

AUSTRALIAN WORLD BANK STUDY TOUR – 18-22 MARCH, 2013 - DRAFT PROGRAM

Date/Time	Meeting/Visit	Detail/Notes
Sunday 17 March (Sydney/Canberra)		
10am	Arrive in Canberra	Connecting flight from Sydney to Canberra required. Delegates will be met at Sydney Airport and accompanied to Canberra.
7pm-9pm	Dinner	Dinner provided at hotel.
Monday 18 March (Canberra) – Government Stakeholders		
9am-10am	Department of Education Employment and Workplace Relations (DEEWR)	Brief presentations from delegates on Public Employment Services and Active Labour Market Programs in their home countries and their expectations of the Study Tour.
10am – 1pm	DEEWR	<p>Overview of Australia’s Employment Services System and active labour market policies (high level presentations). These might include information on:</p> <ul style="list-style-type: none"> - Features of the Australian labour market - Features/history of labour market and social policies/services in Australia. - Institutions involved in implementing labour market policy - Situation of and employment services for specific groups (e.g. youth) - Vocational Education and Training (VET) system - Australia’s approach to contracting out employment services - Financial arrangements – service fees, results-based fees, wage subsidies, funds to overcome barriers to employment et al
2pm-5pm	DEEWR and Department of Industry Innovation Science Research and Tertiary Education (DIISRT)	<p>Overview of Youth employment programs and apprenticeship system. High level presentation on:</p> <ul style="list-style-type: none"> - “Learn or Earn” – Compact with Young Australians - Youth Connections - Career Guidance - Language, Literacy and Numeracy Program - Australian Apprenticeships - Group Training Organisations - Developing employability skills/soft skills

7pm-9pm	Dinner	Invite key people involved in the day's presentations and possibly representatives of local embassies (location of dinner TBD).
Tuesday 19 March (Canberra) – Government Stakeholders		
9am-1pm	DEEWR	<p>Implementing the System – DEEWR role. This session will include more detailed technical presentations on such topics as:</p> <ul style="list-style-type: none"> - Defining Labour Market Regions (LMRs) and Employment Service Areas (ESAs) - How providers are assessed and selected (procurement process) - How business levels are assigned to providers - Nature and key features of contracts with providers - How contracts are managed - How services delivered and outcomes achieved by providers are monitored - How the Star Rating system works - How payments are made - How risks are managed - How the system as a whole is evaluated
2pm-3.30pm	DEEWR	<p>Implementing the System – Role of Providers. Topics will include:</p> <ul style="list-style-type: none"> - Job Seeker Classification Instrument, Employment Services Assessments and (for people with disabilities) Job Capacity Assessments - Job Seeker Service Streams - Referral to providers and how user choice works - Delivery of contracted services - what exactly is expected? (e.g. contacts, interventions etc) - From DEEWR's perspective, what do high-performing providers do to get results? - What do providers do in very poor labour markets?
3.30pm-5pm	Department of Human Services (DHS)	<p>Implementing the System – DHS and Centrelink role. Presentation and visit to Centrelink office in Canberra. Presentation might include:</p> <ul style="list-style-type: none"> - Unemployment and related benefits - Participation and compliance regime - Job seeker registration and referral process - Tour of Centrelink office
6pm-9pm	Travel to Sydney/Hotel Check in/Dinner	Dinner provided at hotel.

Wednesday 20 March (Sydney) – Service Providers		
9am-5pm	Visits to service providers	Visits to various providers including two Sydney-based Job Service Australia (JSA) providers facing different challenges (e.g. high refugee or recent migrant populations; high level of welfare dependency et al), a Disability Employment Service (DES) provider and a Youth Connections provider. Discussion with management and staff about: <ul style="list-style-type: none"> - operational strategies that get results - their perspective of the system’s strengths and weaknesses - business/financial considerations as a provider
6pm-10pm	Dinner	Possibly including a Sydney Harbour cruise.
Thursday 21 March (Sydney/Regional Centre) – Other Stakeholders		
9am – 3pm	Visits to other stakeholders	Visits to/discussions with other stakeholders such as <ul style="list-style-type: none"> - Peak employer association (Australian Industry Group) - A major employer - Department of Immigration and Citizenship (regarding skilled migration program)
4pm-6pm	Travel to regional centre/Hotel Check in/Dinner	Dinner provided at hotel.
Friday 22 March (Regional Centre) – Government, Providers and Other Stakeholders		
9am-4pm	Visits to stakeholders and providers to learn about system operation in an inland labour market	Visits/discussions to explore specific challenges in implementing the employment services system in a difficult, regional context. These might include discussions with: <ul style="list-style-type: none"> - DEEWR local office - Local employer group (e.g. local Chamber of Commerce) - Job Services Australia providers - Work experience/practical skills development projects - Youth-focused projects
4pm-7pm	Travel back to Sydney	Dinner provided at hotel.