

# Meeting details

Thursday 8 August  
1pm – 5pm

Boston Consulting Group,  
Level 5, 16 Marcus Clarke St,  
Canberra, ACT 2601

1pm – 1.15pm

Welcome and introductions

- Welcome (Mark Watters, BCG and Travers McLeod, CPD)
- Introductions

1.15pm – 3.00pm

'Community deals' to boost economic participation for humanitarian migrants

- Opportunities to implement 'community deals' at local level to lift economic and social participation for humanitarian entrants, including:
  - Structure of deals
  - Outcomes and measurement
  - Necessary elements of a replicable service model
  - Funding model
  - Process for initiation

3.00 – 3.30pm

Coffee break

3.30 – 4.30pm

Integrating settlement, language and employment services

Priorities and opportunities for improving the 'service delivery system' including:

- Picturing the ideal 'service delivery system' for 2022; what it looks like and the outcomes and objectives it would deliver on
- Identifying the opportunities for the priority improvements to the service delivery system - now and at key milestones (e.g. service contract rollover dates)
- Identifying the further governance and administrative changes needed at the local, state and national levels to deliver that improved 'service delivery system'

4.30 – 5.00pm

Conclusion and next steps