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Conference 2017 Trends and Challenges in an Ageing World



Excellence in CARE

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Aged Care Association

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Unprecedented change for our industry

The past few months have arguably been the most challenging our members have faced for a long time, as they come to grips with the impact of the pay equity settlement for care and support workers. Including the home and community and disability sectors, the \$2 billion investment by the Government is probably the largest ever employment settlement in New Zealand history, for which we have been at the forefront.

The New Zealand Aged Care Association (NZACA) has fought long and hard for increased wages for aged care workers so, like many others, we were pleased the Government and unions were finally able to reach a settlement outside of the court process. However, as we all know, the implementation has not been straightforward and while we can all work through the complexities, the real challenge has been time — so little of it, from mid-May to 1 July — to adapt to a massive change in the sector.

As we now know, the pay equity settlement falls short of the Government's long-stated intention to 'fully fund' such a deal. And, having had just six weeks to assess it and adjust business models, some NZACA members are in financial jeopardy.

We also know that some of our members will need to cut staff, reduce shift hours and, in worst-case situations, close. While these impacts are felt by small and large operators, closures and redundancies will particularly hurt smaller communities and rural areas where rest homes provide sustainable and meaningful employment for people that might not otherwise have jobs.

From a resident perspective, it will reduce options for care and force some of our older and vulnerable citizens to move outside their communities and away from their friends and families to find suitable rest home care.

The NZACA has been working with the Government on a transitional funding arrangement to ensure providers are supported in adjusting to the new environment. If the Government wants to see aged residential care being provided in our smaller regional and rural communities, then they have an obligation to support transitional funding in this settlement.

On pay equity, what we need to remember is that the situation is not of our making. The unions took a case to court, won that case and have been in the driving seat since. The Government stepping in and running a negotiated process with unions at least avoided a court-imposed settlement that could have been dire for our members and the wider sector.

But it hasn't all been about pay equity — there are other things going on. We should regard the ARRC negotiation for 2017-2018 as having had a reasonably positive outcome. There has been a 1.8% across-the-board increase (the best in a number of years), a \$1 million ambulance fund to help mitigate the high cost of non-emergency ambulance transport — we are working with the DHBs at the moment to establish criteria for and access to this fund — and a substantial investment by the Government into the ARRC contract review. This review is an important piece of work that is about to get underway, and one which we will talk more about with members at Conference.

After pay equity though, immigration is the next big thing on the work plan for the NZACA at the moment. As members know, the NZACA has been loud and vocal in opposing the Government's immigration policy proposals that threaten our members' ability to employ migrant workers. There is more in this edition about what we've been doing, but we are continuing to push our case hard with the Government and other political parties in the lead-up to the election, because the proposals will threaten the continuity of care for our residents and that is what we should be most concerned about.

I hope to see you all at Conference in September to discuss these and other matters, but also to celebrate the great work in our sector and have some much-needed fun.

Simon Wallace



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

Trends and Challenges in an Ageing World: What to expect at Conference

Delegates

The registration desk will open for all delegates at 10.30am on Tuesday, 5 September. The Exhibition Hall will also open at this time. The official opening of the conference will be at 12.40pm after a light lunch, which will be served from 12pm.

Exhibitors

Registration and pack-in for exhibitors will open from 4–6pm Monday, 4 September or from 8–10am on Tuesday, 5 September. All exhibition spaces need to be set up by 10am on the Tuesday and cannot be broken down until after 2pm on Thursday, 7 September. 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.

Social functions

Welcome Function: Tuesday, 5 September between 5.30pm and 7.30pm 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.

Casual dinner at Stratosfare: Tuesday, 5 September between 7.30pm and 10.30pm

As we are in Rotorua this year, we are offering an optional casual dinner for those who may find themselves at a loose end. We invite you to join us for a casual dinner at the Skyline Rotorua.

The cost is \$78+GST, which includes transport to and from the Skyline, dinner and a glass of bubbles.

Bookings are essential. Please book when registering.

Gala Dinner: Wednesday, 6 September from 7.15pm

This is the social event of the conference. Come for a night of dinner, dancing, entertainment and the Excellence in Care Awards Ceremony.

The theme is 'Give My Regards to Broadway'. Come dressed as a character from your favourite Broadway show or as if you were going to a show on Broadway.

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

What to wear while at the conference

Conference sessions

Smart casual or business attire. No jeans please.

Exhibitors' welcome function

Smart casual or business attire.

Conference gala dinner

The theme is 'Give My Regards to Broadway'.

Dinner, wine and entertainment are included in your ticket.

Come dressed up for the occasion — great prizes to be won for the best dressed.



Conference Programme

Tuesday 5 September		
10.30 am		Delegate registration and exhibition hall opens
12.00 pm	12.40 pm	Light lunch
12.40 pm	12.50 pm	Conference opening Simon O'Dowd, Chairman, NZ Aged Care Association
12.50 pm	1.05 pm	Welcome from Mayor of Rotorua Steve Chadwick
1.10 pm	1.40 pm	Sir Ray Avery
1.45 pm	2.45 pm	Keynote presentation <i>Riding the exponential wave of change</i> Kaila Colbin, SingularityU, New Zealand
2.50 pm	3.20 pm	Afternoon tea sponsored by 
3.25 pm	4.05 pm	<i>The eye of the storm: The Australian reform experience</i> Cam Ansell, Chartered Accountant and Managing Director, Ansell Strategic Pty Ltd, Australia
4.10 pm	5.30 pm	NZACA AGM and strategy session (NZACA members only)
5.30 pm	7.30 pm	Welcome function amongst the exhibitors
	7.30 pm	Casual dinner up the Skyline (optional extra)

Wednesday 6 September		
8.30 am	9.15 am	<i>Our wero? The demographics and the workforce: He tangata, he tangata, he tangata</i> Dr Ganesh Nana, Chief Economist, BERL
9.15 am	9.45 am	Excellence in Care Awards finalist presentations <ul style="list-style-type: none"> • Community Connections Award category • Built and Grown Environment Award category • Small Operator Industry Award category
9.45 am	10.15 am	Address by the Associate Minister of Health Hon Nicky Wagner
10.15 am	10.45 am	Morning tea sponsored by 
10.50 am	12.05 pm	<i>From the horses' mouths: Hearing from politicians ahead of the elections</i> Political panel facilitated by Kim Hill Panellists <ul style="list-style-type: none"> • Greens – Metiria Turei • Labour – Jenny Salesa • Māori – Hon Te Ururoa Flavell • National – Simon O'Connor • NZF – Fletcher Tabuteau

» Conference Programme

12.10 pm	12.40 pm	Excellence in Care Awards finalist presentations <ul style="list-style-type: none">• Training and Staff Development Award category• Innovative Delivery Award category		
12.40 pm	1.40 pm	Lunch		
1.45 pm	2.30 pm	Chai Chuah, Director-General of Health and Chief Executive, Ministry of Health		
		Plenary session		Concurrent session
2.35 pm	3.20 pm	<i>Polls and elections: Using public opinion to advance a cause</i> Jonathan Dodd, Research Director, Ipsos		<i>Intimacy and sexuality in residential aged care: Balancing a duty of care and empowerment for baby boomers</i> Catherine Cook, Senior Lecturer, School of Nursing, College of Health, Massey University
3.35 pm	4.05 pm	Afternoon tea sponsored by		
		Concurrent stream 1	Concurrent stream 2	Concurrent stream 3
4.10 pm	5.00 pm	<i>Managing your workforce in a new environment</i> Judith Johnson, Consultant	<i>Incapacity: Issues relating to EPOAs and what happens when a resident who lacks capacity doesn't have a legal proxy?</i> Wendy Aldred, Barrister, Central Chambers	<i>How your facility can get more out of interRAI</i> Michele McCreadie, General Manager interRAI Services; Michelle Liu, Senior interRAI Data Analyst; and Lynda Wheeler, interRAI Education and Competency Manager, Central TAS
7.30 pm		<p>'Give My Regards to Broadway' conference gala dinner sponsored by</p> <p>Drinks from 7.15 pm in the foyer of the Energy Events Centre, Rotorua</p> 		

Thursday 7 September				
		Concurrent stream 4	Concurrent stream 5	Concurrent stream 6
9.00 am	9.40 am	<i>Legal confessions</i> Peter Le Cren, Special Counsel and Aisling Weir, Consultant, Claro Law	<i>Workforce: Co-design your own learning community, and mentor emerging leaders in aged care</i> Kyra Moss and Samantha Bowen, Aged Care Channel	<i>How transitioning to aged care doesn't mean giving up your family or your dignity</i> Dr Kasia Bail, Datacom Health
9.45 am	10.25 am	<i>World IAGG Conference Presentation</i> Rhonda Sherriff, Consultant	<i>Digital disruption: What does it mean?</i> Mark Bowen, Business Development Manager, Transaction Banking, ASB	<i>Continuous improvement</i> Jan Weststrate, Cane-Metric
10.30 am	11.00 am	Morning tea		

Thursday 7 September continued		
11.05 am	11.30 am	<i>Living well: Living with dementia</i> Julian Cook, CEO; Eleanor Young, General Manager Operations; and Monique Hayes, Care Centre Manager — Summerset Group
11.35 am	12.25 pm	<i>Media in a crisis</i> Geoff Henley, Partner, HenleyHutchings Sponsored by 
12.25 pm	12.35 pm	<i>Leading and managing in an ageing world</i> Gill Genet, General Manager Business Development, Careerforce
12.30 pm	1.45 pm	Lunch and prize draws Prize draw from 1 pm
1.50 pm	2.30 pm	<i>Workforce and ageism</i> Mary Marshall, HR Consultant, Bunnings
2.35 pm	3.15 pm	<i>Immigration changes and the impact</i> Immigration New Zealand
3.15pm	3.45 pm	Closing speaker — Raybon Kan
3.50 pm	4.00 pm	Conference close Simon Wallace, CEO, NZ Aged Care Association



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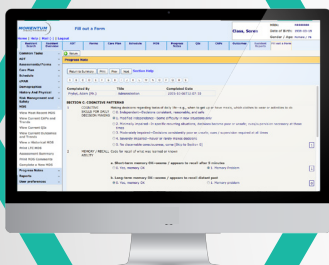
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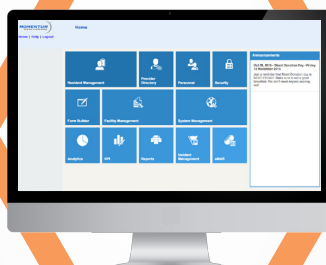
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Thanks for making the 2017 Conference such a successful event.

