



# New Zealand Council of Christian Social Services SERVICES FOR OLD PEOPLE CONFERENCE

22nd - 23rd April 2010 ~ Waipuna Conference Centre ~ Auckland

## *Together We Can*



### *Invitation to Auckland and the NZCCSS Conference 2010*

We are delighted to invite you to the New Zealand Council of Christian Social Services, Services for Older People Conference 2010 and to the thriving metropolis of Auckland.

The Waipuna Conference Centre on the beautiful Panmure Lagoon is a placid setting for a conference taking place in challenging and turbulent but also exciting times. In early 2009 the Church Leaders of the main Christian denominations wrote to the Prime Minister with a message of hope for challenging times.

"Together We Can..."

- Work together as community, government and Church organisations to provide support for those New Zealanders most affected by the global economic crisis
- Grow a stronger community more able to look after one another – *aroha tētahi ki tētahi*".

Our conference theme "Together We Can..." picks up on this message of hope and is a call for us to build cooperation in the sector and a vision of working together with older people to make a difference in their lives and the lives of those around them.

Global recession and financial crisis has shaped the past two years and will continue to cast social and economic shadows into the future. These come together with the longer term issues of responding to increasing ageing population, cultural change, technological development and the pressures on social services and health systems. But working together we can build on the exciting developments and creative, compassionate new initiatives as well as long traditions of caring, supporting and transforming communities to build better lives for older people.

That is the goal of this conference, we look forward to sharing it with you.

Duncan MacDonald  
On behalf of the Organising Committee  
NZCCSS Conference 2010

Shaun Robinson,  
President  
New Zealand Council of Christian Social Services

## REGISTRATION BROCHURE

Let Us Look After Each Other  
*Aroha tētahi ki tētahi*



# INVITED SPEAKERS



## SANDRA HILLS

Sandra is Chief Executive Officer, Benetas, with over 20 years experience in a range of Senior Management roles in the Health and Community Services industry, State & Local Government and the Community Sector.

Sandra is a Director of Anglicare Australia, and Aged and Community Care Victoria, a member of the Ministerial Aged Care Advisory Committee (2004 - present) and member of various other State Government Advisory and Reference Committees.

Supported by The Selwyn Foundation



## JOHN LONERGAN

John Lonergan is a native of Bansha, County Tipperary. He is an expert at inspiring and bringing about change in difficult settings. As a Governor of Mountjoy Prison he has frontline experience of challenging situations and the positive lessons learned can be applied in a wide range of settings. He argues that if our objective is to create a just, inclusive and cohesive society we must build it on the core value of justice, equality, fairness, honesty and compassion.

His philosophy is that change both personal or otherwise cannot be enforced upon people, believing that real and meaningful change comes about through consent and agreement. He is convinced that the task for all of us is, first of all, to find the humanity in another human being and then to nurture it. The more people become aware of their own humanity the more likely they are to treat others with respect.



## ROD ORAM

Business commentator and journalist Rod Oram has more than 30 years' experience as an international business journalist. He has worked for various publications in Europe and North America, including the Financial Times of London.

Rod and his family emigrated from the UK to New Zealand in 1997. He is currently a columnist for the Sunday Star-Times and Good Magazine; a regular broadcaster on radio and television; and a frequent public speaker.

He was named the Landcorp Agricultural Communicator of the Year for 2009.

Rod is an adjunct professor in the Business School at Unitec. And Penguin published in 2007 his book on the New Zealand economy, Reinventing Paradise.

In the Anglican Diocese of Auckland Rod is a member of the congregation of St Andrew's Epsom, a lay canon at Holy Trinity Cathedral, a member of the Diocesan Climate Change Action Group and the convener of the editorial committee of The Anglican, the diocesan magazine



## DR MATTHEW CROUCHER

Dr Croucher is a Psychiatrist of Old Age and academic working for the Canterbury District Health Board and the University of Otago, Christchurch. He has acted as a liaison person for the NZCCSS in recent Ministry of Health attempts to improve services for people

with dementia and older people with mental health problems and was one of the informants for the NZCCSS's recent publication "Working Together We Can Respond to Dementia". Besides clinical and research work, his main focus is on the role teaching and training can play to arm the health and care sector to better respond to the challenges we all face with the ageing of the people of Aotearoa New Zealand

Supported by Career Force



## KEITH BRACEY

We are delighted to welcome TV personality and broadcaster Keith Bracey to share his reflections and experiences of aged residential care in the 21st century.

