions, in collaboration with researchers from the Graduate School of Management at UWA, for a consortium of WA public sector agencies. IPAA members Maxinne and Jan discussed the application of this tool and its capacity to identify people management issues facing public sector agencies in WA. The tool is based on ten success indicators for managing people and has been applied in eight public sector agencies, including CALM, DOLA and Health and a university. These agencies have used the tool to identify areas in which enhancements can be made to optimise the achievement of outcomes through people. Cliff Gillam from CALM joined the presentation to discuss how the tool has been used by his agency.

Launch of the Public Interest Disclosure Bill for WA

by the Hon Jim McGinty, MLA, Attorney General for Western Australia, with Maxine Murray, Chris Wheeler, Helen Saunders and David Solosy

(partnership with the Office of the Public Sector Standards Commissioner)

- 26 June 2003 (breakfast and half day seminar)

- attendance 246 at breakfast and 150 at seminar

The Attorney General for Western Australia, the Hon Jim McGinty, presented this new and important legislation for all State and Local public authorities, universities, the Police Service, and contractors to public bodies. WA's Public Interest Disclosure Bill recognises the rights of people to make public interest disclosures and provides protection when they do so. The legislation is consistent with an international trend and brings the State into line with the rest of Australia.

Mr McGinty focussed on the policy behind the legislation and the importance of the legislation to open government in WA and the people of WA. Commissioner for Public Sector Standards, Maxine Murray, covered the role and responsibilities of senior managers in public authorities. The NSW Deputy Ombudsman, Chris Wheeler, was brought to Perth especially for this seminar to provide a personal insight into dealing with public interest disclosures from the NSW perspective and his comprehensive experience with this type of legislation. Helen Saunders and David Solosy from OPSSC provided practical information about how the legislation will affect individuals and organisations.

Training

IPAA continued to provide specific skills development in public sector management. More courses were held this year than in previous years as IPAA's Professional Development program is becoming better known and continues to be well regarded. We continue to get inquiries from agencies interested in particular topics and our training courses are often fully booked well in advance. This trend is expected to continue next year.

IPAA is particularly recognised for its Policy Skills and range of practical Writing Skills courses. IPAA continues to seek new and relevant courses for the public sector and works with various Trainers to develop new courses to meet skill needs. Course duration ranged from half-day to two-day.

In total, we held 23 training courses throughout the year with attendance of 646. These courses included:

- Community Consultation
- Report Writing
- Writing Award Winning Annual Reports
- Writing Ministerials
- Writing Skills for Modern Government
- Public Sector Policy Development
- Taming your Workplace Information
- Effective Complaints Handling
- E-Writing and Editing
- Introduction to Intellectual Property
- Finding New Ways to Recruit

Public Sector Fellowship Program

This inaugural program is a partnership arrangement with joint funding between Curtin University, the Institute of Public Administration Australia (WA) and the Department of the Premier and Cabinet. It provides an opportunity for practitioners from the WA public sector to take time out from their day to day duties to undertake applied research in public policy and public management.

On 26 March 2003 the three inaugural Fellows were presented with their Certificates for completion of this prestigious fellowship at a small ceremony at Curtin University to celebrate their achievement. The inaugural scholars were Lindsay Hale, Pamela Paton and Myra Browne.

Lindsay Hale is A/Senior Project Manager, Taskforce Implementation, Department of Education and Training. Lindsay's research, supervised by Professor Mike Wood (Curtin Business School) focussed on the impact of the Machinery of Government restructuring within his department.

Pamela Paton is Manager District Operations, Fremantle District Education Office, Department of Education and Training. Pamela's research, supervised by A/Professor Allan Peachment (Curtin Business School) also looked at the impact of the Machinery of Government restructuring within her department.

Myra Browne is Manager Practice Development, Drug and Alcohol Office. Myra's research, supervised by Dr Alan Fenna (Division of Humanities at Curtin University) examined the scope for cross-agency service delivery.

The Fellows worked through a program comprising a special series of seminars and a research project. A mix of senior public servants and former ministers presented the seminars. Curtin Business School provided each Fellow with their own office, a computer and full support facilities.