Key Conference Presenters

Keynote presenter

Kaila Colbin

Kaila Colbin is the New Zealand Ambassador for Singularity University. She is also a co-founder and Chair of the non-profit Ministry of Awesome, Curator of TEDxChristchurch, Chair of the New York-based Natural Gourmet Institute for Health and Culinary Arts, Deputy Chair of CORE Education Ltd, a board member of Canterbury Development Corporation Holdings Ltd, and a Certified ExO Consultant with ExO Works.



A native New Yorker, Kaila speaks English, Spanish, French and Italian, holds a degree in Hotel and Restaurant Administration from Cornell University and has been a serial entrepreneur since the age of 22. Her purpose in life is to be an uplifting presence.

Presentation: Riding the exponential wave of change

What do nanotechnology, bioinformatics, artificial intelligence, and robotics have in common, and, more importantly, what do they have to do with you? Join Singularity University's New Zealand Ambassador for a startling look at the dramatic implications of exponential technologies, as well as some insight into how we might prepare for this dynamically changing world.

Feature presenters

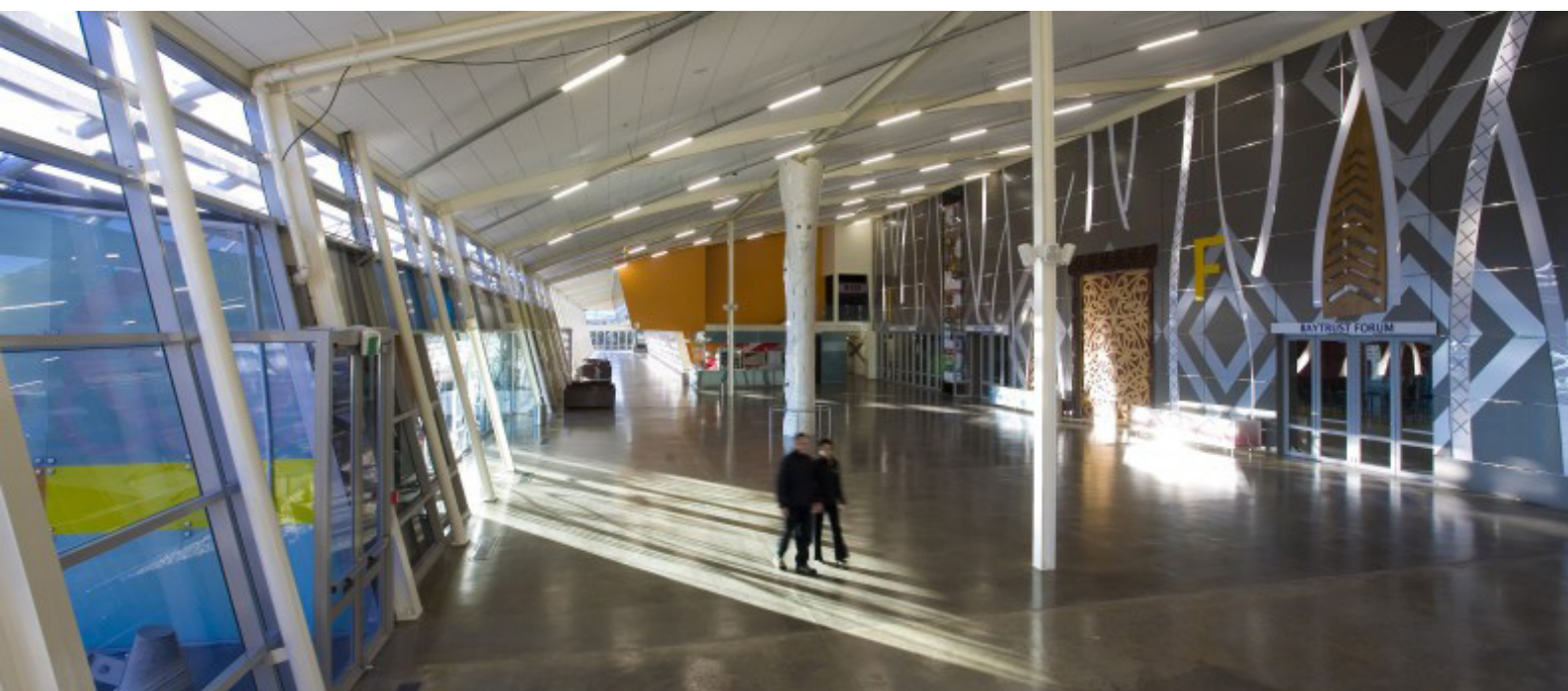
Sir Ray Avery

Sir Ray Avery was named the Kiwibank New Zealander of the Year in 2010. The award recognises Kiwis who make a major contribution to the nation and inspire through their achievements. He was awarded the Sir Peter Blake medal for leadership in the same year. In 2011, Sir Ray was named "most trusted person" in New Zealand.



Ray Avery is a successful businessman, scientist, entrepreneur, inventor and humanitarian.

Following in the footsteps of the marvellous Fred Hollows, Ray has made modern cataract surgery accessible to the poor throughout Africa and Asia. In addition, Ray invented an inexpensive regulator for hospital drips, when he found out that lives were being needlessly lost in hospitals due to uneven flows; he's developing easily digestible infant food to combat malnutrition and diarrhoea; and he's created more affordable and effective incubators for newborns. His work has saved millions of lives in developing countries through invention, ground-breaking technology and unrelenting determination that "one man can change the world" and make it a better place for the most vulnerable.



Dr Ganesh Nana

Ganesh is Chief Economist at BERL (Business and Economic Research Limited) — a privately owned, independent economic research consultancy. His current focus is on the Māori economy, and the interrelationship of the Māori economy and the wider New Zealand economy.



Ganesh has over 30 years of experience in the field of economics since first working as a researcher at Victoria University and joining BERL in 1983. His experience includes a variety of contract project work for BERL, research, tutoring and lecturing at Victoria University, as well as macroeconomic policy analysis and forecasting during a four-year stint in the UK using the IMF Multimod model.

Despite his passion for numbers, Ganesh believes economics is about people: their jobs, incomes, opportunities and futures. He strongly believes robust economic analysis is critical to ensuring informed choices and policy decisions are made, which have positive effects on the life and prospects of New Zealanders.

Presentation: Our wero? The demographics and the workforce: He tangata, he tangata, he tangata

The ongoing rapid expansion of the aged population continues to bring an equally rapid revolution in the nature and quantum of services demanded of businesses, organisations and agencies in the aged care sector. This presentation looks at the characteristics of the demographic changes, as well as discussing the workforce challenges confronting the sector. Additionally, this presentation will discuss the role and response of government, which is — arguably — critical for the sector and the nation to meet these wero.

Cam Ansell

Cam is a Chartered Accountant and Managing Director of Ansell Strategic Pty Ltd. He has worked in the aged care and retirement living industries for over 25 years and is an internationally recognised thought leader in the sector.



Cam has undertaken comprehensive financial and operational reviews of retirement living and aged care services in Australia, the USA, Asia and New Zealand. He has led major studies across Australia and New Zealand to advise government and the industry on financial viability and sustainability. He has also personally managed aged care facilities and retirement villages.

Cam has taken lead roles in some of the country's largest mergers and acquisitions and has overseen the delivery of the largest financial benchmarking studies, covering most Australian and New Zealand aged care providers.

Presentation: The eye of the storm: the Australian reform experience

As in New Zealand, the Australian aged care system has been evolving and adapting to meet the needs of an ageing population with ever-increasing expectations and complexities. The report card to date shows some positive outcomes and some failures. This session will talk about how the Aged Care Funding Instrument and Bond System drove unprecedented investment and then a share collapse within a three-year period. A seasoned veteran in the aged care sectors of both countries, Cam Ansell will explore elements that would work favourably for New Zealand, as well as examining the failures better left with the Aussies.

Raybon Kan

In 1999, two magazines, *Metro* and *North and South*, declared Raybon Kan (pronounced Can) Best Comedian. The *Metro* again awarded him this title in 2005 — the same year he made it to number 37 on the *Readers Digest* Most Trusted New Zealander list. Raybon is also famous for being the face of the Freedom Air ads and as a Test the Nation champ.

His sell-out live shows, from “An Asian at My Table” to “Raybon of the Lost Ark”, have won the former lawyer a reputation for thought-provoking comedy. This reputation has spread internationally. Named by Melbourne’s *The Age* newspaper as one of the highlights of the Melbourne Comedy Festival, Raybon has also been invited twice to the Olympics of comedy: the prestigious Montreal Comedy Festival.

As a guest speaker, his hallmarks are sophistication, topicality and warmth. As a debater, he is literally world class: as a student, he led the Victoria University team to 2nd place in the World Universities Debating Championships, pipped by Oxford in the final.



Before turning to stand-up, Raybon honed his comedy in print, as a columnist, in such publications as the *Listener* and the *Sunday Star-Times*. His books include *America on Five Bullets a Day* (Random House), and the bestselling *An Asian at My Table* (Penguin). Currently, Raybon writes a regular column in the *New Zealand Herald*.

His passion, however, is live stand-up comedy and he regularly tours New Zealand with his own shows.

Mary Marshall

Mary is an HTR Advisor for Bunnings NZ. She has worked in the HR/retail field for many years, with roles at The Warehouse and Woolworths New Zealand.



As the business' employment and related law specialist, she delivers relevant advice and support — both of an immediate nature and with a longer-term view. This includes specialist advice to both HR and line managers on the potential risks in managing various employee-related situations, with the aim of mitigating these risks.

She has a strong interest in the diversity aspects of her role and was the Individual Winner in the "Walk the Talk" category at the EEO Trust Work and Life Awards 2001.

Jonathan Dodd

A 25-year research veteran, there's not much that Jonathan hasn't researched. He has been widely published and is a regular speaker at industry conferences, has won several market research effectiveness awards, and has been made a Fellow of the Research Association for his contributions to the industry.



