



Event details

What:	Accessing childcare meet-up
Date:	Thursday 4 July 2019
Event time:	09:30am - 12:00pm
Venue:	Digital Transformation Agency (DTA) –Live
Facilitators	Section 22
Audience:	Up to 30 pax (APS)
Event format:	Refresh on last meet-up then mapping workshop activity (please see program format on page 2)
Event artefacts:	Accessing childcare map Accessing childcare workshop report Common pain point booklets Pens and stickers
Catering:	Coffee and biscuits
Key DTA contacts:	Section 22

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Accessing childcare mapping workshop – 4 July 2019

09:30am	Welcome and introductions
0945 am	Recap of Designing the Future event and revisit current initiatives <ul style="list-style-type: none"> - Key findings from March 6 event - Discuss current initiatives from workshop reports
1000 am	Walk through current journey map <ul style="list-style-type: none"> • Validate stages with participants
1020 am	Morning Tea
1030 am	Activity: Update journey map <ul style="list-style-type: none"> • Share and update changes • Discuss and validate customer and staff pain points • Discuss other issues and perceived pain points from customer and staff views
1150	Wrap up
1200	Close

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