The Fellows were presented with their Certificates by Dr Wally Cox, President IPAA (WA), Professor Mike Wood, Curtin Business School, and Mr Geoff Hay, representing Mr Mal Wauchope, Chief Executive Officer, Department of the Premier and Cabinet.

Each Fellow produced a 10,000 word research paper. They presented their observations on the Fellowship program and their findings to the Premier and Strategic Management Council and again to IPAA individual members and Curtin representatives on 1 May 2003 at the Curtin Business School.

The next phase of the Fellowship program involved the Commonwealth government as a partner, with the Australian Public Service Commission and the WA Commonwealth Heads Executive Committee joining Curtin and IPAA in sponsorship of the program. The Fellow for first semester 2003 is Maryam Omari, Human Resources Manager at the WA Office of the Child Support Agency, who undertook research on workplace bullying. Maryam was supervised by Associate Professor Alan Nankervis.

Oral History project

The aim of this project is to collect oral histories from long serving public servants about the changes they have observed and experienced in their workplaces over the term of their employment in the WA Public Sector. The subjects will be chosen for their diversity of experience and the length of their service. They will not all have ended their careers in very senior positions. The emphasis will be on capturing a longitudinal understanding of how public service has developed and changed over time.

The focus will be on obtaining up to ten oral histories by mid-2004. Qualified oral historians will collect them, and each will be fully researched, recorded, transcribed and written up. Together with documents, photographs and other items of interest, the histories are expected to lend themselves to possible future exhibition and publication through a range of media.

IPAA (WA) Council allocated \$2,500 of its funds and identified a respected professional historian to undertake the interviews. A partnership with the Department of the Premier and Cabinet is being negotiated. A Reference Group with knowledge, skills and experience in both the WA public sector and the contemporary practice of historical research will be established to guide the project.

Maxine Murray
VICE PRESIDENT
CHAIR OF PROFESSIONAL DEVELOPMENT COMMITTEE

young professionals committee



*Tania Lawrence
Chair of Young Professionals
Committee*

IPAA's Divisional Council formed a new Committee to focus on the needs of members and potential members under the age of 35 years. I was co-opted onto Council in February 2003 to help establish and then take up the Chair of the Young Professionals Committee.

The initiative is modelled on a program run by the South Australian Division and is one of IPAA's responses to the ageing of the population. IPAA is highly regarded as a professional body and it has a lot to offer younger people.

We will be developing a flexible program of networking opportunities, courses and seminars especially designed for young professionals working in the public sector and other young people with an interest in public administration. The Young Professionals program will be planned in consultation with the other IPAA committees.

A focus group of graduates, convened in October 2001 by Fiona Robinson, identified a number of incentives and needs for joining a professional body. Among these were the portability of skills and knowledge, obtaining better value for money and the ability to interact with people at higher management levels. An important task of the new Young Professionals Committee will be to facilitate communication with young people, who may not be receiving information about professional development activities in their workplace.

The Young Professionals Committee was officially formed in April 2003 and meets monthly. The Chair reports to the Divisional Council on a monthly basis and is supported on the Committee by IPAA Councillors Chris Berry and Marion Seboa. The Young Professionals Committee consults with the Professional Development Committee and the Promotion and Membership Services Committee and will work with the IPAA Business Office to run its events program.

The **Terms of Reference** agreed by Council for the Young Professionals Committee are:

- to develop, in consultation with the Professional Development Committee, a program of professional development activities to meet the needs of young professionals working in the public sector and other young people with an interest in public administration;
- to promote, in consultation with the Promotion and Membership Services Committee, the benefits of IPAA membership to young professionals; and
- to facilitate the development of networks amongst young professionals.

To generate interest in the Committee's work and increase the number of IPAA Young Professional members, a letter was sent by the President, IPAA WA, Dr Wally Cox and the Director General of the Department of the Premier and Cabinet to all State Government Chief Executive Officers, informing them of the Committee's establishment. A similar letter was sent to Commonwealth government agencies in WA and WA Local Government Authorities.

The Committee has started a Young Professionals networking database and made preparations for a survey to be undertaken in July-August 2003 to better gauge the learning and networking opportunities which interest young professionals.

