



Leadership Essentials
Centre for Public Sector Excellence
Public Sector Commission

Introduction Day

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Overview

- My leadership journey
- Characteristics of leadership
- Tips
- Conclusion
- Questions

My leadership journey

- Law and Arts degrees
- Arthur Robinson and Hedderwicks (now Allens Linklaters)
- Executive Director, Consumer Law Centre Victoria (now Consumer Action Law Centre)
- Chairman, Australian Consumers' Association (now Choice)
- Member, Economic Regulation Authority, Western Australia

My leadership journey (cont.)

- Western Australian Ombudsman
- Energy Ombudsman Western Australia
- Energy and Water Ombudsman Western Australia
- Member, State Records Commission
- Chair, State Records Commission
- Member, Integrity Coordinating Group

My leadership journey (cont.)

- Adjunct Professor, Faculty of Law, University of Western Australia
- President, Australasian and Pacific Ombudsman Region of the International Ombudsman Institute
- Treasurer and member of the Executive Committee of the International Ombudsman Institute

My leadership journey (cont.)

- Common thread:
 - Endeavouring to serve the public interest
 - Interest in the law, economics, regulatory activity, public policy and public administration

Characteristics of leadership

- Confidence/humility
- Preparedness to innovate, to take positive risks
- Recognition of need to avoid and manage negative risks
- Be strategic
- Influence
- Collaborate and be cross and multi sectoral

Characteristics of leadership (cont.)

- Listen, reflect, learn and improve
- Recruit, retain, train and support great teams
- Thoughtful and decisive

Tips

- The harder you work, the luckier you get.
- Pursue your passions and what you enjoy – it will be what you are best at and it will also make the hard work seem not so hard.

Tips (cont.)

- Don't worry too much about planning every aspect of your career – do today well and tomorrow will look after itself.
- In undertaking public service, always remember it is a great privilege and must be undertaken with the utmost integrity and responsibility.

Conclusion

- Building leadership capability is vital to ensuring the public sector responds to current and emerging challenges efficiently and effectively.
- These are not my words, but they are words with which I agree completely.

Questions