Presentation: Polls and elections: Using public opinion to advance a cause

Elections are the ultimate in public opinion polls, but other types of survey can also be used to sway public and political opinions. In this presentation, Jonathan will discuss the uses and methods behind political surveys, and explain how market research can be used to support lobbying and business growth in the aged care sector.

Keep up to date with everything going on at the conference at
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2017 political panel

With 2017 being an election year and our conference being held two-and-a-half weeks before the election, we have invited the major political parties to be part of a political panel. The panel will have representation from the Green Party, New Zealand First, the Labour Party, the National Party and the Māori Party. Each representative will be given five minutes to outline their party's priorities in relation to health, aged care, immigration, and the pay equity settlement and its sustainability.

Following each representative's address there will be a question and answer session that will allow delegates to put the heat on the representatives, so come prepared with your questions.

This panel will be facilitated by the wonderful Kim Hill. We anticipate she won't be letting the representatives off lightly.

Facilitator: Kim Hill

Kim Hill was born and raised in Shropshire. Her family emigrated to New Zealand when Kim was 15 where the family arrived in Otorohanga, and for a while, it was a bit of a culture shock. But gradually she adjusted, taking a BA in French and German at university (Massey and Otago) and then becoming a masseuse. A what? Those were the days when it was legit, therapeutic, she once explained in an interview: "nobody believes me!"

Kim was working as a barmaid at the Sir George Grey Hotel in Tairua, when she learned she'd been accepted for Canterbury University's Postgraduate School of Journalism. Oddly enough, it wasn't an easy choice for her to make — she'd enjoyed being behind the bar.

But off she went, joining Radio New Zealand in Gisborne after completing the Christchurch course. A stint in Greymouth followed, as did a period writing for the *Nelson Evening Mail*, before Kim arrived in Wellington to brandish her acerbic skills on the current affairs show, Checkpoint. Next came Morning Report, with Geoff Robinson, where she quickly gained a high profile for her probing, persistent style of questioning.



When Kim became the host of the daily morning programme Nine to Noon in 1993, it quickly became essential listening. In the nine years she was host, she interviewed thousands of people, and probably read as many books. Among her guests were the famous (the Dalai Lama, Nelson Mandela) and the infamous (Jeffrey Archer, Monica Lewinsky).

Kim began hosting the Saturday Morning show on 20 April, 2002. This programme gives her the opportunity for expansive interviews with her guests — be they scientists, historians, theologians, psychiatrists, novelists, or just characters or high achievers — while also taking in some leisurely interests: food, classic literature and poetry, children's books and music.

In 2012, Kim Hill won the International Radio Personality of the Year (Association for International Broadcasting) and she has just this year (2017) won a Gold Award for Best Radio personality at the New York Festival Radio Awards.

In bestowing her 2012 honour, judges described Kim Hill as: "an experienced and warm broadcaster exercising full control of her content whilst coaxing her guests to reveal more of themselves; really enjoyable live and sparky content that demonstrates what is great about radio and illustrates how important lightness of touch is in speech content."

Panellists

Fletcher Tabuteau New Zealand First

Fletcher Tabuteau has been a member of New Zealand First since its inception. First entering Parliament in 2014, Fletcher holds the Commerce, Energy, Tourism, Trade and Revenue portfolios for New Zealand First. He is also a member of the Foreign Affairs, Defence and Trade Select Committee, representing people from across New Zealand.

Growing up in Rotorua, Fletcher worked in the tourism industry. In his own time, Fletcher is a registered New Zealand Business Mentor, in which capacity he helps local business owners learn how to make strategic business decisions for their own businesses and also how best to market their company to the public. He is passionate about helping people to succeed and realise their own potential to make the best of their own opportunities.



Prior to becoming an MP, Fletcher worked in the tertiary education sector at the former Waiariki Institute of Technology, heading the School of Business Management, running the business programmes. During this time he was part of a small team that developed qualifications at the post-graduate and masters levels, and was also a lecturer in the Bachelor of Applied Management degree, lecturing in economics and strategic marketing.

Before moving to the tertiary sector, Fletcher worked for a number of years as a secondary school teacher in Rotorua.

Fletcher is married and has two daughters. Both he and his wife were born and raised in Rotorua, where they have chosen to raise their daughters.

He has a strong family history in Rotorua and the surrounding districts, and is of Ngāti Ngararanui, Ngāti Rangiwehewhi, and Ngāti Whakaue descent.



Jenny Salesa Labour Party

Jenny Latu Salesa was sworn in as the new Member of Parliament for the Manukau East electorate in New Zealand's 51st Parliament on 20 October 2014.

At the end of 2015, Jenny was promoted to Shadow Cabinet and is Spokesperson for Skills and Training, Associate Education, Associate Health and Associate Employment.

Jenny has a strong interest in ensuring positive health and educational outcomes and ensuring equal opportunities and better outcomes for all.

Housing is a central issue to the people of Manukau East, and this is her immediate focus at the local level. In addition, she will concentrate on the issues of employment, education and skills during her first term in the 51st Parliament.



Before entering Parliament, Jenny was the Principal Advisor Pacific at the

Tertiary Education Commission. She graduated from the University of Auckland with a BA/LLB in 1996 and has had 20 years' experience working in policy and funding, having worked as a health specialist and as a senior official in the health and education sectors.

Jenny spent her early years in Tonga, and is the first Tongan-speaking MP to enter the New Zealand Parliament. For much of her childhood her father was the only pharmacist in the Kingdom. They moved to New Zealand when she was 16 because her parents wanted her and her younger brother to have better access to university education.

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



Metiria Turei

Green Party

Metiria Turei has been a Member of Parliament for 15 years and the co-leader of the Green Party Aotearoa New Zealand since 2009. She is on the Justice and Electoral Select Committee and is the Green Party Spokesperson on



Inequality, Justice and Housing. Metiria has led campaigns to end child poverty, to protect New Zealand's national parks from mining, and to see greater transparency in public spending. She is Ngāti Kahungunu and Āti Hau nui a Pāpārangi.



Simon O'Connor

National Party

Simon O'Connor was elected as the Member of Parliament for Tamaki in 2011 and is the Chair of the Health Select Committee.



He's also a member of the Commerce Select Committee, and has been active within the National Party

for many years, having held numerous offices. Before entering Parliament, he held a wide variety of roles in the commercial, public and voluntary sectors.



Te Ururoa Flavell

Māori Party

Te Ururoa Flavell is of Ngāti Rangiwewehi (Te Arawa) and Ngāpuhi descent. Te Ururoa was raised in Rotorua and continues to live in his whānau homestead in Ngongotaha. He is married to Erana and they have five tamariki and two mokopuna.

Te Ururoa holds a Bachelor of Arts (Māori Studies and Anthropology) from the University of Auckland, a Master of Arts (Māori) from Waikato University and is a former student of Te Panekiretanga o Te Reo (Institute of Excellence in the Māori Language). He is also a proud St Stephens Old Boy.




Trained as a teacher, Te Ururoa taught for many years at both secondary and tertiary levels.

He has also held leadership roles in education as a school principal, CEO at a whare wānanga and a consultant to various government agencies.

Te Ururoa Flavell was first elected to Parliament as a Māori Party MP for the Waiariki electorate in 2005, and he has successfully held the seat for Waiariki since. He is currently the Māori Party Co-leader, the Minister for Māori Development, Minister for Whānau Ora and Associate Minister for Economic Development.





GIVE MY REGARDS TO BROADWAY

EVENT	DATE	LOCATION
GALA DINNER & EXCELLENCE IN CARE AWARD CEREMONY	WEDNESDAY 6TH SEPTEMBER 7.15PM TILL LATE	ENERGY EVENT CENTRE ROTORUA



DINNER AT
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TUESDAY 5TH
SEPTEMBER

7.20pm – 10.30pm

2017 Conference Exhibitors

STAND/S	COMPANY NAME / DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
65, 66	ACORN FURNITURE New Zealand's leading aged care furniture provider, supplying quality, fit-for-purpose furniture to facilities nationwide. We have a full range of lounge, dining, bedroom and occasional furniture that has been designed to be homely, aesthetic and functional for the elderly. Acorn is at the leading edge in terms of design and service in the marketplace, through providing solutions that exceed expectations.	Huxley Trewavas	03 528 6900	33 College Street Motueka	huxley@acornfurniture.co.nz www.acornfurniture.co.nz
30, 31	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 and hygiene products.	Edward Bishop	0800 336 339	PO Box 201 157 Auckland	janna@activehealthcare.co.nz www.activehealthcare.co.nz
21a	AGED ADVISOR NEW ZEALAND Aged Advisor offers one of the most powerful tools to showcase your facility, on a budget: your residents' independent feedback on page 1 of Google results. Already 1800+ reviews on 500 facilities with a 94% positive response rate + "People's Choice" Award Winners.	Nigel Matthews	021 138 7064	Private Bag 4707 Christchurch	nigel@agedadvisor.co.nz www.agedadvisor.nz
44	ALLEGION (NEW ZEALAND) LIMITED Aged care door hardware solutions	Craig Patterson	09 829 0550	PO 19437 Auckland	craig.patterson@allegion.com www.allegion.com/nz/
17	ALTRO APAC PTY LTD We think big at Altro, and we are globally big in premium flooring and wall cladding systems for construction and transport. We love inventing things. Safety flooring and hygienic wall cladding systems are two of our most famous innovations.	Shaun Armstrong	027 970 1696	3 St Andrew's Court Rowville Victoria Australia	catherine@asf.com.au www.asf.com.au
103, 104	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	sheree@archerconcepts.co.nz www.archercare.co.nz
52, 53, 54	ARJOHUNTLEIGH	Michelle Hayes	0800 000 151	34 Vestey Drive Mount Wellington	michelle.hayes@getinge.com www.arjohuntleigh.com
95	ASB BANK LTD As the preferred banker to NZACA members, ASB will be available to talk about your total banking requirements and discuss our banking packages for operators and their staff. We'll have something interactive to share with you, along with great giveaways.	Ross Currie	09 337 4811 021 805 089	PO Box 35 Shortland St Auckland	ross.currie@asb.co.nz www.asb.co.nz
47	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 — up-skilling healthcare assistants and RNs in communication.	Maretha Campbell	09 522 0438	PO Box 5954 Wellesley Street Auckland	maretha.campbell@aspire2.ac.nz www.aspire2business.co.nz
59	ASSOCIATED DESIGN GROUP Architectural, project management, QS, electrical, civil engineering and town planning services. We provide the combined expertise of five leading companies with over 200 years' experience in the building industry and a collective 50 years' experience in aged care. We have completed over 250 aged care projects around New Zealand.	Peter Angus	04 570 0900	PO Box 38 160 Wellington Mail Centre Lower Hutt	peter@kensway.co.nz www.adgroup.co.nz
32	ATTACHÉ SOFTWARE NZ LTD Attaché Software, together with our technical partners, provides a fully integrated business system solution to the aged care industry that encompasses accounting and financial reporting, payroll, rostering, time and attendance management, resident billing, and fixed asset management.	Stuart Holder	09 302 9390	PO Box 37 623 Parnell Auckland	stuart@attachesoftware.com www.attachesoftware.com
58	AUSTCO Call bell, Nurse Call, Wandering residents, Messaging, staff safety, Duress If these are issues or a risk for you please come and see us for a range of reliable, futureproof Nurse Call Solutions, which facilitates the highest standard of care and provide accurate information for facility management.	Rachael Read	09 280 4277	PO Box 259 014 Botany Auckland	rachael@austco.co.nz austco.co.nz
63	BE SAFE LIMITED Be Safe Limited offer to the healthcare sector the most advanced solutions on the global market, such as nurse call systems and e-recording of services, combined with room terminals. In addition, we 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 021 614 562	274 Alec Craig Way Gulf Harbour Auckland	franc@eurotronik.nz www.eurotronik.nz www.medco.nz
36	BIDFOOD LIMITED Bidfood is New Zealand's largest food wholesaler, with a total category portfolio for the food and food packaging requirements to the hospitality market, including fresh produce, meat, poultry, seafood, dairy and the general dry, chilled and frozen categories. Bidfood takes food, health and safety extremely seriously. With an externally audited HCAAP Food Safety Plan in place, Bidfood is the key supplier to a range of aged care providers and businesses throughout New Zealand.	Rachel Aldikacti	0800 243 3663	PO Box 74-552 Greenlane Auckland	laura.williams@bidfood.co.nz www.bidfood.co.nz

