



## Sunday 8<sup>th</sup> December 2019

<b>Pre-conference workshops   St David Complex</b>	
12.00pm	Registration desk open
1.00pm – 4.30pm	The power of a story: Translating our ways of knowing to make positive change <i>Lesley D'Souza, Director of Strategic Marketing &amp; Communications, Western University Student Services Division, Ontario, Canada</i>
	Working together to create what we cannot achieve on our own <i>Laura O'Connell Rapira, Director, ActionStation, Wellington, New Zealand</i>
5.30pm – 7.00pm	Welcome reception   St David Foyer

## Monday 9<sup>th</sup> December 2019

7.30am	Registration desk open				
<b>Opening plenary session   St David Theatre LT01</b> <b>Session Chairs: Karen Davis &amp; Melissa Lethaby</b>					
8.45am – 9.30am	Whakatau & Conference opening <i>Prof. Harlene Hayne, Vice-Chancellor, University of Otago, Dunedin, New Zealand</i>				
9.30am – 10.30am	Keynote presentation Aka atu ōku whatu ki te manuhaea, e pōkaitia ana e kā kupu ā ōna tīpuna: Raise my eyes to the torn bird, encircled by the words of her ancestors <i>Dr Hana O'Regan, General Manager, Oranga for Te Rūnanga o Ngāi Tahu, Christchurch, New Zealand</i>				
10.30am – 11.15am	Morning tea & Rōpū Kōrero   St David Foyer				
	<b>Stream 1   St David Theatre LT01</b> <b>Session Chair: Jamie Hape</b>	<b>Stream 2   St David Seminar Room G.02</b> <b>Session Chair: Karyn Thomson</b>	<b>Stream 3   St David Seminar Room G.02A</b> <b>Session Chair: Colin Clark</b>	<b>Stream 4   St David Seminar Room G.03</b> <b>Session Chair: Susan Taylor</b>	<b>Stream 5   St David Seminar Room G.04</b> <b>Session Chair: Jackie Fox</b>
11.15am - 11.45am	Fostering new approaches to student representation at the University of Queensland  <i>Naima Crisp &amp; Dr James Forde, University of Queensland</i>	Supporting students in the digital space: The Monash Counselling Help online experience  <i>Andrew Fitzpatrick &amp; Andrea Jackson, Monash University</i>	Embedded mentoring with a focus on whānauangatanga, maanakitanga, and ako  <i>Vandana Minhas-Taneja &amp; Chip Matthews, University of Auckland</i>	University of New South Wales Mind Smart Guides: A student partnership project to develop online resources to enrich student success and wellbeing  <i>Laura Kampel &amp; JH Venter, University of New South Wales</i>	Exploring the narratives around an emerging cohort: Students of concern  <i>Jo Wilkins &amp; Siobhan Daly, Auckland University of Technology</i>
11.50am - 12.20pm	Using the student voice to build a sense of community in a dual-sector institution: A case study at William Angliss Institute  <i>Elysia Corallo, William Angliss Institute</i>	The Big Hello: Welcoming our students to Brunel University London  <i>Lesley O'Keeffe, Brunel University London</i>	Navigating success: Drawing on a support program for care leavers to examine and challenge ideas about success  <i>Emily Fuller, University of Newcastle</i>	Story telling: A career development approach for working with students from diverse backgrounds  <i>Tessa McCredie, University of Southern Queensland</i>	<b>Workshop</b> Increasing the adoption of te reo & tikanga Māori within Student Services and Administration at Auckland University of Technology  <i>Mike Shaw &amp; Wiremu Tipuna, Auckland University of Technology</i>
12.25pm - 12.55pm	Student narratives driving the business of student services: A students as partners approach to quality service delivery	Increasing self-compassion and body neutrality for university students: The journey of the "Freedom From Your Cage" body image program at University of Queensland	Using focus groups to add value to evaluation of student learning programmes	Using narratives in institutional and cultural change  <i>Kim Copeland, Charles Sturt University</i>	

