



# Taking Charge of Change

**TRANSFORMATION THROUGH INNOVATION**  
**MĀU TE ARA, WHAIA TE PAE TAWHITI KIA TATA**

# Conference 2016

**Social Service Providers Aotearoa**

**27—28 October 2016, Christchurch**

Images: christchurchnz.com



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# WELCOME TO SSPA CONFERENCE 2016

## Taking Charge of Change: Transformation Through Innovation

**Māu te ara, whaia te pae tawhiti kia tata**

**That path is for you, pursue that which is beyond until it is close.**

E ngā mana, e ngā reo, e rau rangatira mā.

Tēnā koutou, tēnā koutou, tēnā koutou katoa.

Social Service Providers Aotearoa extends a warm welcome to you all. And a special welcome and thanks to all those who are giving a presentation or running a workshop. We are grateful for your contribution.

This will be a packed two days of sharing knowledge, ideas and inspiration. We hope this time away from the day-to-day busyness of work will be a welcome chance to refresh and reflect, and discover new information to take back to your organisation.

The theme of this conference—*Taking Charge of Change: Transformation Through Innovation*—is a timely response to the changes ahead. The conference programme provides an opportunity to find out more about what the changes will mean and how we can respond, innovatively and confidently, to the challenges facing us.

### Acknowledgements

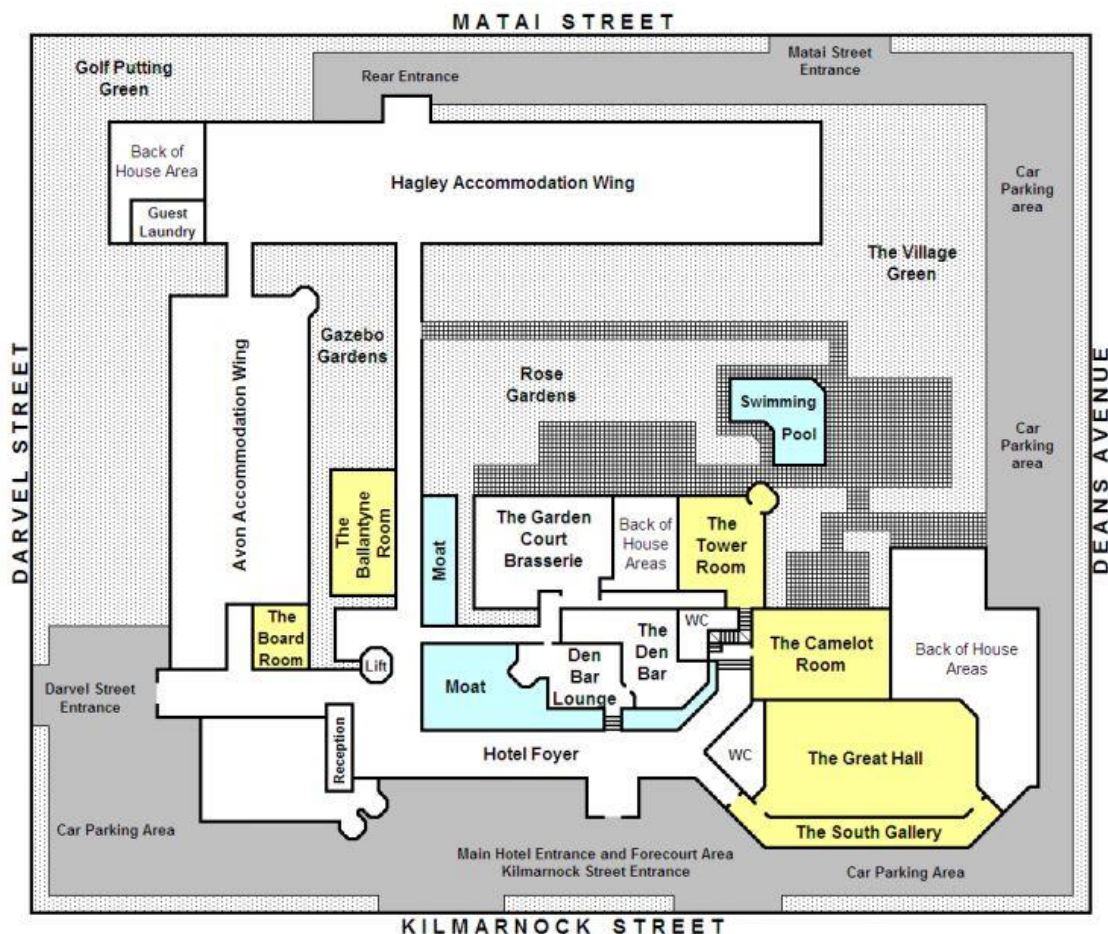
Social Service Providers Aotearoa would like to thank the members of our organising committee who have worked so hard to put together a stimulating and thought-provoking programme for the conference. They are Sahra Grinham, Eve Lafferty, Shane Murdoch, Victoria Newcombe, Satomi Ohnishi, Brenda Pilott, Maggy Tai Rakena, Annette Tomlinson and Moira Underdown.

