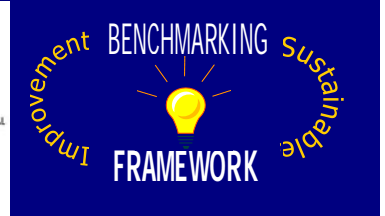


Benchmarking Partnerships



BUSINESS EXCELLENCE STUDY MISSION of Australian Business Excellence Award Winners & Best practice organizations, **Wednesday 19th - Friday 21st October 2016**

Possible opportunity to visit selected 2016 Business Excellence Award finalists on the Monday 17th and Tuesday 18th October TBA and more details to follow.

Tuesday evening 18th October, Melbourne

8.00PM Briefing, dinner and getting to know each other, informal session. Manuals, name badges and review of expectations discussed and shared.

DAY 1 - Wednesday 19th October, Melbourne

7.30AM Breakfast

8.30AM Depart hotel by coach, arrive at The Department of Education and Training by 9.00AM

The Department of Education and Training - Victoria *a very good practice organisation*

The Department of Education and Training offers learning and development support, services and resources for all Victorians, from birth through to adulthood. The Department leads the delivery of education and development services to children, young people and adults both directly through government schools and indirectly through the regulation and funding of early childhood services, non-government schools and training programs. The Department implements Victorian Government policy on early childhood services, school education and training and higher education services. The Department manages Victorian government schools and drives improvement in primary and secondary government education.

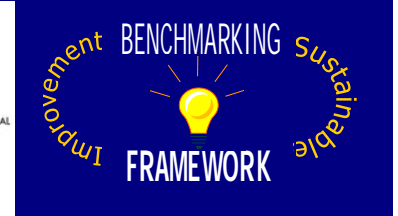
Together we give every Victorian the best learning and development experience, making our state a smarter, fairer and more prosperous place.

Education is both fundamental to the development of individuals and families and to building a strong society that has better health outcomes, greater social mobility, and strong economic growth, productivity and employment.

9.15AM Arrival, registration and seating.

9.30AM The Department of Education and Training (DET) will present and showcase their Inspiring Managers Program (IMP) & share how it demonstrates excellence in the workplace as part of this Business Excellence Study Mission

The Inspiring Managers at DET Program supports the achievement of building great leaders and managers at every level across the organisation.



The aim of the Inspiring Managers at DET Program is to develop the necessary behaviours, knowledge, mindsets and skills required of DET managers to lead and manage successfully in a complex and dynamic environment. It is a six month program incorporating face to face, self-paced and on the job learning to build leadership capabilities and allow participants the opportunity to put their learning into practice.

A key feature of the program is the emphasis on the application of leadership skills such as coaching and giving feedback to others. This aims to have a positive impact on innovation capability, productivity, staff motivation and engagement, development and learning practices within the Department.

The program has been designed using the 70:20:10 approach, being:

- 70 per cent of learning from application on the job
- 20 per cent of learning from mentors, coaches, co-workers and leaders
- 10 per cent of learning from courses, reading and structured learning

Morning tea and lunch will be provided.

12.45PM Thankyou, presenter gifts and certificate of thanks to the Department of Education and Training. Depart by coach for Precision Electronic Technology in Mitcham

1.30PM Arrive Precision Electronic Technology.

Precision Electronic Technology *a 2015 Silver Business Excellence winning organisation*

With over 50 years industry experience and a strong technical knowledge base, Precision is well positioned to provide a total solution, from prototype to volume supply of circuit boards and ancillary products.

Our company is characterised by customer service, uncompromised quality and timely delivery of all your PCB requirements.

One of Precision Circuits key strengths is its people and their technical understanding of the electronics industry.

Precision prides itself on the importance of being able to work with its customer's technical and supply chain priorities to provide a solution that is best fit for its customers.

