



CAPAM 2008
BIENNIAL CONFERENCE
OCT 19-22 · BRIDGETOWN, BARBADOS



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Conference overview

Continuing the Shared Journey: Achieving Public Service Excellence

What is the role of the public service in the 21st century? How is this role both similar and different across national, regional and international borders? What does it mean to achieve public service excellence in the context of improving service delivery, fostering good governance and building institutional capability?

Join us in Bridgetown, Barbados for the 8th CAPAM Biennial Conference. The conference will explore the *shared journey in achieving public service excellence* by engaging delegates in an active discussion that identifies strategies, pre-requisites – both human and structural, and shared lessons in the development of a public service that actively responds to the needs of citizens in the current context. Taking place over the course of three days, this discussion will also include the sub-themes below.

- Raising the standard: Promoting Actions/Behaviours and Programmes to Achieve Public Service Excellence
- Making Further Strides: New Governance for New Times
- Upward and Onward: Enhancing Management and Institutional Capability for Achieving Public Service Excellence

For more information, please see the *2008 Conference at a Glance* on reverse side.

Early bird registration

Register before June 30th 2008 to receive a discount on the regular conference fee. Fill out the registration form included with this brochure, or visit our website at www.capam.org for more details.

Pre-conference workshop

The pre-conference workshop 'Vulnerability of Small Island Developing States' will bring participants together to reflect on and share in common issues as small island states. Further information about the programme will be available in the coming months.



What can I expect from a CAPAM conference?

The Commonwealth Association for Public Administration and Management (CAPAM) was established in 1994 as a not-for-profit membership association. CAPAM members represent the countries of the Commonwealth; including senior public service professionals, Heads of Government, academics, research institutions and other individuals. The organisation is sustained by members that believe in the value of engaging conversation across diverse national and regional experiences, and by key international leaders that continue to grow and support an organisation that works across borders to promote the recognition of the shared public service experience.

CAPAM programming responds to membership interests in:

- Innovations in citizen centered service delivery
- Excellence in organisational leadership and capacity building
- The development of best practices in management and administration in the public service

CAPAM conferences create a forum for professional networking, engaged discussion and forward thinking that includes members and individuals from across the diverse experiences of the Commonwealth. CAPAM serves its diverse membership by transforming meetings into exchange, knowledge into a plan for future action, and growing Commonwealth networks into the mobilization of best practices in good governance & public service in the 21st century.

For a complete list of membership benefits and services, or to become a CAPAM member, please visit us at www.capam.org or use the registration form in this brochure.

For more information about this conference, please contact:

Ada Wong,
Commonwealth Association for Public Administration
and Management (CAPAM)
1075 Bay Street, Suite 402, Toronto, ON M5S 2B1
Phone: 1 416 920 3337
Fax: 1 416 920 6574
Email: awong@capam.org or visit www.capam.org



The 2008 CAPAM Biennial Conference is offered in partnership with the Government of Barbados.



Bridgetown at night



Barbados Hilton



Bridgeport Harbour



Gun Hill Signal Station

Enjoy your stay in Barbados!

Explore Barbados: a beautiful coral island with excellent beaches, Barbados also has rolling hills, deep ridges and gullies, and fascinating flora and fauna. Other activities include art, night life, music, cricket, and great restaurants. Historic buildings and modern development live side by side. The warm, friendly Barbadians, called Bajans, help make Barbados a special place to visit.

Sponsorship:

A limited number of travel subsidies will be available for qualified candidates. Please submit your CV and a request for sponsorship to: Biennial Conference Selection Committee, CAPAM, 1075 Bay Street, Suite 402, Toronto, Canada M5S 2B1. Tel: 1 416-920-3337 or Fax: 1-416-920-6574.

Barbados visa requirements

CAPAM cannot assist in procuring passports and visas. All delegates are responsible for their own travel documents. To determine what documentation is required, please visit the Barbados government website at www.barbados.org

Weather and dress code

Typically, October temperatures are around 27-30°C, with little rain.

The dress code for the conference is Business Attire or National Dress, except for the Cultural Evening on Monday, at which more casual dress is encouraged.

Accommodation

Please make your reservation directly with the hotel. Be sure to specify that you are booking under the "CAPAM Conference Block". Space is limited so book early to ensure availability.

The Barbados Hilton (conference venue): Needham's Point, St. Michael, BB11000, Barbados W.I.
Phone: 1 246 426 0200 Fax: 1 246 434 5770 Reservations: 1 246 434 5700
www.hiltoncaribbean.com/barbados

Rate under CAPAM Conference Block: \$200 USD per night (single) \$210 USD per night (double). Rate excludes the state and local tax of 7.5% and a service charge of 10%. Breakfast is included in the rate.

Grand Barbados Resort (walking distance from conference facility):

PO Box 639, Aquatic Gap, St. Michael, Bridgetown, Barbados

Phone: 1 246 426 4000 Fax: 1 246 429 2400 www.grandbarbados.com

Rate: \$140 USD per night (taxes and service charge to be confirmed.)



Learning Journeys

Building on the success of past conferences, CAPAM will again offer conference attendees the opportunity to learn about the local history and culture of the host country. Transportation will be provided.

Registration: please email Ada Wong at awong@capam.org to register for the Learning Journey of your choice.