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64	BL STRINGER & CO LTD The experts in aged care. For over 40 years, BL Stringer & Co has specialised in supplying with and advising on the best products for aged care providers and their residents. Supplying to over 90% of rest homes, we are a one-stop shop for continence items, gloves, paper, linen, apparel, chemicals & wound care.	Scott Stringer	0800 807 126	45 Treffers Road Christchurch	scott@blstringer.co.nz www.blstringer.co.nz
6	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 an in-house sewing facility to meet your specific needs. Call us now to discuss your requirements!	Parag Khedekar	0800 800 366 03 548 3003	6 Natalie St Nelson	Parag@britannia.co.nz www.britannia.co.nz
55	BSN MEDICAL LTD 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.	Dennis Irving	021 558 900	PO Box 56 033 Dominion Road Mt Eden Auckland	jenny.felton@bsnmedical.com www.bsnmedical.co.nz
86	BUNZL OUTSOURCING SERVICES Bunzl Outsourcing Services provide a range of aged care/ healthcare products throughout NZ. We specialise in the supply and support of the Abena continence and skincare range, Safehip hip protection and medical consumables (gloves and wound care).	Lisa Halliday	09 634 9011	PO Box 112226 Penrose Auckland	lisa.halliday@bunzl.com.au www.bunzl.com.au
34	CAREERFORCE As the Industry Training Organisation (ITO) for the health, wellbeing, social and community sectors, we support workplaces all around New Zealand to run workplace training programmes for their staff. The result: those staff can achieve nationally recognised New Zealand qualifications through on-the-job training. And we know that a qualified and competent workforce improves the health and wellbeing of everyday New Zealanders.	Lynnette Parkin	0800 277 486	PO Box 2637 Wellington	sarah.jeffares@careerforce.org.nz www.careerforce.org.nz
74	CBORD The CBORD group is the leading provider of cashless foodservice and nutrition management solutions to the aged care and acute health care sector in Asia Pacific. The CBORD aged care solution (NetMenu®) is cloud-based software that provides the tools to easily manage resident dining and kitchen operations.	Trevor Cook	+61 4990 75878	Suite 301 781 Pacific Highway Chatswood, NSW Australia	tjc@cbord.com www.cbord.com
22	CDI TELLEN LTD CDI Tellen is New Zealand's largest aged care and healthcare provider for wireless nurse call, patient wanderer, garment management, duress/lone worker and patient engagement solutions. We have over 25 years' experience, delivering the most up-to-date solutions, and we continue to evolve and bring the latest technology to our clients.	Paul Trotter	09 238 4309	Unit 9, 16 Alpitto Place Pukekohe Auckland	pault@tellen.co.nz
2, 3	CENTRAL TECHNICAL ADVISORY SERVICES (CTAS) Audit services and interRAI services TAS is a shared service agency with an "adding value, working with" approach to audit. TAS has been providing programme management (e.g. interRAI) and quality audit services in the health sector since 2001. TAS became a Designated Audit Agency in 2013 and also provides certification audit services, within a value-for-money philosophy. TAS employs over 120 FTE and undertakes approximately 30 business projects regionally and nationally. Please meet the interRAI and audit teams at our exhibition stand and visit our website.	Christine Marsters	027 353 6282	PO Box 23 075 Wellington	christine_marsters@centraltas.co.nz www.centraltas.co.nz
41, 42	CONNECT NZ LTD Connect NZ is a New Zealand-owned technology company, specialising in the latest document solutions, telephone systems (both cloud-based and traditional) and video-conferencing technology. All our solutions will allow you the capability to combine multiple sites onto one cost-saving platform and greater management nationally or globally.	Brett Clark	07 838 8141	PO Box 7417 Wellesley Street Auckland	brettc@connectnz.co.nz www.connectnz.co.nz
96, 97, 98, 99	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 ageing world.	Jamie Abercrombie	0800 452 273	PO Box 9144 Greerton Tauranga	francesca.perry@cubro.co.nz www.cubro.co.nz
15	DATACOM HEALTHCARE SOLUTIONS Datacom Health would like to display technology that we have created that is a resident integrated information system. It brings together world-class technologies in a structured way, delivering an end-to-end view of both the resident journey, and the business and support process functions. We would also like to display other technology offerings that we have. (All will be demonstrated via monitors or iPads.)	Emma Klemm	+61 4889 97441	101 Cremorne Street Cremorne, NSW Australia	emma.klemm@datacom.com.au www.datacom.co.nz/Healthcare.aspx

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83	DEB NEW ZEALAND LTD Deb's skincare 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.		0800 332 695	Unit 1, 1 Secombe Place Moorebank, NSW Australia	sales@debzn.co.nz www.debgroup.com
14	DÉCOR PEOPLE Décor People are your aged care soft furnishings specialists, including curtains, blinds, bedding, specialist product sourcing and interior design; we offer quality products and real Kiwi service. We are big enough to cover NZ-wide but small enough to care. Contact us today; we would love to help.	Sandy Robertson	021 654 031	PO Box 35126 Browns Bay Auckland	sandy@decorpeople.co.nz www.decorpeople.co.nz
9	DESIGN DENMARK Design Denmark offers furniture with a focus on quality materials and craftsmanship. We import Denmark's most premium brands including furniture, lighting, gifts and home wares. Our products represent the epitome of Danish design with clean lines, exuberant colours and practical functionality developed for the aged care sectors.	Paul Mailman	021 571 099	12 Maidstone Street Ponsonby Auckland	paul@designdenmark.co.nz www.designdenmark.co.nz
57	DIVERSEY CARE Diversey Care will offer a range of hospital-grade disinfectants and hand hygiene products, microfibre cleaning systems, single-dose antibacterial laundry sachets, carpet care range and floor care machines.	Sarah Mangala	09 813 9800	24 Bancroft Cres Glendene Auckland	sarah.mangala@sealedair.com www.vericlean.co.nz
68, 69	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.	John Matthews	09 415 3267	PO Box 302 161 North Harbour Auckland	lgreen@ebos.co.nz www.ebosonline.co.nz
18	ECOSMARTWAREHOUSE LIMITED Odour control products. Rubbish bins. Hygienic foot - operated bins. Hygienic bag holders. Wheelie bins. Bin liners. Food storage bins and trolleys. Anti-slip mats. Bedside mats. Entrance mats. Workplace mats (kitchens/laundries, etc). Wheelchair access ramps. Exit signs, parking signs, safety signs, general purpose signs.	Dave Randle	027 587 2333	PO Box 21333 Edgware Christchurch	dave@ecosmartwarehouse.com www.ecosmartwarehouse.com
62	EDEN ALTERNATIVE IN AUSTRALIA AND NZ We provide Eden Alternative 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 that are making a difference. Be the change you wish to see in others.	Sally Hopkins	+61 4377 39779	PO Box 8017 Camberwell North Victoria Australia	sallyh@edeninoznz.com.au www.edeninoznz.com.au
5	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 Rotorua. Our team can assist with designs and layouts to ensure your on-premise laundry meets New Zealand's health and safety standards.	Phillip Smith	021 726 754	PO Box 58780 Botany Auckland	phillip.smith@elsnz.co.nz www.elsnz.co.nz
94	FLOORING XTRA NEW ZEALAND Flooring Xtra deliver flooring solutions to many of New Zealand's leading aged care providers. We have an intimate knowledge of the unique nature of this business, understanding that we are not simply working in retirement and healthcare facilities but are invited into the homes of residents and patients. Our success in the aged care sector is driven by our team's commitment to care and respect.	Lisa Jamieson	021 312 032	PO Box 97 067 Manukau	lisa.jamieson@flooringxtra.co.nz www.flooringxtra.co.nz
73	GOODER EQUIPMENT LTD With over 30 years of providing commercial laundry solutions to New Zealand and the Pacific Islands, Gooder Equipment is New Zealand's most established and largest commercial and industrial laundry solutions provider. We have a solid reputation for offering reliability, value, excellent technical expertise and after-sales service.	Simon Gooder	04 566 9124	67 Marsden Street Lower Hutt Wellington	info@goodequip.co.nz www.gooder.co.nz
40	HEALTH & DISABILITY AUDITING NZ HDANZ provides auditing services for a large number of aged care providers. We will have two 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
77	HEALTH METRICS Health Metrics is a leading provider of software and consulting services to the health and aged care sector. Our enterprise software solution, eCase, supports the functions of residential facilities, home care and retirement villages for providers of any size.	Scott Herschberger	021 082 13608	Level 33 23-29 Albert St Auckland	lhardy@healthmetrics.com.au www.healthmetrics.co.nz