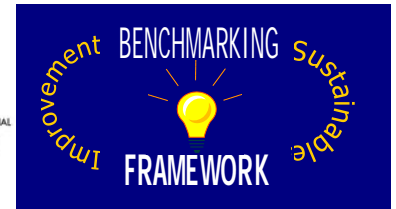
With a solid foundation of customer support and a strong intellectual knowledge base, our company is positioned to provide outcomes to the most difficult of customer requirements.

1.40PM Precision Electronic Technology will outline their business excellence journey since 2010, embracing business excellence as their transformation agent, amongst a challenging economic period, where 'people' and 'strategy and planning' have been the biggest learning outcomes.

Precision Electronic Technology will share how they continue to build on business excellence with a people and strategy and planning focus for both now and their future:

People. The importance of developing and valuing people to change and improve the organisation. This includes the importance of creating an environment that attracts the right people, engages them and retains them. Precision is indeed a great place to work.

Strategy and planning. Precision Electronic Technology have dramatically improved how they set strategic directions and how business strategies are communicated in a way that give meaning to the people who work in the organisation and its stakeholders. They now have a greater alignment



between their business plan and individual work plans and all their strategic decisions are translated into actionable items

Precision Electronic Technology will supply afternoon tea.

4.15PM ***Workshopping Lessons learned – facilitated by Benchmarking Partnerships***

Workshop Groups of participants & speakers address:

- what are the key messages and ideas from the visits and the presentations?
- what ideas are coming from the other workshop participants?
- what are the opportunities for you to take action?

4.45PM Thankyou, presenter gifts and certificate of thanks to the host. Depart Precision Electronic Technology by coach to our return hotel.

6.00PM Opportunity for hosts and delegates to register and pay their own costs to attend and participate in the 2016 Australian Business Excellence Awards dinner and evening in Melbourne (more details to follow as they become available)

Optional
2016 Australian Business
Excellence Awards dinner and
evening in Melbourne

DAY 2 – Thursday 20th October, Melbourne

8.45AM Breakfast and check out of hotel.

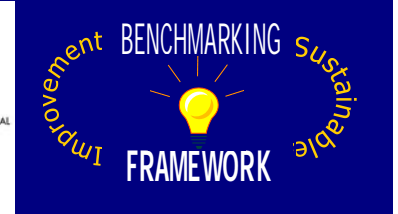
9.30AM **Australian Business Excellence Awareness workshop**
conducted by the Australian Organisational Excellence Foundation(AOEF). This includes the launch of the new revised Business Excellence Framework. This workshop is separate to the Study Mission program herein. Please contact Ravi Fernando at the AOEF directly for information or to register directly for this workshop. Email: rfernando@aoef.org.au

12.30PM Depart hotel by coach to South East Water

1.00PM Arrive at South East Water

South East Water Ltd *a previous Gold Business Excellence winning organisation – sustaining excellence over a 15 year journey*

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South East Water is a previous Australian Business Excellence Award Gold Winner and recently has won a number of customer service awards both in Australia and Asia Pacific.

South East Water is a provider of water, sewerage, trade waste and water-saving services for residents and businesses in an area ranging from the South East of Melbourne to South Gippsland

We are one of Melbourne's three water retailers owned by the Victorian Government.

Our role is to bring water to you and adapt it to meet your needs. That means providing a reliable supply of quality water for home and business. It means fixing problems quickly. It means providing efficient and reliable sewerage and trade waste services. It means innovating in areas such as recycling and in the ways that we can solve your water and sewerage related needs.

In a world of uncertainty, our role is also to help you make the right choices about your water and adapt to the new reality of limited water supply.

