



Rotorua ●
13th - 15th September
NZACA Conference
2010



Health, Politics & Your Business

Conference programme

One voice for the aged residential care sector www.nzaca.org.nz

Welcome to the New Zealand Aged Care Association 2010

Housekeeping Notes

MONDAY 13TH SEPTEMBER	
10am	Registration desk opens
12noon	Light lunch among the exhibitors – Unison Arena 1 & 2
1pm	Official opening – Bay Trust Forum
1.10pm	Opening address – Bay Trust Forum
5pm	Welcome function among the exhibitors – Unison Arena 1 & 2
7.30pm	Trivia at the Blue Baths (tickets available from National Office, \$55 head, incl. dinner)

Welcome Function

The welcome function is an opportunity for delegates to mix and mingle among the range of high-quality trade exhibits, view the latest products on offer and enjoy a glass of wine. This year we have several new companies exhibiting for the first time.

TUESDAY 14TH SEPTEMBER	
8.30am	NZACA Member only breakfast, AGM and strategy session
10.30am	Morning tea – Unison Arena 1 & 2
11am	Amalgamated – Bay Trust Forum
1pm	Lunch – Unison Arena 1 & 2
2.05pm	Concurrent sessions – Bay Trust Forum, Skellerup Room, Opus Room
3pm	Amalgamated session – Bay Trust Forum
3.20pm	Afternoon tea – Unison Arena 1 & 2
3.45pm	Concurrent sessions – Bay Trust Forum, Skellerup Room, Opus Room
4.35pm	Amalgamated session – Bay Trust Forum, showcase NZACA/ <i>INsite Excellence in CARE Awards</i>

Tuesday 13th September from 7.15pm – NZACA Telarc Quality Health NZ Conference Dinner

Join us for 'A Night at the Oscars'. Come dressed as your favourite movie star or dressed for a Glam night out. On-site at Energy Event Centre.

WEDNESDAY 15TH SEPTEMBER	
8.45am	Concurrent sessions – Bay Trust Forum, Skellerup Room, Opus Room
10.40am	Morning tea – Unison Arena 1 & 2
11.10am	Amalgamated session – Bay Trust Forum
12.45pm	Lunch and prize draw – Unison 1 & 2
2.05pm	Amalgamated session – Bay Trust Forum
2.55pm	Grand finale – Bay Trust Forum
3.45pm	Conference wind-up and close – Bay Trust Forum

THURSDAY 16TH SEPTEMBER	
Post-Conference tour	Details to follow

Robyn Gray
 Conference Manager
 New Zealand Aged Care Association
robyn@nzaca.org.nz



MONDAY 13th September			
10am		Registration desk opens	
12noon		Light lunch	
1.00pm	1.10pm	Official opening	
1.10pm	2.10pm	Motivational speaker	Kevin Milne
2.10pm	3.10pm	'The future of health and social care – UK model'	Martin Green, Chief Executive, English Community Care Association
3.10pm	3.45pm	Afternoon tea	
3.45pm	4.45pm	'The Politics of Ageing'	Geoff Henley, Network PR
5pm	6.30pm	Welcome function among the exhibitors	Among the trade exhibitors
7.30pm		Trivia at the Blue Baths	
TUESDAY 14th September			
8.15am	10.30am	Member-only breakfast; AGM and strategy session	NZACA members only
10.30am	11am	Morning tea	
ARC Service Review – FEATURE SESSION			
11am	11.15am	'ARC Service Review overview'	Martin Taylor, CEO NZACA Chris Fleming, Lead DHB CEO for Aged Residential Care
11.15am	12pm	'Costing model'	Cam Ansell, Grant Thornton
12pm	12.35pm	'Models of care'	Mark Woodard, Expert Advisory Panel
12.35pm	1pm	'Aged residential care demand and supply to 2026'	Jean-Pierre de Raad, CEO, NZIER
1pm	2.00pm	Lunch	
		Concurrent session 1	Concurrent session 2
2.05pm	2.50pm	'Responding to an audit – your rights and obligations' Joanne Verbiesen	'Liverpool Care Pathway – what is it?' Theresa MacKenzie
3pm	3.20pm	Minister of Health, Hon Tony Ryall	
3.20pm	3.45pm	Afternoon tea	
3.45pm	4.30pm	'HR – dealing with difficult situations' Joanne Verbiesen	'Liverpool Care pathway – experience in NZ to date' Theresa MacKenzie
4.35pm	5.25pm	NZACA/INSite Excellence in CARE Award finalists	
7.15pm		Conference Dinner, entertainment and NZACA/INSite Excellence in CARE Award Ceremony, sponsored by Telarc Quality Health NZ. On site at conference venue.	
WEDNESDAY 15th September			
		Concurrent session 1	Concurrent session 2
8.45am	9:40am	'How to handle a HDC complaint' Tina Mitchell – senior associate, McBride Davenport James	'The Rules of the House' panel discussion, facilitated by Warick Dunn, NZACA board member: » Restraint » Manual handling/abuse » Medication » Managing the melting pot
9:45am	10:35am	'Impact of depreciation change and NZACA response' Greg Knowles, KPMG	'Stay sustainable – your incontinence aid/pad expense line tells you NOTHING' Charles Cornish – managing director of Lille Healthcare 'NZACA survey results 2009/2010' Alyson Le Roy, Policy Advisor, NZACA
10:40am	11:10am	Morning tea	
11.10am	11.20am	'Overview of the new nurses professional development series' – Julie Sparks, Health Ed Trust	
11:20am	12.05pm	'Bringing private funds into ARC – Australia's bonding model'	Cam Ansell, Grant Thornton
12.05pm	12.45pm	'Beyond the ARC Service Review – where to?'	Simon O'Dowd – NZACA Chairman Martin Taylor – NZACA CEO Chris Fleming – DHB Aged Residential Care lead CEO Cam Ansell – Grant Thornton Martin Green – Chief Executive, English Community Care Association
12.45pm	2.00pm	Lunch and prize draws	
2.05pm	2.55pm	'The robot assistant in aged care'	Dr Bruce MacDonald, The University of Auckland
2:55pm	3.45pm	Grande finale	
3.45pm	4.00pm	Conference close	

'Health, Politics & Your Business'

CEO » MARTIN TAYLOR



I couldn't be more enthusiastic about the prospects for this year's conference in Rotorua. With a line-up of outstanding presenters, discussion sessions, social events and exhibitors, it promises to be a fantastic three days.

What returns are aged care providers making in today's market? What is going to happen to consumer demand, bed supply and occupancy over the next five to ten years? And what impact will all this have on New Zealand politics?

The answers to these questions will be discussed at this year's conference in Rotorua.

The New Zealand Aged Care Association is proud to present a conference which offers delegates an outstanding programme of speakers and topics.

These include motivational presenter Kevin Milne (the second most trusted person in New Zealand), the English Community Care Association's CEO Martin Green, NZIER's leading economist Jean Pierre de Raad, one of Wellington's leading political and PR gurus Geoff Henley and television's Jason Gunn.

The clinical and business sessions also have a number of exceptional speakers including Joanne Verbiesen, a Wellington-based lawyer with expertise in ARC contracts and Dr Phil Wood, a geriatrician and expert in cognitive disorders.

The conference focus is on the ARC Service Review and this will provide a great opportunity to question the authors and raise any issues you have about their methods or conclusions.

Furthermore, NZACA's two-hour strategy session will also focus on the ARC Service Review and will provide members with the opportunity to discuss the sector's strategic direction with the Association board.

With over 70 exhibitors showcasing the latest equipment available to the aged care market, you will have a unique opportunity to network with the whole range of people involved in the aged care industry.

Martin Taylor
CEO, New Zealand Aged Care Association

CONFERENCE SPONSORS

New Zealand Aged Care Association would like to thank our generous conference sponsors for 2010





2010 NZACA/*IN*site Excellence in CARE Awards

AGED RESIDENTIAL CARE PROVIDERS IN NEW ZEALAND deliver services to over 33,000 elderly New Zealanders and their families every year. Often examples of excellence in the care health service are overlooked, or go largely unrecognised outside the immediate community. These awards are now in their third year and recognise the continuous pursuit of excellence by aged residential care facilities and their staff. We are pleased to bring these awards to you again in 2010.

