

PROGRAM

Sessions held at Rydges Latimer Christchurch and included in full registration fee, unless otherwise indicated.

Monday 1 July 2019

9:00am – 7:00pm	Registration open
10:30am – 1:00pm	<p>Ngāi Tūāhuriri Mihi Whakatau and Matauranga</p> <p>Ngāi Tahu Iwi is the principal Iwi of Te Wai Pounamu - the South Island of New Zealand. The Iwi's takiwā (tribal area) is the largest in Aotearoa New Zealand. Within this takiwā are 18 Papatipu Rūnanga and Ngāi Tūāhuriri Runanga includes most of the city of Christchurch.</p> <p>Please note that the original visit to Tuahiwi has been cancelled, and instead Ngāi Tūāhuriri whanau will welcome delegates on Monday morning at 10:30am at Rydges Latimer Christchurch. Following a mihi whakatau we will explore matauranga - knowledge in relation to partnerships and engagement. This dialogue is planned to traverse Ngāi Tūāhuriri perspectives on:</p> <ul style="list-style-type: none"> • Kaupapa (principles) that drive decision making, • Tikanga (methods) and Kawa (protocols) for effective engagement, • Matariki “a time for reflecting on the past year and planning for the year ahead”.
1:00pm – 2:00pm	Lunch available
2:00pm – 3:45pm	<p>Christchurch CBD Walking Site Tour</p> <p>Join Ray Tye, Chris Mene, Claire Fletcher and Janet Luxton to explore the new face of the old heart of the city:</p> <ul style="list-style-type: none"> • hear about engagement processes that shaped a number of buildings, public spaces and transitional initiatives in central Christchurch in the post-earthquake recovery, rebuild and regeneration. • better understand the complexity of context and challenges that faced the public, decision makers, stakeholders and engagement practitioners with these projects • experience the diversity and of projects lead by and in partnership between the Crown, Christchurch City Council, Ngāi Tahu iwi, community and private sector • reflect on learning to identify actionable insights from the Christchurch post-earthquake engagement experience <p><i>Wear sturdy walking shoes and warm clothes. Departs and returns Rydges (meet at IAP2 Registration Desk on Conference Level). Cost: free for IAP2 NZ Symposium Attendees.</i></p>
3:30pm – 4:00pm	Afternoon tea available

Monday 1 July 2019 continued...

<p>4:00pm – 6:00pm</p>	<p>Masterclass : Engaging in Indigenous and Culturally Diverse Environments</p> <p>This two-hour Masterclass will explore what needs to be considered and recalibrated when engaging in remote Aboriginal communities within Australia. The subject is deeper than a cross-cultural or cultural competency focus. We will explore how the IAP2 Core Values and the framework for planning and implementing an engagement process (Design, Plan and Manage model) relate in a remote indigenous context.</p> <p>We will explore the notion of differing world views and what might need to be compromised on behalf of the engagement sponsor in order to achieve a successful engagement experience.</p> <p>The masterclass will also present outcomes of research undertaken by active practitioners and academics on what it takes to engage meaningfully in remote Aboriginal communities and how we can apply these learnings to our own practice.</p> <p>*Additional cost \$95 for NZ Symposium full registrants</p>
<p>6:00pm – 8:00pm</p>	<p>Welcome Reception</p> <p>Reconnect with colleagues and meet new ones at the official kick-off function.</p> <p><i>Cost: free for NZ Symposium delegates.</i></p>

Tuesday 2 July 2019

<p>7:15am – 8:15am</p>	<p>Breakfast at Turanga Christchurch Library*</p> <p>Join us for breakfast at the new Turanga Christchurch Library. Hear the story of the engagement process the Library team went through with community and stakeholders; and how this process led to the eventual design of Turanga and the outcomes now being achieved as a result.</p> <p><i>Additional cost \$35 inc GST</i></p>
<p>7:30am – 8:30am</p>	<p>Registration Open</p>
<p>8:30am – 9:00am</p>	<p>Symposium Opening</p>
<p>9:00am – 10:30am</p>	<p>Keynote Address <i>With Anya Satyanand ,CEO, Prince's Trust New Zealand</i></p> <p>Over the last two decades, Anya has held numerous leadership roles in the education and community sectors. She has been a teacher, a film-maker, and champion for youth. She strives for rights-based, innovative, restorative and ethical approaches that amplify young people's agency, voice, and strengths.</p> <p>Anya brings with her a breadth of experience from her time as EO of Ara Taiohi, NZ's peak body for youth development, where she worked to connect the sector to raise the standard, champion youth development, promote sustainability and create conditions where all young people can thrive.</p> <p>Morning Plenary 'We didn't see that coming': effective communications to avoid surprises. <i>Shelley Crestani</i></p> <p>Public opinion seems surprisingly hard to pin down nowadays. The Brexit vote, the election of Trump and closer to home examples like Wellingtonians strong reaction to bus route changes has caught many by surprise. Why is it now so hard to predict what people are thinking and how they will act?</p> <p>Using real life examples Shelley will outline four rules to make community engagement more effective and avoid those 'we didn't see that coming' moments.</p>

Tuesday 2 July 2019 continued...

