



WiT Board Candidate Profile

Cath Drinkwater

cdrinkwater@goldcoast.qld.gov.au

0430069523

<https://au.linkedin.com/in/cathdrinkwater>

Cath is a demonstrated business leader with over 18 years of experience in improving the customer experience through digital initiatives and ICT transformation. Key achievements include developing customer service strategies resulting in savings over \$2 million per annum in operating budget and developing business cases for Government to transform ICT services by awarding contracts worth over \$650 million.

Having worked in customer service, operations and program management in multiple verticals (including Government, Finance, Telecommunications and Utilities), Cath has significant experience in undertaking due diligence and then creating Customer Service or ICT Transformation strategies for organisations. As a well-known customer service industry advocate, Cath is a sought after speaker and panel member who also regularly provides advice and recommendations to a number of boards and to the Council of the Gold Coast

Currently leading the implementation of a Local Government Platform for the City of Gold Coast, Cath is responsible for leading the project that will ultimately replace 42 legacy systems into a single system. With over a \$50million budget, the ICT Transformation program will deliver a digital portal for the Customer and enable the City to use improved technology in time to support the Commonwealth Games. Reporting to the ICT Transformation program board, Cath's strong governance and risk focus are critical components of her role that support her reputation as a proven project and program delivery executive.

A systems thinker at heart, Cath uses her theoretical knowledge based in neuropsychology and organisation change management combined with her business acumen to influence key stakeholders to develop a stronger customer service ethos whilst still delivering on value for money. She has demonstrated successes in cultural change and business process re-engineering to reduce City of Gold Coast's application times by 60% and introducing online customer service channels shifting over 40% of enquiries to the website and mobile app from the contact centre or front counter channels. A keen researcher and knowledge seeker, Cath understands technology trends and changing customer expectations and can assess whether an organisations strategic and operation plans can deliver to the new digital demand.

Board & Committees Positions:

- ICT Transformation Program Board member -City of Gold Coast- \$1.327 billion Annual Budget- 3500 FTE
- Business, Innovation and Governance Committee member - City of Gold Coast- \$1.327 billion Annual Budget- 3500 FTE
- Recommending Officer for Customer Contact and Technology to Council of City of Gold Coast (Local Government)
- Auscontact Queensland Committee member (past) – Auscontact (NFP)- 1-10 FTE, >2000 members
- Customer Contact Management Association Queensland Committee member (past) – CCMA (NFP) - 1-10 FTE, >1000 members

Professional Qualifications & Memberships:

- Doctorate Business Administration (Ongoing) – Action Research as a staff engagement tool – Southern Cross University
- MSc Intelligent Systems – University of Sussex
- BSc (Hons) Neuroscience – University of Sussex
- Prince 2 Practitioner – Australian Institute of Management
- Local Government Management Association Queensland Member
- National Local Government Customer Service Committee Member
- Women in Technology (WiT) Member

Current Employment:

LGP Implementation Manager - City of Gold Coast- \$1.327 billion Annual Budget- 3500 FTE

- Accountable for the implementation of a Local Government Platform (LGP)
- Implementation budget - \$50 million
- Contract Value - \$120 million, 1500FTE impacted
- 50 FTE on project , Total contract value of \$150 million