The awards are open to all members of NZACA. Judging will be carried out by an independent panel, and finalists will be showcased at the NZACA national conference in September. Winners will be presented with their awards at the Telarc Quality Health Dinner on Tuesday 14th September.

LAST YEAR'S WINNERS



Jackson Award – Peter Jackson presents the award to Rosewood Resthome & Hospital's, Lucie Kaal and Malcolm Tucker.



Robyn Brown, Quality Health with Barbara Travers and Anton Turner from Pohlen Hospital – winners of the Innovative Delivery Award.



Julie Sparks of Health Ed Trust presents Sue Prouse and Noreen Sargent from Rosebank Residential Home with the Training and Staff Development Award.



Joint winners Wesleyhaven Village Lower Hutt and Pohlen Hospital Matamata take out the *IN*site Overall Award.

FOUR INDIVIDUAL AWARDS:



Built and Grown Environment Award

To recognise design, construction or changes to a facility that have created a positive environment for residents and staff. This may include innovative or creative gardens and landscape design, construction of buildings and changes to the interior of facilities.



Community Connection Award

Recognises efforts to cater for residents' needs and preferences by creating an environment promoting inclusion and choice. This may include the creation of a feeling of community within the facility, or a facility reaching out to the surrounding community in order to connect residents with their families and friends.



Innovative Delivery Award

This award is in relation to both care and business improvements, and acknowledges innovation, creativity or redesign of the delivery of services in order to provide a true continuum of care for elderly residents.



Training and Staff Development Award

For exceptional training and staff development by organisations (either facilities or groups) within the aged care sector. For example, efforts to integrate staff training and development to continue to lift the standard of client-focused care, or other innovative staff training and development.

OVERALL AWARD:



Overall Award for

Outstanding Excellence in Aged Care

This award will be present to a facility demonstrating an outstanding commitment to achieving excellence in aged care. This facility could emerge from an entry into any one category or across all four categories.

Presenter profiles



Tony Ryall.

Political Address

Hon Tony Ryall

Hon Tony Ryall represents the Bay of Plenty Electorate, which includes the fast-growing suburbs of Tauranga City (Papamoa, Bayfair, Maungatapu, Welcome Bay, and Ohauiti), and the surrounding rural areas of Te Puke, Kaimai, Omokoroa and Te Puna..

First elected as MP for East Cape in 1990, Mr Ryall won his seat from the Labour Party. Following boundary changes he represented Eastern Bay of Plenty electorate (1993-96) and Bay of Plenty electorate (1996-).

Mr Ryall lives in Tauranga with his wife Kara and two children Maisie (11) and Llewellyn (7). After schooling in the Eastern Bay of Plenty, Mr Ryall graduated from Massey University with a Bachelor of Business Studies (Accounting and Finance), also with a Diploma in Business Studies (Accounting).

In 1997, Mr Ryall was promoted into the Shipley Cabinet. He held the portfolios of Minister of Justice, Minister for State Owned Enterprises, Minister of Local Government, Minister of Youth Affairs and Minister Responsible for Housing New Zealand Ltd. While in Opposition Mr Ryall served first as Law and Order spokesman, then as Health Spokesman.

In the National-led Government, he is Minister of Health and Minister of State Services



Greg Ward.

Meet Greg Ward, our MC for Conference 2010

Greg Ward is New Zealand's foremost business MC. Time and again, he adds maximum value to conferences, awards events, road-show presentations and more.

Greg is more than an MC – he becomes the most valuable part of the team. He always thinks ahead, and his attention to every detail and his ability to communicate and manage time will see your event run seamless and effortlessly. Greg worked tirelessly behind the scenes ensuring every detail is right. Greg is a people person and has an amazing ability to read people and takes a genuine interest in the delegates, exhibitors and sponsors.

We welcome Greg to the team and look forward to working with Greg to ensure Conference 2010 will be a great success.



Kevin Milne.

Opening presenter Kevin Milne

Kevin Milne began in television in 1970 as a news reporter in Wellington. In 1972, he left for London where he worked for BBC-TV and the television news agency, Visnews. On his return to New Zealand in 1976, Kevin worked on Television One's *Network News* as a reporter, sub-editor and bulletin editor. In 1982/83, he was the Wellington editor of the acclaimed *Eye Witness News*. Reporting and fronting roles followed for TVNZ information programmes. These included *Production Line*, a programme about innovation in New Zealand industry, *Then Again*, a "whatever-happened-to" nostalgia series, and occasional *Country Calendar* and *Kaleidoscope* programmes.

In 1984, Kevin joined *Fair Go* alongside the programme's familiar faces of Brian Edwards and Philip Alpers. He's now worked on *Fair Go* longer than any other presenter. Kevin has also been

seen on television presenting *The BNZ Debate*; playing himself on the popular TV2 soap *Shortland Street* and fronting *Kev Can Do*. As well as frequent public speaking engagements, Kevin also works as a media consultant, advising on media strategy, customer relations, and on-camera performance.

Kevin likes an argument and is a keen debater. He led a *Fair Go* debating team against the Criminal Bar Association to raise funds for charity. He was selected to front the television production of the *BNZ Festival Debate* with Paul Holmes, Gary McCormick and Brian Edwards. Kevin is television's best-known consumer advocate – a battler for the great mass who considers themselves "ordinary Kiwis". His wide-ranging constituency (an analysis of *Fair Go*'s audience confirms this) cuts through every demographic... appealing strongly to all adult age-groups, urban and rural dwellers, men and women.

NZACA Annual Conference, 13th – 15th September 2010
Rotorua Energy Event Centre, Government Gardens, Rotorua

While he's made his name as a fighter for the underdog, Kevin has gained respect and a voice at other levels. He's had major skirmishes with insurance companies, yet he's been invited by the NZ Insurance Institute to convene a communications seminar in Wellington for senior insurance managers. A few months later he dined with the CEOs of every general insurance firm in the country. He's the guest after dinner speaker at the annual meeting of the influential Insurance Council.

Keynote presenter Martin Green

Martin Green is chief executive of the English Community Care Association, the leading representative body for community care in England. Martin has had an extensive career in NGO development, both in the UK and internationally and he is a trustee of the International Longevity Centre and the National Aids Trust.

In 2006 he became a member of The Secretary of State for Health's Stakeholder Board and a member of The Ministerial Strategy Group on Social Care and has very recently been appointed to the board of the new National Institute for Social Care Research and the board of the new Skills Academy for Social Care.

Prior to his appointment at ECCA he was chief executive of five British charities, coordinator of the Coalition for Quality in Care and a trustee of Age Concern England. In 2005 he was awarded a fellowship of the Institute of Public Sector Management and in 2006 a fellowship of the Institute of Association Management. Martin writes extensively on care issues and is on the editorial board of *Community Care Market News* and *Care Management Matters*. In 2007 he was appointed as the UK representative to the European Care Homes

Organisation (ECHO). In 2009 Martin Green became the Care Personality of the Year and was appointed by the Minister of Care Services as the DH Independent Sector Dementia Champion.

Feature presenters Geoff Henley

Geoff is an executive director of Network Communications, a Wellington and Auckland-based communications company. As manager of the Wellington office, which specialises in government relations and advocacy, Geoff has worked between the public and private sectors and across a wide range of industries. For 20 years he has had a range of involvement with health management, primary sector and infrastructure development.

Theresa Mackenzie

Theresa Mackenzie qualified as a nurse in 1981 and has a background in oncology, haematology and specialist palliative care nursing, including roles as a clinical nurse educator and subsequently as a clinical nurse specialist in palliative care for Waikato DHB. Theresa has been involved with the Liverpool Care Pathway since 2005, leading LCP projects for Waikato DHB (2005-2008) and MidCentral DHB (2008-2009).

