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SEPTEMBER 2018
Issue 13

Excellence in CARE



New Zealand
Aged Care Association

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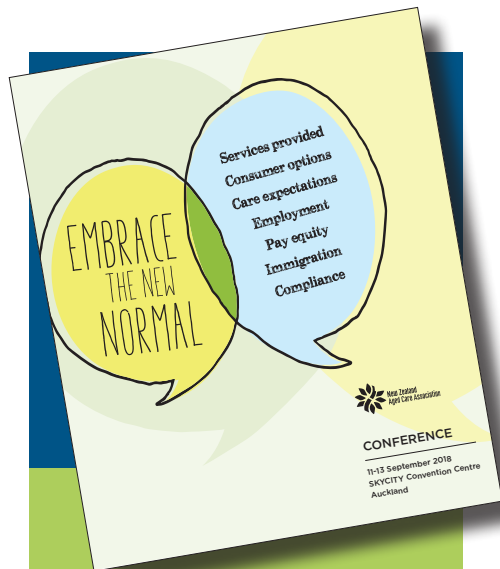
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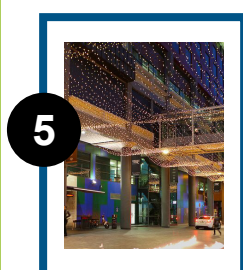
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Excellence in Care 2018

As we descend on Sky City in Auckland for the annual NZACA Conference, the trials and tribulations that so many Association members endured last year is replaced with another challenge, this time a looming workforce crisis focused on a shortage of registered nurses (RNs). Even before the multi-employer collective agreement (MECA) with public hospital RNs was agreed and settled, our industry was already seeing its nurses' leave to go to the DHBs in anticipation of better pay and conditions. The trickle is now turning into a torrent as the prospect of an enhanced employment package in a DHB is now reality.

The numbers speak for themselves. Turnover rates amongst registered nurses in aged residential care (ARC) are currently 38% compared to 26% a year ago and vacancy rates are between 6% and 10% across the sector. Extrapolated out this means there may be as many as 500 vacancies for aged care RNs. Given that the DHB MECA requires an extra 500 nurses, in the worst case scenario, we could be as many as 1000 nurses down in six to 12 months' time, a situation that is not sustainable. Already we are seeing a few providers lodge section 31 notices with the Ministry of Health (MOH) because they don't have RNs to manage some shifts and the Association knows of two larger sized operators who are considering closing down units in their facilities which would put the pressure back on DHBs.

To inform our submission to Immigration New Zealand's (INZ) Essential Skills in Demand (ESID) review in late July, our survey of the membership uncovered some interesting observations. In summary the key points were:

- There is a genuine shortage of RNs available to work in the New Zealand ARC industry.
- New Zealand trained RNs are not applying for vacant advertised positions.
- Current immigration policies and visa settings add to the difficulty of recruiting internationally qualified nurses (IQNs).

- ARC providers cannot recruit young New Zealanders willing to learn and available to do the job with the right training.
- Graduate nurses and those on the Nurse Entry to Practice Programme (NETP) require support that many ARC facilities aren't able to give due to the size and environment within which they operate.
- New Zealand has an ageing population and an increasing number of older people requiring hospital care. This is only going to increase the number of RNs needed to work in our industry in the short, medium and long-term.

So where will the nurses come from and what will we do? It is very encouraging that Chris Fleming (the lead DHB CEO for aged care) has publicly backed our plight and he is making good on the commitment he made to the NZACA in late May that DHBs would come back around the table and talk to us about our nurses if the MECA settlement was significantly more than 2%. Other parties that have joined in support include the Nursing Governance Group and the New Zealand Nurses Organisation (NZNO), as well as some mainstream media outlets, all of which is encouraging.

By the time you read this we will have had our first meeting (late August) on the nurses situation with the DHBs, so we may be able to update you at Conference, however, I think we will be some way from any kind of resolution.

On behalf of the NZACA Board and team, we look forward to seeing you in Auckland for three exciting days of conferencing from 11 to 13 September and I am particularly excited by Day Three of the programme this year with some really inspirational workshop sessions on offer.

Simon Wallace
Chief Executive
NZACA



Our goal is to provide the best possible content to support you and your business

Embrace the New Normal: What to expect at Conference

Delegates:

The registration desk will open for all delegates at 9am on Tuesday 10th September.

The Exhibition Hall will open at 9.30am.

Arrival tea and coffee available in the exhibition area from 9.45am - 10.15am.

The official opening of the conference will be at 10.20am.

Sessions will start promptly at 10.30am.

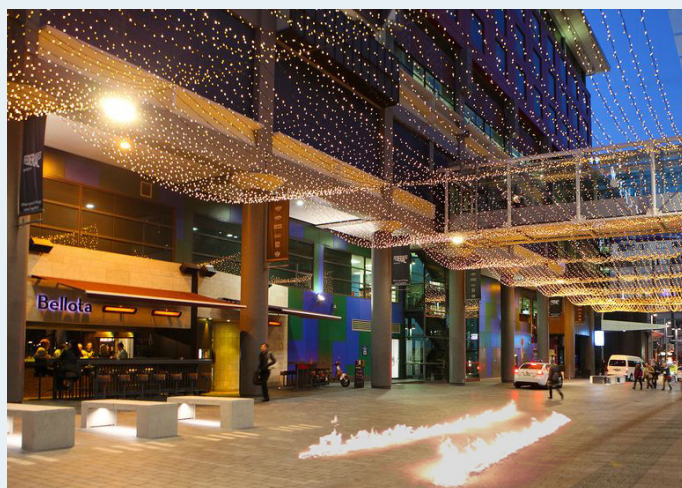
Exhibitors:

Pack-in for exhibitors will be from 3.30pm - 7pm Monday, 10th September or from 8am - 9.15am on Tuesday 11th September. All exhibitors need to be set up by 9.30am on the Tuesday and cannot be broken down until Wednesday 12th September after the prize giving and afternoon tea at 4.15pm. This must be strictly adhered to, as it is a health and safety issue if equipment is being moved out while delegates are still in the exhibition area, plus it disrupts the exhibition. There will be a fine of \$250 per company if this is not adhered to. Please make your travel/transport arrangement to suit this timing.

If you are expecting guests to your stand they must register at the registration desk and obtain a guest pass.

New for 2018:

NZ Aged Care has invited the procurement officers from our member homes based in Northland, Auckland, Waikato and the Bay of Plenty to attend the exhibition on Tuesday 11th September between 11am to 12 noon - or 2.15pm to 3.15pm or Wednesday 12th September between 9.30am to 10.45am or 2.15pm to 3.15pm.



SkyCity convention centre, Auckland

Exhibitors and Delegates Breakfast

(for those not attending the members only AGM)

Wednesday 12th September from 8am - 9.30am in the exhibition area, all welcome.

Social functions

Welcome Function: Tuesday 11th September between 5.30pm and 7pm amongst the exhibitors. This is your opportunity to network with those exhibiting at the conference and catch up with colleagues, all while enjoying a drink and some nibbles. Tickets are included as part of a full delegate registration or can be purchased separately.

Wednesday 12th September Auckland room 3 & 4. Members only, a light breakfast will be served from 7.45am followed by the AGM

For those not attending the AGM a light breakfast will be served in the exhibition area from 8am - 9.30am.

NZACA/EBOS Gala Dinner and Award ceremony: Onsite at SkyCity convention centre Wednesday, 12th September from 7.30pm this is the social event of the conference. The theme for 2018 is the Time Travellers Ball. Come for a night of dinner, dancing, entertainment and the Excellence in Care Awards Ceremony.

With a huge array of costume choices from time-traveling television and film to historical figures or eras, we are expecting unusual, ingenious and prize-winning creations. Maybe you have a fondness for a certain era or can see yourself as Cleopatra, Napoleon, Florence Nightingale, Winston Churchill, Marilyn Monroe or Henry VIII. Or are you a fan of Back to the Future, Quantum Leap, Terminator or anyone of the numerous Dr Who incarnations, sidekicks or creatures? Perhaps you enjoy HG Wells' The Time Machine or Mark Twain's A Connecticut Yankee in King Arthur's court.

Whatever you decide, don't forget your hard work and ingenious designs will be rewarded with great prizes and even greater compliments.

But remember; if time travel isn't your thing just come as yourself from 2018 ready to party in semi-formal attire.

Tickets are included as part of a full delegate registration or can be purchased separately.