We extend a big thank you to our sponsors: Careerforce, Ebborn Law and Key Assets, and we acknowledge the funding support of the Ministry of Social Development.

And finally, thank you for your presence and contribution to SSPA Conference 2016.



# VENUE AND TRANSPORT



## TAXIS

Goldband Taxis – 03 379 5795  
 First Direct – 03 377 5555  
 Blue Star Taxis – 03 379 9799  
 The taxi fare to the airport is around \$35.

## AIRPORT SHUTTLE

Shuttle bookings – 0800 SHUTTLE (0800 748885)  
 The airport shuttle fare ranges from \$19 to \$25.

## EXHIBITOR DISPLAYS

### CAMELOT ROOM

All Right? (Thursday only)  
 Barnardos (Thursday only)  
 Careerforce  
 Children's Action Plan (Friday only)  
 Christchurch City Mission  
 Ebborn Law  
 Family Works New Zealand  
 Key Assets  
 Kiistone Business Infrastructure Ltd  
 NZ Public Service Association  
 Rock and Water New Zealand  
 Skylight  
 Toughlove New Zealand (Thursday only)  
 UNICEF New Zealand



# INFORMATION

## CONFERENCE COORDINATOR

To contact the conference coordinator, Sahra Grinham, phone or text 021 528 778

## CONFERENCE INFORMATION AND REGISTRATION

The SSPA information desk is in the main foyer next to the Great Hall. The desk is staffed from 7.30am until 5.30pm to assist with registration, requests or problems.

## CONFERENCE NOTICEBOARD

Located in the main foyer next to the SSPA information desk. Daily notices will be posted here. Conference attendees may post messages on the noticeboard.

## CONFERENCE DRINKS

The hotel's **Den Bar** will be open from 6.30pm on Thursday. A cash bar will operate.

## CONFERENCE DINNER AND ENTERTAINMENT

The **Great Hall** will open at 7.00pm on Thursday for those registered for the conference dinner and entertainment. You need your conference lanyard to gain admission. A cash bar will operate.

If you have not pre-registered but would like to attend the conference dinner, please tell staff at the SSPA information desk **before 2.00pm**. A limited number of places are available.

## DIETARY REQUIREMENTS

If you have not already done so, please tell the information desk if you have any special dietary requirements.

## EMERGENCIES OR URGENT MATTERS

SSPA information desk during conference hours

Conference coordinator Sahra Grinham – phone or text 021 528 778

Hotel concierge.

## GUESTS

If you are expecting a guest, please let the SSPA information desk know in advance and ask your guest to sign-in.

## HEALTH AND WELLBEING

If you have any health conditions or medications we should be aware of, please notify the SSPA information desk. Your privacy will be respected.

## PRIZE DRAW

To mark the launch of an online professional development course on governance for non-profit organisations, Governance Strategies and Xperts have generously donated two free places for SSPA members.

A prize draw is being held during conference. Entry forms are available at the information desk. The winners will be announced at the end of the conference.

The draw is limited to SSPA members.

## INTERNET

Wi-fi is available. Details at the SSPA information desk.

## LANYARDS

Conference lanyards must be worn at all times and are proof of registration for the conference dinner.

## LUGGAGE / LARGE ITEMS

Secure storage facilities are available – enquire at the SSPA information desk. Please do not take luggage or large bags into the conference rooms.

## MOBILE PHONES

Please show respect to speakers and turn off mobile phones and other devices during presentations. If you need to make a phone call, please do so outside the conference room.

## PHOTOS AND RECORDINGS

Please do not photograph, video or record any of the conference presentations unless you have the presenter's permission and have notified the conference coordinator and session facilitator in advance.

SSPA's communications adviser Anne Goodman will take photos during conference. These may be used in SSPA publications. Please let her know if you do not wish to appear in a photo.