Theresa gained a postgraduate certificate in advanced nursing – palliative care in 2005 and completed a master of nursing (clinical) with distinction in 2007 through the Victoria University of Wellington. Her unpublished thesis is titled *Utilising Practice Development and the 'Promoting Action in Research Implementation in Health Services' (PARIHS) Framework to Implement the LCP* and draws on her experience to articulate the challenges of successfully implementing the LCP evidence-based framework in practice.

In 2008 the Ministry of Health acknowledged the LCP has a key role in improving end-of-life care and subsequently provided funding for the development of a national centre to coordinate the sustainable implementation of the LCP across hospice, hospital, residential care and community care settings in New Zealand. New Zealand is the first country in the world outside the UK to be supported by the LCP central team to develop its own national LCP office. Theresa was appointed to the role of national LCP lead in October 2008. The primary role of the national LCP office in NZ is to provide LCP project management support and advice in line with the LCP's '10 Step Continuous Quality Improvement Programme' (www.lcpnz.org.nz). Theresa works in close collaboration with the LCP central team in the UK and was a guest speaker at the 2008 5th National LCP Conference in Liverpool.

Bruce MacDonald

Bruce MacDonald received a BE (1st class) and PhD in the Electrical Engineering Department of the University of Canterbury, Christchurch, New Zealand. He spent 10 years in the Computer Science Department of the University of Calgary in Canada then returned to New Zealand in 1995, joining the Department of Electrical and Computer Engineering at The University of Auckland. He is director of the Robotics Laboratory. The long-term goal is to design intelligent robotic assistants that improve the quality of peoples' lives. His research interests include human robot interaction and robot programming systems, with applications in areas such as healthcare and agriculture.

Bruce will present his session on 'The robot assistant in aged care' on Wednesday at 2.05pm >>



Martin Green.



Geoff Henley.





Cam Ansell.



Mark Woodard.



Jean-Pierre de Raad.

Feature session

ARC Service Review

This is the key session for the Conference, where the results from the ARC Service Review will be presented. This is your only opportunity to come and discuss the results with the authors.

Presenters/authors

Cam Ansell

A chartered accountant and director of Grant Thornton International, one of the world's largest business advisory groups, Cam has undertaken comprehensive financial and operational reviews of health and aged care services in Australia, USA, Asia and New Zealand. He has also personally managed major aged residential care facilities and retirement villages.

Over the past five years, Cam has been responsible for the financial benchmarking of almost every aged care organisation in Australia. The research undertaken by Grant Thornton in 2008 and 2009 represents the largest independent survey of the sector in Australia's history and Cam has worked with industry leaders and policy makers throughout the country to support positive industry reform.

In a national survey of Australian retirement villages, his current research explores the integration of retirement living and residential care in less regulated operating environments.

Mark Woodard

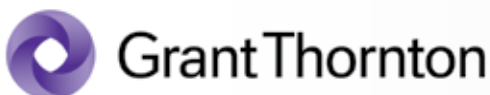
Mark Woodard is the project manager for the models of care component of the ARC Service Review. He previously served as the former chief executive of Presbyterian Support Central. In other roles in New Zealand, he served as the establishment group manager of the first joint venture between ACC and the Ministry of Health – to address the ambulance sector – and as a consultant to the National Health Board on the national approach to paediatric subspecialty services. He has served in a wide variety of senior management roles in US health care organisations.

Jean-Pierre de Raad

Jean-Pierre first joined NZIER in 2001 and was appointed chief executive in September 2008. He has provided economic advice on a wide range of public policy issues and undertaken value-for-money and effectiveness evaluations of programmes. Jean-Pierre is also closely involved in the NZIER benchmarking of the quality of policy advice and has had a long interest in helping solve health care and accident insurance policy problems, and recently led the facilities and workforce supply modelling component of the ARC Service Review. From October 2003 to October 2004, Jean-Pierre was the national policy manager at ACC. Prior to 2001 Jean-Pierre was an economic advisor at the Ministry of Health. ■

There will also be a panel discussion at the end of each presentation, with members of the expert advisory panel and steering group.

Rotorua ●
13th – 15th September
2010



Venues, presenters & session details

Day 1

Monday 13th September

1pm – Bay Trust Forum	Official Opening
1.10pm – Bay Trust Forum	Motivational Presenter – Kevin Milne, <i>Fair Go</i>

Concerns and Confessions of an Ageing AutoCue Reader

Kevin will give some feedback on the sector - he's not far from becoming a consumer of the industry himself. But then he's going to lighten up with some stories about his 40 years in broadcasting, particularly *Fair Go*. He says when you hear them, you'll feel you're doing a pretty damned good job by comparison.

2.10pm – Bay Trust Forum	Key Note Presenter – Martin Green, Chief Executive, English Community Care
--------------------------	--

The Future of Health and Social Care – UK Model

Martin will talk about what is happening in the UK in terms of funding and the response being made there to the increasing demand for aged residential care services. He will also discuss from a provider's perspective the success of the 2008 policy change by the UK government called 'Putting People First'. This policy introduced the idea of a personalised adult social care system where people have the maximum choice and control over the services they receive and came with an additional 520 million pounds to support its introduction between 2008 and 2011. Martin will also be able to give a UK perspective on New Zealand's ARC Service Review, taking into account what took place in the UK when a costing review was undertaken by the Joseph Roundtree foundation in 2004.

3.45pm – Bay Trust Forum	Geoff Henley, Network PR
--------------------------	--------------------------

The Politics of Ageing

With an aging population and the babyboomer cohort moving into the retirement age group nothing is more certain than that things are going to change. Not only will they represent a potentially significant voting bloc on some issues, but they will carry with them a mixture of disposable income and debt – the latter a product of the recent recession and loss of savings. Only a very small proportion would have had a superannuation programme throughout the working life that will have built a nest egg. They will also be significant consumers.

What impact will they have on voting patterns and public policy? To what extent will they impact on the policies of the major parties and the structure of MMP? These are questions that are vital to the future of the aged care industry.

7.30pm – Trivia at the Blue Baths	Tickets to be pre-purchased. Dinner provided and a cash bar will operate
-----------------------------------	--

Day 2

Tuesday 14th September

8.15am – Unison 3 Energy Event Centre	NZACA member-only breakfast, AGM and strategy session
---------------------------------------	---

Members mandate for future policy decisions based on findings of ARCSR. NZACA's two-hour strategy session will also focus on the ARC Service Review and will provide members with an opportunity to discuss the sector's strategic direction with the association's board.

Feature Session 11am – Bay Trust Forum	Martin Taylor, CEO NZACA and Chris Fleming, CEO South Canterbury DHB. ARCSR co-sponsors
---	---

ARC Service Review Overview

Martin and Chris are the co-sponsors of the ARC Review and have managed the process from day one. They will give an overview of what has taken place and why.

11.15am – Bay Trust Forum	Cam Ansell, Grant Thornton
---------------------------	----------------------------

Costing Model

Cam will present on the key performance trends identified through the survey of more than 60 per cent of New Zealand aged residential care facilities. Analysis of trends in construction and key factors impacting on costs.

12pm – Bay Trust Forum

Mark Woodward, Expert Advisory Panel

Models of Care

The Aged Residential Care Service Review has been under way for more than a year now, and represents a significant effort by providers and DHBs to address long-standing questions related to the cost of residential care services, future demand, and how best to position the sector for the future. This session will discuss the models of care track of the review, which is focused on the alternative service delivery models that may be developed – or encouraged – to meet changing service requirements by consumers and the Crown.

12.35pm – Bay Trust Forum

Jean-Pierre de Raad, CEO, NZIER

Aged Residential Care Demand and Supply to 2026

Jean-Pierre will present the long-range scenarios for the demand of aged residential care and summarise the evolution of the supply of facilities and workforce. The scenarios, prepared for the ARC Service Review, provide new insights into the broad direction and magnitude of the challenge presented by the ageing population. The scenarios also put a fresh perspective on some commonly-held beliefs about sector capacity and workforce matters. *Panel discussion at end of each of these three sessions.*

2.05pm – Bay Trust Forum
Concurrent Session 1

Joanne Verbiesen, Solicitor – Izard Weston Lawyers

Responding to an Audit – Your rights and obligations

Audits – what are your legal rights and obligations before, during and after an issues based audit? What can you do to improve the outcome of audits? Management of adverse audit outcomes (including temporary manager appointment).