## SOCIAL FUNCTIONS

### Trade Exhibitors - Speed meeting pre-dinner drinks:

Thursday 22nd April 2010 in the Exhibition area from 6.30-7.00pm. Enjoy a drink and meet our trade exhibitors and other conference delegates. This event gives you an opportunity to share information with each other to ask questions and to get the know who is at the conference. **Cost included in registration fee.**

### Conference Dinner:

Thursday 22nd April at the Waipuna venue dinner follows the speed meeting drinks and delegates are encouraged to dress to the theme "Abba Gold retro party theme".

Two hour music event featuring Abba Gold you'll love the authentic costumes, dance moves and everyone is in for a "Mamma Mia" of a time playing all of Abba's hit songs.

3 course buffet meal and refreshments.

**Cost \$70 per head please book and pay with registration.**

### ACC Tai Chi

Date: Friday 23rd, 8am at Waipuna on the lawn outside the conference room

Take part in ACC's modified Tai Chi and experience this fun activity hosted by ACC Falls Prevention Team.

**Cost included in registration fee.**

### COMMITTEE

John Baird	Alexander Consulting
Ann Coughlan	Mercy Parklands
Chris Dale	St Andrews Village
Janet Harrison	Salvation Army Homecare
Judy Hindrup	Atawhai Assisi
Duncan Macdonald	Selwyn Foundation
Andrea McLeod	Lifewise Homecare
Val Sugrue	Howick Baptist Healthcare
Paul Barber	NZCCSS Secretariat

# PROGRAMME

## THURSDAY 22nd APRIL 2010

8.00am	Registrations open
<b>Morning Session: Working together - strategic directions</b>	
9.00am	<b>Mihi Whakatau Welcome from Conference Chair</b>
9.15am	<b>Working together we can - strategic directions in services for older people NZCCSS Council representative</b>
9.30am	<b>Conference Opening Keynote Address</b> <i>Let us be clear about who we are: values based, faith driven, spirituality integrated and community focused</i> Sandra Hills, CEO Benetas, Australia <i>Sponsor: The Selwyn Foundation</i>
10.20am	<b>Morning Tea: Trade exhibition area</b>
10.50am	<b>Keynote Speaker</b> <i>Making a Difference in Challenging Environments</i> John Lonergan, Governor Mountjoy Prison, Ireland. <i>Hosted by Nga Whaea Atawhai Sisters of Mercy Ministries New Zealand Trust</i>
11.40am	Special guest speaker: <b>Working together with older people "five star accommodation"</b> Keith Bracey, television personality and aged residential care resident
12.00pm	<b>Lunch : Trade Exhibition Area</b>
<b>Afternoon Session: Working together we can respond well to change and build on our strengths</b>	
12.45pm	<b>Panel discussion</b> <i>Together we can achieve good quality services - Including representatives from Health &amp; Disability Commission, Ministry of Health, Service Provider and Unions</i> <i>Sponsor: QPS Benchmarking</i>
1.30pm	<b>Concurrent Workshops Sessions 1 &amp; 2 "Responding to change (2 x 45 minutes)</b> Stream A: Home & Community Stream B: Residential Aged Care Stream C: Leadership & Strategy
3.00pm	<b>Afternoon Tea: Trade exhibition area</b>
3.30pm	<b>Concurrent Workshops Sessions 3 &amp; 4 "Building on our strengths" (2 x 45 minutes)</b> Stream A: Home & Community Stream B: Residential Aged Care Stream C: Leadership & Strategy
6.30pm	<b>Trade exhibitors speed meeting and pre-dinner drinks. Sponsor: Programmed Property Services</b>
7.00pm till late	<b>Conference Dinner: ABBA Gold Retro Party</b>