## SOCIAL MEDIA

Posting comments and photos of yourself and colleagues:

**Twitter** #SSPA2016

**Facebook** [www.facebook.com/SocialServiceProvidersAotearoa](http://www.facebook.com/SocialServiceProvidersAotearoa)

# THURSDAY, 27 OCTOBER— MORNING

ROOM	WORKSHOP / ACTIVITY	PRESENTERS
<b>FROM 7.30</b>	<b>REGISTRATION AND INFORMATION DESK IN THE FOYER</b>	
<b>8.30—10.25</b>	<b>OPENING</b>	
GREAT HALL 1/2	<b>MIHI WHAKATAU</b>	<b>Aroha Reriti-Crofts</b>
GREAT HALL 1/2	<b>WELCOME FROM THE MASTER OF CEREMONIES</b>	<b>Shane Murdoch</b>
GREAT HALL 1/2	<b>OPENING ADDRESS</b>	<b>Shane Murdoch</b> SSPA Chair <b>Brenda Pilott</b> SSPA National Manager
	<b>MORNING TEA 9:55 to 10:25</b>	
<b>10:30—11:30</b>	<b>WORKSHOP SESSIONS</b>	
GREAT HALL 1/2	<b>INTEGRATING FAMILY VIOLENCE AND CHILD PROTECTION INTO PRACTICE</b> An analysis of family violence and child protection that offers practical clinical skills.	<b>Graham Barnes</b> SHINE <b>Alan McGlade</b> Child Matters
CAMELOT	<b>COLLABORATION IN ACTION</b> Te Kahu Oranga is a collaboration focused on delivering effective and accessible services to tamariki and whānau in Northland.	<b>Bronwyn Hunt</b> Te Rarawa Anga Mua <b>Marihi Langford</b> Ngati Kahu Health and Social Services <b>Katie Murray</b> Waitomo Papakainga <b>Dee-Ann Wolferstan</b> Te Whare Ruruahau o Meri Trust <b>Shona Hobson</b> MSD Community Investment
BALLENTYNE	<b>SLIPPING DOWN LADDERS AND CLIMBING UP SNAKES</b> The experiences of care leavers who went to university, and possible lessons for others in care or moving from care.	<b>Iain Matheson</b> Matheson Associates; Massey University
GREAT HALL 3	<b>WHAT WORKS</b> Practical resources to help you evidence your results.	<b>Jan Hinde</b> Community Research
<b>11:35—11:50</b>	<b>QUICK FIRE TALK</b>	
GREAT HALL 1/2	<b>WHAIORA ONLINE - MAKING RECOVERY BEAUTIFUL</b> An online platform that tracks the service user's experience, from treatment to independence.	<b>Dallas Hibbs</b> He Waka Tapu <b>Tanith Petersen</b> He Waka Tapu
<b>11:55—12:40</b>	<b>KEYNOTE ADDRESS</b>	
GREAT HALL 1/2	<b>WALKING THE TALK IN CHALLENGING TIMES</b> How the ethics and values of our profession guide us in a changing and uncertain environment.	<b>Nicola Atwool</b> University of Otago
<b>12:45— 1:45</b>	<b>LUNCH</b>	



# THURSDAY, 27 OCTOBER— AFTERNOON

ROOM	WORKSHOP / ACTIVITY	PRESENTER
<b>1:50—2:50 WORKSHOP SESSIONS</b>		
GREAT HALL 3	<b>IT'S ALL ABOUT THE KIDS!</b> Three social workers talk about their focus on children's participation in decisions that affect them.	<b>Julia Hennessy</b> Family Works Central <b>Nici Nixon</b> Family Works Central <b>Taiana Anderson</b> Family Works Central
CAMELOT	<b>SO, IS IT WORKING FOR OUR MOKOPUNA?</b> Contributing to better outcomes for tamakiriki and rangatahi in the conduct problem space.	<b>Pita Te Ngaru</b> Youth Horizons <b>Juliet Erihe</b> Youth Horizons
BALLENTYNE	<b>THE FONUA OLA VOYAGE TO NOW &amp; BEYOND</b> How a small group of social service providers built a network servicing the Auckland Pacific community.	<b>Wesley Tala'imanu</b> Fonua Ola
GREAT HALL 1/2	<b>HE KORERO POUNAMU: TELLING OUR STORIES</b> Stories of how whānau, hapu and iwi are involved in finding solutions that value tamariki, mokopuna, wahine and tane.	<b>Tania Mataki</b> Te Puna Oranga <b>Marcia Marriot</b> Te Puna Oranga
<b>2:55—3:50 PLATFORM PRESENTATIONS</b>		
GREAT HALL 1/2	<b>INNOVATION, INTERVENTION AND INVESTMENT</b> This session includes examples of new approaches that are influencing government thinking on social services.	<b>Fiona Ross</b> New Zealand Treasury
<b>AFTERNOON TEA: 3:20 to 3:30</b>		
GREAT HALL 1/2	<b>NEW CHILD-CENTRED SYSTEM FOR VULNERABLE TAMARIKI AND RANGATAHI</b> An overview of changes underway in setting up the new Ministry for Vulnerable Children Oranga Tamariki.	<b>Grant Bennett</b> Investing in Children Programme <b>Claire Falck</b> Investing in Children Programme
<b>3:55—4:35 KEYNOTE ADDRESS</b>		
GREAT HALL 1/2	<b>CO-DESIGN FOR INNOVATION</b> Explores a more transformational process to supporting families and communities which is beginning to emerge.	<b>Chris Jansen</b> Leadership Lab LinC Project
GREAT HALL 1/2	<b>DAY'S WRAP UP: 4:35 to 4:45</b>	<b>Shane Murdoch</b>
<b>5:30—6:30 SSPA ANNUAL GENERAL MEETING</b>		
BALLENTYNE	<b>SOCIAL SERVICE PROVIDERS AOTEAROA</b> Annual General Meeting for SSPA members.	
<b>6:30 DRINKS AND CONFERENCE DINNER</b>		
DEN BAR	<b>PRE-DINNER DRINKS FROM 6:30</b>	
GREAT HALL	<b>CONFERENCE DINNER AND ENTERTAINMENT FROM 7:00</b>	