In just 2014-15 alone, South East Water has achieved the following awards:

- Melbourne Design Award 2014 – Education Website
- International Customer Service Professionals (ICSP) Award for Service Excellence 2014
- SSON Australasian Excellence Award – 2015
- Government Contact Centre Summit 2015 – Best Government Contact Centre – over 30FTE's

- 1.00PM Lunch on Arrival
- 1.20PM Introduction by Hamish Reid - General Manager Customer
- 1.30PM Integrated Water Cycle Management – *Aquarevo the “New” Estate
Terry Dagleish – Group Manger Capital Delivery
- 2.20PM Tour of facilities includes contact centre and faults and emergencies
- 2.50PM Afternoon tea
- 3.10PM Digital Transformation of Customer Service, Bev DeKretser – Customer Strategy & Digital Transformation Manager/Wayne McGlone Group Manager Customer Service
- * Aquarevo is a new estate where South East Water has partnered with a developer to look at installing the latest in water efficient technology including digital meters, pressure sewers and recycled water.
- 4.00PM Thankyou, presenter gifts and certificate of thanks to the host. Depart South East Water by coach for the airport
- 4.10PM On the coach - ***Workshopping Lessons learned – facilitated by Benchmarking Partnerships***
- what are the key messages and ideas from the visits and the presentations?
 - what ideas are coming from the other workshop participants?
 - what are the opportunities for you to take action?
- 5.15PM Check in for Flight ZL3684 departing 6.25PM, arriving Mildura at 7.45PM
- 7.50PM Coach pickup, check in at hotel and networking dinner. Preview Mildura Rural City Council and presenters for Day 3.

DAY 3 - Friday 21st October, Mildura

- 7.45AM Breakfast and check out of hotel.
- 8.30AM Depart hotel and walk to Mildura Rural City Council
- 8.45AM Arrive at Mildura Rural City Council

Mildura Rural City Council a 2015 Gold Business Excellence winning organisation

Mildura Rural City is situated in Victoria's north-west. Covering around 10 percent of the state's area, its landscape ranges from precious Mallee vegetation to grain farms, intensive horticulture, vibrant towns and the beautiful banks of the Murray River. The municipality's population of around 60,000 is culturally diverse, giving the region a cosmopolitan flavour.

The Mildura Rural City Council consists of nine elected Councillors that each represent the whole of the municipality.

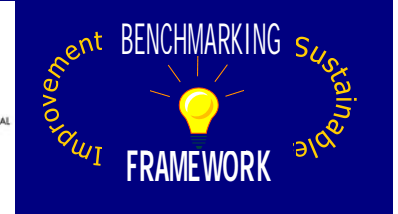
Regular meetings are held on the fourth Thursday of every month, with agenda and minutes available under the Documents and Publications section of this website.

Council Service Centres are located in Mildura and Ouyen. The organisation also operates a number of works depots, maternal and child health centres and other facilities throughout the municipality.

8.45AM

Time	Agenda Item/Presentation Topic	Presenter
8.45AM	Overview of the Organisation	Gerard Josè Chief Executive Officer
9.00AM	Northern Mallee Community Partnership <ul style="list-style-type: none"> Integrated community planning process 	Martin Hawson General Manager Community
10.00AM	Morning Tea	
10.30AM	Flo Connect <ul style="list-style-type: none"> partnered approach to student education, retention, re-engagement and transition 	Gary Green Youth Engagement Services Coordinator
11.00AM	Sustainability Review Process <ul style="list-style-type: none"> MRCC approach 	Chris Parham Acting General Manager Corporate
11.30AM	Systems Views <ul style="list-style-type: none"> MRCC approach 	Kellie Coff Business Improvement Officer

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12.15PM	Lunch	
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A short afternoon program will be developed depending on the needs of participants.

3.00PM

Afternoon tea

3.20PM

Workshopping Lessons learnt and Action Planning from best practices learnt during the mission

Workshop Groups of participants & speakers address:

- what are the key messages and ideas from the visits and the presentations?
- what ideas are coming from the other workshop participants?
- what are the opportunities for you to take action?
- Facilitated action planning for EACH participant, your next steps, what else do you need to know

4.30PM

Wrap-up summary of Study Mission by Benchmarking Partnerships and the Australian Organisational Excellence Foundation. Thank you to all. Presenter gifts and certificate of thanks to host. Drinks, cheese and networking, before coach transport return to Mildura airport.

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