



# A GLOBAL AGENDA FOR QUALITY PUBLIC SERVICES

**DRAFT PROGRAM:**  
**COUNCIL OF GLOBAL UNIONS CONFERENCE:**  
**A GLOBAL AGENDA FOR QUALITY PUBLIC SERVICES**  
**12-14 OCTOBER 2010 – International Conference Centre Geneva (CICG)**  
*Facilitator: Aidan White, IFJ*  
*Updated 03/05/2010*

DAY 1	TUESDAY 12 <sup>TH</sup> OCTOBER
10h00-10h30	<b>Opening</b>
10h30-11h00	<b>Welcome</b>
11h00	<b>A global agenda for quality public services: real work, real value</b> (intro)
11h20-13h00	<b>Keys to Millenium Development Goals</b> (presentation) Citizens the world over yearn for quality public services and the right to access them. Global unions are focusing on improving standards and planning a future where public service values are at the core of human development. Why are public services the most viable hope for providing hundreds of millions of people with security, health, education, gender equity and a way out of poverty?
13h00	<b>Lunch break</b>
14h30-16h00	<b>Investing in the common good</b> (panel discussion) Quality public services build sustainable economies and democratic, just societies. In tough economic times, social programs provide essential supports for both economies and societies. Investing in public services is the most effective way to create new jobs. Without them, the private sector cannot function. Democracy and universal access are linked to fair and accountable taxation. The growing gap between rich and poor in many countries can be explained by the fact that governments are taxing less and, correspondingly, spending less on social services. The economic crisis is providing more excuses for cutting public funding. How do we ensure that citizens and public service workers stop paying the price for the greed of international financial players?
16h00	<b>Coffee break</b>
16h30-18h00	<b>Catalysts for change</b> (presentation) How do we 'reclaim the state'? Best practices and alternative visions for delivering and rebuilding public services around the world.
18h00-	<b>Reception at conference centre</b>

09h00-10h30	<p><b>Co-operation, not co-optation</b> (panel discussion) An involved workforce stands at the heart of quality workplaces and quality services. Government employers and public sector trade unions from the north and south are engaging in innovative forms of social dialogue to deliver real economic and social improvements.</p>
10h30-11h00	<b>Coffee break</b>
11h00-13h00	<p><b>Public services for all</b> (workshop A) Universal access to public services should be considered a human right, and a cornerstone of democracy. Public services differ from other services in that public authorities have a responsibility to ensure their supply regardless of whether they are profitable in a free market. Affordable safe food and water, public education, healthcare and transportation services, and opportunities to engage in arts and cultural activities, all improve our quality of life. People deserve bread and butter <i>and</i> roses.</p> <p><b>Sustainable communities</b> (workshop B) How can visionary urban and public service planning strengthen our societies?</p> <p><b>People are the profit</b> (workshop C) What are public-public partnerships and are they better than public-private partnerships? Why are some governments reclaiming public services from private contractors?</p> <p><b>Working on the edge</b> (workshop D) In every country, women and young people are particularly vulnerable as the primary workers in 'precarious' employment that is part-time or temporary, and generally low-paid. The economic crisis is driving up the level of desperation of migrants seeking work and better lives outside their countries of origin. At the same time, many countries are adopting more restrictive immigration policies to protect local labour markets. Migrants are at increased risk of exploitation and bonded labour. How can trade union rights protect such workers?</p>
13h00-14h30	<b>Lunch break</b>
14h30-16h00	<p><b>Revaluing women</b> (panel discussion) On average, women earn less than men. The gap is smaller in many unionised jobs, but gaining pay equity remains a priority issue for trade unions. Women perform the majority of public service work, but again are undervalued for their roles in health care, education and child care. It's time to revalue and reclaim women's work under new terms.</p>
16h00-16h30	<b>Coffee break</b>
16h30-18h00	<p><b>Cultural debate</b> <i>Why are public services so important - including libraries, theatres, broadcasting, cultural centres?</i></p>
18h00	<b>End of meeting</b>

DAY 3

THURSDAY 14<sup>TH</sup> OCTOBER

09h00-09h45 **Report back** on previous day's workshop discussions.

09h45-10h45 **Building progressive alliances** (presentation)  
Around the world, members of civil society are working together to defend and develop public services. Coalitions include students, pensioners, farmers, migrant workers and environmentalists. What are some of the challenges and achievements in this process?