# FRIDAY, 28 OCTOBER— MORNING

ROOM	WORKSHOP / ACTIVITY	PRESENTER
<b>8:30–9:15 WELCOME AND KEYNOTE ADDRESS</b>		
GREAT HALL 1/2	<b>WHĀNAU TAKING CHARGE OF THEIR OWN TRANSFORMATION: PATHWAYS OF SELF– DETERMINATION</b> Showcases ways that whānau are using to achieve transformation through an outcome-driven investment strategy.	<b>Helen Leahy</b> Te Pūtahitanga o Te Waipounamu
<b>9:20—10:20 WORKSHOP SESSIONS</b>		
GREAT HALL 3	<b>BUILDING NGO/PRIVATE RELATIONSHIPS</b> A case study of Ebborn Law and Women's Refuges with ideas on creating win-win outcomes with businesses	<b>Erin Ebborn</b> Ebborn Law <b>Jarrold Coburn</b> Ebborn Law
CAMELOT	<b>CHILD-RICH COMMUNITIES</b> The key learnings from a project exploring local and community-led projects that are making a difference.	<b>Lisa Woods</b> Every Child Counts
BALLENTYNE	<b>OUTCOMES, ACCOUNTABILITY AND NGOS</b> Holy grail, black hole or wholly possible?	<b>Garth Nowland-Foreman</b> Community Solutions
GREAT HALL 1/2	<b>WOULD YOU WALK PAST?</b> What was learned from a social media campaign to raise awareness of the need for more foster carers.	<b>Rob Ryan</b> Key Assets Australasia <b>Angie Simpson</b> Key Assets NZ
<b>MORNING TEA 10:20 to 10:40</b>		
<b>10:45—11:30 KEYNOTE ADDRESS</b>		
GREAT HALL 1/2	<b>ADDRESS BY THE MINISTER OF SOCIAL DEVELOPMENT</b>	<b>Hon Anne Tolley</b> Minister of Social Development
<b>11:30—12:30 PANEL DISCUSSION</b>		
GREAT HALL 1/2	<b>SECTOR-WIDE CHANGES: WHAT THESE MEAN FOR ALL OF US</b> Facilitator: Brenda Pilott SSPA	<b>Paula Attrill</b> Investing in Children <b>Murray Edridge</b> MSD <b>Sue Mackwell</b> Children's Action Plan <b>Paul Nixon</b> Child, Youth & Family
<b>12:35—1:45 LUNCH</b>		
TOWER	<b>LUNCHTIME WORKSHOP ON NATIONAL CARE STANDARDS</b> (For those invited to the MSD workshop on the Investing in Children programme. This will consider the National Care Standards for children and young people in state care. Lunch provided.)	
GREAT HALL 1/2	<b>STUDENT CHOIR</b> Lunchtime performance by students from Te Pā o Rākaihautu.	

# FRIDAY, 28 OCTOBER— AFTERNOON

ROOM	WORKSHOP / ACTIVITY	PRESENTER
1:50—2:05 QUICK FIRE TALK		
GREAT HALL 1/2	<b>THE LOFT: PARTNERING FOR PURPOSE</b> The learnings from creating a child and family wellbeing centre bringing together social, community and health agencies into one centre.	<b>Julie McCloy</b> Aviva <b>Bill Pringle</b> Family Help Trust
2:10 — 3:10 PLATFORM PRESENTATIONS		
GREAT HALL 1/2	<b>CREATE YOUR OWN TOMORROW</b> Transformation through workforce development —apprenticeships for social services.	<b>Gill Genet</b> Careerforce
GREAT HALL 1/2	<b>SOCIAL WORK REGISTRATION</b> The review of the Social Workers Registration Act 2003 and the Social Services Select Committee Inquiry into the operation of the Act.	<b>Sean McKinley</b> Social Workers Registration Board
3:10 — 3:45 SPEED DATING		
GREAT HALL 1/2/3	An opportunity to ask questions of Conference presenters in 10-minute rounds.  <b>AFTERNOON TEA AVAILABLE</b>	
3:50 — 4:30 CLOSING KEYNOTE ADDRESS		
GREAT HALL 1/2	<b>WHAT MAKES EVALUATION "FIT FOR PURPOSE"?</b> The importance of evaluation for managing the tension between timely policy development and effective implementation in social services.	<b>Len Cook</b> Families Commissioner
GREAT HALL 1/2	<b>WRAP-UP AND KARAKIA</b>	<b>Shane Murdoch</b> Chair SSPA

