



Programme 2009

Venue Wellington Convention Centre: Wellington Town Hall (WTH)
and Michael Fowler Centre (MFC)
Date Thursday 18 June 2009
Chair Ray Smith

| | | | |
|-----------|---|---------|---|
| 7.30 am | Registrations | 1.00 pm | Afternoon Keynote Address |
| - 8.30 am | Foyer (WTH) | | (Peter Hughes, Ministry of Social Development; Lesley McTurk, Housing New Zealand Corporation; Murray Sherwin, Ministry of Agriculture and Forestry) |
| 8.30 am | Welcome and housekeeping (Ray Smith) | | Main Auditorium (WTH) |
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| 8.45 am | Opening of the Conference (Minister of State Services, Hon Tony Ryall) | 2.00 pm | Case Study Presentations (Session 3) |
| | Main Auditorium (WTH) | | |
| 9.10 am | Opening Keynote Address (John Allen) | | New Zealand Fire Service |
| | Main Auditorium (WTH) | | From Watchrooms to Classrooms: fire safety education on the frontline |
| 9.55 am | Morning tea / Exhibits | | Civic 3 (WTH) |
| | Renouf Foyer (MFC) | | |
| 10.30 am | Case Study Presentations (Session 1) | | Accident Compensation Corporation |
| | | | Remould; Rebound; Reassess |
| | Commerce Commission | | Civic Suite (WTH) |
| | From Fish Bites to Ribena | | |
| | Square Affair (WTH) | | Ministry of Agriculture and Forestry |
| | Ministry of Social Development | | When Disaster Strikes: Community Support |
| | Cracking the cost-effectiveness conundrum: | | Main Auditorium (WTH) |
| | Was it MSD or the economy? | | |
| | Main Auditorium (WTH) | | Career Services |
| | Office of Ethnic Affairs | | Tuning in to transform services – listen to your clients to strengthen your frontline delivery |
| | The mouse that roared in 39 Languages: | | Square Affair (WTH) |
| | Language Line, telephone interpreting | 2.45 pm | Afternoon tea / Exhibits |
| | Civic 3 (WTH) | | Renouf Foyer (MFC) |
| | Ministry of Transport | 3.15 pm | Case Study Presentations (Session 4) |
| | Road safety – Singing from the same song sheet | | Repeat of Session 3, see above for details |
| | Civic Suite (WTH) | 4.00 pm | Closing Keynote Address (Professor Peter Shergold) |
| 11.15 am | Case Study Presentations (Session 2) | | Main Auditorium (WTH) |
| | Repeat of Session 1, see above for details | 4.45 pm | The Way Forward (Iain Rennie, State Services Commissioner) |
| 12.00 pm | Lunch / Exhibits | | Main Auditorium (WTH) |
| | Renouf Foyer (MFC) | 5.15 pm | DevCon 2009 / IPANZ Gen-i Excellence Awards Reception |
| | | | Renouf Foyer (MFC) |

* Details subject to change