2.05pm – Skellerup Room
Concurrent Session 2

Theresa Mackenzie, National LCP Lead – NZ

Liverpool Care Pathway – What is it?

The Liverpool Care Pathway for the Dying Patient (LCP) is an integrated care pathway that transfers the hospice model of best practice in care of the dying to other care settings, irrespective of diagnosis. The LCP replaces all other documentation at the end of life and includes an initial assessment, ongoing care and assessment, and care after death sections. The LCP is underpinned by a robust continuous education and teaching programme for all staff, continuous education and teaching programme for all staff. Version 12 is the most recent LCP document and has greater clarity in key areas of communication, nutrition and hydration. The LCP guides the anticipatory prescribing of medications in a way that will neither hasten nor postpone death; discontinuation of inappropriate interventions; and psychological, spiritual, religious and cultural needs assessment of the resident and their family/whanau. The LCP does not sanction euthanasia or suicide, or mandate any unethical actions.

2.05pm – Opus Room
Concurrent Session 3

Dr Phil Wood, Director, The Memory Clinic and Director of Clinical Units, Waikato Hospital

Cognitive Disorders in the Older Person

Dr Phil will cover an outline of the major disorders, including the difference between ‘dementia’ and Alzheimer’s disease; some diagnostic factors and new hypothesis as to the cause and progression of Alzheimer’s and some proposed new treatment strategies. Opportunity for questions and discussion will be available.

3pm – Bay Trust Forum

Minister of Health, Hon Tony Ryall

3.45pm – Bay Trust Forum
Concurrent Session 1

Joanne Verbiesen, Solicitor – Izard Weston Lawyers

HR – Dealing with difficult situations

New developments, including probation period changes; union access to work site; balancing health and safety obligations with employment law obligations; dealing with poor performance of employees.

3.45pm – Skellerup Room
Concurrent Session 2

Theresa MacKenzie, National LCP Lead – NZ

Liverpool Care Pathway – Experience to Date in NZ

Many residents in New Zealand aged residential care facilities are older, frailer and more dependent, suggesting new models of care are required (Boyd, 2010). The LCP is one such model of care that guides forward care planning in the last days and hours of life for residents to enable them to be cared for in their own ‘home’, as opposed to being sent to hospital where they may die in an emergency department or on a busy medical ward in unfamiliar surroundings. This aspect of the LCP should not be undervalued. In June 2010, approximately 20 per cent of aged residential care facilities in NZ (n=184) had registered to use the LCP to guide the care of their dying residents and their families/whanau.

3.45pm – Opus Room
Concurrent Session 3

Warwick Bell and Chris Kendall, Directors Team ESD

Greening Aged Care Facilities

This session will increase the awareness of participants on the range of sustainable initiatives that can be/should be considered in the alteration/improvement of existing aged care facilities and the development of new complexes. It will:

- » look at an overview of sustainable design in NZ today, including the certification systems and building code requirements relevant to aged care facilities;
- » identify the financial case for a sustainable focus – ongoing energy cost savings, healthier living environments, market push and public good;
- » look at achievable features and ‘bang for dollar spent’: insulation, double glazing, planning for the sun, rainwater use, solar water heating, mechanical controls, building product specification;
- » demonstrate that environmentally sustainable design is good design for residents, managers and owners of aged care facilities.

4.35pm – Bay Trust Forum

NZACA /INSite Excellence in CARE Awards 2010

These prestigious awards recognise the continuous pursuit of excellence by aged residential care facilities and their staff. This session will showcase finalists in each of the four categories prior to the awards themselves, which will be presented at the dinner

7.15pm – NZACA, Quality Health Telarc Conference Dinner and Excellence in CARE Awards presentations
A Night at the Oscars

On-site at the Rotorua Energy Event Centre

Day 3
Wednesday 15th September

8.45am – Skellerup Room
Concurrent Session 1

Tina Mitchell, Senior Associate, McBride Davenport James

How to handle a HDC Complaint

At the session you will hear from Tina Mitchell, a lawyer in private practice who previously spent six years in HDC’s legal team. Most people know about HDC from coverage of the Commissioner’s investigation reports in the media. However, HDC actually uses a wide range of powers to resolve the complaints it receives and the vast majority of cases never hit the headlines. Tina will be talking about the flexibility available to HDC under the Act, and how you can put your best foot forward to show HDC that options other than investigation may be appropriate if a complaint is made about you.

8.45am – Bay Trust Forum
Concurrent Session 2

Panel Discussion facilitated by Warick Dunn, NZACA Board

The Rules of the House

Members of the New Zealand Aged Care Association abide by the values set out in the ‘Code of Resident’s Rights and Responsibilities’. This panel of leading edge professionals from within our sector will give their expert knowledge on four major areas of residential care:

- » Abuse; restraint – Judith Johnson, Consultant
- » Medication – Di Hare, Bealey Pharmacy
- » Keeping your team safe on the job – Rhonda Sherriff, NZACA Board
- » Managing the Melting Pot – Working in a Multicultural Environment – Jill Woodward, CEO, Elizabeth Knox Home & Hospital

This session will give attendees the skills to put the values from the Code of Practice into their operations and manage the Rules within their own house. *There will also be time for questions from the floor.*

8.45am – Opus Room
Concurrent Session 3

Charles Cornish, Managing Director, Lille Healthcare

Stay Sustainable

This presentation has two parts to it:

- » A summary of a collection of clinical evaluations on facilities which supports the critical assertion that you should not look at the continence aid expense line if you wish to judge how effective and efficient your continence management is – and its impact to ‘the bottom line’.
- » A practical ‘how-to-in-3-days’ guide to best practice principles to minimise resource usage... while maximising the quality of care for each resident.

This presentation will draw from on-site evaluations performed over 10 years, which clearly demonstrate that CEOs and Directors of Nursing should consider more than just the facility pad costs when analysing their continence-related expense lines. In fact, with effective and efficient continence management, savings to laundering (linen and clothing) and labour will shock and awe!

9.45am – Skellerup Room
Concurrent Session 1

Greg Knowles, Partner, KPMG

Impact of Depreciation: Change and NZACA Response

KPMG is assisting NZACA with submissions to Government officials and Ministers to mitigate the adverse effects to aged residential care providers arising from depreciation changes announced in the 2010 Budget.

9.45am – Bay Trust Forum
Concurrent Session 2

The Rules of the House: Panel Discussion (continued)

9.45am – Opus Room
Concurrent Session 3

Alyson Le Roy, Policy Advisor, NZACA

NZACA Member Survey Results 2009/2010

NZACA has conducted annual surveys of its membership for the last five years (2005-2009). These surveys are important as they produce the only information of its kind about the New Zealand aged residential care sector. The results of these surveys are used to support policy and sector development. Information collected includes facility type, facility management and ownership, bed and resident numbers, occupancy rates, workforce numbers, remuneration within the sector and additional services offered by the facility. In addition to this survey, two occupancy and remuneration surveys were introduced in March and July 2010. This presentation will discuss the results of all three surveys and examine five year trends. Come along to this presentation to see the up-to-date results, ask questions and give feedback.

11.10am – Bay Trust Forum

Julie Sparks, Health Ed Trust

Overview of the new Nurses Professional Development Series

Health Ed Trust takes seriously their role as an education provider in the aged care sector and is taking the initiative to meet the challenges of continuing change in the health care industry. We recognise that registered and enrolled nurses working in the aged care sector carry increasingly high levels of responsibility, often with little supervisory and collegial support.

In order to address these issues, Health Ed Trust conducted two scoping exercises: one for RNs and one for ENs. Participants identified some significant professional development needs.