Dr Christie White, University of Southern Queensland

Zarinah Hienekamp & Keren Jones, University of Queensland

Kirsten Reid, Victoria University of Wellington

12.55pm – 1.45pm	Lunch & ePoster Presentations   St David Foyer				
	<b>ePosters</b>				
	<b>Session Chair: Melissa Lethaby</b>				
1.00pm – 1.05pm	Let's talk about sex...finances! <i>Danielle Coe, University of Hertfordshire</i>				
1.05pm – 1.10pm	Getting the messages right: Audience, timing, personalisation, and channels <i>Travis Logan, Auckland University of Technology</i>				
1.10pm – 1.15pm	Narratives within an integrated model of student retention and success support in higher education <i>Dr Jane Skalicky</i>				
1.15pm – 1.20pm	Social Work Student Placement Program at ANUSA <i>Emily Yam &amp; Hassan Riaz, Australian National University Students Association</i>				
1.25pm – 1.30pm	Enabling technology: Audio and video removing barriers to the lecture experience <i>John Lambert, Auckland University of Technology</i>				
1.30pm – 1.35pm	Creative integration <i>Alan Watters, University of Otago</i>				
1.35pm – 1.40pm	Swinburne University: Establishing the Moondani Toombadool Centre and the impact on Indigenous student engagement <i>Vicky Peters, Cyan Earnshaw, Joel Boojers &amp; Lydia Bisset, Swinburne University of Technology</i>				
	<b>Plenary Session</b>   St David Theatre LT01				
	<b>Session Chair: Anne-Marie Parsons</b>				
1.45pm – 2.45pm	Keynote Presentation Mobilising and harnessing people power and stories to bring about change <i>Laura O'Connell Rapira, Director, ActionStation, Wellington, New Zealand</i>				
	<b>Stream 1</b>   St David Theatre LT01	<b>Stream 2</b>   St David Seminar Room G.02	<b>Stream 3</b>   St David Seminar Room G.02A	<b>Stream 4</b>   St David Seminar Room G.03	<b>Stream 5</b>   St David Seminar Room G.04
	<b>Session Chair: Caroline Spotswood</b>	<b>Session Chair: Karen Davis</b>	<b>Session Chair: Kristen Sharma</b>	<b>Session Chair: Pearl Matahiki</b>	<b>Session Chair: Jordi Austin</b>
2.50pm – 3.20pm	Leadership stories: Recognising and appreciating the student's journey  <i>Edwin Giovanni Torres Esquivel, University of Tasmania</i>	Serving our Pasifika students and community: A weaving of stories  <i>Riki Welsh, University of Canterbury</i>	International postgraduate students' and mature first-time-at-university students' views about academic English writing support after a post-entry assessment  <i>Donglan Zhang &amp; Denise McKay, University of Auckland</i>	Ōritetanga, a tertiary education system that works for everyone: A journey to a learner focused sector  <i>Sara Williams, Tertiary Education Commission</i>	<b>Workshop</b>  Addressing sexual violence on campus: Building opportunities for student growth, professional development and wellbeing  <i>Tarn Felton, Melanie Beres, Rachel Shaw, Jordan Dougherty, Callum Gilbertson, Renee Dixon, University of Otago</i>
3.25pm – 3.55pm	Student leadership development program: The Duke Kunshan experience  <i>Dr Howard Wang, Duke Kunshan University</i>	Building student resilience through participant-oriented research  <i>Jennifer Thannhauser, University of Calgary</i>	Analysing the communication hub: A reflection on the successes and challenges of a project aimed at improving the experience of ANESB students at university  <i>Michelle Broad &amp; Valerie Cleary, Central Queensland University</i>	Hear us, and protect our mana  <i>Amy Lavini, Massey University</i>	
3.55pm – 4.25pm	Afternoon tea   St David Foyer				
	<b>Plenary Session</b>   St David Theatre LT01				
	<b>Session Chair: Karen Davis</b>				
4.25pm – 5.15pm	<b>Panel discussion (staff &amp; students)</b> Responses to the Christchurch terror attacks <i>Panellists; Anne-Marie Parsons &amp; Reema Khan, University of Auckland, Lynn McClellan &amp; Sam Brosnahan, University of Canterbury, Karyn Thomson &amp; James Heath, University of Otago, Fiona Watson &amp; Raheel Khan, Lincoln University</i>				
5.30pm – 7.00pm	ANZSSA National Advisory Council Meeting <i>ANZSSA Advisory Council members only</i>				