At 30 June 2003 members of the Young Professionals Committee were:

Tania Lawrence	Department of the Premier and Cabinet (Chair)
Skye Gilligan	Department of Land Administration (Secretary)
Ashleigh Brand	Department of the Premier and Cabinet
Serena Buckley	Department of the Premier and Cabinet
Carol Holmes	Department of the Premier and Cabinet
Ricky Pena	Department of Justice
and IPAA Councillors:	
Chris Berry	Department of Local Government and Regional Development
Marion Seboa	Department of Education and Training

An early task for the Committee will be to develop a program of events for the first half of 2004, based on the results of our survey. It is expected that career planning advice will be in demand.

Committee members will take up a variety of active roles within IPAA. These will include assisting with the planning and design of IPAA's new website, writing articles for inclusion in IPAA News, participating in the arrangements for the annual WS Lonnie Awards, and becoming involved in sponsorship and marketing activities.

IPAA Divisional Council is very pleased with this initiative and has commended the Committee's enthusiasm and what has been achieved so far. We expect a rapid growth in IPAA Young Professionals membership as we become known throughout the sector. The Young Professionals Committee shows every indication of being highly successful in the coming year. I look forward to working with all the IPAA Committees to help ensure our success.

Tania Lawrence
CHAIR OF YOUNG PROFESSIONALS COMMITTEE

finance and business committee



*Dr Wally Cox
President IPAA WA
and Chair of Finance and Business Committee*

The year in review

The Finance and Business Committee is responsible for ensuring the sound financial management of IPAA. This year we have again invested in additional staff resources which has increased our expenditure. However, the Committee believes that this is justified as the Division continues to show a steady growth in numbers attending our events, and we have been able to increase the range and variety of services and products to meet popular demand. We are pleased to report that our income from membership and services has also increased which supports this development.

IPAA WA adopted full *accrual accounting* in July 2002. There are several advantages in introducing accrual accounting. Under this system of accounting all *income* is disclosed in the financial year when it is derived rather than when it is received. Similarly, all *expenditure* for the corresponding period is taken into account when the goods/services have been received and not when paid.

In essence, this method of account keeping reflects the true position of income as well as the expenditure for the year under review. Most importantly, it also reflects the true and current state of *Assets and Liabilities*.

Consequently, the attached *Income and Expenditure Statement* has been prepared on an accrual basis and discloses a *net surplus* of \$88,800 for 2002/2003. The *Balance Sheet* shows a *net assets / members equity* of \$209,574 as at 30 June 2003.

Our Treasurer, Tim Benjamin, is proficient in the latest systems and procedures for accrual accounting. He has also undertaken further training in this area to complement the expertise he has already acquired. The Council thanks Tim for his thorough approach to presenting Monthly and Annual Accounts.

Dr Wally Cox
PRESIDENT
CHAIR OF FINANCE AND BUSINESS COMMITTEE

**INSTITUTE OF PUBLIC ADMINISTRATION
AUSTRALIA**

(WESTERN AUSTRALIAN DIVISION, INC.)

**STATEMENT OF INCOME AND EXPENDITURE
for the YEAR ENDED 30 JUNE 2003**

<u>2001/2002</u>		<u>2002/2003</u>
<u>\$</u>		<u>\$</u>
	<u>INCOME</u>	
39,625	Members subscriptions	30,582
6,430	Bank Interest and Interest from Investments	5,949
14,332	Continuing Education Program (CEP)	3,384
0	Professional Development Program	40,873
42,929	Training Program	51,864
0	Staff Professional Development Program	582
33,209	Workshop	249,794
0	Conference Registration and Sponsorship	5,336
11,969	WS Lonnie Awards	10,500
0	Members Only Function	3,352
6,355	Other Income	0
<u>154,849</u>	TOTAL INCOME	<u>402,216</u>
	<u>LESS EXPENDITURE</u>	
5,088	AJPA and Capitation Fee (National)	5,308
4,358	CBPA (ACT Division)	3,992
1,078	IPAA (WA) Newsletter	1,641
0	Public Sector Fellowship Program	9,931
0	National Research Project	824
2,598	WS Lonnie Awards	9,061
0	Staff Professional Development	4,895
1,047	2000 IPAA National Conference	0
477	University Prizes	455
1,234	Marketing, Promotion and Advertisement	0
86	AGM and Annual Report	2,821
11,966	Continuing Education Program (CEP)	0
0	Professional Development Program	10,384
29,615	Training Program	14,885
23,021	Workshop	84,874
0	Members Only Function	5,920

