



# Our voices | Ō mātou reo

## Programme | 15 May 2024

| Time     | Session                                                                                                                                           | Speaker/facilitator                                                                                                                                                                 |
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| 8:30 am  | <b>Registration desk opens</b>                                                                                                                    |                                                                                                                                                                                     |
| 9:20 am  | <b>Mihi whakatau</b>                                                                                                                              | Ngāti Paoa                                                                                                                                                                          |
| 9:45 am  | <b>Pasifika youth entertainment</b>                                                                                                               | Naomi Vailima<br>Ane Elitisi Poulivaati<br>Vai Vaipouli<br>Faithleen Tou                                                                                                            |
| 9:55 am  | <b>Welcome and housekeeping</b>                                                                                                                   | Brian Sagala QSM                                                                                                                                                                    |
| 10:05 am | <b>Opening address</b>                                                                                                                            | Dr Peter Jansen                                                                                                                                                                     |
| 10:20 am | <b>Ō mātou reo: Consumer and whānau voice panel discussion</b><br>Panel discussion on how consumer and whānau voice is shaping our health system. | Panel facilitated by Brian Sagala QSM<br><br>Panel members:<br>Jaden Hura-White<br>Tofilau Bernadette Pereira<br>Zechariah Reuelu<br>Toni Trinick-Pritchard<br>Edna Tu'itupou-Havea |

| Time     | Session                                                                                                                                                                                                                                                                           | Speaker/facilitator                                                                                                                                                                                                 |
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| 11:00 am | <b>Knowing your rights</b><br>Overview of the Code of Health and Disability Services Consumers' Rights                                                                                                                                                                            | Morag McDowell, Health and Disability Commissioner                                                                                                                                                                  |
| 11:20 am | Morning tea                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                     |
| 11:40 am | <b>Code of expectations</b><br>Overview of the code of expectations for health entities' engagement with consumers and whānau                                                                                                                                                     | Deon York                                                                                                                                                                                                           |
| 11:50 am | <b>Applying the code of expectations: How we are going and how you can help</b><br>Interactive Q&A session on how health entities who must apply the code of expectations are progressing                                                                                         | Facilitated by Brian Sagala QSM<br><br>Panel members:<br>Sam Cliffe, New Zealand Blood Service<br>Dr Peter Jansen, Te Tāhū Hauora<br>Dr David Hughes, Pharmac<br>Hector Matthews, Health New Zealand – Te Whatu Ora |
| 12:45 pm | Overview of afternoon programme                                                                                                                                                                                                                                                   | Brian Sagala QSM                                                                                                                                                                                                    |
| 12:50 pm | Lunch                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                     |
| 1:40 pm  | <b>Move to break-out session</b> <ul style="list-style-type: none"> <li>• After lunch break are the breakout workshops.</li> <li>• Choose two workshop options. Please make your way to one of the workshops for session one and a different workshop for session two.</li> </ul> |                                                                                                                                                                                                                     |

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| 1:50 pm | <p><b>BREAKOUT SESSION ONE</b></p> <p>Please head to one of the concurrent breakout workshops.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                        |
|         | <p><b>Digital health equity: What it is and how you can help</b><br/>(Banquet room 1)</p> <p>Development and use of digital technologies to improve health offer promise and opportunity for our communities, but only if access is equitable. At this workshop you can contribute to a paper on digital health equity, following an ‘unconferencing’ style. The important themes and messages for the paper will be developed by the group and inform the work of the Digital Health Equity Network that sits within the Telehealth Leadership Group.</p> | <p>Dr Amio Matenga Ikihele, Moana Connect<br/>Dr Ruth Large, Telehealth NZ<br/>Introduced by LJ Apaipo</p>             |
|         | <p><b>Honouring our stories (workshop for consumers)</b><br/>(Banquet room 2)</p> <p>This workshop is for consumers and whānau who are new to being involved in improving health services. Learn about opportunities to bring your voice to these improvements and preparing to share your lived experience safely and effectively in different settings.</p>                                                                                                                                                                                              | <p>Te Tāhū Hauora consumer and whānau engagement team:<br/>DJ Adams and Lauagaia Cat Jeffries</p>                      |
|         | <p><b>How whānau voice can drive improvements</b><br/>(Conference rooms 2 and 3)</p> <p>Introducing the new Health New Zealand – Te Whatu Ora Consumer Engagement and Whānau Voice team from Service Improvement and Innovation with kōrero from the General Manager Communities, National Lead PREMS, PROMS and Insights, and National Lead Rainbow Communities, who will give you an overview of their priorities and how their lived experience will influence their mahi.</p>                                                                          | <p>Health New Zealand consumer engagement and whānau voice team:<br/>Akira Le Fevre, Suzanne Corcoran, Laura Ellis</p> |

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|         | <p><b>Reframing disability in health</b><br/>(Exhibition room)</p> <p>Aotearoa New Zealand's health system does not always work for disabled individuals. Health New Zealand prioritises them in the Te Pae Tata plan. This workshop introduces the Disability Capability Framework to help you assess the strengths and areas needing improvement for your organisation to be equitable for disabled people.</p>                                                                                                                                          | <p>Rachel Nobel MNZM and Leo Goldie-Anderson, introduced by Jonathan Tautari</p>                           |
| 2:50 pm | <p>Afternoon tea break and moving rooms (30 minutes)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                            |
| 3:20 pm | <p><b>BREAKOUT SESSION TWO</b><br/>Please head to one of the concurrent breakout workshops</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                            |
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| 4:20 pm | Moving back to auditorium                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                        |
| 4:30 pm | Reflections of the day                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Facilitated by Brian Sagala QSM                                                                                        |
| 4:50 pm | Karakia and close                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Doug Edwards                                                                                                           |
| 5:00 pm | Our voices   Ō mātou reo 2024 conference ends                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                        |