8-11 December 2019 | University of Otago, New Zealand

# 2019 ANZSSA Conference

*Ka kārangaranga i te pari,  
ka eke ki te taumata*

## Amplifying Narratives for Student Success



### Tuesday 10<sup>th</sup> December 2019

7.45am	Registration desk open				
8.45am – 9.00am	<b>Conference day two opening</b>   St David Theatre LT01 <b>Session Chair: Melissa Lethaby</b>				
9.00am – 10.00am	International Keynote Speaker presentation Storytelling as a path to change <i>Lesley D'Souza, Director of Strategic Marketing &amp; Communications, Western University Student Services Division, Ontario, Canada</i>				
10.00am – 10.45am	Morning tea & Rōpū Kōrero   St David Foyer				
	<b>Stream 1</b>   St David Theatre LT01 <b>Session Chair: Vandana Minhas-Taneja</b>	<b>Stream 2</b>   St David Seminar Room G.02 <b>Session Chair: Karen Davis</b>	<b>Stream 3</b>   St David Seminar Room G.02A <b>Session Chair: Melissa Lethaby</b>	<b>Stream 4</b>   St David Seminar Room G.03 <b>Session Chair: Amy Heise</b>	<b>Stream 5</b>   St David Seminar Room G.04 <b>Session Chair: Louise Jackson</b>
10.45am – 11.15am	BRIGHTening our community: Changing the gender narrative to prevent violence  <i>Fiona Marshall &amp; Amy Dempsey, Monash University</i>	From welfare to community: Shifting the narrative around food insecurity on campus  <i>Ben Smith, Flinders University</i>	Utilising Ally Network training in addressing homophobia and transphobia in the on-campus student residence context: Experiences and lessons from Newcastle  <i>Astrid Gearin &amp; Barrie Shannon, University of Newcastle</i>	Purpose and positive impact: How students develop interest in preparing for their futures  <i>Jane Fletcher &amp; Charlie Devenish, Victoria University of Wellington</i>	Fit for Study Lived Experience Project: Sharing stories to build a mentally healthy campus culture  <i>Emma Boyne, University of Western Australia</i>
11.20am – 11.50am	Translating student narratives to inform service innovation: How moving towards restorative approaches has been influenced by our students  <i>Dr Elli Darwinkel &amp; Belinda Gibson, La Trobe University</i>	Student experiences shape new student financial services model  <i>Cecilia Edwards, Auckland University of Technology</i>	Indigenous Māori learners' success at University of Otago  <i>Pearl Matahiki, University of Otago</i>	<b>Workshop</b> Student career chapters: Constructing and co-constructing the student narratives  <i>Jackie Dean, Yvonne Gaut, Lynley Soper, Petra Hass &amp; Jo Budai, University of Otago</i>	How do we use story telling in casework to empower students in financial difficulty and develop our best practice?  <i>Robyn Angus, La Trobe University</i>
11.55am - 12.25pm	A process for peer audits and internal reviews of the support service response to disclosures of sexual assault and sexual harassment  <i>Tracey Todd, University of Wollongong &amp; Dr Jacqueline Olley, University of Newcastle</i>	The social capital of LSES students: Using student stories to mobilise student success  <i>Dr Christie White, University of Southern Queensland</i>	Kā Rikarika a Tāne, supporting Tauria Māori in their journey  <i>Ken Tipene, University of Otago</i>		Bridging differences: Co-creation of successful transition stories  <i>Dr Lesley Black &amp; Susan Henderson, University of Winchester</i>
12.25pm - 1.55pm	Lunch   St David Foyer				

