

ADVANCED PUBLIC SECTOR SERVICE DELIVERY SEMINAR 2008



Date: 11-12 June, 2008

Venue: Royal Swazi Sun Hotel, Ezulwini, Swaziland

Swaziland

This is a must for any service delivery professionals who want to stimulate growth and development in urban and rural regions in Swaziland. These areas play a vital function in the population, culture, and economy of Swaziland, yet services to rural and regional communities are often overlooked or misdirected.

Delivering core services to rural and regional areas presents unique challenges in terms of available infrastructure, cost of delivery and cultural differences. Hear from industry experts who have tackled service delivery issues, and developed innovative strategies, policies and programs that have achieved best-in-field results.

In face of growing community expectations of enhanced service quality and accountability, the government must seize opportunities to innovate and to change the way in which public services are delivered.

Public sector reform is not just about cutting costs and tackling deficits; it is about optimising the use of scarce resources to deliver the best available public services.

This gathering will also address financial reform in the public sector which requires extensive training and communication with relevant parties for success to be achieved. .

It is important to ensure that government services are complemented with competitive private sector skills and resources. Privatisation created genuine and sustainable competition. Different forms of private sector involvement, such as outsourcing and public private partnerships, must be adopted in different circumstances.

Key Issues...

- **SERVICE DELIVERY IMPROVEMENT PLAN**
- **Create effective regional partnerships**
- **Intensify Consultation Plans**
- **Engage Rural and Regional communities**
- **Recruit and Retain Skilled Professionals**
- **Facilitate Financial Compliance**
- **Sound Financial Planning & Management**
- **Efficient Help Desk Assistance**
- **Create enabling environment that promote self reliance and sustainability**
- **Developing & Provisioning of advocacy & capacity building programs for population & development**

This timely event will showcase perspectives from a range of well respected public and private sector organisations in this space enabling others to help stimulate social and economic growth and development. If you are charged with the responsibility of service delivery in rural and regional Swaziland then you can't miss this opportunity to benchmark your policy and programs and discover new ways of optimising the delivery of services.

Presented By:

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ADVANCED PUBLIC SECTOR SERVICE DELIVERY SEMINAR 2008

Facilitator: PETER JOHN METCALFE

As at January 2008



Peter is currently the Chairman of **THE FOUNDATION FOR THE DEVELOPMENT OF AFRICA (FDA)** and the **Africa Trade Centre (Pty) Ltd**, delivering his vision of connecting and empowering Africa. Peter is regarded as an expert on issues effecting business in Africa, sustainable development, CSI (Corporate Social Investment, FDI (Foreign Direct Investment), LED (Local Economic Development), PPP's (Private Public Partnerships) and Nepad. He is an active participant to the Advisory Board for the OECD-NEPAD - Africa Investment Initiative for Growth and Development. As such, his contributions have been sought after in many high-profile summits and events.

Biography

As Project Quality Assurance Engineer, during the construction of a number of coal-driven power stations in South Africa, Peter was exposed to most trades and professions while developing quality procedures used in the construction process. The vision he had of "connecting" Africa, led to the 'birth' of Info Africa in 1992. After establishing this concept, Peter was once again exposed to empowering and capacitating of our people, as a consultant for the then Northern Province Department of Housing (South Africa), preparing quality procedures for low-cost housing. His passion to address sustainable development needs in Africa became an obsession.

Peter, in his then capacity as a business consultant, assisted emerging PDI's (Previously Disadvantaged Individuals) with realisation of their vision and the establishment of these PDI's in business. He holds the title as an accredited assessor for the South African Business Excellence Foundation. This knowledge he now willingly shares with others.

In 2003 Peter received an award from the then Minister of Social Development in South Africa, Dr. Zola Skweyiya, for his contribution towards Corporate Social Investment.

Peter's expertise has made him a well-known personality in Africa. His numerous televisions, radio and print media interviews and the number of high level conferences and events he has addressed, testifies to the respect he commands in the field of Africa affairs.

For more detail see:
<http://www.metcalfe4africa.com/>

About the FDA

THE FOUNDATION FOR THE DEVELOPMENT OF AFRICA (FDA) is a private, 'not-for-profit', non-membership, organisation actively serving Africa by promoting processes conducive to sustainable developmentthroughout Africa - with the emphasis on sustainability! This organisation is currently rated as one of the most proactive Sustainable Business Development Organisations in Africa!