## FRIDAY 23rd APRIL 2010

8.00am	<b>Tai Chi hosted by ACC Falls Prevention Team</b>
8.45am	<b>Karakia</b>
<b>Morning Session: Together we can cross cultural divides and walk in each others shoes</b>	
9.00am	<b>Keynote Speaker</b> <i>Not-for-profit, faith-based - why working together is the way of the future.</i> Rod Oram, Business Commentator
9.45am	<b>Keynote Speaker</b> <i>Dementia care - walking in each others shoes means we won't get lost</i> Dr Matthew Croucher, Canterbury District Health Board <i>Sponsor: Careerforce</i>
10.30am	<b>Morning Tea: Trade exhibition area</b>
11.00am	<b>Concurrent Workshops Session 5 &amp; 6 "Culture and cooperation" (2 x 45 minutes)</b> Stream A: Home & Community Stream B: Residential Aged care Stream C: Leadership & Strategy
12.30pm	<b>Lunch with Trade Exhibitors</b>
<b>Afternoon Session: Together we can motivate, share and inform each other</b>	
1.15pm	<b>Minister's address to the conference – Hon John Carter, Minister for Senior Citizens</b> <i>Care and support of older people - how can we work together to meet present and future needs?</i>
1.45pm	<b>Concurrent Workshops Sessions 7 &amp; 8 "Moving forward together" (2 x 45 minutes)</b> Stream A: Home & Community Stream B: Residential Aged Care Stream C: Leadership & Strategy
3.15– 3.45	<b>Conference Keynote Closing Address</b> <i>Working together - what will we take away from this conference?</i> John Lonergan Poroporaki and Conference Close
NOTE:	The organising committee reserves the right to make any programme changes.

## ACCOMMODATION

Accommodation bookings for the properties below will be managed by the organiser - please use the registration form to make bookings with these properties.

- Rooms have been set aside for conference delegates at the listed properties.
- Bookings at these properties can ONLY be made using the Conference registration form.
- Bookings cannot be guaranteed after 22 March 2010 but every effort will be made to assist delegates into accommodation.
- Invoices can be arranged for pre-payment of accommodation or credit card details will be required to secure all bookings.
- Each delegate will receive a confirmation by return mail/email of the conference registration and detailing the accommodation booking.
- All rates quoted are per room per night for up to 2 people, additional persons will incur an extra rate that will be advised with registration confirmation. All rates GST inclusive.

### Waipuna Hotel

58 Waipuna Road, Mt. Wellington,  
Queen/King /Twin \$163.13

### Sylvia Park Motel

153 Mt. Wellington Hwy, Mt Wellington,  
Studio unit: 1 x double \$95 1 person,  
\$105 for 2  
Studio twin: 1 x double & 1 sgl \$95  
1 person, \$105 for 2  
2 bed apartment: 1 x double & 1 sgl 2 x  
sgl \$140 up to 3 person \$15 extra person