What to wear while at the conference: Smart casual attire for both delegates and exhibitors, please no jeans

Conference Programme

Tuesday 11 September			Room
9.00 am		Registration desk opens	New Zealand Promenade
9.30 am		Exhibition hall opens	New Zealand Rooms
9.45 am	10.15 am	Arrival morning tea	New Zealand Rooms
10.20 am	10.30 am	Conference opens MC housekeeping Welcome from NZACA Chairman, Simon O'Dowd	Auckland Room 3, 4 & Foyer
10.30 am	10.55 am	Address from the Associate Minister of Health, Hon Jenny Salesa	Auckland Room 3, 4 & Foyer
11.00 am	12.00 pm	Keynote presentation - <i>The international context of interRAI to deliver quality aged care: Big ideas for strengthening care in New Zealand</i> Dr Veronique Boscart, HR/Schlegel Industrial Research Chair for Colleges in Seniors Care at Conestoga College, Canada	Auckland Room 3, 4 & Foyer
12.05 pm	12.50 pm	<i>Update on the review of the funding model for ARC</i> Stephen McKernan, Lead Partner and Luke Williams, Senior Manager, Ernst and Young	Auckland Room 3, 4 & Foyer
12.55 pm	1.55 pm	Lunch	New Zealand Rooms
2.00 pm	2.55 pm	<i>Diversity and inclusion in the workplace panel</i> Panellists Fi McKay, Ministry of Business, Innovation and Employment Stephenie Leith, Manager, Iona Enliven Care Home Andrew Joyce, Chief Executive, St Andrew's Village Gail Pacheco, Professor, School of Economics, Auckland University of Technology, and Director, NZ Work Research Institute	Auckland Room 3, 4 & Foyer
3.00 pm	3.25 pm	Michael Woodhouse, National Party spokesperson for Health and Immigration	Auckland Room 3, 4 & Foyer
3.25 pm	3.55 pm	Afternoon tea Sponsored by 	New Zealand Rooms
4.00 pm	4.40 pm	Concurrent sessions Concurrent session 1 Privacy Session	Auckland Room 3, 4 & Foyer

» Conference Programme

4.00 pm	4.40 pm	Concurrent session 2 <i>Effects of the pay equity settlement survey</i> Amber Cartwright, Manager – Advisory, Ansell Strategic	Auckland Room 1
4.00 pm	4.40 pm	Concurrent session 3 <i>Managing your business in the post pay equity environment – one year on</i> Judith Johnson, Consultant	Epsom Room 1 & 2
4.45 pm	5.25 pm	Concurrent session 4 <i>Care expectations of baby boomers</i> Dianne Adamson, Adamson and Associates Sponsored by 	Auckland Room 3, 4 & Foyer
4.45 pm	5.25 pm	Concurrent session 5 <i>How to survive and win with the media</i> Dan Ormond, Latitude PR	Auckland Room 1
4.45 pm	5.25 pm	Concurrent session 6 <i>How we are all doing – interRAI and quality</i> Michele McCreadie, General Manager, Margaret Milne, Team Lead – South Team and Jacqueline Joseph, Team Lead – North Team, interRAI Services, TAS	Epsom Room 1 & 2
5.30 pm	7.00 pm	Welcome function Sponsored by  Health Metrics™ <small>Intelligent Solutions for Health & Wellbeing</small>	New Zealand Rooms

Wednesday 12 September

8.00 am	8.30 am	NZACA AGM and breakfast (members only) Breakfast served from 7.45 am	Auckland Room 3, 4 & Foyer
8.00 am	9.30 am	Exhibition show breakfast Serving a light breakfast between 8 am and 9 am, the exhibition show will be open for those not attending the AGM. The exhibition area will remain open until 9.30 am.	New Zealand Rooms
8.30 am	9.25 am	NZACA Strategy Session (members only) Including the presentation of the NZACA survey results	Auckland Room 3, 4 & Foyer
9.30 am	10.00 am	Meeting our international obligations under OPCAT Peter Boshier, Chief Ombudsman, Office of the Ombudsman	Auckland Room 3, 4 & Foyer
10.05 am	10.45 am	Valuable learnings HDC gains from analysing aged residential care complaint data and records Rose Wall, Deputy Commissioner Disability, Health and Disability Commission	Auckland Room 3, 4 & Foyer
10.50 am	11.20 am	Morning tea	New Zealand Rooms

11.25 am	12.10 pm	NZACA/EBOS Healthcare Excellence in Care Awards finalist presentations Medi-Map Community Connections Award category Jackson Van Interiors Built and Grown Environment Award category Invacare Small Operator Industry Award category	Auckland Room 3, 4 & Foyer
12.15 pm	12.55 pm	Excellence in governance Graeme Nahkies, Director, BoardWorks International Sponsored by 	Auckland Room 3, 4 & Foyer
1.00 pm	2.00 pm	Lunch and stand draws	New Zealand Rooms
2.05 pm	2.40 pm	Advocacy, lobbying and its place in the new normal Bryce Johnson, Consultant/Former CEO, Fish and Game New Zealand	Auckland Room 3, 4 & Foyer
2.45 pm	3.25 pm	NZACA/EBOS Healthcare Excellence in Care Awards finalist presentations Bidfood Excellence in Food Award for Care Homes and Hospitals category Arjo Training and Staff Development Award category QPS Benchmarking Innovative Delivery Award category	Auckland Room 3, 4 & Foyer
3.30 pm	4.10 pm	Afternoon tea and prize draw	New Zealand Rooms

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4.20 pm	5.00 pm	Concurrent sessions Concurrent session 7 <i>Enablers to strengthen a quality improvement culture in aged residential care</i> Prem Kumar, Quality Improvement Advisor and Carmela Petagna, Senior Portfolio Manager, Health Quality & Safety Commission	Auckland Room 3, 4 & Foyer
4.20 pm	5.00 pm	Concurrent session 8 <i>Complaints – what’s the right thing to do</i> Susan Murphy, Manager, HealthCERT, Quality Assurance and Safety, Protection Regulation and Assurance, Ministry of Health and Roberta Nicoll, Programme Manager Health of Older People, Counties Manukau DHB	Auckland Room 1
4.20 pm	5.00 pm	Concurrent session 9 <i>Working with your bank 2</i> Ross Currie and Tim Coughlan, ASB	Epsom Room 1 & 2
7.30 pm	12.00 am	Time Travellers Ball Featuring the NZACA/EBOS Healthcare Excellence in Care Awards ceremony Sponsored by 	Auckland Rooms
Thursday 13 September			
9.00 am	10.30 am	Workshop: <i>Changes to employment law – impact for the sector and what the new “normal” looks like</i> Kate Ashcroft, Partner, Copeland Ashcroft Law	Auckland Room 3, 4 & Foyer
9.00 am	10.30 am	Workshop: <i>Leading with cultural intelligence – an essential guide to navigating the reality of a multicultural workplace</i> Steve Morris, Director and Jean Morris, Director, Cross Cultural TransitionNZ	Auckland Room 1 & 2
10.35 am	10.55 am	Morning tea	Auckland Promenade
11.00 am	12.30 pm	Workshop: <i>Emotional fitness – the energy to be your best</i> Dr Paul Wood, Director, Switch Coaching and Consulting	Auckland Room 3, 4 & Foyer
11.00 am	12.30 pm	Workshop: <i>Communication through comfort</i> Dianne Adamson, Adamson and Associates and Jessica Mills, Director of Advocacy, Health and Disability Commission	Auckland Room 1 & 2
12.35 pm	1.15 pm	Lunch	Auckland Promenade
1.20 pm	2.00 pm	ORA or PREMIUM CHARGE...that is the question Alan Edwards, Business Advisory and Consultant, Wyntonalan	Auckland Room 3, 4 & Foyer
2.05 pm	2.50 pm	Closing speaker Alison Mau	Auckland Room 3, 4 & Foyer
2.55 pm	3.10 pm	Conference close Simon Wallace, Chief Executive, NZACA	Auckland Room 3, 4 & Foyer

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Thanks for making the 2018 Conference such a successful event.

Conference Presenters

Master of Ceremonies

Kerre Mclvor

Kerre hosts a nightly talkback show on 1ZB and has her own Kerre's Café radio show on a Sunday morning. Kerre is very funny and down to earth, and is an excellent, entertaining speaker, debater and MC.

Kerre has firmly established herself as one of New Zealand's top MCs and after-dinner speakers. She is able to bring professionalism and humour to any event and knows how to ensure that the balance is always right. She is no stranger to television, either: she has appeared in Intrepid Journeys on TV1, in which she went to India/Nepal and Cambodia. She has appeared on Fair Go (presenter, not culprit), Heartland, Ready Steady Cook, Dream Jobs and Together Again, and she has hosted a number of high-impact documentaries.

On the debating scene, Kerre is dynamite, cutting up the opposition with her rapier-like wit and opinions on all things. On the corporate circuit, Kerre is a wonderful MC who can keep audiences very much on their toes, but can also bring the dignity that special occasions demand.



Kerre started her media career in 1982 as a journalist with Radio New Zealand, spending three years working throughout the provinces. She was a popular co-presenter of the Heartland Series with Gary McCormick and TV3's Destination Planet Earth.

Keynote Presenter

Veronique Boscart

Dr Veronique Boscart has extensive nursing experience, including working as a clinician, educator, manager and researcher in an international setting. Her research interests range from the substantive area of evidence-based care in gerontology and best practices in research methods with older adults, to the development of gerontological education for healthcare professionals and care delivery models in residential and aged care settings. She has published over sixty peer-reviewed manuscripts and is the lead author on the first Canadian edition of Gerontological Nursing and Healthy Aging (2011, revised 2018).

Veronique is chair holder of the CIHR/ Schlegel Industrial Research Chair for Colleges in Senior Care funded by the Natural Sciences and Engineering Research Council of Canada (NSERC)/ Canadian Institutes of Health Research (CIHR). She is Principal Investigator on several grants, and has received funding from Canadian Institutes of Health Research, Natural Sciences and Engineering Research Council of Canada; Ministry of Health and Long-Term Care; Ministry of Advanced Education and Skills Development; Registered Nurses' Association of Ontario; and Canadian Frailty Network.

Veronique is an interRAI Fellow and has extensive knowledge in training and implementing interRAI tools in various settings, including the RAI-MDS 2.0 in long-term care. She is the interRAI nursing lead in Canada and has presented internationally on implementation of interRAI assessment tools. She also leads the Canadian component of an international study on testing the interRAI Acute Care Screener.



Veronique is also the past President of the Canadian Gerontological Nursing Association, and holds Board of Director positions for the Schlegel-University of Waterloo Research Institute for Aging, and the National Initiative for the Care of the Elderly. She is a Section Editor for the Canadian Journal on Aging. She is a past board member at Canadian Association of Gerontology and the Registered Nurses' Association of Ontario. Dr Boscart is also an Associate Professor at the University of Waterloo, McMaster University, and an Adjunct Scientist at Toronto Rehabilitation Institute, Canada.