439	Graduate Focus Group	0
3,549	Printing and Stationery (General)	6,547
2,459	Telephone and Fax	1,006
2,402	Computer Equipment and Software	1,751
2,112	Internet Expenses and IPAA WA Web Page	2,664
3,444	Bank Fees and Amex Charges	7,454
0	Council Expenses	30
0	Insurance	174
1,002	Postage/Courier/Mailing (General)	2,361
47,502	Contract and Salaried Staff	127,069
1,621	Consultancy and Management Fee	1,400
6,312	Honorarium	7,500
4,260	Australian Tax Office (GST Liability Payment)	0
6,641	Office Expenses	469
162,311	TOTAL EXPENDITURE	313,416
(7,462)	OPERATING SURPLUS/(DEFICIENCY)	88,800

**INSTITUTE OF PUBLIC ADMINISTRATION AUSTRALIA
WESTERN AUSTRALIAN DIVISION, INC.**

BALANCE SHEET AS AT 30 JUNE 2003

<u>2001/2002</u>			<u>2002/2003</u>
\$			\$
	Current Assets		
117,955	Cash At Bank	67,302	
	Petty Cash Float	96	
	IPAA BankWest Visa Card (Security Deposit)	5,000	
6,233	Trade Debtors (Accounts Receivables)	44,960	
	Fixed Interest Investments	<u>135,500</u>	252,858
	Current Liabilities		
554	Trade Creditors (Accounts Payables)	19,179	
2,860	Goods and Services Tax (GST)	6,487	
	PAYG Withholding Payable	1,164	
	2003/2004 Revenue in Advance:		
	Individual Membership Subscriptions	8,118	
	Corporate Membership Subscriptions	273	
	Professional Development Program	<u>8,063</u>	43,284
<u>120,774</u>	Members Equity		<u>209,574</u>

INCOME AND EXPENDITURE STATEMENT

FINANCIAL YEAR 2002/2003

154,849	Operating Revenue	402,216
<u>162,311</u>	Operating Expenses	<u>313,416</u>
-7,462	Operating Surplus (Deficit)	88,800
128,236	Retained Earnings at beginning of Financial Year	120,774
<u>120,774</u>	Retained Earnings at end of Financial Year	<u>209,574</u>

**INSTITUTE OF PUBLIC ADMINISTRATION AUSTRALIA
(WESTERN AUSTRALIAN DIVISION) INC.**

AUDITOR'S REPORT AND FINANCIAL STATEMENTS

*Independent Audit Report to the members of the Institute of Public
Administration Australia (Western Australian Division) Inc.*

I have conducted an independent audit of the financial records of the Institute of Public Administration Australia (Western Australian Division) Inc. in order to express an opinion on it to the members of the Institute for the year ended 30 June 2003.

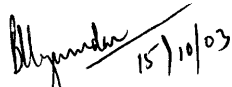
The Institute's Committee of Management is responsible for the financial report and have determined that the accounting policies used are consistent with the reporting requirements of the Institute's constitution. However, no opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The attached financial report, comprising the Statements of Income and Expenditure, Profit and Loss Statement and Balance Sheet, has been prepared for distribution to members for the purpose of fulfilling the Committee of Management's reporting requirements under the Institute's constitution. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or any purpose other than that for which it was prepared.

The auditing procedures included examination of evidence supporting the amounts and other disclosures in the financial report. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the Australian Accounting Standards and other professional reporting requirements.

The audit opinion expressed below has been formed on the above basis.

In my opinion, the financial report presents fairly in accordance with the requirements of the Institute's constitution in respect of the year ended 30 June 2003, satisfactorily detailing the sources and nature of the income (including income from members) and the nature and purposes of expenditure.

 15/10/03

B. MAZUMDAR
HONORARY AUDITOR



Institute of Public Administration Australia
(Western Australia) Division
ABN 23 762 167 128

Postal address:
PO Box Z5409
PERTH WA 6831

Phone: 9426 8696
Fax: 9426 8688
E-mail: ipaa@wt.com.au
Website: www.wa.ipaa.org.au