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DAY ONE

08H00 Coffees & Registration

09h00 **Welcome and Introductions**

09H30 **Coming to Grips with Service Delivery – A preamble of the seminar encompassing:**

- Engaging Communities – Integration
- Creating Effective Partnerships – PPP's
- Supporting Sustainable Communities - Opportunities
- Recruiting and Retaining Skills (Brain-drain)
- Management - Leadership

Examining the outcome of **National Conference on Public Service Delivery**

11H30 Tea/Coffee Refreshments

12H00 **Engaging Communities – Integration**

Social Development Priorities

- Presenting innovative and flexible approaches to service delivery
- Utilizing non-government organisations and the private sector
- Top-Down – Bottom-Up Approach

13H00 **Lunch & Networking**

14H00 **Engaging Communities – Integration (Continues)**

Supporting sustainable development through Local Economic Development

- Enhancing the growth of existing businesses
- Promoting existing strengths in industries, education, arts and culture and retailing
- Building new business clusters in health, housing, information technology, environmental management, business services and agribusiness
- Promoting regions and their businesses into new markets and attracting new residents
- Informing businesses and the community on new developments and opportunities
- Service Delivery and the 2010 World Cup

Creating Effective Partnerships – PPP's

Public and Private Sector working together for a common cause – PPP's

- Establishing a collaborative approach to the delivery of services
- Committing to joint-sector initiatives that strategically service communities
- Enhancing access to information to ensure community members understand how to access services
- Eliminating gaps in services by working together with other agencies
- Establishing an Investment Climate

15H00 **Tea/Coffee Refreshments**

15H30 **Open Discussion - New approaches to urban and rural development**

- Innovative approaches to rural and regional development:
Breaking free of the traditional development corporation models
- Developing a range of partnerships to build communities and regions
Implementing government initiatives to optimize the effectiveness of policies and programs
- Increasing access to services by leveraging other agencies strengths
- Developing 'Joint Government Strategic Plans' to provide better services
- Integrating services

16H00 Close Forum – End Day One

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DAY TWO

08H00 **Morning Tea & Registration**

09h00 **Welcome**

09H05 **Working collaboratively with non-governmental organisations to deliver optimal services to urban and rural Swaziland**

- The Triple Bottom Line
- Optimizing funding opportunities available to non government organisations to complement service delivery to communities
- Implementing government funded projects to develop sustainable communities
- Developing collaborative initiatives with public and private sector CSI/CSR initiatives

09H30 **Developing sustainable integrated settlement programmes to help communities survive and prosper**

- Exploring the social impact of natural disasters
- Outlining relief programs available
- Identifying shortcomings in available emergency services

10H30 **Open Discussion - Recruiting and Retaining Skills (Brain-drain)**

11H30 **Tea/Coffee Refreshments**

12H00 **Management – Leadership**

13H00 **Networking & Lunch**

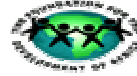
14H00 **Event Summation**
• Basic Guidelines for Implementing Service Delivery

14H30 **Close of Seminar**

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ADVANCED PUBLIC SECTOR SERVICE DELIVERY SEMINAR 2008 REGISTRATION FORM

11-12 June 2008, Royal Swazi Sun Hotel, Ezulwini, Swaziland
PLEASE COMPLETE AND FAX BACK TO BLESSINGS: +27 11 646 7013/ +27 11 646 7399

Organisation:

Nature of Business:			
Department:			
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			Postal code:

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Delegate 2				
Delegate 3				
Delegate 4				
Delegate 5				

Authorised Signature <i>(Only authorised forms accepted) :</i>	Position :
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2 days symposium: R 5 999,00 / Delegate

Signing this document confirms that you accept the terms and conditions specified below and that your company will pay the full fee even if you cancel or do not arrive.

Methods of Payment: Tick appropriately (J)	<i>Tact Business Development & Management: ABSA Bank , Rivonia Branch</i>		
	<i>Business Account no : 9170845951 Branch Code: 509955</i>		
Bank Transfer:	<input type="checkbox"/>	<i>For credit card option fill in the regions below</i>	
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DIETARY REQUIREMENTS:

Terms and Conditions

- 1. Registration forms must be completed, signed and faxed to +27 11 646 7399 / +27 11 646 7013*
- 2. Payment must be received within 7 working days of registration*
- 3. Delegates are responsible for making their own flight, shuttle and accommodation arrangements.*
- 4. Fees include refreshments, luncheons and programme material and a service charge of 26%*
- 5. Tact is not held liable for costs that may be incurred due to injury or illness sustained during the convention*
- 6. Governing law: This agreement shall be governed and construed in accordance with the law of South Africa and the parties submit to the exclusive jurisdiction of the South African Courts*
- 7. Payments must be made in SA Rands & US Dollars*
- 8. A 50% Cancellation fee is charged if cancellation is made within two weeks to the event date.*

