

Corporate directory (continued)

Management team

Our management structure is designed to deliver against APCA's core principles. Staff are organised into five business units that reflect APCA's unique industry role and purpose as the payments industry association. These units are:

- \ Executive Office: provides financial, communications and administrative support to the CEO and the operating units of the company.
- \ Industry Change Management: oversees payments industry projects that introduce change and evolve Australia's payments environment.
- \ Industry Policy: leads industry policy development and advocacy activities to improve the Australian payments system and to enhance the value of member's payments related activities.
- \ Self-Regulation: is responsible for development and operation of payments system self-regulation and APCA's broad constituency.

\ Technology and Operations: provides critical support for industry-wide activities including operation and maintenance of databases, statistics collections and website developments. The team also provides internal support to staff.

A long-serving member of the management team, Stephen Halliday, left the company during the year. Brad Pragnell commenced as Head of Industry Policy in May 2008. The addition of his policy expertise to our existing senior management team completes a full suite of relevant skills.

Leadership programme

The senior management team, comprising the CEO and four other business unit heads, participated in leadership and management training in November 2007 as part of the objective to make leadership styles more consistent and coordinated across the team. The programme involved an online survey-based collection of perceptions of each manager from peers and staff and a two-day workshop. Follow up activities included staff feedback sessions and one-on-one coaching of the management team.

Organisation structure

As at 30 June 2008