Keep up to date with everything going on at the conference at
www.conference.nzaca.org.nz

Feature Presenters

Alan Edwards

Alan has spent the past 19 years in the retirement and care home industries. During that time Alan has held senior executive and CEO roles with Private Lifecare NZ Ltd, MiLife Ltd, and he is the former CEO of Metlifecare. He is a highly experienced business leader with strong commercial acumen and business development skills. Additionally, he has well-developed analytical and strategic skills backed by a balanced, participative leadership style. In leading organisations, he holds himself accountable for being the culture leader and culture keeper. At Metlifecare, Alan demonstrated his vision and transformational leadership skills by bringing about substantial changes in the capital and ownership structure of Metlifecare, while simultaneously growing its asset base strongly. Alan demonstrated his bias to wealth

creation as the market capitalisation of Metlifecare lifted from \$200m in 2009 to \$1.13bn while he was at the helm.

Following his retirement from the CEO role at Metlifecare, Alan has established a consultancy business and is actively involved in governance and strategic advisory. He is the Chairman of Lifecare Residences NZ Ltd, Mulcahy Engineering Ltd and McConnel Clearmont. He also serves in an advisory capacity to Eldernet Ltd and Marchese Partners Pty Ltd.



Alison Mau

With more than 20 years at the top of the television news and current affairs in New Zealand, Ali is one of the country's most recognised and respected faces. In two decades at TVNZ, Ali hosted shows across the spectrum, including Newsnight, Breakfast, One News At Six, Fair Go and Seven Sharp.

A move to radio in 2014 was equally successful; Ali now holds one of New Zealand radio's key current affairs roles as Host of RadioLive Drive, 3 pm to 6 pm weekdays – a role that showcases Ali's extraordinary talents as an interviewer, as well as her ability to think on her feet and react naturally to all manner of situations. It's a role that demands a dynamic, robust and eminently likeable personality – something Ali unquestionably possesses.

These skills transfer seamlessly to Ali's MC and speaking

work and contribute to her being in such demand. Clients are regularly delighted by her ability to 'hold' even the largest room. As well as decades of experience hosting New Zealand's most glamorous events, Ali has made a specialty of conference MCing, with some of the best live interview and panel discussion skills in the country.

Recently, Ali has become highly sought after as a keynote speaker on diversity and inclusion, for corporate conferences and team gatherings.



Bryce Johnson

Bryce was the CEO for a national level non-government statutory body for a long time, until his recent retirement.

Throughout his career Bryce has had extensive involvement in advocacy, lobbying and media engagement at central government level in the conservation, environment and outdoor recreation arena. He has also served on various government panels and committees.

Bryce has an academic background in ecological science, agricultural science and wildlife management.

Bryce has also been a co-owner of two rest homes, including one retirement village.

He was an executive member of the New Zealand Licenced Rest Homes Association (this Association pre-dated the New Zealand Aged Care Association).

Bryce was awarded the CNZM in the Queen's honours list this year for services to conservation and the environment.



Graeme Nahkies

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Graeme Nahkies is a director and co-founder of BoardWorks International – a specialist consulting company formed in 1997 to assist governing boards to provide effective governance-level leadership to their organisations.

Since that time Graeme has worked exclusively in support of governing bodies across a very diverse range of organisations and sectors, mostly in New Zealand but also in Australia and the US.

Graeme has been a member of a wide range of boards himself, often as chair. His board appointments span commercial enterprises, Crown entities and not-for-profit

organisations. He is a Chartered Member of the Institute of Directors.

Before entering the consulting world, Graeme was a senior executive in roles covering a wide range of sectors. Among other positions, Graeme has held roles as Deputy Chief Executive of the Housing Corporation of NZ, the Chief Executive of the Waikato Regional Council and the Chief Executive of Hutt Valley Health Corporation Ltd (a Crown Health Enterprise).



Hon Jenny Salesa

Hon Jenny Salesa is New Zealand's first Tongan-born, Tongan-speaking Member of Parliament and the first Tongan-born Cabinet Minister of the Crown. In 2014, she was elected as the Member of Parliament for Manukau East, then re-elected in 2017.

Following her re-election, Jenny was sworn into Cabinet as a Minister of the Crown with portfolio responsibilities for Building and Construction and Ethnic Communities, and with Associate Minister responsibilities for Education, Health, Housing and Urban Development.

As the local MP for Manukau East, Jenny has been at the forefront of confronting housing issues. In 2016, she highlighted the plight of Auckland's 'hidden homeless', which influenced the political agenda considerably. While this has been her immediate focus at a local level, she has also spent her first term as an MP concentrating on helping to develop policies on education, skills and training, and health.

Jenny came to Parliament with over 20 years' public sector experience, having worked across the breadth

of the public service. This includes being a project manager at the Ministry of Health, a senior policy analyst at the Ministry for Pacific Island Affairs, and Principal Advisor (Pacific) at the Tertiary Education Commission.

Jenny also spent time living in Michigan, America, where she worked as a policy advisor for the National Vaccine Advisory Committee, and then as a health specialist with the Early Childhood Investment Corporation.

She graduated from the University of Auckland with a Bachelor of Arts and Bachelor of Laws.

Jenny divides her time between Wellington and Auckland, where her husband, University of Auckland Associate Professor Toeolesulusulu Damon Salesa, and two children are based.



Luke Williams

Luke Williams is a senior manager at Ernst & Young. For the past 10 years, Luke has held government and consulting advisory roles in the health system. At the Ministry of Health, he was responsible for leading key parts of the annual Crown budget process. As a consultant, he has worked on a significant number of health policy, strategy and performance improvement projects across Australia and New Zealand.



Michael Woodhouse

Michael was first elected to Parliament in 2008 as a National List MP based in Dunedin. During his first term in Parliament, he was a member of the Transport and Industrial Select Committee, the Health Select Committee and the Finance and Expenditure Select Committee. Following the 2011 General Election, Michael was made the Senior Government Whip – a position he held until his appointment as Minister of Immigration, Minister of Veterans' Affairs and Associate Minister of Transport in January 2013. In May 2014, Michael was also appointed Minister for Land Information.

After the 2014 General Election, Michael was reappointed Minister of Immigration and appointed Minister of Police and Workplace Relations and Safety. In December 2015, he gained the Revenue portfolio in place of Police. In December 2016, Minister Woodhouse gained the ACC portfolio in place of Revenue.

After the 2017 General Election, Michael was appointed National's spokesperson for Housing and Social Housing. Following the reshuffle in March 2018, Michael became the spokesperson for Health and Immigration and the Shadow Leader of the House. He serves on the Health Select Committee.

Before being elected to Parliament in 2008, Michael was the Chief Executive Officer of Mercy Hospital Dunedin, a position he held for 7.5 years. Prior to that, Michael held senior management positions with ACC, where he was instrumental in implementing ACC's Elective Services

Contracting framework, and at Dunedin Hospital in change management, revenue and planning roles.

Michael was educated at St Paul's High School (now Kavanagh College) in Dunedin and graduated from the University of Otago with a Bachelor of Commerce. He is a Chartered Accountant and also has a Masters of Health Administration from the University of New South Wales.

Michael is a former President of the NZ Private Surgical Hospitals Association and has also been the Vice President of the NZ Private Hospitals Association, a larger organisation which included the private aged care sector. He is also a Fellow of the New Zealand Institute of Management.

Michael has been a Rotarian since 2001 and is active in community and voluntary work in the Otago region. He is an avid rugby fan, having played age group representative rugby for Otago and South Island teams and functioned as a premier grade referee, as well as a 'fair weather' runner.

Michael is married and has three daughters.



Peter Boshier

Peter Boshier is Chief Ombudsman for New Zealand. He was appointed in December 2015, following a distinguished career as a judge.

Peter graduated from Victoria University of Wellington with a Bachelor of Laws with Honours in 1975. He was appointed as a District Court Judge with a specialist Family Court warrant in 1988.

Peter Boshier was Principal Family Court Judge from 2004 to 2012, when he was appointed a Law Commissioner. He held that position until his appointment as Chief Ombudsman.

He has served on the government's Family Violence Taskforce and is Patron of the White Ribbon Trust and of the Dwell Community Housing Trust in Wellington. In 2009, he was made a distinguished alumnus of the Victoria University of Wellington for his contribution to the law.

Peter has a long association with Pacific judicial issues and has travelled regularly to Pacific Island countries to undertake workshops on the subjects of family violence and youth justice. He holds the Samoan Matai title of Misa, which was bestowed in 2000.

As Chief Ombudsman, Peter's focus has been on a faster and more effective resolution of Official Information Act and other complaints, working with government agencies to improve their practices and strengthening his team's inspection and monitoring functions under the Optional Protocol to the Convention Against Torture (OPCAT).



Rose Wall

Rose was appointed Health and Disability Commissioner's (HDC) Deputy Commissioner, Disability in August 2013.

A nurse by training, Rose has been involved in the public health system for most of her career. Over the past 30-odd years she has worked in a number of different areas. This has given her a broad insight into service quality, government strategy, the regulatory environment and how the health and disability system works.

Rose's role at HDC fulfils her natural desire to help people, particularly the more vulnerable who are less able to speak up for themselves.



Stephen McKernan

Stephen McKernan, QSO, is lead Partner at Ernst & Young for the government and public sector. Stephen is an extremely experienced executive, who has earned a strong international reputation through operating successfully at the highest levels within the New Zealand health system. As Director-General of Health, Stephen was the government's principal advisor on health and disability matters. Prior to his appointment as Director-General, Stephen was a successful Chief Executive – first at Hutt Valley DHB and then at Counties Manukau DHB.