# KEYNOTE SPEAKERS



**HON ANNE TOLLEY**

**Minister of Social Development**

Anne Tolley has been MP for the East Coast since 1999 and has held a number of ministerial portfolios, including Police and Corrections. She was appointed Minister for Social Development in 2014

and is now overseeing the establishment of the Ministry for Vulnerable Children, Oranga Tamariki, which will replace Child, Youth and Family from April 2017. Her stated goals are to reduce the number of people with long-term welfare dependence, improve New Zealand's child protection system, and address family and sexual violence. She is also a co-chair of the Ministerial Group on Family Violence and Sexual Violence.



**NICOLA ATWOOL**

**University of Otago**

Nicola Atwool is an associate professor in the Department of Sociology, Gender and Social Work at the University of Otago, New Zealand. She returned to academia at the beginning of 2012 following six

years as a principal advisor in the Office of the Children's Commissioner. Prior to that she was a senior lecturer in social work at the University of Otago and worked with the Children's Issues Centre. Nicola came to academia with nearly twenty years' experience as a practitioner employed by Child, Youth and Family. She holds professional qualifications in social work and child psychotherapy and completed a PhD in 2008.



**LEN COOK**

**Families Commissioner**

Len was appointed Families Commissioner in 2015 and is a member of Superu's Social Science Experts Panel. Superu is the Social Policy Evaluation and Research Unit and was previously known as the Families

Commission. Len's prime interests include public administration, population change and public policy, official statistics and the place of science in policy. He has been the Government Statistician of New Zealand and the National Statistician of the United Kingdom and has served on a wide variety of boards over the years. His main focus is his work for Superu and the Tuaropaki Trust and working with official statistical offices in the Pacific.



**CHRIS JANSEN**

**Leadership Lab**

Chris is a senior fellow at the University of Canterbury, where he teaches and supervises leaders studying in the Masters of Educational Leadership, Post Graduate Diploma of Strategic Leadership and

Masters of Management. Through his consulting role at Leadership Lab, he works alongside organisations in the education, health, business and community sectors in designing and delivering leadership development programmes, change management initiatives, organisational capability and strategic planning. This includes projects such as the Leading Collaborative Partnerships project in the social services sector.



**HELEN LEAHY**

**Te Pūtahitanga o Te Waipounamu**

Helen Leahy is the pouarahi / chief executive of Te Pūtahitanga o te Waipounamu, the whānau ora commissioning agency for the South

Island. Previously, she was chief of staff of the Māori Party and senior ministerial advisor for Hon Tariana Turia. Helen was a member of the expert advisory panel for the modernisation of Child, Youth and Family in 2015 and is a member of the governance forum for the Canterbury Children's Team.

# PRESENTERS AND PANELLISTS



**TAIANA ANDERSON**

**Family Works**

Taiana is the Family Works programme manager with operational responsibility for the family dispute resolution service. She has significant experience in supporting children, families and young people in the community, focusing her practice on children's participation in decisions made about them. Taiana is an experienced group facilitator and fully trained professional supervisor.



**GRAHAM BARNES**

**Shine**

Graham is Shine's senior trainer and provides specialised domestic violence training and policy support to a large range of professionals and organisations. He has worked extensively in the domestic violence sector and related fields since 1984. He has extensive experience and has held key roles with the Hamilton Abuse Intervention Project in Aotearoa and the Domestic Abuse Intervention Project in Duluth, Minnesota.



**ERIN EBBORN and JARROD COBURN**

**Ebborn Law**



Ebborn Law turned four years old in 2016 and for the past two years has been the leading provider of family legal aid in New Zealand. They are known for their willingness to work with the social service sector and have provided free family law workshops across the country. The firm pioneered the use of VLaw® - a technologically advanced way of delivering law across the country.



**CLAIRE FALCK and GRANT BENNETT**

**Investing in Children Programme**



The MSD programme is tasked with leading the fundamental shift required to achieve better outcomes for vulnerable children and young people. This includes developing a system which prioritises the earliest opportunity for a stable and loving family, and which enables children to feel a sense of identity, belonging and connection.