10:30am – 11:00am	Morning Tea and Meet the Sponsors		
11:00am – 12:00pm	<p>Breakout 1A</p> <p>Workshop: How the Christchurch Earthquakes turned Town vs Gown into Town with Gown. <i>Marie Byrne / Billy O'Steen</i></p> <p>This presentation will explore the opportunities and challenges faced in growing the student and community relationships from the immediate post-earthquake, extending to where they are at eight years on.</p>	<p>Breakout 1B</p> <p>Discussion forum: Engaging with diversity. <i>Stephanie MacDonald</i></p> <p>How can we be more inclusive of our diverse communities in our engagement practices?</p> <p>This forum will focus on supporting Engagement Practitioners to explore how they can be more inclusive of our diverse communities in our work in a safe professional setting.</p>	<p>Breakout 1C</p> <p>Lecture: Tactical Urbanism. <i>Danny Pouwels</i></p> <p>Tactical urbanism is growing globally as a tool for changing mindsets and behaviours.</p> <p>This lecture looks at the benefits of using a community reference group to help manage the risks associated with consultation fatigue as part of the development masterplan and transport improvements being implemented in Wanaka.</p>
12:00pm – 1:00pm	Lunch and Meet the Sponsors		
1:00pm – 2:00pm	<p>Breakout 2A</p> <p>Workshop: How engagement shaped the Christchurch Heritage Strategy 2019-2029. Weave together the strands; weave together the people. <i>Victoria Bliss, Jennie Hamilton, Amanda Ohs and Kaharoa Manihera</i></p> <p>Heritage is often viewed as traditional and conservative, and has the ability to be incredibly divisive.</p> <p>This workshop will provide you with a 'toolkit' on how meaningful engagement can be achieved, with ideas on processes that can give community voices a central role and actually change the way things are traditionally done.</p>	<p>Breakout 2B</p> <p>Interactive session: Taiohi Taiao/Youth Jam - engaging with youth. <i>Eddie Sykes and Steph Macdonald</i></p> <p>Taiohi - Taiao Youth Jam is an evolving event that aspires to develop potential and grow knowledge for all rangatahi.</p> <p>Come along and participate in a dynamic exchange of knowledge and experience in effective engagement with rangatahi.</p>	<p>Breakout 2C</p> <p>Managing Complexity in Engagement. <i>Michelle Feenan</i></p>
2:00pm – 2:30pm	Afternoon tea and Meet the Sponsors		

Tuesday 2 July 2019 continued

2:30pm – 3:50pm

Afternoon Plenary Sessions

The How Team

Rachel Puentener and Sylvia Smyth

“Nothing about us, without us” - how can a community make this a reality while ensuring the engagement process between decision-makers and the community is constructive and leads to better decisions, while building capacity and looking after well-being?

The How Team model consists of community members and agency staff working together on the ‘how’ of community engagement. It recognises that ‘one size does not fit all’ and brings community intelligence and ownership to engagement design to connect projects to the communities they impact.

2018 IAP2 International Core Values Project of the Year Award Winner

Aimee Brock, NZTA

The Northern Corridor Improvements (NCI) team set out to ensure public interests were at the heart of all decision-making on their project, and were rewarded with significant support for their design and consenting approvals at a National Board of Inquiry. Along the way the project was refined to take into account its communities’ needs and new champions for the value of engagement were made across the organisation and its partners. The NCI team was recognised at the 2018 IAP2 awards, winning not only their category but Australasian Project of the Year and International Project of the Year.

3:50pm – 4:30pm

Closing Reflections

4:30pm – 6:00pm

Meet the Board Function*

Finish up by joining the IAP2 Australasia Board in the Rydges Brasserie for informal drinks.

**Drinks at own cost*

Presenters



Victoria Bliss

Victoria Bliss is a Heritage Conservation Projects Planner at the Christchurch City Council. Victoria worked as a heritage consultant before joining the Council in 2007. Since that time she has worked closely with heritage owners and community groups to provide heritage advice and support. She recently led the Christchurch Heritage Strategy project, and is currently leading the strategy implementation plan.



Aimee Brock

Aimee Brock has worked for the NZ Transport Agency for four years, managing engagement and communications programmes for major new transport projects in Auckland. She oversaw the engagement and consultation strategy for the NZ\$700million Northern Corridor Improvements (NCI) project through its business case, planning and consenting approval phases, before setting up the current alliance engagement team when NCI moved into construction in 2018. She is currently working as a lead advisor on Auckland's Supporting Growth Programme.



Marie Byrne

As a Community Development Adviser with the Christchurch City Council, Marie Byrne plays a key role for the Council in facilitating the building of strong, active and connected communities in which people are informed, participate, work together and have a sense of belonging. She works in partnership with local community groups and agencies, leading processes that stimulate local action and build the capacity of the community groups.