Since May this year, Health Ed Trust's new education resource developers commenced writing learning materials for RNs, starting with a resource on reflective practice. We plan to include this in education packages on clinical supervision and preceptorship, mentoring and coaching, followed by education packages on communication skills. Come along to this session to hear more about our plans.

11.20am – Bay Trust Forum

Cam Ansell, Grant Thornton

Bringing private funds into ARC - 'Australia's bonding model'

Presenting on the accommodation bond model used in Australia to promote capital investment in aged residential care. Assessment on the strengths and weaknesses in the system and potential application in New Zealand.

12.05pm – Bay Trust Forum

Panel Discussion

Beyond the ARC Service Review – Where to?

The findings of the ARC Service review has been discussed, but it is the next stage in the process which will determine the impact on funders, consumers and providers, i.e. the policy responses over in the next five years. This session will discuss what possible policy responses could be made and seek input and questions from delegates.

2.05pm – Bay Trust Forum

Dr Bruce MacDonald, Associate Professor, University of Auckland & Uni Services

The Robot Assistant in Aged Care

Healthbots is a joint research project between UniServices and The University of Auckland, the Electronic and Telecommunications Research Institute in Korea (ETRI), Yujin Robot (Korea), and the Selwyn Foundation. These partners bring together expertise to evolve health care for older people through custom designed robotic technology. The principal objective of this 22 member multidisciplinary team is to provide an advanced robotic healthcare platform. Our first trials with our first robotic prototype began in late 2009. Our overall aim is to link the robot wirelessly into a computer network with a central server, which will deliver much of the IT support needed for the robot to function. This presentation will summarise our current progress, including results from our first robot trial at Selwyn Village, and future plans.

2.55pm – Bay Trust Forum

Grand Finale, Jason Gunn

Jason will draw conference to a close with his wit and charm. Be there to enjoy this very entertaining session.

3.45pm – Bay Trust Forum

Conference Wind-up and close, Simon O'Dowd, Chairman NZACA

NZACA is very grateful for all the support from the exhibiting companies for Conference 2010. We welcome several new companies this year. We wish you all a very successful conference and look forward to seeing you in Rotorua.

Exhibitors information

55	3M's extensive line of trusted products helps simplify and improve skin health and the treatment of wounds, both acute and chronic. We also offer a broad array of solutions to help in the fight against hospital-acquired infections.	Julia Stafford PO Box 33246 Takapuna Auckland	Phone: 09 477 6571 Fax: 09 477 6679 Email: jstafford@mmm.com
2	Abbott Nutrition would like to showcase nutritional products supplements and a total solution for the management of malnutrition for residents in aged care facilities.	Deva Dhar PO Box 22-801 Otahuhu Auckland	Phone: 09 573 7407 Mobile: 021 327 055 Fax: 09 573 6040 Email: deva.dhar@abbott.com
39A	Acma Industries Ltd Exhibiting our Kradal flooring tile. Injuries from falls are a growing concern. Our patented revolutionary impact absorbing tile addresses this problem directly yet passively. Look out for our stand.	John Meadows PO Box 40-711 Upper Hutt	Mobile: 029 495-0010 Fax: 04 526 4247 Email: jmeadows@kradal.co.nz
18	Alliance Catering understands aged care food service. We have more than 50 years experience providing specialised food services at aged care residences. Alliance focuses on delivering a range of nutritionally balanced menus that are visually appealing, tasty and meet the dietary needs of residents. Alliance people are well trained, experienced and focused on the needs of residents through a national buying network and food safety systems. All aspects of food service meet industry accreditation standards.	Keryn Ryan PO Box 12-796 Penrose Auckland	Phone: 09 526 3849 Fax: 09 576 3848 Email: keryn.ryan@alliancecatering.co.nz Website: www.alliancecatering.co.nz
19	Allied Medical Ltd For mobility and rehabilitation products, including: » aids for daily living » wheelchairs » powerchairs » seating and positioning » physiotherapy and orthotics.	William Dustin Sales & Service Manager PO Box 302-250 North Harbour	Phone: 0800 31 61 81 Fax: 09 415 1686 Email: william.dustin@alliedmedical.co.nz Website: www.alliedmedical.co.nz
21 & 22	Ansvar Insurance Ltd is regarded as one of New Zealand's leading insurers of care organisations, charitable organisations, faith organisations, educational institutions and heritage buildings. Proud to have served New Zealanders for over 25 years.	Sue Greenslade PO Box 7042 Wellesley Street Auckland	Phone: 0800 123 344 Fax: 0800 344 329 Email: insure@ansvar.co.nz Website: www.ansvar.co.nz
56 & 65	ArjoHuntleigh Limited Offers a broad range of integrated solutions for care of people with reduced mobility and related conditions, with the aim to enhance efficiency and quality of care in elderly care facilities, hospitals and other care environments.	Angela Aldous PO Box 14-392 Panmure Auckland	Phone: 09 573 5344 Fax: 09 573 5384 Email: angela.aldous@arjohuntleigh.com
50	Austco Communications (NZ) Ltd Simply the best nurse call and care management systems. We look forward to showing you the latest developments in call bell, communications, wanderer detection and dementia monitoring.	Allan Horner PO Box 259-014 Botany Manukau	Phone: 09 271 3712 Fax: 09 271 3715 Email: allan@austco.co.nz
51	Bidvest New Zealand Ltd is a truly national foodservice provider, dealing in a complete range of food and complimentary categories. "First for foodservice" reflects our unwavering dedication to unrivalled quality and service.	Zoe Whittaker PO Box 74-552 Auckland	Phone: 09 520 8061 Fax: 09 520 8051 Email: zoe.whittaker@bidvest.co.nz
60	Bunzl-Sanicare Provide consolidated health care solutions to the aged care sector, public and private hospitals. Supplier of the ABENA continence product range, skincare, wipes, gloves, aprons, face masks, hand sanitisers, hygiene papers plus general disposables for the laundry and kitchen areas.	Sharalyn Sutherland PO Box 112-226 Penrose Auckland	Phone: 09 634 9011 Fax: 09 636 0035 Email: sharalyn.sutherland@bunzl.co.nz
14	Burns & Ferrall have the total solution for design, supply, installation and service. From complete sanitiser solutions and Cambro meal delivery systems to leading commercial kitchen equipment brands such as Rational. "Burns & Ferrall are your one stop shop."	Steve Mann PO Box 13-140 Onehunga Auckland	Phone: 09 633 0900 Fax: 09 636 4434 Email: steve.mann@burnsferrall.co.nz