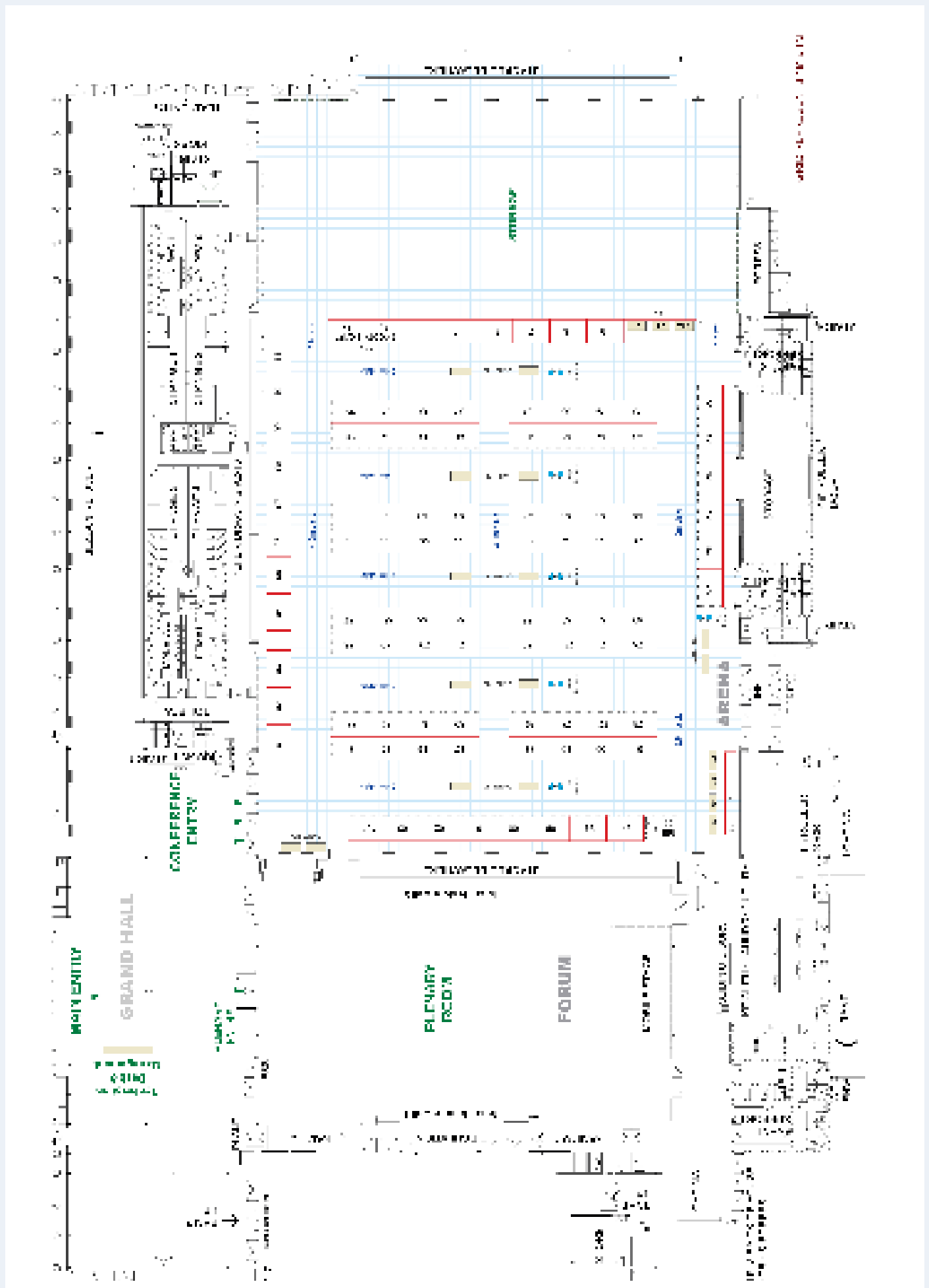
STAND/S	COMPANY NAME / DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
28	HEALTHSHARE Designated Auditing Agency approved by the Director General of Health to audit health services, pursuant to the Health and Disability Services (Safety) Act 2001.	Robyn Meehan	027 471 8222	PO Box 19064 Hamilton	robyn.meehan@healthshare.co.nz www.healthshare.co.nz
21	HYGIENE HOUSE LIMITED Recent years have seen development in aged care services in New Zealand, with more purpose-built facilities, an increase in options within these facilities, and a requirement for increased knowledge in best hygiene practices. We believe Hygiene House stands out from the rest of the suppliers in this market by our continued focus on meeting our customers' needs by having: » a thorough and trusted understanding of what you need to meet your budget and operational requirements through sourcing of fit-for-purpose products » trained and helpful representatives available to assist online, over the telephone or via a site visit, as agreed.	Geoff Hughes	09 273 1224	PO Box 58-202 Botany Auckland	geoff@hygienehouse.co.nz www.hygienehouse.co.nz
78	INVACARE Invacare is a global leader in the market for designing, manufacturing and distributing innovative medical products and services used in the home that promote recovery and the confidence to make life's experiences possible. Our products carry warranty, we stock spare parts for replacements, and we also offer on-call maintenance.	Annemarie Drodskie	09 917 3939	PO Box 62124 Sylvia Park Auckland	adrodskie@invacare.co.nz www.invacare.co.nz
73	IRVINE FLOORING Irvine Flooring is 100% NZ owned. We have substantial stocks of domestic and commercial carpet, carpet tiles, vinyl and more, meaning your aged care/healthcare flooring requirements can be addressed quickly, efficiently and cost-effectively. We are committed to environmental sustainability, making a conscious effort to support flooring companies with their own comprehensive environmental policies.	Jacques Venter	029 388 8538	PO Box 9238 Tower Junction Christchurch	tania.hill@irvineflooring.co.nz www.irvineflooring.co.nz
Foyer	JACKSON ENTERPRISES LTD Vehicle fit-outs for carrying passengers — both able-bodied and those requiring mobility assistance. Tailored for aged care requirements and quality to last the life of the vehicle, meeting health and safety requirements, Jackson Enterprises aims to give our customers the best products and service available.	Sarah Wallis	0800 274 427	PO Box 23 163 Hunters Corner Auckland	sarah@jel.co.nz www.jel.co.nz
82	KARNDÉAN DESIGNFLOORING Karndean Designflooring is one of the world's leading suppliers of luxury vinyl tile flooring. Karndean is ideal for busy healthcare environments, where cleanliness and durability are of paramount importance. With faster installation and proven durability, Karndean wood- and stone-effect floors are designed for a long, low-maintenance life and minimal interference with daily routines.	Deepal Khatri	+61 3 9755 4931	835 Stud Road Knoxfield Melbourne, Victoria Australia	deepal.khatri@karndean.com.au www.karndean.com
72	LEECARE SOLUTIONS Leecare Solutions proudly supports a full spectrum of more than 620 residential aged care providers and retirement villages — from small independent homes to multi-facility organisations and campuses across Australia, New Zealand and Singapore. From helping you deliver better care and services, to ensuring you optimise revenue for your efforts, and understanding your business to manage risk and capitalize on opportunities, it's all available on the industry's leading aged care EHR platform, Platinum 5.	Marina Riley	0275 651 781	1005A Mt Alexander Rd Essendon, Victoria Australia	marina@leecare.com.au www.leecare.com.au
16	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 021 263 7223	10 Dock Street Auckland	carol.mcmillan@materialised.com www.materialised.com
102	MEDCALL HEALTH PERSONNEL LIMITED & CARE DIRECT Medcall is a health recruitment and staffing company — we will be displaying only our services, and we 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
81	MEDI-MAP Cloud-based real-time, electronic charting bringing care facilities, pharmacies and prescribers into a shared interface for complete and comprehensive medicine management.	Greg Garratt	0800 298 363	8/9 Sir Gil Simpson Dr Burnside Christchurch	greg@medimap.co.nz www.medimap.co.nz
45	MIRACLE ELECTRONICS LIMITED Miracle Electronics provides emergency call systems — both wired and wireless — the Wandershield system for preventing patients wandering into unsafe areas, and Infra-Red bed occupancy monitors.	David Burger	04 385 1293	PO Box 7280 Wellington	david@miracle.co.nz www.miracle.co.nz
4	MOMENTUM HEALTHWARE A global leader in interoperable enterprise software and wireless nurse call systems for aged care, with three main products: Assessment Management System manages interRAI and other aged care assessments; Momentum EHR is care management software for aged care facilities; RTLS In Motion is a wireless nurse call system with RTLS.	Morgan Sinclair	+1 204 231 3836	308-131 Provencher Blvd Winnipeg Manitoba Canada	msinclair@momentumhealthware.com www.momentumhealthware.com
67	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

