



Presented by the
Geelong Quality Council
Hosted by **ATO**



Culture Change Management at the ATO

Wednesday 20th May 2015,
7:45am registration, 8 am start – 10 am finish
ATO Offices, 12-14 Little Ryrie Street, Geelong

Presentation Format

The ATO.....

The ATO is not the first organisation we might think of when considering cultural change, innovation, empowerment of employees, and fostering an ethos of Continuous Improvement. Yet the ATO is doing all of these things by working to improve the culture and gain benefits as a consequence.

At this event, you will learn how the ATO is reinventing itself (<http://reinventing.ato.gov.au/>)

- Setting the environment:
Government service, including dealing with customers via intermediaries
- Digital transformation – the role of cultural change to deliver on expectations
- How ATO got started - The organisations focus on leadership, driven from the top down
- The focus on culture and the five identified new cultural traits:
Client focused, United and Connected, Empowered and Trusted, Future oriented,
Passionate and Committed

The Agenda

7:45	Registration
8:00	Welcome
8:05	Reinventing the ATO - Katherine Rhodes
8:50	Break
9:00	Key practical – Empowered and Trusted
9:25	Key practical – Natural Conversations
9:50	Feedback / Q&A
10:00	Close

RSVP by Friday 15th May 2015

Places are limited to 30 participants and registration is essential. We may need to restrict the number of participants to 2 from each organisation if demand exceeds the number of places available.

Register on line: <http://www.trybooking.com/HSOG>

Cost: \$ 30 (including GST)

Further details from: Flavio Giurco (M: 0439 319 249) or Richard Hamilton (M: 0402 973 894)

BACKGROUND INFORMATION

Geelong Quality Council

Vision

We aim to contribute to the development of a prosperous Geelong community as a not for profit resource that supports individuals and organisations to achieve operational excellence.

Purpose

To assist Geelong region organisations achieve *operational excellence* by facilitating information sharing on management systems/sustaining, lean/waste reduction philosophies, 6 sigma /systematic problem solving principles and emerging quality approaches. We do this by:

- Arranging regular, low cost, site visits, seminars and workshops focusing on sharing methods and tools that assist in achieving operational excellence.
- Creating a collaborative learning environment where experienced people from a diversity of organisations can share their knowledge and network with others for the benefit of the community.
- Offering experiences for students to learn about operational excellence.

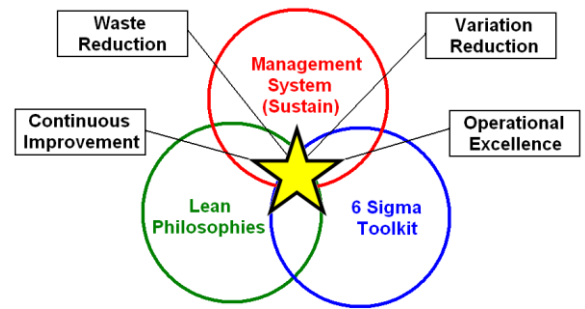
Values

GQC encourages a respectful open environment where diverse views are welcomed in a manner that accords with ethical business practices.

Committee

Our committee meets on the second Thursday of the month from 8am-9am at the offices of the Geelong Manufacturing Council, 82 Brougham Street at corner of Yarra Street, Geelong, to plan the activities of the Geelong Quality Council. Meeting dates are on our web site. We welcome new members to our committee.

Contact: Flavio Giurco, telephone 0439 319 249, email: Flavio@oqs.com.au web site: www.gqc.org.au



Parking Information

There is free street parking around the building, alternatively 4 hour parking is available nearby on Little Ryrie St.

Paid meters will only start drawing down during active periods (from 9 am in Ryrie St), so please feed the meter prior to attending the event to cover the entire duration.