Session	Stream A: Home & Community	Stream B: Residential Aged Care	Stream C: Leadership & Strategy
<b>"Responding to change" Thursday 22nd April Sessions 1 &amp; 2</b>			
1.30pm	A1 Changes to needs assessment services: what is working best? <i>Jenni Coles, Counties Manukau DHB</i>	B1 Reviewed Career Pathways for the Aged Care Sector <i>Gill Genet &amp; Ruth Kibble, Careerforce</i>	C1 Leadership workshop with keynote speaker <i>Sandra Hills</i>
2.15pm	A2 Implementation of InterRAI: an update from the Ministry of Health <i>Elizabeth Knopf, Ministry of Health</i>	B2 Robots in Aged Residential Care – trial at Selwyn Foundation <i>Bruce MacDonald, Auckland University</i>	C2 Dementia and mental health of older people project – impact on service strategies <i>Roz Sorensen, MoH</i>
<b>"Building on our strengths" Thursday 22nd April Sessions 3 &amp; 4</b>			
3.30pm	A3 Kaumatua and Kuia Services <i>Presenter to be confirmed</i>	B3 InterRAI in residential care - a trial in Canterbury DHB <i>Nancy Stewart, Canterbury DHB</i>	C3 Employers Workshop: Terminating Employment on Medical Grounds <i>Dr Steve Culpan</i>
4.15pm	A4 Community development that works - Menz Sheds a roundtable discussion. <i>Tom White &amp; Eleanor Doig, Wesley Community Action</i>	B4 ARC Services review – update on the project <i>Mark Woodard &amp; Martin Gray, Grant Thornton NZ</i>	C4 Employers Workshop: Resumé Checking – protecting your commercial brand <i>James Sutherland, Resume Check Ltd</i>
<b>"Culture &amp; co-operation" Friday 23rd April Sessions 5 &amp; 6</b>			
11.00am	A5 Elder Abuse – responding to evidence of abuse <i>Jennie Michel, Age Concern</i>	B5 Eden Alternative – introducing this into aged residential age <i>Nicola Turner – Presbyterian Support Central</i>	C5 The Role of Not for Profits in retirement Services <i>John Collyns, Retirement Villages Association</i>
11.45am	A6 Elder Abuse – Protecting a Vulnerable workforce <i>Jennie Michel, Age Concern</i>	B6 Sport Exercise programme - successes with rest home & dementia clients <i>Graham Goods, Tamahere Eventide</i>	C6 Spirituality and Older People – beyond marginalisation <i>Dr Chris Perkins, Selwyn Centre for Ageing &amp; Spirituality</i>
<b>"Moving forward together" Friday 23rd April Sessions 7 &amp; 8</b>			
1.45pm	A7 Supported Living for Seniors – affordable rental living in Auckland <i>Major Campbell Roberts, Salvation Army</i>	B7 Valuing the Lives of Older People in residential care. Just more jargon? <i>Yvette BATTERY &amp; Maurice Burrows, Presbyterian Support Otago</i>	C7 Leadership workshop with keynote speaker <i>John Lonergan</i>
2.30pm	A8 Introducing Packages of Care into District Health Boards <i>Paul Rouse, Auckland University</i>	B8 Using Retirement Living Beds as rest Home Beds <i>Duncan Macdonald, Selwyn Foundation</i>	8C Primary Care changes – how will these impact home based and residential services? <i>John Baird, Alexander Consulting</i>

## REGISTRATION FEES (GST INCL)

Full registration fee includes: attendance at all conference sessions, morning, afternoon teas and lunches, conference speed meeting happy hour, conference programme, satchel. Please indicate preferred concurrent session to assist committee in allocating space and venue.

Day registration includes attendance at all sessions on the day, conference programme, morning afternoon tea and lunch for the day of registration.

**EARLY BIRD:** Full registration fee (if paid before 18 March) \$395.

**REGISTRATION FEE:** (Paid after 18 March) \$445.

**DAY REGISTRATION FEE:** \$230 (please indicate day of registration on attached form).

**CONFERENCE DINNER:** Price includes 3 course buffet meal and some refreshments and entertainment by ABBA group \$70 per person.

### CANCELLATION:

Conference cancellations received prior to 18th March will be refunded less \$80 administration fee. After this date refunds will be at the discretion of the organising committee. Replacement registrations can be made at any time. All cancellations must be made in writing to the secretariat.

## LOCATION & GENERAL INFORMATION

### REGISTRATION:

Registration desk will be located at conference centre entrance, Waipuna Conference Centre.

### EXHIBITION & CATERING:

Exhibition area Waipuna adjacent to the plenary venue.

### CONFERENCE LOCATION:

Waipuna Conference Centre. 58 Waipuna Road, Mt. Wellington, Auckland.

### Conference Management and Secretariat Service provided by:

Dunedin Conference Management Service Limited (DCMS): Pat Johnston, PO Box 1029, Dunedin  
Ph: 03 477 1377 Fax: 03 477 2720