Exhibitors information

35	<p>CareWell Health is dedicated to making a real difference for those people who care for others every single day. Since 2004 CareWell has been lifting the standard of equipment and furniture in health facilities by designing, manufacturing and supplying superior equipment and furniture for those who care. Since CareWell started, we have grown rapidly and are now the preferred supplier of many nursing homes. Our philosophy is to create warm, welcoming and reassuring places; both aesthetically pleasing and functionality practical.</p>	<p>Edward Lodge 18 Kingsley St, Westmere Auckland</p>	<p>Phone: 09 361 3952 Email: info@carewellhealth.co.nz</p>
9	<p>C J Williamson Manufacturers & suppliers of resthome and rehabilitation equipment, including beds, electric and manual and accessories, toilet and shower aids, trolleys and cabinets, walkers, etc.</p>	<p>John Dench PO Box 294 Christchurch</p>	<p>Phone: 03 388 6007 Fax: 03 388 0297 Email: dench@dawsonreed.co.nz</p>
41	<p>CSC Buying Group/Nestlé Professional Discounted fuel cards. Milk and bread national contracts, building supplies, food service solutions. Nestlé Professional are one of NZ's leading suppliers into the aged care sector, supported by brands such as Nescafé, Milo, Maggi, Highlander. coffee, hot chocolate, soups, gravies, stocks, desserts and sauces.</p>	<p>Craig Johnson PO Box 149 Cambridge</p>	<p>Phone: 07 823 7979 Fax: 07 823 7980 Email: craigj@csc.org.nz</p>
3	<p>Dirty Business Launderers Ltd and Worldwide Brands Dirty Business promotes outsourced laundry solutions for aged care facilities. Worldwide Brands imports, distribute and manufactures the Opal brand of bedroom, bathroom and table linen.</p>	<p>David Wyness 580A Rosebank Rd Avondale Auckland</p> <p>Worldwide Brands 7a Bassant Ave Penrose, Auckland</p>	<p>Phone: 09 828 1922 Fax: 09 820 5486 Email: dave@dirtybusiness.co.nz</p> <p>Phone: 09 623 9123 Fax: 09 623 9129 steve@worldwidebrands.co.nz</p>
20	<p>Diversey New Zealand Ltd Diversey is a global leader of cleaning and hygiene solutions for aged care. We will be showcasing our latest innovations: Jonmaster TM daily microfibre cleaning management system and Clax Revoflow TM laundry solution.</p>	<p>Emma Shaw PO Box 23-172 Hunters Corner Manakau</p>	<p>Phone: 09 278 2119 Fax: 090 278 4286 Email: emma.shaw@diversey.com</p>
67	<p>Douglas Pharmaceuticals Ltd The Medico medication system is designed to help achieve improvements in a patient's quality of life by resolving or preventing medication problems. Medico is recognised as a disposable, cost-effective, multi-dose dispensing package system. We can provide you with a high quality product to help improve health outcomes, reduce medication waste and meet safety standards.</p>	<p>Liz Bosley PO Box 45-027 Auckland 0651</p>	<p>Phone: 09 835 0660 Fax: 09 835 0690 Email: lizb@douglas.co.nz</p>
48	<p>Durable Medical Equipment Ltd Look no further for a world-class range of pressure care and rehabilitation products. DME prides itself in working alongside you, utilising the right product to meet your clients' specific needs.</p>	<p>Amanda Hebben PO Box 12-1454 Henderson Auckland</p>	<p>Phone: 09 835 0611 Fax: 09 837 2063 Email: mandy@dme.co.nz</p>
57-64	<p>EBOS Healthcare. Supplying and servicing your product needs. EBOS Healthcare specialise in the following product areas: continence and ostomy, infection prevention, general medical, woundcare, diagnostic, patient handling, rehabilitation equipment, aids to daily living plus many more. Check out our NEW online ordering and come meet our staff who specialise in servicing your everyday needs.</p>	<p>John Matthews PO Box 302-161 North Harbour Auckland</p>	<p>Phone: 0800 181 716 Fax: 0800 502 883 Email: agedcareinfo@ebos.co.nz</p>
16	<p>Ecolab is the global leader of cleaning and sanitising solutions. A cleaner, safer, healthier workplace is the Ecolab objective. Make Ecolab your first choice for service and support at your facility.</p>	<p>Michael Cullen PO Box 10-061 Te Rapa Hamilton</p>	<p>Phone: 07 958 2370 Fax: 07 958 2329 Email: michael.cullen@ecolab.com</p>
62	<p>Eden in Oz & NZ Improve the health of your organisation, staff and residents with training in the Eden Alternative™. Learn how resident-directed care can eliminate the three plagues of loneliness, helplessness and boredom.</p>	<p>Sally Hopkins PO Box 5105 Garden City Victoria Australia</p>	<p>Phone: +61-4-0414 4707 Fax: +61-3-8677 6511 Email: sally@edeninoz.com.au Website: www.edeninoz.com.au</p>
1	<p>ELS New Zealand Ltd is New Zealand's leading supplier of in-house laundry equipment. We provide an experienced team to assist in all aspects of your laundry development. We can also offer you a full design/consultation service to assist with any projects you may have. We look forward to seeing you at the conference.</p>	<p>Phillip Smith PO Box 58-780 Botany Manukau</p>	<p>Phone: 09 274 9324 Fax: 09 274 3827 Email: phillip.smith@elsnz.co.nz</p>

Exhibitors information

26	<p>Enviro Clean & Restoration NZ's leading carpet maintenance and restoration service provider. 24/7 response, nationwide coverage.</p> <ul style="list-style-type: none"> » carpet, hard flooring and upholstery maintenance » flood restoration, fire restoration, biohazard decontamination » p-lab/meth-lab decontamination » mould remediation. 	<p>Jason Twigg PO Box 12-977 Penrose Auckland</p>	<p>Phone: 0800 744 272 Fax: 0508 744 272 Email: national@enviro.co.nz Website: www.enviro.co.nz</p>
25	<p>Floorspace Ltd – “inspiring great flooring design” Suppliers of the most complete aged care flooring package. Come and see us to discuss all your commercial resilient and textile flooring requirements. We supply Tandus Powerbond, a specialty product designed for aged care that carries unparalleled 25-year non-prorated warranty, and the Armstrong commercial resilient flooring range.</p>	<p>Jared Fraser-Hards PO Box 26-292 Epsom Auckland</p>	<p>Phone: 09 582 0070 Mobile: 021 843 203 Fax: 09 526 0078 Email: andrew@floorspace.co.nz</p>
30	<p>Framecraft Furniture Limited Resthome and medical furniture on display.</p>	<p>Martin Brooks PO Box 2066 Christchurch</p>	<p>Phone: 03 385 3197 Fax: 03 385 1308 Email: framecraft@xtra.co.nz</p>
66	<p>Geneva Health International Geneva Health will be displaying our services to providers – temporary staffing solutions and homecare support to clients.</p>	<p>Hayley Morrison PO Box 106-339 Auckland</p>	<p>Phone: 09 916 0168 Fax: 09 916 0201 Email: hayleym@genevahealth.co.nz</p>
40 & 53	<p>Global Medics Ltd Global Medics is a family-owned company established in the 1990s to provide quality products and professional service to aged care providers. Today we offer a comprehensive range of branded medical products from Euron continence products and the Glomed Continence Management system to infection control, hand hygiene, medical supplies and equipment and more.</p>	<p>Karl Stanners PO Box 97-377 S.A.M.C. Auckland</p>	<p>Phone: 09 920 9900 Fax: 09 920 9901 Email: karl.s@globalmedics.co.nz</p>
46	<p>Goodeer Equipment Ltd Primus Washer Extractor, Maytag Washer, Huebsch Gas Dryer.</p>	<p>Duncan Campbell PO Box 31-319 Lower Hutt</p>	<p>Phone: 04 566 9124 Fax: 04 569 9857 Email: info@goodequip.co.nz</p>
36	<p>Goodman Fielder Baking, Dairy and Meats Goodman Fielder is Australasia's leading listed food company. Offering a range of meal solutions including bread, milk, cakes, slices cheese, butter and meats all delivered direct to your door daily, for your convenience.</p>	<p>David Blythe 2/8 Nelson St Auckland City 1142</p> <p>Hanna Thomsen 2/8 Nelson St Auckland City 1142</p>	<p>Phone: 027 542 0312 Fax: 09 580 5301 Email: david.blythe@goodmanfielder.co.nz</p> <p>Phone: 027 557 6497 Email: hanna.thomsen@goodmanfielder.co.nz</p>
39	<p>Health Ed Trust NZ – providing quality education programmes for care staff throughout NZ that are accessible, flexible and affordable. Our programmes meet certification standards and include national certificates. New this year! Nurses professional development series.</p>	<p>Julie Sparks PO Box 130-184 Christchurch 8141</p>	<p>Phone: 03 379 8519 Fax: 03 366 8519 Email: Julie@healthedtrust.org.nz</p>
8	<p>Immediate Assistants NZ – provides the aged care industry with dedicated non-emergency ambulance patient transport services for both acute and not-acute patients. Immediate Ambulance contracts offer clients demonstrable direct and indirect cost savings.</p>	<p>Kevin Burt PO Box 13-015 Tauranga</p>	<p>Phone: 07 928 1212 Email: info@iasnz.co.nz</p>
24	<p>Invacare New Zealand Welcome to Invacare New Zealand – mobility products and health care equipment. Invacare is the world's leading manufacturer of homecare equipment, supplying NZ homes, hospitals, aged care facilities and clinics with a large range of health care products for rent and purchase.</p>	<p>Kaksha Simia 4 Westfield Place Mt Wellington Auckland</p>	<p>Phone: 09 917 3956 Fax: 09 917 3957 Email: ksima@invacare.co.nz</p>
61	<p>Jacobsen Creative Surfaces and Flooring Xtra specialise in flooring to the aged care sector. Jacobsens distribute throughout New Zealand via reputable flooring retailers. Ranges include Shaws Eco Worx Performance Broadloom which stands up to the most intensive aged care environment. Shaws have a huge range to suit any decor. Jacobsen also distribute Tarkett vinyl, the world's leading manufacturer of top quality low maintenance vinyl floor coverings.</p>	<p>John Tolhurst PO Box 28-042 Remuera Auckland</p>	<p>Phone: 09 524 1460 Fax: 09 574 6551 Email: john.tolhurst@jcs.co.nz</p>

