David Bennett - 2015 Heintzman Leadership Award Winner

The Institute for Citizen-Centred Service’s (ICCS) Heintzman Leadership Award is a national award presented annually to an individual who has demonstrated outstanding leadership within the Canadian public sector in the promotion of citizen-centred service delivery. In particular, recipients of the Award have demonstrated superior and sustained leadership that has resulted in transformational change to the quality of public sector service delivery, both within their own jurisdictions and across jurisdictional boundaries. Past winners representing all three orders of government include: Art Daniels, Dave Millar, Lori MacMullen, Brian Marson, Andrew Mellor, Scott Campbell, Roy Wiseman, Bob Stark, Sue Corke, David Szwarc, Dan Batista and Deborah Lipscombe.

The ICCS is proud to announce David Bennett as the 2015 Heintzman Leadership Award winner in recognition of his substantial contribution to the promotion of, commitment, to, citizen-centred service delivery in Canada.

In his 33-year career with the Canada Revenue Agency, David demonstrated outstanding leadership within the Canadian public sector. As an Assistant Commissioner at the Canada Revenue Agency, David provided exceptional leadership in promoting and supporting a vision to create and enhance electronic services (e-services) for Canadians. Under his leadership e-services were expanded for individuals, businesses and their representatives that made it easier for them to meet their tax obligations at a much lower cost.

David held key leadership positions for more than 20 years and was involved in the delivery of major program and system enhancements that improved the lives of Canadians and the efficiency of government. These projects included on-line initiatives and major system transformations including laying the ground work for the vision of electronic services for Canadians. David led several major transformative initiatives including the discontinuance of the mailing of millions of personalized paper tax returns and related web-access codes increasing participation in e-services and changing interactions with tax administration. Under David’s leadership, one of the largest IT projects in the history of the CRA received Treasury Board approval for the project plan and related funding. The system redesign initiative, a $250 million multi-year project, has begun to lay the foundation for the implementation of the latest innovative technologies to enhance service, minimize risk, and reduce costs to all Canadians.

David’s experience, knowledge and desire to improve service to Canadians and Canadian businesses enabled him to collaborate across many levels of government and with the public sector. David was a key contributor to the Assistant Deputy Commissioner Committee on Service and Federating Identity and ensured that CRA was a participant on the PSSDC. Internationally, David has also been able to share his experience and knowledge to improve service to taxpayers.

Congratulations David Bennett!