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Workshop Presenters

Dianne Adamson

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With a background in hospital management and 17 years' experience consulting to prestigious clients in the healthcare and aged care industries in Australia and New Zealand, Di is known for her ability to connect with people in a way which allows her to uncover the core issues and influence people to achieve outstanding results. Her company, Adamson and Associates, specialises in optimising personal and organisational performance. Her leadership development programme, Solutions from Within, has shaped many upcoming leaders.

She is an inspirational speaker, facilitator and executive coach. Di stimulates, energises and challenges people in the areas of leadership, complex communication skills, team skills and effecting cultural change. She is a regular guest presenter on the Aged Care Television channel.



Kate Ashcroft

Kate is an employment law and health and safety specialist, and is passionate about providing commercially pragmatic, tailored solutions to clients' issues. She acts for employers across a range of industries throughout New Zealand, giving strategic, compliance and best practice advice on non-contentious matters as well as providing representation in disputes.



Dr Paul Wood

Dr Paul Wood is a doctor of psychology who specialises in helping people be the best versions of themselves and overcome the barriers that are holding them back. He is a regular contributor to the Huffington Post and works with everyone from the Hurricanes to the central agencies of government. Paul's passion for this work comes from his own inspirational journey from delinquent to doctor.



Steve and Jean Morris

Steve and Jean Morris are the directors of Cross-Cultural TransitionNZ, New Zealand's leading cross-cultural consulting company. Steve and Jean lived and worked overseas for more than 16 years. Steve continues to spend time abroad consulting within a variety of organisations in organisational development and training.

Previously, as an international educator, he worked in International Schools in Asia and South America as a Principal Student Services Director, and as a counsellor assisting families in their orientation and transition into

expatriate life. Jean is also an experienced international educator, who returned to New Zealand in 2010. Her practical knowledge and experience working and living in five countries with a family mean that she is able to empathise and relate to all of the benefits and challenges of international transition.



LOCATION
SKYCITY CONVENTION CENTRE
AUCKLAND

THE TIME TRAVELLERS BALL



EVENT

GALA DINNER & EXCELLENCE
IN CARE AWARD CEREMONY

DATE

WEDNESDAY 12TH SEPTEMBER
7.20PM TILL LATE

2018 EXHIBITORS

STAND/S	COMPANY DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
72, 73	ACORN FURNITURE Acorn Furniture is New Zealand's premier supplier of specialised furniture for the aged care and retirement industries. From classic dining sets and modern lounge chairs through to pressure-relieving recliner chairs, we take pride in our ability to produce, customise and supply quality furniture that meets the special requirements of older people and enhances aged care facilities.	Huxley Trewanas	0800 601 701	33 College Street Motueka	huxley@acornfurniture.co.nz www.acornfurniture.co.nz
82, 83	ACTIVE HEALTHCARE Active Healthcare supplies a range of premium aged care products, backed by legendary service and support. Showcasing Guldman Ceiling Hoist Systems (with 20 years' experience in ceiling hoist installation and service), Active Healthcare also supplies quality beds, pressure care solutions, slings, chairs, falls recovery solutions and hygiene products.	Janna Alexander	0800 336 339	PO Box 201157 Auckland	sales@activehealthcare.co.nz www.activehealthcare.co.nz
92	ALLERGYWISE We are a manufacturer of bread products. Our AllergyWise™ products are produced out of a separate contained facility that is gluten-free, egg-free, dairy-free, nut-free, soy-free and vegan. AllergyWise™ breads are full-sized loaves that look and taste like standard bread when toasted.	Nic Telford	09 238 7843	25 Crown Rd Paerata Pukekohe	info@dessertkitchen.co.nz www.allergywise.co.nz
43	ARCHER CARE Archer Care is New Zealand's preferred choice for providing the correct industry specific furniture solutions to the aged care, healthcare and retirement sectors. With 30 years' experience, combined with being a NZ family-owned company, we partner with you to provide you with specialised furniture that creates healthy, happy and comfortable environments for your residents.	Russell Don	09 431 2470	PO Box 3 Kaiwaka	russell@archerconcepts.co.nz www.archercare.co.nz
74, 75, 76	ARJO At Arjo, we are committed to improving the everyday lives of people affected by reduced mobility and age-related health challenges. With products and solutions that ensure ergonomic patient handling, personal hygiene, and disinfection and the effective prevention of pressure injuries and venous thromboembolism, we help professionals across care environments to continually raise the standard of safe and dignified care. Everything we do, we do with people in mind.	Jackie Barnes	0800 000 151	PO Box 132262 Sylvia Park Auckland	info.nz@arjo.com www.arjo.com
39	ASALEOCARE TENA and TORK, together, are making a difference for residential aged care. TENA continence aids enable cost-effective continence solutions. TORK improves your washroom, kitchen and hand hygiene.	Catherine Robertson	027 836 6773 and 0800 443 068	Level 2 103 Carlton Gore Rd Newmarket Auckland	Catherine.Robertson@asaleocare.com www.asaleocare.com
4	ASB BANK LTD As the preferred banker to the NZACA's members, with a deep commitment to the sector, talk to us about banking packages for operators and your staff. In these changing times in the sector, our focus is to provide the right banking solution for each operator and your employees.	Ross Currie	09 337 4811 or 021 805 089	PO Box 35 Shortland St Auckland	ross.currie@asb.co.nz www.asb.co.nz
50	ASPIRE2 BUSINESS WORKPLACE COMMUNICATION Aspire2 Business is the largest national workplace communication training provider in NZ. Our programmes are fully government funded and we are very active in the aged care space – upskilling healthcare assistants and RNs in communication skills.	Maretha Campbell	09 522 0438	PO Box 5954, Wellesley Street Auckland	maretha.campbell@aspire2.ac.nz www.aspire2business.co.nz
81	ATTACHÉ SOFTWARE Attaché is the leading provider of accounting and payroll systems to medium businesses, typically \$2m to \$100m in revenue. It has a proven track record of delivering efficiencies to aged care facilities, including reducing payroll processing from a couple of days to a few hours. Attaché can integrate with Time & Attendance and resident billing applications. It fills the gap between small cloud packages and ERP systems. With 70,000 users plus 500,000 employees receiving an Attaché pay advice, you can be sure of our ability to contribute to your success. Are you ready for payday filing? Payday filing is a significant change to the way businesses report payroll information to Inland Revenue. All New Zealand employers need to ensure they are compliant before 1 April 2019. Visit us to get your free payday filing checklist – it will help you on your readiness journey.	Stuart Holder	0800 288 224	Level 4 48 Greys Ave Auckland	rachelw@attachesoftware.com www.attachesoftware.com
50	BARKER FRUIT PROCESSORS Barker Fruit Processors are the leading manufacturer of fillings, toppings, condiments and syrups in Australasia. We inspire our customers and work with them to create fabulous food.	Shelley King	021 833 835	PO Box 100 Geraldine	shelley.king@barkers.co.nz www.barkersprofessional.nz
12	BE SAFE LIMITED Be Safe Limited offer to the healthcare sector the most advanced solutions on the global market. We provide nurse call systems and e-recording of services, combined with room terminals. We also offer tailor-made hospital/home care beds and hospital furniture. We understand your needs, and we will meet them in the best possible way.	Franc Brence	09 424 0505 or 021 614 562	274 Alec Craig Way Gulf Harbour Auckland	franc@eurotronik.nz www.eurotronik.nz www.medco.nz