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No stand	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 our website.	Deborah Starr	027 246 3011	PO Box 1784 Shortland Street Auckland	deborah.starr@nz.nestle.com www.nestleprofessional.co.nz
70	NEW ZEALAND TERTIARY COLLEGE New Zealand Tertiary College is a tertiary education provider with a 35-year history. The college currently offers Level 3 and 4 health and wellbeing programmes that are NZQA approved, Careerforce endorsed, and recognised under the pay equity settlement agreement. Flexible study modes, outstanding student support, and courses focused on person-centred care are just some of the unique study aspects offered by NZTC. Scholarship opportunities available.	Enrolments Team	09 520 4000 03 366 8000	PO Box 17143 Greenlane Auckland	melissa.harrison@nztertiarycollege.ac.nz www.nztertiarycollege.ac.nz
43	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 223 385	PO Box 21 533 Henderson Auckland	laura.c@nitrogenx.co.nz www.nitrogenx.co.nz
80	NOIROT NEW ZEALAND LTD Energy efficient panel heating and Braun digital thermometers.	Derrick Paull	09 916 0960	PO Box 38569 Howick Auckland	derrick@keyserviceltd.co.nz
90	OLLIE AT HOME Ollie at Home is a New Zealand-based company specialising in multi-layered waterproof clothing protectors and care products for the adult and aged care industries. Our products provide a bright and fresh approach to preserving the dignity of loved ones in care. With reinforced construction for added durability, Ollie at Home products are designed to withstand daily use and commercial laundering conditions, and have been successfully trialled in care facilities throughout New Zealand and Australia. Our products incorporate high-quality fabrics in a variety of colours and prints.	Tracey Harfoot	021 541 905	8 Thornton Road Cambridge	info@elephantollie.co.nz www.elephantollie.co.nz
35	ONTERA	Kevin Harkin	+61 2 8838 2500	171 Briens Road Northhead NSW, Australia	kevin.harkin@milliken.com
89	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	PO Box 46018 Herne Bay Auckland	ian@paramountins.co.nz www.paramountinsurance.co.nz
85	PJF SERVICES LTD Property services, paint maintenance programs, painting services, pressure cleaning services.	James Fisher	0800 753 583	PO Box 76105 Christchurch	james.fisher@pjf.co.nz www.pjf.co.nz
12, 13	PROCURA SOFTWARE	Rachel Ng	+61 4 2337 8883	Suite 2.02 Level 2, Trinit 2 39 Delhi Road NorthRyde, Australia	rng@complihealth.com www.procura.com.au
88	QPS BENCHMARKING QPS is the largest benchmarking provider across Australia and New Zealand, with over 17 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 reporting system designed specifically for corporate and clinical governance, to identify your risks at both the corporate and individual home/service level.	Adam Holcroft	+61 2 4229 5880	PO Box W69 West Wollongong NSW, Australia	office@qpsbenchmarking.com www.qpsbenchmarking.com
101	QUALITY LIFE We are NZ's leading specialist in activity solutions for the aged care sector, offering a wide range of products for your client's every recreational need — from dementia-specific to sensory, cognitive to spiritual, and much more. So do stop by to see our extensive range and talk to us about your facility's recreational needs. We are here to help.	Linda Hoogenboom	06 210 0443	547 Kuku Beach Road RD 2 Levin	qualitylife@hotmail.co.nz www.qualitylifeonline.co.nz
60	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, reporting changes. MimoCool is a new product automatically monitoring/logging fridge temps around the building. It includes audit data and alerts.	John Williams	021 491 661	PO Box 106 232 Auckland	johnw@mimocare.co.nz mimocare.co.nz
93	READY PRESS PRINT LIMITED For over 40 years, our family-owned company has proudly provided a full service, one-stop print and promotional product experience for customers. From print to promotional products, invoice books and pocket folders, to saddle-stitched magazines and much more, the Ready Press team can guide you through your project, on time and within your budget.	Ken Lee	09 818 1615	PO Box 20 213 Glen Eden Auckland	maxine@readypress.co.nz www.readypress.co.nz

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84	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-sludging is required with any of our machines; the machine will do all the dirty work for you.	Robert Hodge	0800 902 054	M100 Private Bag 300 987 North Shore City	accounts@rhima.co.nz www.rhima.co.nz
91	ROCHE DIAGNOSTICS NEW ZEALAND Roche Diagnostics provides a broad range of innovative diagnostic tests and systems that play a pivotal role in the early detection, targeted screening, evaluation and monitoring of disease. If you have had a sample taken for a lab test in New Zealand, it is more than likely that the results you received were obtained on a Roche system. Roche Diagnostics Point of Care testing portfolio includes the CoaguChek family of products — proven to better manage Warfarin, testing INR at the point of care.	Keryn Smith	09 259 5173	15 Rakino Way Mount Wellington Auckland	keryn.smith@roche.com www.coaguchek.co.nz
92	SENSORY CORNER Sensory Corner is the leading supplier of sensory and motor therapy products. We specialise in all things related to the seven senses. We manufacture weighted blankets and other weighted products here in NZ. Please come by and visit our fun and exciting stand!	Rachel Cheung	09 271 0951	PO Box 17057 Greenlane Auckland	rachel@sensorycorner.co.nz www.sensorycorner.co.nz
39	SERVICEIQ ServiceIQ is the Industry Training Organisation (ITO) that covers hospitality. We offer Level 3 to Level 5 NZQA-registered workplace training and apprenticeships for kitchen and supervisory staff. We cover catering services, cookery, supervisory, management and lots more. As a not-for-profit organisation, training is low cost and sometimes even free!	Tracey Kravitz	09 337 7535	PO Box 105 944 Auckland	Tracey.Kravitz@serviceiq.org.nz www.serviceiq.org.nz
75	SMITH & NEPHEW LTD Smith & Nephew supports healthcare professionals in their daily efforts to improve the lives of their patients. We do this through a pioneering approach to the design of our products and services, by securing wider access to our diverse technologies for more customers, and by enabling better outcomes for patients. We deliver complete wound-management solutions through our pioneering products in wound prevention, initial wound bed preparation, through to full closure with a focus on exudate management, barrier protection and infection management. We work hard to support healthcare professionals in the treatment of wounds, enabling better outcomes for their patients.	Tracy Shores	09 828 4059	PO Box 316 005 Wairau Valley Auckland	diane.ng@smith-nephew.com www.smith-nephew.com/ new-zealand
26	SOUTHERN HOSPITALITY/MOFFAT Food service equipment and meal delivery solutions. Domus laundry options, washer extractors & tumble dryers.	Shane Gibson	021 385 235	12 Roberts Street Dunedin	shane@southernhospitality.co.nz www.southernhospitality.co.nz
76	SPEED QUEEN LAUNDRY SYSTEMS The largest commercial laundry company in Australasia. Established in 1908 in Wisconsin, USA, Speed Queen has grown over the last 100 years to be the largest manufacturer of commercial laundry equipment in the world. We believe our products to be the best and most reliable on the market, which is why all Speed Queen products are backed by the longest warranties in the industry. We are Laundry, Tough As.	Chris Evans	09 528 5600	225 Taniwha Street Glen Innes Auckland	chris@speedqueen.co.nz www.speedqueen.co.nz
51	TENA & TORK TENA modern and traditional continence aids and TORK professional hygiene.	Catherine Robertson	027 836 6773	Private Bag 93 100 Auckland	catherine.robertson@asaleocare.com www.tena.co.nz www.tork.co.nz
79	TERENCE AUSTIN FOOD CONSULTANT FOR AGED CARE Provide the training and knowledge for facilities to upskill their staff. With the result being better-quality food backed up by a service to match. From kitchen layouts to menu designs, through to kitchen flows on to food displays. Whatever the need is what I can focus on.	Terence Austin	027 486 6622	Auckland	restaurant.concepts@extra.co.nz terenceaustinfoodie.nz
79	THE PURE FOOD CO Restoring Appetite For Life. Nutrition-packed purees and mashes using the best chef, dietetic, food tech and textural experts to deliver meal experiences like no other. Come and see us if you want to see how to reduce risk, improve clinical outcomes from good nutrition and improve meal experience cost-effectively, for residents most at risk.	Sam Bridgewater	0800 1 PURE FOOD	PO Box 107804 Ponsonby Auckland	sam@thepurefoodco.co.nz www.thepurefoodco.co.nz
1	TIMETARGET	John Burnett	021 468 735	196 Wordsworth Street Christchurch	john@timetarget.co.nz www.timetarget.co.nz/solutions
48	TONIQ 1CHART 1CHART is a cloud-based medication management system that gives community pharmacists, general practitioners and aged care professionals real-time access to their patients' medication information.	Luke Tilson	03 974 9411	PO Box 8831 Christchurch	luke@toniq.co.nz www.1chart.nz
24	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	raewyn.sutherland@uslmedical.co.nz www.uslmedical.co.nz

STAND/S	COMPANY NAME / DETAILS	CONTACT	PHONE	ADDRESS	EMAIL / WEBSITE
56	VCARE INTERNATIONAL The world-class software solution for your rest home, hospital or retirement village — managing your administrative, billing, care and compliance needs efficiently, so you can 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	brittany@vcaresoftware.com www.vcaresoftware.com
61	VENDELLA	Brad Person	0800 836 335	124 Meadows Rd Washdyke Timaru	brad@vendella.co.nz www.vendella.co.nz
87	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
100	WARWICK FABRICS LTD Warwick Fabrics is a key supplier of both residential and commercial furnishing fabrics. We provide upholstery and drapery fabrics, synonymous with style for retirement and healthcare facilities.	Libby McKay	027 479 0008	PO Box 100 721 Auckland	libby@warwick.co.nz www.warwick.co.nz
20	WHITELEY CORPORATION NZ Whiteley Medical is a leading global innovator in advanced cleaning and disinfecting products for the healthcare environment. With over 80 years of intensive research and development, Whiteley Medical delivers a complete range of products that are manufactured to international standards. The Whiteley Medical products range caters for aged care, CSSD, domestic services, endoscopy, infection control and other areas. The company maintains a reputation in the industry for extremely high standards in manufacturing, distribution and technical support.	Hannah Walmsley	0800 257 352	PO Box 22 519 Otahuhu Auckland	whiteley@whiteley.com.au www.whiteley.com.au

2017 Conference Floorplan



The NZACA voices strong opposition to any proposed changes to immigration policy

The aged residential care sector recognises and supports the Government's desire to see New Zealanders employed over and above migrants: this sector actively works to recruit New Zealanders. However, the lack of New Zealand registered nurses and caregivers means the sector must look to immigrants to ensure our ever-growing numbers of frail and vulnerable older people are competently looked after.

Care of older New Zealanders could be compromised under recent changes and proposed changes to visa settings. The changes do not reflect the short-term employment needs of the aged residential care sector. Migrant workers are essential to ensuring we can deliver continuous quality care to all older New Zealanders living in aged residential care facilities.