10h45-11h15 **Coffee break**

11h15-12h30 **Climate justice requires social justice** (presentation)  
The people who are least responsible for climate change, including indigenous populations, people facing poverty, and those in the global south, are hardest hit by its impacts. These populations are the most in need of strategies to deal with impacts, but are also the least likely to be represented in global climate change negotiations. Working people need to be assured of a just transition to a new green jobs economy. How can we address these challenges together?

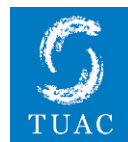
12h30-14h00 **Lunch break**

14h00-15h15 **Geneva Charter on Universal Access to Quality Public Services**  
**Introduction of Action Plan**  
Discussion

15h15-15h30 **Public Services Trade Union Award**

15h30-16h00 **Our turn, our future**  
For our world to emerge from recession and social inequality, we must apply a fresh vision of the future, built upon principles of decency, democracy and quality of life for all. Sustainable global remedies require processes that stimulate democratic solutions, to improve observance of the rule of law and the quality of governance, to rebuild public services, and to generate sustainable dialogue. Building a culture of quality in public services means asking searching questions about how we achieve such a vision. What next?

16h00 **End of conference**



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V I L L E D E  
G E N È V E

*Speakers (confirmed as of 3 May)*  
**“A Global Agenda for Quality Public Services”**  
12-14 October 2010, Geneva, Switzerland



**George Alagiah**, Presenter of BBC Six O'Clock News and BBC World News

**Amitabh Behar**, Council Member, Global Call to Action against Poverty (GCAP), and Executive Director, National Centre for Advocacy Studies, India

**Sharan Burrow**, President, International Trade Union Confederation (ITUC)

**Phaedra Ellis-Lamkin**, Chief Executive Officer, Green For All

**Stefan Giger**, General Secretary, VPÖD/SSP (Swiss Union for Public Services)

**David Hall**, Director of Public Services International Research Unit (PSIRU)

**Haldis Holst**, UEN, Education International Vice-President

**Anne Grete Krogh**, Head of Restructuring Unit, Fagforbundet (Norwegian Union of Municipal and General Employees)

**Anne Le Strat**, Deputy Mayor of Paris responsible for water provision

**Emmanuel Lobina**, Researcher, Public Services International Research Unit

**David McDonald**, Professor, Queens University Canada, Co-Director Municipal Service Project

**Anna Marriott**, Health Policy Adviser for Oxfam, and author of “Blind Optimism”

**Adriana Marquisio**, President, Federación de Funcionarios de OSE (Union of Sanitation Workers of Uruguay); member of Uruguayan Federation of Sanitation Project Workers

**Kumi Naidoo**, Executive Director, Greenpeace International

**Favianna Rodriguez**, Artist and activist

**Sandrine Salerno**, Mayor of Geneva

**Richard Samans**, Managing Director, World Economic Forum

**Stephanie Seaman**, Board and Executive Committee Member, Child Care Sector Council (Canada); Component Co-Chair, British Columbia Government and Service Employees' Union

**Sean Sweeney**, Director, Global Labor Institute, Cornell University

**Sofi Taylor**, Migrant worker and activist, Overseas Nurses Network

**Asbjørn Wahl**, National Co-ordinator, Campaign for the Welfare State

**Hillary Wainwright**, Research Director, Trans National Institute New Politics Programme

**Peter Waldorff**, Vice-Chair, Council of Global Unions; General Secretary, Public Services International

**Mildred Warner**, Professor, Department of City and Regional Planning, Cornell University

**Anders Werp**, Current Member of Parliament, Norway; former Mayor of Øvre Eiker, a ‘Model Municipality’

**Aidan White**, Chair, Council of Global Unions; General Secretary, International Federation of Journalists

The **Council of Global Unions** is organizing the landmark conference “**A Global Agenda for Quality Public Services**” from 12-14 October 2010, in Geneva, Switzerland

Our organisations, representing more than 176 million working people worldwide, share the belief that quality public services provide the essential foundation for decent work, democracy, equity, and quality of life for all citizens.

This conference will chart innovative strategies to improve and expand quality public services around the world.

Everyone is invited to add comments and suggestions now and throughout the conference to the proposed global charter and action plan for quality public services (see website for more details).

The 400+ conference participants will include trade union, civil society and government representatives from across the globe. It's a dynamic opportunity to strengthen our alliances around public service issues.

[www.QPSconference.org](http://www.QPSconference.org)