STAND/S	COMPANY DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
62	BIDFOOD Bidfood will showcase our full-solution services for the aged care industry. As a wholesale food distributor for the industry, talk to us about your needs. The team will provide food demonstrations and tasters of the products on offer. We will talk to you about the ease of online ordering on MyBidfood and the new app. Visit our stand to sample some great products, learn more about online ordering and, if you aren't yet, become a customer today!	Jessica Matson	0800 243 3663	1st Floor 1 Marewa Road Greenlane Auckland	jess.matson@bidfood.co.nz www.bidfood.co.nz
26	BL STRINGER & CO LTD The experts in aged care – for over 40 years, BL Stringer has specialised in supplying NZ aged care providers with the best products for their residents, along with advice. Supplying over 90% of rest homes, we are a one-stop shop for continence, gloves, paper, linen, apparel, chemicals & wound-care.	Scott Stringer	0800 807 126	45 Treffers Road Christchurch	scott@blstringer.co.nz www.blstringer.co.nz
34	BRITANNIA TEXTILES LTD Britannia offers a range of high-quality cotton, polycotton and flannelette sheets, towels, fleece blankets, health gowns, guards and trolley covers, feeders and disposables. We have in-house sewing facilities to meet your specific needs. Call us now to discuss your requirements!	Parag Khedekar	0800 800 366 and 03 548 3003	6 Natalie St Nelson	sales@britannia.co.nz www.britannia.co.nz
30	BSN MEDICAL LIMITED BSN medical is a global leader in the medical device sector, specialising in the areas of Wound Management, Orthopaedics, Vascular Therapy and Lymphoedema. We are focused on developing and providing first class products and services to help deliver improved healthcare outcomes for the healing of bone, skin, soft tissue and lymphatic and vascular conditions. Our product range includes many well-known and trusted brands including Leukomed®, Propax®, Cutimed®, JOBST®, Fixomull® and Leuko® Tapes. We look forward to working with you closely to help meet your patient and clinical outcomes.		021 558 900	PO Box 56-033 Dominion Road Mt Eden Auckland	dennis.irving@bsnmedical.com www.bsnmedical.co.nz
23	BUNZL OUTSOURCING SERVICES Bunzl Outsourcing Services is a specialised distribution company providing products in several categories, including healthcare consumables, cleaning & hygiene, food service disposables and guest amenities. Bunzl specialises in continence management and supplies the Abena product range. Our team will be available to answer questions and discuss how we can assist you.	Lisa Halliday	09 634 9011	PO Box 112226 Penrose Auckland	Murray.Ross@bunzl.co.nz www.bunzl.com.au
85	CAREERFORCE Careerforce – the Industry Training Organisation (ITO) for the wellbeing sectors – supports workplace-based training, enabling employees to achieve nationally recognised qualifications and deliver superior outcomes for aged care in New Zealand.	Sarah Jeffares	0800 277 486	PO Box 2637 Wellington	info@careerforce.org.nz www.careerforce.org.nz
56	CAREJOBZ AGED CARE RECRUITMENT With over 20 years' experience of recruitment in the aged care sector, we will be offering job opportunities, career advice, market knowledge, corporate gifts and information for aged care recruitment and business sales.	Kate Wheeler	0508 800 221	PO Box 35803 Browns Bay Auckland	kate@carejobz.com www.carejobz.com
5	CHOMP DIGITAL FOOD CONTROL Chomp specialises in digital food control. Our app provides the ability to do all your food compliance task recording on a tablet in the kitchen; as a managerial tool, Chomp allows complete visibility across multiple sites, giving you the confidence you are audit-ready all the time. Chomp: Simple, safe, secure digital cloud-stored compliance.	Nicolle Marshall	021 277 7003	PO Box 914 Queenstown	info@chomp.nz www.chomp.nz
6	CROSS-CULTURAL TRANSITIONZ Cross-Cultural TransitionNZ is New Zealand's leading cross-cultural consulting company. Cross-Cultural TransitionNZ trains individuals, families, corporates and non-profit organisations in understanding the challenges and advantages of living and working with people from other cultures. We use the latest research in cultural intelligence (CQ) and we pride ourselves in delivering exemplary services.	Alyson Kana	021 575 900 or 021 266 699	78 Albergo Drive Ohauiti Tauranga	info@mcgroup.co.nz www.cctnz.co.nz
14, 15, 13	CTAS Advertising TAS Audit and Assurance Services / InterRAI / Kiwi Health Jobs Website	Ly-Ly Wood	027 404 2305	69 Tory Street Wellington	ly-ly.wood@tas.health.nz www.tas.health.nz
80, 79, 77, 78	CUBRO Cubro are proud to be New Zealand Aged Care Association Conference sponsors once again. Alongside the NZACA, we will continue to foster our strong relationship with aged care corporates and privately owned facilities within New Zealand, supplying them with a comprehensive range of quality healthcare equipment, specifically designed to meet the clinical requirements and needs of our aging world.	Francesca Perry	0800 452 273	PO Box 9144 Greerton Tauranga	francesca.perry@cubro.co.nz www.cubro.co.nz
33	DAA GROUP Enter into a draw at our stand to win 10 'Twiddlemuffs'. Twiddlemuffs are a great therapeutic tool for those experiencing dementia – knitted hand covers with decorations for busy fingers. Come and find out more about these colourful creations for your organisation. We also have details of our upcoming Quality Seminars; you can purchase the Risk Management and Quality Improvement Handbook, and find out about our auditing services.	DAA Group – Staff	04 499 0367	PO Box 5088 Wellington	admin@daagroup.co.nz www.daagroup.co.nz

STAND/S	COMPANY DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
18	DEB NEW ZEALAND Deb's skin care and hand hygiene programmes deliver cost-effective products, vital information and standards of behaviour which increase efficiency, improve skin health and prevent infection. We look forward to working with you to help you upgrade your hand hygiene programme at no extra cost.	Sophia Lepir	0800 332 695	Unit 1 1 Secombe Place Moorebank NSW, Australia	sales@debzn.co.nz www.debgroup.com
54	DIVERSEY NEW ZEALAND LTD Diversey develops innovative products and technology for best-practice cleaning and infection prevention. With Oxivir® for the point of care, Sporicide Plus® for C. diff spores and UV-C light for hands-free disinfection of critical areas, our solutions mitigate your infection risk associated with environmental surfaces, medical equipment and soft furnishings.	Sarah Mangala	021 853 161	24 Bancroft Crescent Glendene Auckland	hazel.wright@diversey.com www.diverseyvericlean.com
64 & 65	DOUGLAS PHARMACEUTICALS LTD As a health care professional when you are caring for multiple patients with complex medication regimens, medication management is a priority for safety, convenience and saving time. Medico Pak/Alpaca Pak is supplied straight from the pharmacy in safe, sealed, ready-to-take doses as part of the Medico Pak/Alpaca Pak Management System. Complete with folders, a trolley and easy storage products, Medico Pak /Alpaca Pak has proven to be the cost-effective and safe option for most medical and rest home facilities.	Tracey McAlpine	09 835 0660	PO Box 45 027 Te Atatu Peninsula Auckland	support@douglasautomation.com www.douglasautomation.co.nz
7, 8	EBOS HEALTHCARE EBOS Healthcare is dedicated to the aged care industry, with account managers focusing on building solid partnerships across both large group organisations and independent operators throughout New Zealand. EBOS Healthcare will work alongside you to understand your needs and is able to offer solutions in areas of continence care, infection prevention, wound care, paper hygiene and general medical supplies.	Lara Green	09 415 3267	PO Box 302 161 North Harbour Auckland	jmatthews@ebos.co.nz www.ebosonline.co.nz
29	EDEN ALTERNATIVE IN AUS & NZ We provide Eden Alternative culture change training and workshops, dementia education, masterclasses, Eden Registry, Consulting & Guide Services as well as access to Global Eden networks. The Eden Alternative® is consumer-directed care – promoting a philosophy of person-directed wellbeing for residential and community care. Join our award-winning homes and communities who are making a difference. Be the change you wish to see in others.	Sally Hopkins	0061 4 3773 9779	PO Box 8017 Camberwell North Victoria, Australia	sallyh@edeninozn.com.au www.edeninozn.com.au
71	ELECTRA SERVICES LIMITED (TRADING AS SECURELY) We will be showcasing our Securely for Independence product. This utilises sensors within the home to track patterns of behaviour, to allow early detection of ill health or injury with minimal intrusion to the individual.	Dean Sparkes	027 368 8818	288 Oxford Street Levin	dean.sparkes@electraservices.co.nz www.securely.nz
10	ELS NEW ZEALAND LTD ELS New Zealand will be displaying our very latest Electrolux Commercial Washers and Dryers. We are New Zealand's leading supplier to the aged care sector and would welcome the opportunity to meet with you in Auckland. Our team can assist with designs and layouts to ensure your on-premise laundry meets New Zealand's health and safety standards.		021 726 754	PO Box 58780 Botany Auckland	phillip.smith@elsnz.co.nz www.elsnz.co.nz
61	FILTERFAB NZ LITS This year we will be displaying and demonstrating a number of products. Garment identification label systems – combatting lost property! Infection control solutions – dissolvable laundry bag liners, offering safe options for the transportation and laundering of soiled linen. Other related laundry-based products, such as laundry bags, wash-net mesh bags, slide-sheets (Slippery Sams) and more!	Stacey James	021 646 210	PO Box 13066 Armagh Christchurch	stacey@filterfab.com www.filterfab.com
91	FLOORINGXTRA Our stores supply and install carpet, vinyl and timber floor coverings across New Zealand through our 58+ stores nationwide. We specialise in servicing the aged care sector for refurbishment works and new builds, including product procurement services.	Simon Buswell	021 194 5662	1/81A Salisbury Road North Shore	simon.buswell@flooringxtra.co.nz www.flooringxtra.co.nz
46,47	GLOBAL MEDICS LTD The Global Medics Group is a young, dynamic company servicing the Australasian market with unique and niche products to key healthcare market segments – theatre/ surgical, hospital, and aged care. MISSION: To forge 'partners for life' by delivering innovative products, simple and effective solutions to improve quality of life for both patients and healthcare providers. SPECIALISATIONS: Infection control: A major challenge in modern healthcare today is reducing the spread of infections. PRODUCTS: InControl Cuff First Gloves, Patient care wipes, Disposable Pulp Receptacles, Disposable linen, Clinell detergent and disinfectant wipes, which will help stop cross-contamination in its tracks. CONTINENCE CARE: Disposable pads and online management and training system. This all maintains the confidence and dignity of your residents. PRODUCTS: ID Continence Care System.	Karl Stanners	09 920 9900	42 Andrew Baxter Dr Auckland	customerservice@globalmedicsgroup.com www.globalmedics.co.nz