Exhibitors information

59	James Halstead Flooring NZ Ltd is one of the only flooring manufacturers directly represented in New Zealand with the Polyflor brand. Our extensive portfolio of flooring products include commercial sheet vinyl flooring, heterogeneous heavy duty rolled wood and stone flooring, luxury vinyl tiles, safety and specialty flooring and wet wall vinyl. In addition we have just started distributing an exceptional range of commercial carpets.	Kay Bartie PO Box 98-943 Manukau City	Phone: 0800 425 783 Fax: 09 278 1652 Email: sales@halstead.co.nz
65A	Karndean International Karndean will be showing off the brand new 2010 Flotex range which will be launched in August 2010. Come and see the exciting new colours now available. We will also have on show our full range of extra heavy duty luxury vinyl tiles.	Elton Carter PO Box 58-264 Botany Auckland	Phone: 09 273 5430 Fax: 09 273 5435 Email: Eltonc@karndean.co.nz
28	Kensway Property Consultants specialise as project managers and property consultants in the residential aged care sector, from concept, resource consent, building consent, tender to compliance. Fire evacuation schemes, BWOI IQP.	Peter Angus PO Box 38-160 Wellington Mail Centre	Phone: 04 570 0900 Fax: 04 570 0999 Email: peter@kensway.co.nz
31	Kovacs Design Furniture Ltd New Zealand Manufacturers have a range of selected designs for the healthcare industry.-	Annie Lewis PO Box 19-548 Christchurch	Phone: 03 384 2999 Fax: 03 384 2997 Email: annie@kovacs.co.nz
5	Leecare is an aged care-specific software programme implemented in over 250 aged care facilities in New Zealand and across Australia since 2002. It addresses ALL certification, professional and quality systems management requirements. We have the experience and stability to support your needs.	Caroline Lee – CEO Leecare Level 1, Office 2 101-103 Matthews Ave Airport West Victoria, Australia	Phone +61-3-9339 6888 Fax: + 61-3-9339 6899 Email: enquiries@leecareplus.com
33	Life Recruitment – passionate and committed to meeting your needs in a demanding health care sector. RNs, HCA temporary staff, comprehensive homecare services, permanent aged care recruitment, nationwide. Our experience counts!	Andrea Sizer PO Box 8745 Symonds Street Auckland 1023	Phone: 09 354 3202 Fax: 09 354 3203 Email: andrea.sizer@liferecruitment.co.nz
54	Materialised's extensive range of fabrics are designed to meet the needs of the Aged care sector. Flame retardency, washability, stability and durability are standard features of our drapery, bedspread and waterproof upholstery fabrics.	Sally Shuker Unit 5 23 Edwin Street Mt Eden Auckland 1024	Phone: 09 623 0792 Fax: 09 623 0797 Email: sally.shuker@materialised.com
45	Maxwell Rodgers Fabrics The specific performance requirements for furnishing in the aged care industry demand specialised performance fabrics that are easily maintained yet create the ambience of a five-star look. Come and visit our stand for further information.	Lisa Curtis 44 Douglas Street Ponsonby Auckland	Phone: 09 378 9082 Fax: 09 378 0929 Email: lisa@maxwellrodgers.com
29	Medical House Ltd New Zealand's newest and most innovative medical and aged care consumables supplier. Easy ordering by phone, fax or web, with a well priced quality product – delivered on time!	Danette Cowie 2B Lock Crescent Hillsborough Christchurch 8022	Phone: 0800 MEDHOUSE (633468) Fax: 0800 633 467 Email: danette@medicalhouse.co.nz Website: www.medicalhouse.co.nz
43	Medirest is the specialist food and support service provider. When choosing Medirest you are partnering with an operator with relevant experience offering global best in class solutions, and above all a commitment to delivering customer satisfaction	Louisa Graham PO Box 12-080 Penrose Auckland	Phone: 09 526 9943 Fax: 09 525 0931 Email: louisag@compass-group.co.nz
49	Miracle Nurse Call Systems Peace of mind – we understand for you to have peace of mind about your emergency call system, we have to be responsive, flexible and available. We have helped organisations like yours for over 20 years and can help to provide peace of mind to you, your residents and their families. Increased resident satisfaction, greater efficiency, incident reporting, meeting regulatory requirements, future proofing and reducing costs are some of the areas we can help you with. Talk to us about cost-effective wireless replacement call systems, and solutions to protect wandering residents. We look forward to seeing you at the conference.	Sam Marment PO Box 7280 Wellington	Phone: 04 385 1293 Fax: 04 385 9130 Email: sam@miracle.co.nz
42A	Mokum Textiles Creative high performance textiles inspired by our culture and lifestyle. Loop is a high performance collection designed especially for commercial and health care markets. Developed with leading local and international mills, Loops' constructions meet and exceed commercial specifications.	Karen Hatton 16 York Street Parnell Auckland 1052	Phone: 09 300 7900 Fax: 09 373 7759 Email: karenh@mokumtextiles.com Website: www.mokumtextiles.com