**GILL GENET**

**Careerforce**

Gill's work is in developing a competent, qualified and valued workforce. She has been with Careerforce for more than a decade, providing expertise and momentum on how workplace training is delivered and advanced. She has been a driver of the Kaiāwhina Workforce Action Plan for the aged and disability sectors. Gill sits on the Children's Action Plan workforce advisory group and on EnhanceR2P, the project on enhancing the readiness to practise of newly qualified social workers.



**JULIA HENNESSY**

**Family Works**

Julia is the general manager of Family Works Central and has been a practising social worker and senior manager in the area of children and families for more than 25 years, with a strong focus on children participation in decisions affecting them. An experienced leader, Julia has led projects in both the UK and New Zealand. This includes the introduction of family group conference and restorative justice practices into mainstream service delivery in the UK. She was nominated for the UK Public Servant of the Year award for this work.



**DALLAS HIBBS**

**He Waka Tapu**

Dallas is chief executive of He Waka Tapu, a provider of health and social services in Christchurch. He credits a dual focus on workplace culture and staff ownership of standards as leading directly to better services and believes that creating a work culture focused on effort and effectiveness can mobilise the best creative and hard-working spirit of staff. Dallas is equally interested in the introduction of innovation in health and social services that support people take the lead in their own health and wellbeing



**JAN HINDE**

**Community Research**

Jan is director of Community Research, formerly known as Tangata Whenua, Community and Voluntary Sector Research Centre. Community Research is a capability-building NGO that shares knowledge of effective community practices through webinars and digital resources. It operates on a Treaty of Waitangi basis and advocates the value of effective, community-led research and kaupapa Māori research.



**SHONA HOBSON**

**Ministry of Social Development**

Shona is community investment advisor at the Ministry of Social Development. She was born and bred in Te Hiku with whakapapa to the five iwi of Te Hiku. She says she admires the tūpuna who have led the way for her and her whānau. Shona worked for 16 years as a Strengthening Families co-ordinator in Te Tai Tokerau before taking up the role there as a community investment advisor. She says she loves the strength within communities to come up with their own solutions.

**BRONWYN HUNT****Te Rarawa Anga Mua**

Bronwyn is of Te Rarawa, Te Roroa and Ngāpuhi descent. She is principal advisor to Te Rarawa Anga Mua, the iwi-owned social development trust established to support the intergenerational development of whānau, marae and iwi with a focus on social, environmental, cultural and economic wellbeing. Bronwyn has been involved in Treaty settlement and environmental, iwi and hapū planning, training and research.

**MARIHI LANGFORD****Ngāti Kahu Health and Social Services**

Marihi, a Te Hapua woman, is chief executive officer of Ngāti Kahu Health and Social Services. It assists those with high and ongoing support needs gain access to appropriate services and resources. The purpose is to ensure support within whānau and community to live a satisfying life. The service incorporates the Māori principles of wellness: tinana, hinengaro, wairua and whānau. Marihi has been nominated for a Pride of New Zealand Award for her work in the community.

**JULIE MCCLOY****Aviva**

Julie joined Aviva as marketing and funding manager in 2009 and works in marketing, communications and branding for not-for-profit and commercial organisations. Julie managed Aviva's transition to a new identity after 40 years as Christchurch Women's Refuge, and she has been instrumental in the fundraising and marketing functions which have supported the creation of The Loft. She is a strong advocate for the potential of this new concept in service delivery and the valuable contribution that not-for-profits make to our communities.

**ALAN MCGLADE****Child Matters**

Alan is a child protection consultant for Child Matters and provides training, advice and guidance to professionals working with children and families, as well as to Police and government staff. He spent the past 25 years with the NZ Police, including as an investigator specialising in serious child abuse investigations and as supervisor of the Hamilton Family Safety Team initiative. He also spent five years as domestic violence mentor with the Vanuatu Police Service, driving improvements in legislation, policy and best practice.

**SEAN MCKINLEY****Social Workers Registration Board**

Sean McKinley was appointed in 2004 as the first chief executive and registrar of the New Zealand Social Workers Registration Board. After completing postgraduate studies in industrial and organisational psychology at Canterbury University, he held a variety of positions within the New Zealand justice sector, was programme manager for an international education provider and, prior to his current role with the New Zealand Social Workers Registration Board, was executive director of the professional body for psychologists.

**TANIA MATAKI, MARCIA MARRIOT, ARIANA WILSON  
Te Puna Oranga**

Tania, Marcia and Ariana work collaboratively through Te Puna Oranga, a kaupapa Māori service that uses a holistic approach in stopping the cycle of abuse, restoring self-esteem, dignity and pride, and promoting the wellbeing and health of individuals/whānau/hapū and iwi.

**IAIN MATHESON****Matheson Associates**

Iain specialises in helping social sector organisations to better understand, achieve and evidence outcomes that matter. He is a certified management consultant, qualified social sector evaluator, and accredited MSD capability mentor. His professional background is as a social worker; he has held a senior national leadership role with CYF. Ian founded the LinkedIn Education of Children in Care Network and is a founding member of the International Research Network on the Education of Children in Care. His recently-completed doctorate is on the educational experience of young adults who were in foster care.