STAND/S	COMPANY DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
58	HARXIN CORPORATION (NZ) LTD Harxin acts as an importer and distributor of food service packaging, cleaning, paper hygiene and industrial consumables.	Yang Cao	09 262 2895	6D Jack Conway Ave Manukau City Auckland	yang@harxin.com.nz www.harxin.co.nz
25	HEALTH & DISABILITY AUDITING NZ HDANZ provides auditing services for a large number of aged care providers. We will have experienced aged care auditors at our stand. Come visit us to catch up on auditing in aged care, interpretation of standards and contracts, CI ratings, staying on track and certification requirements for changes to services.	Lisa Cochrane	0800 449 911	PO Box 19-541 Woolston Christchurch	lisa.cochrane@hdanz.co.nz www.hdanz.co.nz
9	HEALTH METRICS Health Metrics is a leading provider of software solutions to the aged care sector. Their enterprise software solution, eCase®, is a complete clinical and administrative system that supports the functions of residential aged care, home care and independent living units for customers of any size.	Kellee Ireland	0061 3 9558 1634	Suite 202 12 Corporate Drive Heatherton Victoria, Australia	ea@healthmetrics.com.au www.healthmetrics.com.au
70	HEALTHSHARE Healthshare is a Designated Auditing Agency approved by the Director-General of Health to audit health services pursuant to the Health and Disability Services (Safety) Act 2001.	Robyn Meehan	027 471 8222	PO Box 19064 Hamilton	robyn.meehan@healthshare.co.nz www.healthshare.co.nz
93	HOSTSERVICE COMMERCIAL Hostservice specialises in the design and fit-out of commercial kitchens for the aged care market. We strive to improve the food service experience with innovative products and systems, including meal delivery equipment, buffet-style displays and our range of container kitchens.	Dan Strachan	03 544 9250	PO Box 3465 Richmond	dan@hostservice.co.nz www.hostservice.co.nz
45	INVACARE Invacare manufactures and distributes an extensive line of innovative home and long-term care medical products and services that promote recovery and active lifestyles. The company, through its products and services, helps consumers achieve a better quality of life, no matter their disability. Products include: Beds, Mattresses, Oxygen concentrators, Mobility scooters, Powered mobility, Cushions and backrests and Patient lifters.	Christie Soury	0800 468 222	4 Westfield Place Mt Wellington	sales@invacare.co.nz www.invacare.co.nz
42	IRVINE FLOORING For over 30 years, Irvine Flooring has been bringing the world's best and most innovative flooring solutions to New Zealand homes and businesses. With substantial stocks of domestic and commercial carpet, carpet tiles, vinyl and more, your aged care/healthcare flooring requirements can be addressed quickly, efficiently and cost-effectively.	Tania Hill	029 388 8538	PO Box 9238 Tower Junction Christchurch	jacques@irvineflooring.co.nz www.irvineflooring.co.nz
21	LEECARE SOLUTIONS Leecare Solutions is the leading electronic health record platform in the aged care sector, focused on the resident or client and your business, designed to support providers and staff to demonstrate their expert management, save time, optimise funding, meet professional standards and accreditation/certification requirements. Unlike other aged care software vendors, Leecare has over 25 years' experience in the sector and is solely focused on aged & community care provider success, providing one easy-to-use system for care delivery, medication, operational and financial management.	Petrina Turner-Benny	027 565 1781	1005A Mt Alexander Rd Essendon Victoria, Australia	petrina.t@leecare.co.nz www.leecare.com.au
55	LINK BUSINESS Lisa Lloyd – your business broker, specialising in selling aged care facilities nationwide. This is a complex and confidential process that requires expertise and integrity. Lisa will facilitate the entire sale process, from marketing, to finding the right buyer, to negotiating and concluding the sale. Contact Lisa for a confidential discussion.	Lisa Lloyd	027 685 4556	26 Fourth Avenue Tauranga	lisa.lloyd@linkbusiness.co.nz www.linkbusiness.co.nz
95	MATERIALISED PTY LTD Materialised are suppliers of high performance textiles for every furnishing need in healthcare. We provide fabrics that meet your project's performance and aesthetic requirements. We are innovators in acoustic solutions, offering customised printing and creative designs.	Carol McMillan	09 302 7733 or 021 263 7223	10 Dock Street Auckland	sales@materialised.com www.materialised.com
69	MEDCALL HEALTH PERSONNEL LIMITED & CARE DIRECT Medcall is a health recruitment and staffing company. We will be displaying our services and will be available for our clients to come and talk with us or to learn more about us.	Jane Clements	0800 314 314	PO Box 9522 Newmarket Auckland	jane@medcall.co.nz www.medcall.co.nz
57	MEDI-MAP Medicine management linking care facility, pharmacy and prescribers into a shared interface. Integration with hospital systems is currently in development, with the close of the gap between primary and secondary care medicine information transfer. Medi-Map has mobile app functionality for independent village residents and community care organisations.	Greg Garratt	0800 298 363	8/9 Sir Gil Simpson Dr Burnside Christchurch	greg@medi-map.co.nz www.medimap.co.nz
44	MIRACLE ELECTRONICS An industry favourite for 30 years. More than 1,000 installations of nurse call, wandering, tracking, RTLS, dementia.	Tony Allardyce	027 527 1855	17-21 Torrens Terrace Wellington	tony@miracle.co.nz www.miracle.co.nz
68	MOMENTUM HEALTHWARE Momentum Healthware is an innovative software company that builds aged care solutions. Our solutions include Momentum EHR (care management software), Momentum AMS (assessment management software), and RTLS In Motion (wireless nurse call and wander management solution). Since 1995, we've deployed our products across major health systems across the globe.	Morgan Sinclair	001 (204) 231 3836	308-131 Provencher Blvd Winnipeg, Canada	msinclair@momentumhealthware.com www.momentumhealthware.com

STAND/S	COMPANY DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
40	NCS Leading providers of wired and wireless nurse call systems, communications and security solutions to the aged and healthcare sectors nationwide.	Tony Allardyce	0508 687 732	PO Box 102131 North Shore Auckland	tony@ncsnz.co.nz www.ncsnz.co.nz
	NESTLÉ PROFESSIONAL Nestlé Professional aims to make more possible for our aged care partners by delivering creative food and beverage solutions all day, every day. Globally trusted food brands such as MAGGI and NESTLÉ DOCELLO also feature a range of gluten-free products made in New Zealand. Talk to us today on 0800 830 840 or visit www.nestleprofessional.co.nz	Deborah Starr	027 246 3011	PO Box 1784 Shortland Street Auckland	deborah.starr@nz.nestle.com www.nestleprofessional.co.nz
1	NEW ZEALAND TERTIARY COLLEGE Our stand will display information regarding the programmes we offer in Early Childhood Education and Health and Wellbeing.	Rachel Brown	09 520 4000	Level 2 1 Marewa Road Auckland	enrolments@nztertiarycollege.ac.nz www.nztertiarycollege.ac.nz
51	NITROGENX We offer a one-stop-shop delivery service to our clients in medical and aged care throughout the wider Auckland and Waikato regions. Our core services include medical oxygen, liquid nitrogen, clinical waste and sharps supply and disposal, document destruction and odour management solutions.	Laura Colbert	0800 22 33 85	PO Box 21 533 Henserson Auckland	sales@nitrogenx.co.nz www.nitrogenx.co.nz
27	ONTERA Ontera provides carpet and flooring solutions for all health and aged care facilities. Please visit the Ontera stand to see the latest colours and designs, as well as our unique impervious backing system.	Kevin Harkin	0061 2 8838 2500	171 Briens Road Northmead NSW, Australia	Jodie.Mickleson@Milliken.com www.ontera.com.au
20	PARAMOUNT INSURANCE Paramount Insurance offers aged care facilities specialised insurance packages. Our first package covers your assets (contents and buildings), loss of profits as a result of a claim, and basic liability. Our full liability package includes medical malpractice and management liability. We offer a full proactive claims service.	Ian Atkinson	09 360 3292	P O Box 46018 Herne Bay Auckland	ian@paramountins.co.nz www.paramountinsurance.co.nz
19	PHARMACY CARE GROUP LIMITED We are an Auckland-based pharmacy that provides pharmacy services to aged care facilities. We are an agile, innovative company dedicated to helping our customers.	Amrit Ram	09 442 5727	212 Wairtau Rd, Glenfield Auckland	amrit@pharmacyservices.co.nz
36	QPS BENCHMARKING QPS is the largest benchmarking provider across Australia and New Zealand with over 19 years of experience, expertise and industry insights. The QPS framework includes researched and evidenced based KPIs and data-collection tools to measure organisational performance in critical success areas, including clinical, workforce, financial and customer-focused metrics. Come and visit our stand to view our new electronic risk management reporting systems which provide a cost-effective and efficient method for board and clinical governance reporting. The new reporting systems allow you to quickly identify your risks at both the corporate and individual home/service level.	Viki Ziogiannis	0061 2 4229 5880	PO Box W69 West Wollongong NSW, Australia	office@qpsbenchmarking.com www.qpsbenchmarking.com
41	QUALCHEM PRODUCTS LIMITED QualChem Products Limited is a dynamic, innovative New Zealand company, which has been manufacturing cleaning solutions since 1992. We have expert solutions for the aged care, hospitality and janitorial sectors, as well as many other applications. As the principal of the EZYDOSE and MODE brands, QualChem Products Limited is always striving to bring new and improved products and systems to the market. Call into our stand and meet the friendly team to see how we can make your cleaning faster, cheaper and easier."	Matt Fisk	06 370 1950	81 Ngaumutawa Road Masterton	matthew@qualchem.co.nz www.qualchem.co.nz
22	QVISUAL Mimocare is the application of new technology to provide 24/7 monitoring of an elderly resident or patient. Unlike the pendant, Mimocare continuously monitors their, daily routines using discrete battery sensors and reporting changes. MimoCool, a new product, automatically monitors/logs fridge temperatures around the building, with audit data and alerts.	John Williams	021 491 661	PO Box 106232 Auckland	johnw@mimocare.co.nz www.mimocare.co.nz
32	REGAL FURNITURE Upholstered seating for the aged care industry. Our specialist seating collection offers function, ergonomics and aesthetics with unsurpassed quality, representing the best in New Zealand.	Richard Hoggard	06 843 7123	34 Wakefield St Napier	richard@regalfurniture.co.nz www.regalfurniture.co.nz
52	RHIMA NEW ZEALAND LTD Rhima specialises in equipment washing systems for businesses, industries and environments where impeccable hygiene and cleanliness are essential. The Rhima Deko 190 is a combined washer-disinfector that flushes, washes and disinfects all ward items in one contained process. No pre-sluicing is required with any of our machines; the machine will do all the dirty work for you.	Sarah Vandertop	0800 902 054	Private Bag 300 987 North Shore City Auckland	accounts@rhima.co.nz www.rhima.co.nz
53	SERVICEIQ Our focus is on-job training. We work with our customers to develop the right resources, trainers, systems and procedures, and the right amount of in-depth training and follow-up to help them get ahead and stay on top.	Gary Bowering	0800 863 693	PO Box 25522 Wellington	intel@ServiceIQ.org.nz www.ServiceIQ.org.nz

