

# Programme 2008



**Venue** Wellington Convention Centre: Wellington Town Hall (WTH) and Michael Fowler Centre (MFC)  
**Date** Thursday 19 June 2008  
**Chair** Rae Lamb

- 7.30am – 8:30am** **Registrations**  
Foyer (WTH)
- 8.30am** **Welcome and housekeeping (Rae Lamb – Chair)**  
Main Auditorium (WTH)
- 8.40am** **Opening comments (Minister of State Services)**  
Main Auditorium (WTH)
- 9.00am** **Keynote Address (Mark Moore) – HD Video link**  
Main Auditorium (WTH)
- 9.45am** **Chief Executives Address on New Zealanders' Experience Research**  
(Mark Prebble, State Services Commission, Maarten Wevers, Department of the Prime Minister & Cabinet, John Whitehead, The Treasury)  
Main Auditorium (WTH)
- 10.30am** **Morning tea / Exhibits**  
Renouf Foyer (MFC)
- 11.00am** **Case Study Presentations (session 1)**
- **Royal New Zealand Navy**  
Pursuit of Excellence programme  
Main Auditorium (WTH)
  - **Department of Labour**  
Proactive Client Communications Project  
Ilott Theatre (WTH)
  - **The Police**  
Service First – Making Every Contact Count  
Civic Suite (WTH)
  - **Wairarapa District Health Board**  
Reshaping Services  
Civic 3 (WTH)
  - **Ministry of Justice**  
Service improvement in District Courts  
Square Affair (WTH)
  - **Ministry of Social Development**  
Action on Youth Gangs  
Lion Harbourview Lounge (MFC)
- 11.45am** **Case Study Presentations (session 2)**  
Repeat of session 1, see above for details
- 12.30pm** **Lunch / Exhibits**  
Renouf Foyer (MFC)
- 1.30pm** **Keynote address (Angela Coke)**  
Main Auditorium (WTH)
- 2.15pm** **Case Study Presentations (session 3)**
- **Ministry of Agriculture & Forestry**  
Outcome performance monitoring framework  
Main Auditorium (WTH)
  - **State Services Authority of Victoria, Australia**  
Towards Agile Government  
Ilott Theatre (WTH)
  - **Standards New Zealand**  
Developing Standards – the role of stakeholder consultation  
Civic Suite (WTH)
  - **New Zealand Blood Service**  
Research to improve services  
Civic 3 (WTH)
  - **Statistics New Zealand**  
Statistics ... bewildered? Breaking down the barriers between us and SMEs  
Square Affair (WTH)
  - **The Treasury & Ministry for the Environment**  
Emissions Trading Scheme  
Lion Harbourview Lounge (MFC)
- 3.00pm** **Afternoon tea / Exhibits**  
Renouf Foyer (MFC)
- 3.30pm** **Case Study Presentations (session 4)**  
Repeat of session 3, see above for details
- 4.15pm** **Closing address (Iain Rennie – Incoming State Services Commissioner)**  
Main Auditorium (WTH)
- 4.50pm** **Closing remarks**  
Main Auditorium (WTH)
- 5.15pm** **Networking & refreshments**  
Renouf Foyer (MFC)