**SHANE MURDOCH****Cholmondeley Children's Centre**

Shane is the head of Cholmondeley Children's Centre, a community-based emergency and respite care provider in Governor's Bay, Christchurch. He is also the chair of Social Service Providers Aotearoa. Before taking up his position at Cholmondeley six years ago, Shane worked in mental health and alcohol and drug counselling, and in various residential management positions for Barnardos.



**KATIE MURRAY****Waitomo Papakainga**

Katie is chief executive officer for Waitomo Papakainga, a whānau trust that undertakes an array of community development work in the Kaitiaki area. She is of Te Rarawa descent and represents Māori and iwi in various roles, locally and nationally. Waitomo Papakainga is committed to helping others take control of their lives and shape a better future for themselves. Katie describes the work as challenging as it often involves people in crisis. She believes in E Tu Whānau and the hope that it gives Māori.

**NICI NIXON****Family Works**

Nici is the Greater Wellington and Wairarapa regional manager of Family Works. She has worked in social work for more than 20 years, with a focus on children and families and has held supervisory and management roles in both government and NGOs. Many of her roles have involved care and protection services and she has solid experience working with high-needs families and ensuring services are delivered safely. Nici is an experienced practitioner whose practice is focused on children's participation in decisions that are being made about them.

**GARTH NOWLAND-FOREMAN****Lead Centre**

Garth is a partner of LEAD Centre for Not-for-Profit Leadership, a capacity-building business for NGOs and those who fund them. He has lectured for 18 years in the Unitec graduate programme in not-for-profit management and has written widely on issues of government, NGOs, accountability, and contracting. Garth is co-chair of Tangata Whenua, Community and Voluntary Sector Research Centre and deputy chair of Australia and New Zealand Third Sector Research.

**TANITH PETERSEN****He Waka Tapu**

Tanith is the IT and Administration team leader at He Waka Tapu in Christchurch. For the past four years she has been involved in the transformation of He Waka Tapu's online presence, social media marketing and in building the online tool Whaiora Online. This project has been very successful with the help of IT partners Hairy Lemon. He Waka Tapu hopes to make this tool accessible to the sector. Tanith's background has been in business ownership, sales and makeup artist.

**BRENDA PILOTT****Social Service Providers Aotearoa**

Brenda has been the national manager of SSPA since April 2016. Before that she was a senior public servant, heading policy at the Department of Child Youth and Family Services, and subsequently led the Public Service Association, New Zealand's largest trade union. Brenda has a long-standing involvement in community services and advocacy, including being a national co-ordinator for Women's Refuge. She brings considerable experience in governance and managing organisations to her SSPA role.

**BILL PRINGLE****Family Help Trust**

Bill has been practice manager at Family Help Trust for the past 14 years. He has a social work degree from Massey University and has worked in the child protection and wellbeing area for most of his career, including 16 years with Child Youth and Family. He has a particular interest in how the statutory child protection services and the NGO sector can work together to keep children safe and well.

**FIONA ROSS****New Zealand Treasury**

Fiona is a chief operating officer and deputy secretary at the Treasury. She leads Treasury's work to ensure the government's finances are well managed, and oversees advice on the performance of the public sector. Fiona joined Treasury as a senior policy analyst in 2000 before moving to the UK where she held various roles in the civil service, including leading major change initiatives focused on efficiency gains and service improvements. She returned to the Treasury to lead its work on Better Public Services, the government's flagship programme to improve outcomes for New Zealanders.

**ROB RYAN****Key Assets**

Rob is the executive director of Key Assets Australasia. Before taking on this role he was a director of the Placement Services Unit of Child Safety in Queensland. Rob has worked in the child protection and foster care area for more than 23 years, both in frontline child protection and in policy, training and senior leadership. He was awarded a Churchill Fellowship in 2009 to study child protection across the United Kingdom, USA and Canada. He has visited child protection services around the world to explore the development of people working in the area of child protection. Rob is the chair of the Forde Foundation Board of Advice for Queensland.



### ANGIE SIMPSON

#### Key Assets

Angie is director of Key Assets in New Zealand. She is a highly qualified social worker with a commitment to life-long learning. For many years she worked with young people in the youth justice system. Angie started at Key Assets New Zealand in 2008 and has also worked for Key Assets internationally in the development of Western Australia and Singapore branches. Angie is a member of SSPA national executive



### WESLEY TALA'IMANU

#### Fonua Ola Network

Wesley's full name is Fiu Anae Uesile Wesley Tala'Imanu. He is the director of Fonua Ola Network, a social services provider based in Auckland predominantly supporting the local Pacific community to cope in times of economic, social and cultural adversity. The services include social work, counselling, youth support, parenting programmes, whānau ora and budgeting. Wesley has worked for the New Zealand Police, Ministry of Social Development and various non-profit organisations.