STAND/S	COMPANY DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
16	SOUPEDUP SOLUTIONS PTY LTD SoupedUp Solutions is the leading care catering software provider. We help you plan, manage and deliver outstanding residential catering and lifestyle care. SoupedUp's simple, secure and customisable technology platform empowers catering teams to create nutritious, individualised resident dining experiences, while rich data analytics and reports combine to improve catering processes and profitability.	Belinda Adams	0061 3 9543 4052	Suite 1.03B Building B 18-24 Ricketts Road Mt Waverley Victoria, Australia	sales@soupedup.com www.soupedup.com
59, 60	SOUTHERN HOSPITALITY / MOFFAT Call us for a turn-key solution from design to installation and after-sales service support, of food service equipment - meal delivery solutions and laundry equipment.		021 385 235	12 Roberts Street Dunedin	Shane@southernhospitality.co.nz www.southernhospitality.co.nz
66, 49	SPEED QUEEN LAUNDRY SYSTEMS We will have commercial laundry equipment on our stand.	Ross Granger	027 478 3500	225 Taniwha Street Auckland	ross@speedqueen.co.nz www.speedqueen.co.nz
35	THE PURE FOOD CO Take meal experience and outcomes to a new level. Nutrition-packed foods using the best chef, dietetic, food tech and textural experts to deliver premium meal experiences. If you want to reduce risk, improve clinical outcomes and meal experience cost-effectively, come by the stall.	Sam Bridgewater	0800 1 PURE FOOD	PO Box 107804 Ponsonby Auckland	sam@thepurefoodco.co.nz www.thepurefoodco.co.nz
31	TIMETARGET NZ LTD TimeTarget's software is now called Humanforce. We have fantastic new functionality to show new and existing clients the latest in workforce management software.	Wayne Doran	03 962 3999	196 Wordsworth St Christchurch	BradW@timetarget.co.nz www.humanforce.com
2	TONIQ LIMITED ICHART is an electronic medication system created by Tonic, which offers a fully interactive, web-based chart that can be used anywhere, at any time. It provides secure, real-time updates and access for doctors, care staff and pharmacists. Any changes to the chart notify the relevant health professionals instantly.	Melissa Parker	03 974 9411	67 Riccarton Road Christchurch	1chart@toniq.co.nz www.1chart.nz
28	USL MEDICAL We provide solutions to your challenges. We specialise in the health of our elderly and have been providing solutions for the aged care market for 30 years. Pressure relief, oral care, continence and wound care management - we provide solutions through staff training and product support. Come and see us at our stand.	Raewyn Sutherland	021 821 489	PO Box 15 645 New Lynn Waitakere Auckland	raewyn.sutherland@uslmedical.co.nz www.uslmedical.co.nz
17	VCARE INTERNATIONAL New Zealand's leading software platform for your rest home, hospital or retirement village. VCare manages your administrative, billing, care and compliance needs efficiently and accurately, which means better care for your residents. Contact us today to find out how VCare can help your facility.	Brittany Cain	03 903 1253	PO Box 514 Christchurch	marketing@vcaresoftware.com www.vcaresoftware.com
68	VENDELLA Commercial bedding specialists with the widest range in NZ. Our range includes crisp white linens, pillows, mattress and pillow protection, bedcovers and blankets.	Tania Macfarlane	0800 836 335	PO Box 2111 Tlmaru	sales@vendella.co.nz www.vendella.co.nz
24	VISTAB VisTab is a simple and easy-to-use electronic sign-in procedure for your rest home. It records the relevant information for any staff leaving during the day, and visitors and contractors coming and going, allowing you to access critical information for health and safety, or in the event of an emergency evacuation.	Dave Bates	021 966 440	72 Moorhouse Ave Christchurch	daveb@vistab.co.nz www.vistab.co.nz
3	WALLS & ROCHE PHARMACY Robotic Medication Sachet System: the robotic sachet system and the medication management systems used by Walls & Roche provide a safer, more accurate and more cost-effective alternative to conventional and blister pack dispensing. The sachets are simple to use, clearly labelled and sequenced to reduce the time required for medication rounds.	Richard Turnbull	09 624 2921	792 Manukau Rd Auckland	richard@wallsandroche.co.nz www.wallsandroche.co.nz
63	WHITELEY CORPORATION NZ Whiteley Medical is the leading global innovator in medical cleaning products, and has been a trusted supplier to the NZ healthcare industry for over 30 years. Unique in this market, Whiteley's manufacturing and R&D facilities are based in Australia, ensuring superior service and support for the Australasian market. Whiteley Medical manufactures a range of innovative products that can clean and disinfect to international standards in the fields of aged care, CSSD, domestic services, endoscopy, dental surgical and theatre and infection control. Whiteley Medical is committed to world-leading research and product development, with patents used globally. The Research and Development Centre attached to the Tomago manufacturing site is the focal point for much of the work involving product development. Whiteley Medical's commitment to promote quality research has led to benefactor status at an internationally respected university and in the awarding of a range of government-assisted research grants.	Hannah Walmsley	0800 257 352	PO Box 22-519 Otahuhu Auckland	whiteley@whiteley.co.nz www.whiteley.com.au



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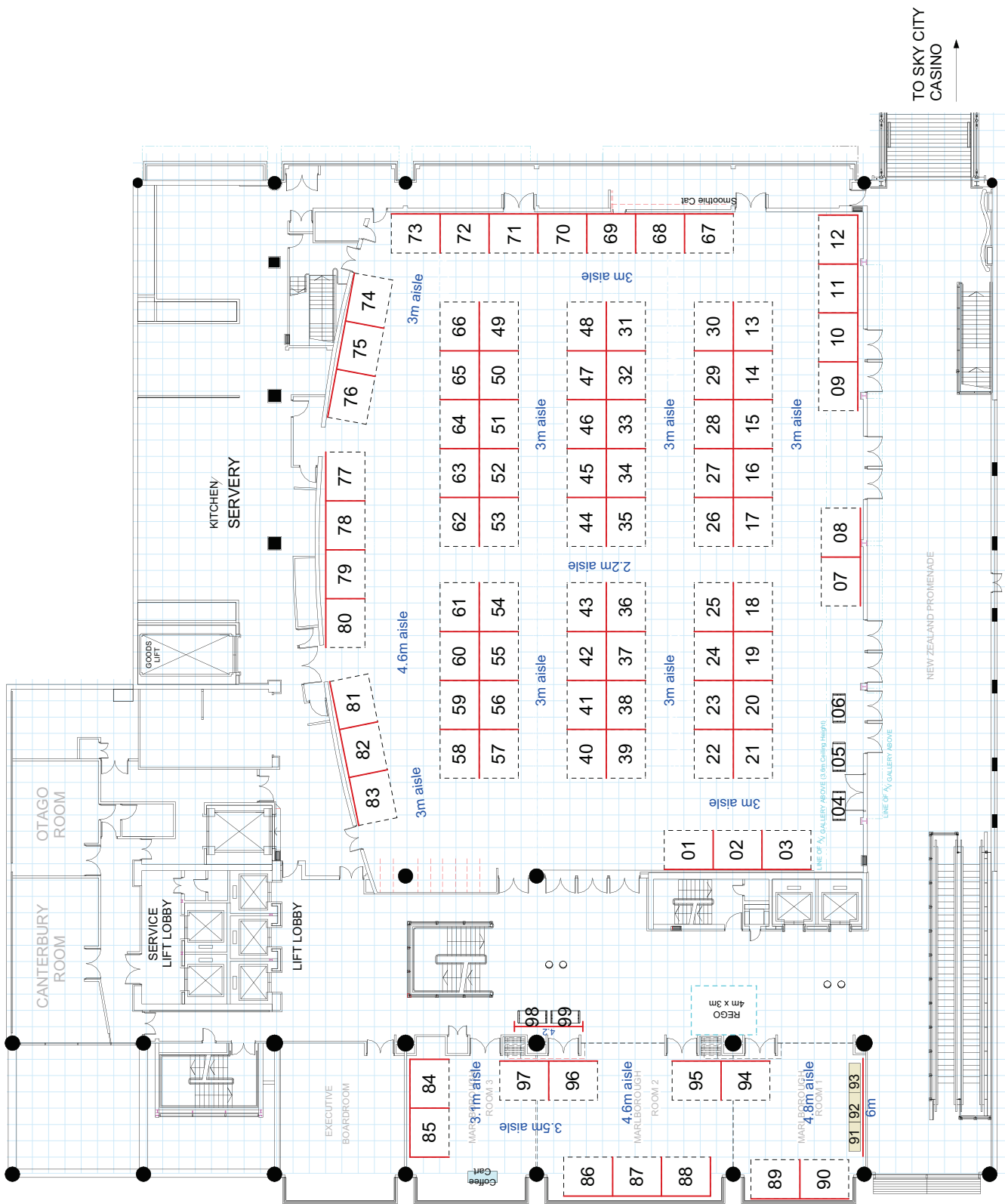