Having worked and volunteered in local communities since she was 15, Marie currently holds governance positions with Canterbury Softball and Phillipstown Community Centre Charitable Trust. As one of the country's leading softball scorer/statisticians, she utilises her teaching/adult training background to develop scoring skills and awareness in the softball fraternity.



Shelley Crestani

Shelley brings the strategic firepower to Crestani, earned from more than two decades' working in advertising agencies in London and here at home, including Saatchi Wellington when the agency was at its peak. Her senior management roles at Westpac and Telecom have helped make her a well-rounded communications professional with a gift for tackling the harder tasks such as contentious messaging, complex subjects and diverse audiences. The growth of Crestani is due to Shelley's firm belief that communications investment must be hard-wired to business performance.

Presenters



Michelle Feenan

With a background in Human Services at an operational and policy level, Michelle moved into the local government sector working in community and cultural development, facility development and strategic planning/policy roles for local councils in North Queensland and SE Queensland.

Michelle launched her consultancy in 2005 and specialises in community engagement design, community engagement training and facilitation for a diverse group of sectors including local and state governments.

Michelle has been a licensed trainer since 2007 with IAP2 and in 2014 was one of the curriculum leaders for IAP2 Australasia's Certificate in Engagement and has expanded her portfolio to deliver most of the current IAP2 courses. She is active with IAP2 in a number of other areas including the Trainer Recruitment Assessment Panel and the Marketing Advisory Group.



Jennie Hamilton

Jennie Hamilton is a Senior Engagement Advisor at the Christchurch City Council. Jennie worked as a heritage advocate before joining the Council in 2008. Since then she has worked with Council project teams and the community on a wide range of projects, including those in the central city since the earthquakes.



Stephanie MacDonald

Stephanie is from the Community Engagement Team at Toi Moana Bay of Plenty Regional Council. Steph's work is about linking communities affected by council decisions with opportunities to have their say. Highlights have been freshwater management, natural hazard risk tolerance, transport and working with young people through our annual Taiohi Taiao Youth Jam event.



Te-Kaharoa Manihera

Kaharoa Manihera is the Senior Advisor of Ngāi Tahu & Māori Relations at the Christchurch City Council. With a broad understanding of te ao Māori and education, Kaharoa has provided robust processes for staff to better engage with hapū and iwi within the local area.



Amanda Ohs

Amanda Ohs is a Senior Heritage Advisor at the Christchurch City Council. Amanda has a background in architectural history and heritage management and has been involved in a broad range of heritage identification, assessment, policy and planning in Ōtautahi Christchurch since 2000.

Presenters



Billy O'Steen

In his position as the Associate Professor of Community Engagement and the Director of the UC Community Engagement Hub, Dr Billy O'Steen matches things that need doing across Christchurch with Canterbury students and staff. These positions and the University's focus on community engagement originated from the more than 9,000 UC students who participated in the Student Volunteer Army following the 2010 and 2011 earthquakes and the related course – CHCH101: Rebuilding Christchurch (created by Billy in 2011).

Prior to arriving in New Zealand in 2005, Billy taught high school, was a middle school principal, guided white water raft trips, worked for a US politician, administered a Peace Corps program, and taught prospective high school and middle school teachers. He and his wife and daughters enjoy spending time in the New Zealand outdoors.



Danny Pouwels

Daniel has a background in economics and environmental management and for 13 years has lead projects working with customers, stakeholders and hard to reach audiences in the design of services, policies and infrastructure. His favourite projects are complex, usually contentious and often require multiple agencies to work collaboratively.



Rachel Puentener

Rachel Puentener has worked as an advocate for Ngāi Tahu for the past twenty years, with a focus on increasing Ngāi Tahu influence and involvement in conservation and local government issues. In the last two years she has also been working for her local community in South New Brighton, convening a new group called the How Team, a pilot project for improving community participation in decisions and issues that affect them.



Anya Satyanand

CEO, Prince's Trust New Zealand. Over the last two decades, Anya has held numerous leadership roles in the education and community sectors. She has been a teacher, film-maker, and a champion for youth. She strives for rights-based, innovative, restorative and ethical approaches that amplify young people's agency, voice, and strengths.

Anya brings with her a breadth of experience from her time as EO of Ara Taiohi, NZ's peak body for youth development, where she worked to connect the sector to raise the standard, champion youth development, promote sustainability and create conditions where all young people can thrive.



Sylvia Smyth

Sylvia Smyth has a background in public health, international and community development. After spending most her 20s working in public health in Asia, Sylvia returned to Christchurch in 2011, keen to get involved in the city's recovery. She then spent two years working in community development for the Christchurch City Council. For the last 6 years Sylvia has been managing local community development organisation Renew Brighton. Much of Sylvia's time in Christchurch has been spent observing and brainstorming how communities and governmental groups can connect around decision-making.



Eddie Sykes

Eddie is from the Community Engagement Team at Toi Moana Bay of Plenty Regional Council. Eddie's work focuses on supporting community projects which help improve our environment. Outside of work, he is involved with coaching junior ruby and last year was selected as a future young Māori leader to attend the Hei Rata Whakaruruhau: Māori pre-governance leadership programme.