Exhibitors information

7	Netsoft – New Zealand’s leading provider of health care software. Res-Call offers a huge amount of functionality including financial management, incident and accidents, client leave, client care, occupancy reports, RVA functionality and much more. Everything your organisation needs to run your resthome or retirement village.	Michael Beaumont 10 Heather Street Parnell Auckland	Phone: 021 773 136 Email: michaelb@netsoft.net.nz
27	Nightingale Nursing & Homecare With over 20 years experience Nightingale Group incorporates Nightingale Nursing Agency, for the provision of temporary and contract placements. Nightingale home-based services and Medcall, our permanent placements division. Seven offices nationwide, 365 days per year.	Michelle Visser PO Box 56-490 Mt Eden Auckland	Phone: 09 638 5401 Fax: 09 638 5446 Email: michellev@nightingale.org.nz
10 & 11	Pacific Hygiene Healthcare Division are proud to be the preferred supplier for incontinence products to NZACA members. The Lil brand provides a full range of breathable and latex-free disposable products, of which NZACA members receive a 25% discount.	Merv Dry PO Box 305-488 Triton Plaza Auckland	Phone: 09 477 5780 Fax: 09 476 3602 Mobile: 021 929 396 Email: merv.dry@pacifichygiene.com
47	Pharmacy One uses a world-leading health management system designed to stream line work for nurses, doctors and pharmacists. In doing so it reduces costs, improves patient care and maximises conformity to best practice.	Paul van der Meer PO Box 12-729 Penrose Auckland	Phone: 09 526 8587 Fax: 09 026 8583 Email: paul@pharmacyone.co.nz
52	Programmed Property Services provides a comprehensive range of specialised services which include painting, building refurbishment, sign-writing and grounds management. New Zealand’s largest property maintenance services provider, with 14 branches strategically located throughout New Zealand.	David Bleackley and Tony Jane PO Box 12-742 Penrose Auckland	Phone: 0800 620 911 Fax: 09 571 0432 Email: marketing@programmed.co.nz
44	QPS Benchmarking assists health and aged care facilities by providing clear, valid statistics that compare your performance to industry standards. Our benchmarking reports allow your facility to understand and learn about the performance of other facilities, in both New Zealand and Australia.	Silvia Holcroft PO Box W69 West Wollongong NSW 2500 Australia	Phone: +61-2-4229 5880 Fax: +61-2-4229 5881 Email: office@qpsbenchmarking.com
38	RAIsoft is a fully licensed software provider of the suite of InterRai instruments for assessment, care planning, and quality monitoring, ensuring these tools are intuitive and simple to use.	Ruth Baxter 11 Pembroke Court Berwick 3806 Victoria Australia	Phone: +61-3-9707 0549 Email: ruth.baxter@raisoft.com Website: www.raisoft.com
42	Smith & Nephew At Smith & Nephew our focus is on repairing and healing the human body. We are really proud of what we do.	Catherine Robertson PO Box 442 Shortland Street Auckland	Phone: 0800 807 663 Fax: 09 820 2867 Email: Catherine.robertson@smith-nephew.com
56A	SoleMate Safety Solutions Ltd Do you require innovative, cost-effective products for staff and residents? Can we help you with reducing injuries, improving comfort or technical support? We can guarantee to make a positive difference. » the world’s leader in slip-resistant footwear » orthotics/bracing » seating/back support » insoles and gel footcare products.	Judy Rynn PO Box 3246 HBMC Napier	Phone: 0800 600 699 Fax: 06 843 4664 Email: judy@solemate.co.nz Website: www.solemate.co.nz
63	Southern Hospitality/Kleentech Laundry Division is a leading supplier of quality laundry, drycleaning and cleaning equipment. The range includes small commercial washers, dryers and ironers through to larger industrial equipment, and an extensive range of laundry consumables.	Paul Trotter PO Box 425 Dunedin	Phone: 027 580 8192 Fax: 09 375 3056 Email: ptrotter@southernhospitality.co.nz Website: www.southernhospitality.co.nz
32	Southern Hospitality/Moffat with 14 branches is NZ’s largest supplier of commercial kitchen equipment, meal delivery systems, servery units and accessories, bakery, food safety, furniture, refrigeration and stainless steel products, plus extensive crockery, cutlery and glassware ranges.	Shane Gibson Southern Hospitality Ltd PO Box 425 Dunedin	Phone: 021 385 235 Fax: 03 477 6383 Email: shane@southernhospitality.co.nz Website: www.southernhospitality.co.nz
13	Team Architects Ltd – experts in design and project management services for aged care facilities including secure/dementia, hospital level, and resthome care; including retirement villages, licensed-to-occupy units and specialist facilities, with sustainable/green design emphasis. Offices located nationwide.	Warwick Bell PO Box 12-024 Wellington	Phone: 04 499 6123 Fax: 04 499 6124 Email: agedcare@teamarchitects.co.nz

Exhibitors information

23	<p>Telarc Quality Health has been designated as an auditing agency by the Health and Disability Services (Safety) Act 2001. This means we undertake audits to the approved sector standards for the purpose of certification through an audit, to the Sector Standards.</p>	<p>Lucy Kawana, Operations Manager Level 13, Willbank House, 57 Willis St, Wellington 6145</p>	<p>Phone: 04 498 9915 Fax: 04 499 0368 Email: lucy.kawana@telarcqualityhealth.co.nz</p>
6	<p>Telecom NZ Ltd/Leading Edge Communications Telecom New Zealand has a wide range of communication solutions to help you take care of business. Telecom's preferred dealer for the NZACA is Leading Edge Communications, who partner with Telecom to bring you the most powerful telecommunications technology, through a footprint of over 50 nationwide locations. Leading Edge Communications – simplifying communications at home, at work and on the move.</p>	<p>Anthony Graham PO Box 9337 Wellington</p>	<p>Phone: 0800 000 620 Fax: 0800 555 609 Email: associations@lecom.co.nz</p>
17	<p>Texco International – NZ's leading supplier of linen and health and aged care products. Can supply: towels, sheets, bedspreads, table linen, incontinence products, infection control solutions, laundry bags and much more.</p>	<p>Michael Johns PO Box 19-229 Auckland</p>	<p>Phone: 0800 925 377 Fax: : 0800 925 373 Email: michael.johns@texcointernational.co.nz</p>
58	<p>The Selwyn Foundation offers a wide range of management and consultancy services to NGOs, charitable trusts and independent providers to help them meet the many requirements of today's aged care sector.</p>	<p>Hilda Johnson-Bogaerts PO Box 44-106 Point Chevalier Auckland 1246</p>	<p>Phone: 09 846 0119 Fax: 09 845 0700 Email: hildaj@selwyncare.org.nz</p>
15	<p>Time Target NZ Ltd – used in more resthomes than any other system in New Zealand! With Time Target you get: Efficient staff rostering: » the RIGHT staffing levels at the RIGHT staff costs! » easy-to-use rosters: managers can create their own rosters with 1 hour of training! Accurate staff attendance: » no more 'time theft' due to unknown late starts and early finishes. Fast payroll processing: » auto upload into payroll, saving costly data entry » accurate allowances and loadings. Tight internal systems: » no missed sick days, holidays or time in lieu.</p>	<p>Wayne Doran PO Box 2465 Sydenham Christchurch</p>	<p>Phone: 021 126 2685 Email: wayne@timetarget.co.nz</p>
4	<p>Total Bins Hygienic bag holders, silent pedal bins, stainless steel floor-operated rubbish bins, 120 litre foot-operated rubbish bins, sanitary bins, 120 litre foot-operated bins for sluice room, ashtrays, ingredients containers, laundry bins, heavy duty washing basket, recycling bins and anti slip products.</p>	<p>Stephen Horrell PO Box 2747 Christchurch</p>	<p>Phone: 0800 835 725 Fax: 03 354 4111 Email: stephen@totalbinsupplies.co.nz</p>
34	<p>USL Medical has been a leading supplier to the aged care market for all medical supplies and capital equipment for 20 years. A dedicated sales team of product specialists take care of all your supply needs. Hartmann Continence is a total continence management solution that is online and available 24/7. USL represent Hillrom beds and mattresses along with a linen range. Liko Patient Hoists and lifting systems. Hartmann wound care, Reliance Medical, Comvita Medi Honey.</p>	<p>Karen Lenne PO Box 15-645 New Lynne Waitakere</p>	<p>Phone: 09 829 0960 Fax: 09 829 0962 Email: Karenl@uslmedical.co.nz</p>
12	<p>Vital Foods Ltd Manufacturer of Kiwi Crush and Phloe products to aid a healthy bowel the safe and natural way.</p>	<p>Sharon Delaney 34A Patten Street Avonside Christchurch</p>	<p>Phone: 021 621 267 Fax: 03 381 1874 Email: Sharon.delaney@vitalfoods.co.nz</p>
37	<p>VCare is the really smart software solution for your retirement village or resthome. VCare ensures your business provides the best possible care for your residents, while achieving maximum administration efficiency.</p>	<p>Richard Reddecliffe Concept Engineering Ltd PO Box 514 Christchurch</p>	<p>Phone: 03 961 3654 Fax: 03 343 3364 Email: richardr@concept-eng.co.nz</p>
51 A	<p>Webstercare provides innovative solutions to medication management in resthomes and for independent living – helping people achieve a better quality of life, through our range of comprehensive products and systems.</p>	<p>Judith Lund 17-19 Moore Street Leichhardt NSW 2040, Australia</p>	<p>Phone: tollfree 0800 449 675 Fax:+ 61-2-9563 4955 Email: info@webstercare.com.au</p>

A night at the OSCARs

Get out your best red carpet outfit

Come dressed as your favourite Hollywood star or come dressed to party

Dinner, entertainment
and *Excellence in CARE Awards*

Tickets included in full conference registration

(A limited number of tickets are available from national office at \$135 each and must be pre-purchased)

Drinks from 7.15pm



Tuesday 14th September
Rotorua Energy Event Centre
Government Gardens, Rotorua