- **Cricket**

The focus is on the history of the sport and Barbados and will feature the new facilities prepared for the 2007 World Cup and the Regional Cricketing Legends.

- **Steel Pan**

The evolution of this amazing musical instrument. The steel pan or steel drum originated in the Caribbean Island of Trinidad. The stories begin in the 1930's when African descendants, to express the music ringing in their heads, started beating out rhythms and harmonies on pieces of metal. From the forbidden skin drums and the outlawed tamboo bamboo bands, they were searching for innovative ways of making music to accompany the people's songs and dances at carnival time.

- **St. Nicholas Abbey**

The history of a working sugar plantation. St. Nicholas Abbey, located in the parish of St. Peter, was built in 1660 and is one of only three genuine Jacobean mansions in the Western Hemisphere. The estate features a historical residence and old sugar factory set in 225 acres of sugar cane. The new owners have restored the sugar factory and visitors can see how the cane is ground to produce cane juice.

Conference at a glance

* Note: Precise times are subject to change.

DATE	TIME*	EVENT
Sunday October 19	Times to be confirmed	Pre-conference Workshop (programme option)
		General Members Meeting
		Official Opening Reception
Monday October 20	8:30 – 10 am	Raising the Standard: Promoting Actions/Behaviours and Programmes to Achieve Public Service Excellence
	10:30 – 12 pm	Concurrent Sessions:
		a) Improving the Delivery of Public Services
		b) Developing Public Services Bureaucracies to meet the demands of the 21 st century
		c) Aiming for Excellence in Service Delivery: Reinforcing the core values
	1:00 – 3 pm	Innovations Awards Finalists Presentations (1)
3:30 – 5:30 pm	Innovations Awards Finalists Presentations (2)	
6:30 – 9:30 pm	Cultural Evening at the Crane Hotel: A historic Barbadian village will also form part of this function	
Tuesday October 21	8:30 – 10 am	Making further strides: New Governance for New Times
	10:30 – 12 pm	Concurrent Sessions:
		a) Managing Human Capital for Better Governance
		b) Private/Public Partnerships in Enhancing Service Delivery
		c) Civic Engagement in Public Policy Formulation/Implementation
	1 – 3 pm	Innovations Awards Finalists Presentations (3)
3:15 – 5:30 pm	Learning Journeys (see full descriptions on reverse side)	
5:30 – evening	Free evening for networking and sightseeing	

Conference at a glance *Continued*

Wednesday October 22	8:30 – 10 am	Upward and Onward: Enhancing Management and Institutional Capability for Achieving Public Service Excellence
	10:30 – 12 pm	Concurrent Sessions:
		a) Reforming and Strengthening Public Service Institutions: Lessons of Experience in Small States
		b) Small Size, Dependency and Vulnerability: Managing the issues and Turning the Weaknesses and Threats into Strengths
	c) Placing People at the Centre of Development: Strategic Considerations for Public Administration Managers	
	1 – 2:30 pm	Learning from experience: Conference Summary
	2:30 – 3 pm	Official Closing by Conference Host
7 – 7:30 pm	Reception	
7:30 – 11 pm	President's Banquet <ul style="list-style-type: none">- CAPAM outgoing President (Host)- CAPAM Innovations Awards Presentations- Gordon Draper Award Presentation	

Conference registration form

To register, please complete form and send to: CAPAM, 1075 Bay St. Suite 402, Toronto, ON M5S 2B1 Canada

Fax: +1 416 920 6574 Email: awong@capam.org

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Name: _____

Job title: _____

Department: _____

Organisation: _____

Address: _____

Email: _____

Tel: _____

Fax: _____

Method of payment

(Invoice available on request: email awong@capam.org)

International money order

Electronic transfer (contact CAPAM for details)

Cheque drawn on US bank

Credit Card:

AMEX VISA MasterCard

Card Number: _____

Expiry date: _____

Signature: _____

Conference fees

Conference Registration fee includes:

Opening Reception, Cultural Evening, Learning Journeys, President's Banquet, daily lunches and all coffee/tea breaks.

Member:

Early registration—before June 30th 2008 \$ 800 US

Regular—after June 30th 2008 \$ 900 US

CAPAM individual membership fee:

(Become a CAPAM member and save on registration!)

\$ 130 US

Non-member Rate:

\$1100 US

Pre-conference Workshop - *Vulnerability of Small Island Developing States*

\$ 175 US

Payment

Conference Registration Fee and CAPAM Membership

(individual member \$130 US) \$ _____ US

Members' Conference Registration fee:

(I am already a CAPAM member) \$ _____ US

Additional Programming:

Pre-conference workshop - \$175.00 US

(*Vulnerability of Small Island Developing States*) \$ _____ US

Companions' Programme - \$350.00 US

(*includes Opening Reception, Cultural Evening, President's Banquet, and daily planned programme 19-22 October*) \$ _____ US

Additional event tickets:

(*One ticket for each event is included with registration. Additional tickets are \$100 US each*)

Cultural evening _____ x 100 US \$ _____ US

President's Banquet _____ x \$100 US \$ _____ US

Opening Reception _____ x \$100 US \$ _____ US

Total: \$ _____ US

Cancellations after September 12, 2008 are subject to a \$200 US administration fee.