Approximately a third of the caregiver workforce is on some form of work or residence visa. NZACA members put significant efforts and rigorous process into recruiting the best caregivers — and always with a preference for New Zealanders. But they struggle to recruit Kiwis as caregivers or registered nurses, as they are generally not attracted to the work. For those who do apply, many are unsuitable for the work due to inadequate literacy levels, failing drug tests or having a criminal record: in a recent example, a person referred from Work and Income had a criminal conviction for stealing from an elderly person.

Once employers have exhausted the New Zealand workforce pool, they must look to migrant workers to provide the care required; they have no other option. The recently announced pay equity settlement will make a difference in lifting wages within the sector, and may attract more Kiwis, but immigration will still be essential in addressing gaps. Therefore, any changes to immigration policy would seriously affect the recruitment of a valuable labour force, disrupt continuity of care, create higher churn, add cost for employers, and hinder training and upskilling.

A summary of the changes and proposed changes can be read below. The NZACA has made two submissions to the Government on these changes and has met with the Minister for Immigration and the head of immigration at the Ministry for Business, Innovation, and Employment. We regularly meet with immigration officials to voice our concerns on the proposed changes and also to work through operational issues around visa renewal that our members are experiencing. Further, we have also met with former Labour Leader Andrew Little and NZ First Leader Winston Peters, as well as other politicians, to discuss our concerns at any proposed changes to immigration policy.

Review of Essential Skills Work Visa (temporary migrant work) settings

In April 2017, the Government announced a proposed suite of change to the Essential Skills Work Visa, in order to reduce the number of temporary migrants in New Zealand. Proposals include:

- the introduction of a maximum duration of three years for lower-skilled Essential Skills Work Visa holders, after which there will be a minimum stand-down period before they can apply for another lower-skilled Essential Skills Work Visa
- aligning the new skill level requirements with the ability of Essential Skills Work Visa holders to bring their children and partners to New Zealand
- the introduction of remuneration bands to determine the skill level of an Essential Skills Work Visa holder, which would align with the remuneration thresholds being introduced for residence applicants under the Skilled Migrant Category.

The NZACA has made a robust submission arguing against these proposals and continues to meet with Immigration NZ officials to discuss how these changes will negatively affect the aged care sector. The main points of our argument are as follows.

- There is no evidence to suggest that migrants are taking jobs from New Zealanders: as immigration grows, unemployment is falling.
- The NZACA and the ARC sector is working with MSD and following all necessary requirements to try to recruit New Zealanders into registered nurse and caregiver roles. However, with an increase of 1,000 caregivers needed per year, the sector still needs the ability to employ migrant caregivers.
- Level 4 caregivers must be recognised as Level 3 on the ANZSCO scale.
- The proposed stand-down period after three years would result in a lack of highly trained caregivers, who (if the ANZSCO scale does change) will never be able to transition to permanent residency.
- The NZACA is requesting the 'grandparenting' of existing caregivers in New Zealand who have been on Essential Skills Work Visas for a long period of time. These caregivers should be given the opportunity to apply for permanent residency (similar to the South Island Contribution Work Visa — see below).

- Many caregivers currently enter on the partnership visa. If the Government removes the ability for Essential Skills Work Visa holders to bring their partners to work in New Zealand, the sector is likely to lose a significant number of caregivers who will no longer qualify to work here.
- The NZACA recommends an approved and accredited employer programme for the sector.

South Island Contribution Work Visa

A person who has been working in the South Island on an Essential Skills Work Visa (temporary visa) for five years or more, and is younger than 55, can currently apply to transition to permanent residency. The NZACA is encouraging its South Island members to urge any of their staff who qualify to apply for this.

Introduction of Skilled Migrant Category (SMC) remuneration thresholds

In April 2017, the Government announced that remuneration thresholds under the SMC will be introduced from mid-August 2017. These remuneration thresholds are linked to ANZSCO Skill Levels 1, 2 and 3. Most migrant RNs applying to work in the aged care sector should meet this threshold. However, in spite of the recognition of NZQA Level 4 for some caregivers, this is not

recognised on the ANZSCO scale at Level 3, so caregivers will not be able to apply for work in aged care under the SMC.

Skilled Migrant Category points threshold change

In October 2016, the SMC points threshold was changed overnight: only SMC Expressions of Interest with 160 or more points are now selected. While it was acknowledged by Immigration NZ that this would cut the number of aged care registered nurses employed under the SMC by half, they are not prepared to make any exceptions. The result of change is that 257 fewer applicants would be employed in the aged residential care sector in the year following this change.

SMC remuneration threshold consultation

The NZACA made a submission to Immigration NZ in November 2016 on the discussion document around the introduction of remuneration thresholds to help define skilled employment. As our members are unable to pay registered nurses in the aged care sector as much as they will receive in other sectors, introducing salary thresholds penalises those who want to work in the aged care sector.

Management/leadership workshops

As a manager/leader, do you feel as if you are mother, agony aunt (or uncle) and every other thing? Do you spend the day feeling as if you are just getting through by juggling priorities and surviving, but perhaps not clearly achieving and moving forward as you ideally would wish.

Recently, the NZ Aged Care Association, sponsored by Careerforce, ran five management/leadership workshops throughout the country covering building and leading a team, the challenges and value of external audits (including minimising partial attainments and achieving recognition for continuous improvements), ethical and cultural dilemmas, and health and safety. The presenters, Rhonda Sherriff and Judith Johnson, are well experienced in the aged care sector. This was appreciated by attendees, who were able to share and network with others who understood the

demanding role of managing/leading a team and staying sane, while coping with the many varied challenges that one is exposed to in aged care.

There was very positive feedback from the workshops. Attendees valued the opportunity to share ideas and knowledge, network with others, learn from those who were more experienced (or were in a similar situation to themselves) and be exposed to new ideas and information. Many participants verbalised the value of having a day away 'from the facility' and the 'head space' to think and plan, and return to work more enthusiastic and motivated.

Requests have been received by the NZACA to repeat the above and also run more workshops on a range of topics suggested by attendees. Please contact the office if you are interested in attending the above.



Influenza and aged care

There is a chill in the air and winter is definitely on its way. The winter months herald warm clothes, cold crisp mornings, more time spent indoors and influenza season. For those of us who work in aged care, we've been preparing for influenza season for a while now — the influenza vaccination became available in March, and most facilities will have now vaccinated their residents and hopefully their staff, too. The contents of outbreak boxes will need to be checked and restocked as necessary, and education sessions targeting staff, residents and even relatives on influenza may be scheduled. The focus of this month's Infection Control update is influenza — looking at prevention, infection control and outbreak management.

What is influenza?

Influenza is a highly contagious respiratory viral infection seen most commonly in winter, with the highest rates of infection occurring in July and August. The elderly are very vulnerable to significant illness and serious complications from influenza, and in this age group influenza can result in hospitalisation or even death.

Signs and symptoms of influenza

Residents often present with a cough, sore throat, breathing difficulties, myalgia (muscle pain), fatigue, rigours or chills, headache and sometimes fever (although in the elderly, fever may not be present). Pneumonia may develop directly from influenza infection or from secondary bacterial infection.

The worst symptoms usually last about 5 days, but coughing can last up to 2-3 weeks.



Mode of transmission

Influenza is spread via droplet and contact transmission.

Influenza is spread from person to person by inhalation of infectious droplets produced while talking, coughing and sneezing. These infectious droplets can spread up to two metres when an infected person coughs or sneezes. These droplets land in the mouths or noses of people who are nearby or are inhaled into the lungs, causing infection. The virus can also be transmitted via air in confined spaces — for example, if you are in an elevator with someone who coughs or sneezes.

Transmission can also occur through direct and indirect contact. The influenza virus may persist on hard surfaces for 1-2 days, particularly in cold conditions. Often a person with influenza will frequently touch their nose or eyes, transferring the virus onto their hands. They then touch other surfaces: — rails, door handles, bathroom doors — contaminating them with the flu. When you touch a surface with the flu virus on it, and then touch your own mouth or nose, you can transmit influenza to yourself.

Infectious period

Those sick with influenza may shed the virus for up to 24 hours before the onset of symptoms and until 7 days after the onset of symptoms.

Patients are considered no longer infectious if 24 hours have elapsed since the resolution of fever, provided that either:

- they have received 72 hours of anti-influenza medication, OR
- 5 days have elapsed since onset of respiratory symptoms (according to CDC).

Infection prevention

- Vaccination of staff and residents. Healthcare workers who get vaccinated help reduce: transmission of influenza, staff illness and absenteeism, and influenza-related illness and death
- Cough etiquette
- Promotion of hand hygiene
- Education for staff on topics such as signs and symptoms of influenza, vaccination, outbreak management, correct use of PPE, and hand hygiene



Outbreak definition

Two or more cases in residents within a 72-hour period exhibit signs and symptoms of influenza-like illness (during influenza season) when in a unit/ward or geographically distinct areas.

Outbreak management

- Communication — alert all staff of the outbreak as soon as you can (ensure communication is clear and concise).

- Encourage symptomatic residents to stay in their rooms as much as possible, including restricting them from attending communal activities and requiring them to take their meals in their room (this may be difficult for clients with dementia). It is suggested that residents are confined to their rooms for five days after the onset of illness, or until the symptoms have completely resolved, whichever is the shorter.
- Care for residents using droplet precautions (surgical masks plus apron and gloves for direct care).
- Promote hand hygiene.
- Encourage respiratory etiquette.
- Provide staff education and training.
- Install signage.
- Increase cleaning.
- Cease group activities/communal dining/outings as necessary.
- Monitor staff illness from respiratory tract infection and encourage staff with influenza to take time off on sick leave.
- Avoid moving residents and staff between different units or wings of the facility.
- Before sending residents to hospital, inform the hospital and transport staff of the outbreak.