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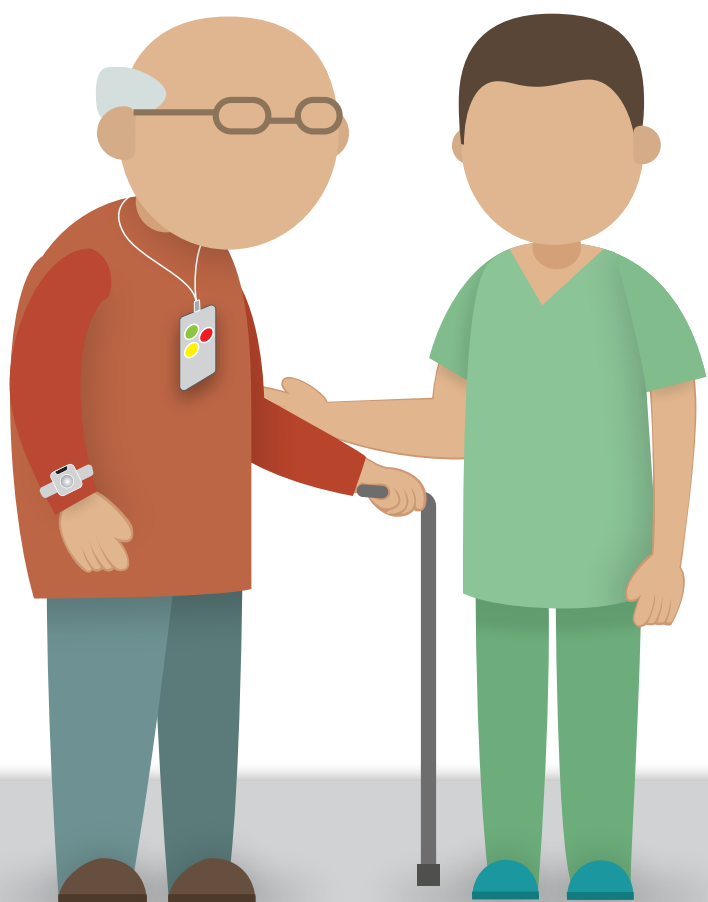
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What's up with qualifications and education in our sector?

Exploring the changes in education and qualifications in our Industry.

Qualifications have been a huge focus in the past year but do they meet all the training needs of staff who work in residential aged care?

In-service Aged Care education

55% of staff have already completed level 3 or 4 qualifications. Does this mean these staff no longer have to take part in education? Some staff think so! The qualifications are only part of the picture. Managers will know from certification requirements that there are other training obligations to meet. On-going ARRC Contract requirements mean a range of topics must be covered over a two year cycle. Almost all facilities run (or have plans to run) in-service education sessions.

Aged care is constantly changing and as such complex resident health issues require regularly updated thinking, knowledge and experience. The norm for in-service education appears to be a monthly, one hour session presided over by a local speaker, or one of the facility's own Nurses. Some of these sessions and speakers are excellent, others use the same tired resources year in and year out and are neither engaging nor current. Also most facilities would be lucky to have 60% of their staff turn up for these sessions. What about the staff who miss out? Is a back up plan in place so these people can catch up on what they have missed? Your auditor will ask!

One organisation recently completed an independent audit of their training and found that many staff who had low literacy levels and/or were culturally and linguistically diverse had problems understanding the resources. Do you know if your education resources are hitting the mark?

Is it time to have an objective review of the education and training at your facility?

Overview of Qualifications

The focus on qualifications resulting from the new Pay Equity Law has unearthed the following statistics.

The figures for both sectors show a differing result over the past year.

Residential Aged Care NZACA Survey Results 2017/2018

	2017	2018
No qualifications	34%	28.8%
Level 2	15.4%	15.3%
Level 3	31.6%	30.2%
Level 4a (years service)	4.8%	0.9%
Level 4b (qualifications)	14.2%	24.8%

Home & Community Health Forum. Mark Powell Ministry of Health 5th July 2018

	2017	2018
No qualifications	49%	36%
Level 2	26%	30%
Level 3	22%	26%
Level 4	3%	9%

As Level 4 qualifications usually take more than a year to complete we can safely say that the leap in staff with Level 4 is not due to staff completing qualifications. Rather it is most likely that the increase is due to the effects of the qualifications equivalency process. This process has seen a huge wave of other qualifications being recognised as equivalent to the NZ Certificate in Health and Wellbeing.



Do these staff with the equivalency-based qualifications have relevant knowledge and skills to work in aged care at this Level?

In most professions qualifications are completed before the person starts work. While qualifications can be helpful in a new job most workplaces need to train that person further and bring them up to speed with on the job training. Does having a qualification (or its equivalent) prepare new staff for their role? This can be a problem if the person has been given equivalency at Level 4 but may not have set foot in an aged care facility. This is another area where ongoing aged care specific education becomes vital.

Are the qualifications fit for purpose?

Careerforce admit that the qualification is not always a good fit for our Industry (presentation by Gill Genet to the Home & Community Health Forum 5th July). Careerforce advise that they have put in a request to NZQA to review the Health and Wellbeing qualification.

The problem seems to lie in the diversity of the people's roles for whom the qualification is meant to prepare for Health care work. The NZ Certificate in Health and Wellbeing is not a specialised aged care qualification; it is a generic course for people who wish to work in Health

care. This could be in a hospital, doctor's office, dental surgery or a dozen other places where health care is provided.

While qualifications are important and employers have obligations to meet under the new equity law requirements, should they be the main focus for your training programme? In an ideal world both education requirements from the ARRC contract and qualifications should work together, however this is often not the case. On a day to day basis it is easy to put education on the back burner but in the long run a comprehensive training programme can make the difference to a resident receiving poor care, empty beds in a facility or unhappy Managers. It is time your facility looked at the programme it has in place, how it is being understood and what value it is bringing to your resident's lives and the profitability of the facility.

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Care Metric Healthcare Study Tour of the Netherlands

In mid-April this year I was fortunate enough to attend a study tour of the Netherlands arranged by Jan and Marian Weststrate of Care-Metric (<http://www.care-metric.com/>).

Jan and Marian managed to attract a varied cross section of people with health experience in both aged care and the tertiary sector from both New Zealand and Australia. The aim of the tour was to provide exposure to a variety of innovative solutions to health care issues in the Netherlands with particular focus on the elderly. The diversity of the group was ideal for both networking and sharing different opinions of issues within the health system.

The tour was structured to give an over view of how the Netherlands health system is funded, monitored and to explore innovative solutions that have been implemented to improve the quality of care provided to the elderly.

My overarching impression from the week was that all the organisations and people we met were committed to moving away from micro regulation and oversight to a macro view of the systems being used for providing care for their elderly. An important aspect of this approach was to build "Trust" into the system so that innovative approaches could be attempted without barriers and bureaucracy getting in the way.

The tour presented a wide range of experiences and initiatives that were being introduced in the Netherlands. I will highlight two that made the most impressive changes.

Included in the tour was a visit to the De Hogeweyk village in Weesp which was one of the highlights of the trip. I have previously attended presentations on this facility and how they have developed a community environment to support people with severe dementia. It was inspiring to be able to walk around in this environment and get a feel and understanding for how this community worked.

In the arcade area which included a café and mini market, it was exactly what you would expect to encounter in any town centre. The complex didn't give a feeling of being enclosed it just felt like a small community not a care home. It was obvious that there had been a lot of thought into how to assist people with dementia to lead normal lives. A good example of this was in the lift. The complex is over two levels with lift access. The lift had an automatic override function so



that if no buttons are pushed it would automatically go to the next level with the door opening which allowed the residents to easily access the village.

Another unexpected surprise I experienced was visiting De Herbergier (the Innkeeper) in The Hague, which was described as a small care environment for people with dementia.

At this care home we had a presentation from Dr. Frans Hoogeveen about his work on the learning capacity of people with dementia and how this can be used to develop strategies to improve their lives. This was an excellent presentation as it demonstrated that a person with even severe dementia can still learn and I found the concepts presented certainly challenged the traditional view of dementia.

The home itself was an interesting place to visit as it also catered for people with severe dementia in an open environment structured on a house hold concept. This facility is over three floors with both stairs and one lift.

The mantra of this home was that people with dementia didn't wander but had somewhere to go and we just need to understand where this was for them. Staff worked with residents in a home environment where they got the



residents involved with the running of a home and ate all their meals together.

The Study tour provided a great opportunity to take time to explore different approaches to service models in aged

care and to be able to reflect on how these could help with improving the quality of the service we provide.

I have only touched on a couple of highlights however the week provided a view of the Netherlands healthcare system and was well worth the time and effort to participate.

Travelling around the Netherlands was easy due to a great transport system and I found nearly all Dutch speak English are very open and want to share their knowledge.

My thanks and appreciation go to Jan and Marian for all their hard work in organising a great tour.

Care Metric are hoping to offer this tour again in the future and I would recommend participating if the opportunity is offered. Particularly if you are looking at innovative solutions to your aged care provision.

The next study tour is planned from the 6-10 of May 2019. For more information on the tour please email marian@care-metric.com or call 021-897-605. The program will come available this August on the Care-Metric website (care-metric.com).

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NZACA have contracted Rhonda Sheriff to run this service. Contact Rhonda at helpline@nzaca.org.nz

Rhonda has worked exclusively in the aged care sector over the last twenty years in several roles, covering quality coordination and management, facility management and operational management for large groups and standalone aged care providers. These providers have been from both the for profit and not for profit sectors.

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