### PITA TE NGARU and JULIET ERIHE

#### Youth Horizons Trust

Youth Horizons Trust delivers interventions and services aimed at preventing, managing and treating conduct problems. Young people affected by conduct problems go on to face a myriad of challenges and negative life outcomes. The task for Youth Horizons is to interrupt this trajectory through research-proven approaches with young people in homes, in care and in residential settings.



### DEE-ANN WOLFERSTAN

#### Te Whare Ruru hau o Meri Trust

Dee-Ann is chief executive officer of Te Whare Ruru hau o Meri Trust, a charitable trust that operates under the guidance and direction of Te Pihopatanga o Te Tai Tokerau, the northern branch of the Anglican Church of Aotearoa. It was formed in Otahuhu in 1984 and offers a range of community-based social services such as counselling, social work, youth work and domestic violence support to whānau. Dee-Ann is a member of the national executive of Social Service Providers Aotearoa.



### LISA WOODS

#### Every Child Counts

Lisa is the executive officer of Every Child Counts which was established in 2004 and is a coalition of organisations working to improve the status and wellbeing of Aotearoa New Zealand children. It is driven by Barnardos, Plunket,

Unicef, Save the Children, and Mana Ririki. Lisa has worked for a range of national and community organisations, including most recently as Diabetes NZ's national communications manager. She is particularly passionate about children's rights, community-led development and promoting participatory and deliberative processes in our politics.

### PANELLISTS



**Paula Attrill** is principal advisor, Investing in Children programme at MSD.

**Murray Edridge** is deputy chief executive, Child, Youth and Family and Community Services, MSD.

**Sue Mackwell** is national children's director, Children's Action Plan.

**Paul Nixon** is the chief social worker at Child, Youth and Family.

### SOCIAL SERVICE PROVIDERS AOTEAROA NATIONAL EXECUTIVE

SHANE MURDOCH Chairperson  
Cholmondeley Children's Centre, Christchurch

RAEWYN BHANA Deputy Chair  
Safer Auckland Family Violence Prevention Network

MAGGY TAI RAKENA Immediate Past Chair  
START, Christchurch

PAUL HOOPER Treasurer  
Family Works, Presbyterian Support Otago

LIZ CASSIDY-NELSON  
155 Whare Awhina Trust, Northland

ANGIE SIMPSON  
Key Assets NZ, Auckland

IRENE TE KOETI  
Family Works, Presbyterian Support Southland

KATHLEEN TUAI TA'UFO'OU  
Vahefonua Tonga Methodist Mission, Auckland

DEE-ANN WOLFERSTAN  
Te Whare Ruru hau O Meri Trust, Auckland

BRENDA PILOTT  
Social Service Providers Aotearoa

HELEN SULLIVAN (resigned)  
Sexual Abuse HELP Foundation, Wellington

TAYO AGUNLEJICA (resigned)  
NZ Federation of Multicultural Councils, Wellington

# WAIATA

## Ko Te Whaea

Ka waiata ki a Maria  
Hine i whakaae  
Whakameatia mai  
Te whare tangata.

Hine pūrotu  
Hine ngākau  
Hine rangimārie

Ko Te Whaea  
Ko te whaea  
O te ao

## Te Aroha

Te whakaponono  
Me te rangimarie  
Tatou, tatou e

Te aroha  
Te whakaponono  
Me te rangimarie  
Tatou, tatou e

## Whakaaria Mai

Whakaaria mai  
Tōu rīpeka ki au  
Tiaho mai  
Rā roto i te pō

Hei kona au  
Titiro atu ai.  
Ora, mate,  
Hei au koe noho ai

## NOTES

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## NOTES

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## NOTES

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# SSPA CONFERENCE 2016 FEEDBACK

1. Overall, how satisfied were you with the conference?

Very satisfied

Somewhat  
satisfied

Somewhat  
dissatisfied

Very  
dissatisfied

☐
☐
☐
☐

2. Please rate the following

Excellent

Good

Fair

Poor

Relevance of  
conference programme

☐
☐
☐
☐

Quality of presentations

☐
☐
☐
☐

Providing forums for  
exchanges of ideas  
and information

☐
☐
☐
☐

Registration process

☐
☐
☐
☐

Conference venue and  
facilities

☐
☐
☐
☐

Cost of conference

☐
☐
☐
☐

3. What was most valuable about the conference—and why?

4. What was least valuable—and why?

5. Is there any feedback you would like to provide?

6. What type of activities would you like to see included in future conference programmes?

Please hand in your completed form at the information desk.