Influenza education resources

Influenza vaccination information for healthcare workers:

Health care personnel (<https://www.cdc.gov/flu/healthcare-workers.htm>)

Resources

<http://www.fightflu.co.nz/faq>

<https://www.cdc.gov/flu/index.htm>

<https://www.cdc.gov/flu/professionals/infectioncontrol/ltc-facility-guidance.htm>

New Zealand audio-visuals

<http://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/influenza/flu-stories>

New Zealand weekly influenza statistics

https://surv.esr.cri.nz/virology/influenza_weekly_update.php

Influenza audio-visuals

<https://www.youtube.com/watch?v=gXIDTzusIEI>

<https://www.youtube.com/watch?v=3vw0Hls2LEg&t=2s>

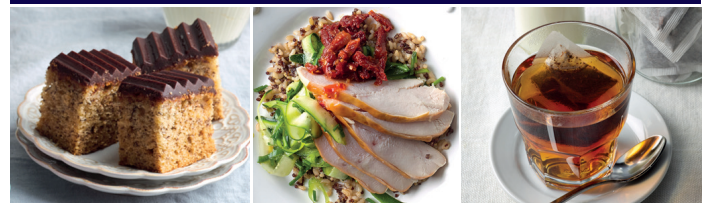
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Do your loved ones know your end of life preferences and wishes?

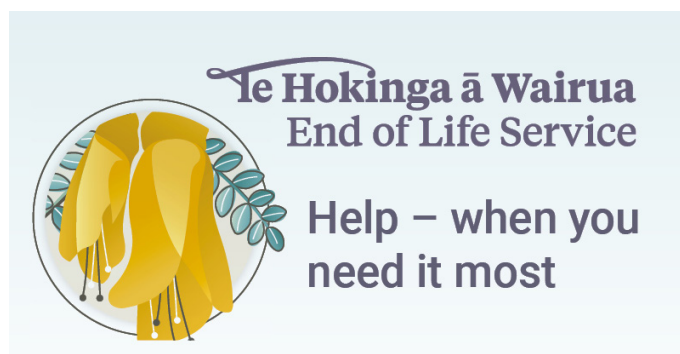
There are lots of important things we need to think about around our preferred end of life wishes, and it's even more important that we have these conversations with our whānau and friends.

Te Hokinga ā Wairua End of Life Service is a new cross-agency initiative that can help get you thinking, and it is a great starting point to create conversations with those we love.

The new, free online service has been developed by the Department of Internal Affairs, Ministry of Health, Ministry of Social Development, Ministry of Justice, Inland Revenue and ACC, with valuable advisory support from the Funeral Directors Association of New Zealand, New Zealand Law Society and Mary Potter Hospice.

For many people, talking about death with whānau and friends isn't something that comes naturally, but it should be. Things can be greatly eased for loved ones when they understand more about what's happening following a death and what someone's wishes are. Whether experiencing the loss of a loved one, or planning end of life wishes, it can be difficult to know what to think about and what to get organised.

Te Hokinga ā Wairua End of Life Service provides people with the information and tools they need to create a personalised plan of their preferences, which they can print or download to share with people they choose. It's easy to add information to the plan, such as important details and contacts, insurance, wills, funeral or memorial service wishes. This helps to ease the burden of decision making for next of kin during what is already a difficult time, and helps estate executors to wind up affairs following the death.

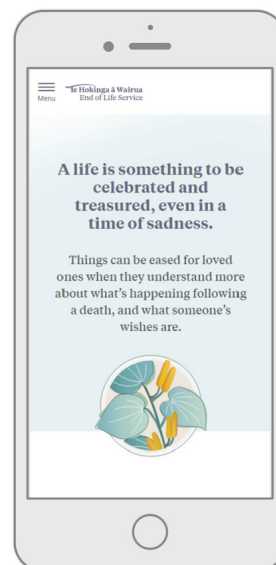
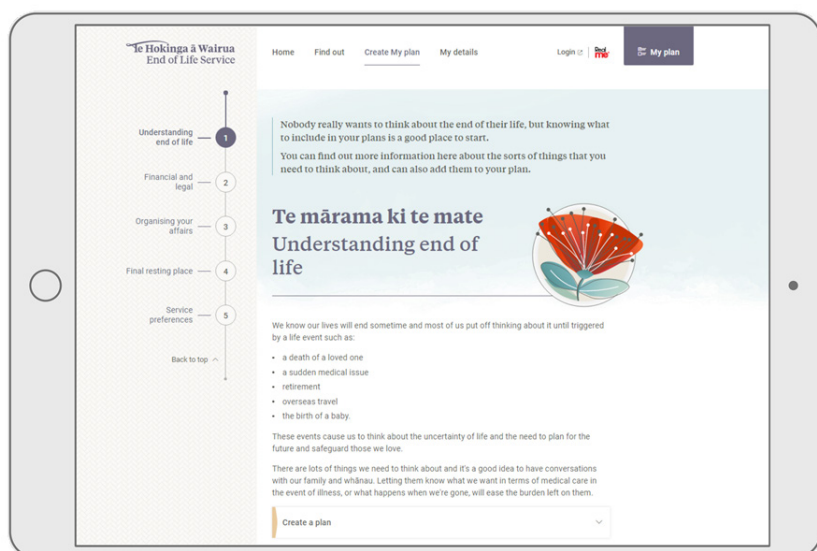


The service also provides guidance for those experiencing the loss of a loved one, with a clear and concise timeline of what to do in the days, weeks and months following the death. Practical advice such as finding a funeral director, guidance on funeral and memorial service options, financial assistance, and details about wills and estate administration are all consolidated in one easily navigated place. Having many options in one place gives people the information they need to make decisions at their own pace, in their own time.

Te Hokinga ā Wairua End of Life Service has been developed to make a meaningful difference to people's lives. It is a tool which has been created to meet people's needs for access to clear and impartial information about their options — both to encourage and assist people to get organised, and to act as a guide for the difficult experience of losing a loved one. Talking about our own wishes and preferences really is a conversation worth having.

Visit Te Hokinga ā Wairua End of Life Service to create your own plan of end of life preferences online at www.endoflife.services.govt.nz

Te Hokinga ā Wairua End of Life Service



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INsite's new look hits the mark with readers

INsite editor Jude Barback reflects on how New Zealand's aged care and retirement magazine is performing since taking the online-only plunge six months ago.

It wasn't an easy decision to depart from the print version of INsite. We knew that our readers enjoyed the quarterly print issues, but it was difficult to convey this to advertisers, upon whom INsite's future depended.

So, with the support of the NZACA and the RVA, we moved to an online-only model in January this year. This involved a complete revamp of the website and a change of approach — delivering all the things INsite readers had come to expect and enjoy, like big features, profiles, reviews and opinion pieces, as well as up-to-the-minute news, updates and product info.

We made the decision to no longer charge readers to access INsite. All content would be freely available, and readers would be encouraged to subscribe for free to weekly email updates.

Six months on, it is immensely gratifying to see the new approach is hitting the mark. Our subscriber base has increased by 82 per cent, to around 1,000 readers. The open-rates for the weekly emails have increased by 64 per cent and are over twice the marketing and ad industry average. Our article click rates have improved by 190 per cent, and the average website sessions by 350 per cent! As a result, advertisers can now see more concrete evidence that INsite readers are truly engaged.

Stats aside, in many ways the feedback from readers has been the real proof that the new-look INsite is hitting the mark. It is rewarding to hear that they are finding the content useful and engaging and that they value their industry magazine in its new paperless format.



Here are some of the most-read INsite articles in the past six months.

Opinion: what the pay equity settlement really means for aged care

Immigration changes ignore reality: Kiwis don't want caregiver jobs

Rest homes fear closure following pay equity settlement

Simon Challies' exit interview: "I was transformed from an accountant into someone more human"

Home care sector: on the edge of crisis

We're grateful for the NZACA's ongoing encouragement as our publication goes from strength to strength. It is a pleasure to work with such a great sector. Thank you for your article suggestions and feedback — please do keep them coming!

If you're not already signed up to receive our weekly INsite emails, you can do so at www.insitemagazine.co.nz. Please encourage your colleagues to do so as well! You can also contact Jude on editor@insitemagazine.co.nz.



Aged care education - now there is a choice

High-profile Australian and UK aged care education has arrived in NZ. The education is specific to aged care and brings a new and modern dimension to aged care education.

The Aged Care Channel works internationally across Australia, England and Ireland and partners with organisations to provide holistic education resources to aged care.

So who are the Aged Care Channel and how do they do this? The quick answer is that they provide high-quality online education resources specifically for aged care, but that only tells a small part of the story

The Aged Care Channel believes that the quality of care for older people can be transformed by using the power of storytelling. The courses engage the learner by using actual staff and residents to tell the story behind the person and this delivers the messages in a very powerful way. By telling the human story, engagement is high and then staff can be informed of best practice and this inspires the delivery of high-quality care.

Julie Sparks, who previously ran Health Ed Trust and the ACE Programme, will be leading the introduction of the company in NZ. Julie says, "I'm delighted to be working with this team who produce high quality resources using such an inspiring method. There are approximately ninety courses addressing not only the expected topics such as falls, infection control and dementia, but also many topics outside what have previously been available. Examples include: Head-to-Toe Assessment,

Basic Clinical Skills for Care Staff, Oral Health, Bullying and Harassment. Education is going to be more relevant and understandable than ever before."

The Aged Care Channel understands that in order to engage, inform and inspire care staff, it's important to provide quality content that can be delivered to suit busy lifestyles. The resources are easily accessed and delivery is flexible — using a computer, tablet or smartphone, either at home, at work or anywhere you have an internet connection. One facility gives out McDonald's vouchers so that staff can watch a course on their Wi-Fi while having a free coffee!

The Aged Care Channel is sponsoring two speakers at the NZ Aged Care Conference. The session presents two case studies from facilities in Australia that are using education in an innovative way. Look out for this at the conference: *Co-design your own learning community* and *Mentor emerging leaders in aged care*.

With the current changes with the pay equity settlement, the focus is on education and qualifications like never before and it is an exciting time to be launching a new education option. It is important, however, to remember the reason education is so vital is to improve the lives of the people involved—both staff and residents.

Julie Sparks
Aged Care Channel
Ph 027 4438659
www.acctv.co



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QUERY?

Need some professional advice?

This is a member service to help answer those questions and queries which crop up from time to time around auditing, policies and procedures, the ARRC contract, clinical operational issues, standards, and dealing with difficult residents and staff.

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.

Rhonda's time in the sector has allowed her to develop a unique understanding of the varied aspects required to operate a successful business such as ensuring quality care delivery, meeting compliance requirements, dealing with HR issues, and overall Care facility management.

0800 445 200 or helpline@nzaca.org.nz Monday to Friday 9am-5pm

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