ANZSSA 2019 Annual General Meeting | St David Theatre LT01

**Stream 1** | St David Theatre LT01

**Session Chair: Jane Fletcher**

**Stream 2** | St David Seminar Room G.02

**Session Chair: Amy Heise**

**Stream 3** | St David Seminar Room G.02A

**Session Chair: Anne-Marie Parsons**

**Stream 4** | St David Seminar Room G.03

**Session Chair: Joanna Wilkins**

**Stream 5** | St David Seminar Room G.04

**Session Chair: Susan Taylor**

2.00pm - 2.30pm	<p>Creating an office of student success to listen to the stories</p> <p><i>Dr Stephen Scott, University of Otago</i></p>	<p>Shifting narratives: Collaborative research methods with care leavers in higher education</p> <p><i>Emily Fuller, University of Newcastle</i></p>	<p>Creating cultural change: Sex, safety and respect workshops as one response to sexual assault and harassment on campus</p> <p><i>Deanna McCall, Jen Elhindi, &amp; Michelle Lampis, University of Newcastle</i></p>	<p><b>Workshop</b></p> <p>Habituating side-by-side journeys: Making students as partner “just the way we do things”</p> <p><i>Jimi Bursaw, University of Queensland</i></p>	<p><b>Workshop</b></p> <p>Developing an Australian University Mental Health Framework</p> <p><i>Penny Carlson &amp; Aranya Changkoaprom, Orygen, the National Centre of Excellence in Youth Mental Health</i></p>
2.35pm - 3.05pm	<p>Supporting First Nations students’ career development: Lessons from Canada</p> <p><i>Farhana Laffernis, University of New South Wales</i></p>	<p>A story of service enhancement: The health care home journey</p> <p><i>Kevin Rowlett &amp; Michelle Benson, Victoria University of Wellington</i></p>			
<p><b>Plenary session</b>   St David Theatre LT01 <b>Session Chair: Bonnie Harrison</b></p>					
3.10pm - 3.50pm	<p><b>Panel Discussion</b> Student Perspectives on Pastoral Care <i>Student Panel</i></p>				
3.50pm - 4.20pm	<p>Afternoon tea   St David Foyer</p>				
4.20pm - 5.20pm	<p><b>Professional focus groups</b> Higher Education Health Providers <i>Convenor: Rose Bond</i> Student Financial Advisors Network <i>Convenor: Stuart Martin</i> Counsellors <i>Convenor: Jeremy Cass</i> First Year Experience &amp; Peer Mentoring <i>Convenor: Vandana Minhas-Taneja</i> Indigenous <i>Convenors: Caroline Spotswood &amp; Jamie Hape</i> Directors of Student Services of Australia and New Zealand (DOSSANZ) <i>Convenor: Dr Christie White</i> Clubs, societies and associations <i>Convenor: Louise Jackson</i></p>				
7.00pm - 12.00am	<p>Conference Dinner – Larnach Castle      <i>Dinner theme “Once upon a time...”</i></p>				



12.10pm - 12.40pm	<p>My place, my voice: Student narratives about engagement and belonging in a higher education institution</p> <p><i>Dr Jane Skalicky &amp; Stephanie Taylor, University of Tasmania</i></p>	<p>Motivating students' ideal self through co-constructed narrative</p> <p><i>Dr TJ Boutorwick, Victoria University of Wellington</i></p>	<p>He waka eke noa: The journey of moving Accommodation from more than a bed and some fun events to an environment that supports positive transformations</p> <p><i>Jacob Waitere, University of Auckland</i></p>	<p><i>Vicki McCoy, University of Adelaide</i></p> <p>“The times they are a changing”: University of Otago’s new model of student mental health service provision. Hear our journey of transformation</p> <p><i>Richard Mooney, Carolyn Walker &amp; Phil Newman, University of Otago</i></p>
12.40pm -1.30pm	<p>Lunch   St David Foyer University of Otago campus tour – optional walking tour</p>			
<p><b>Plenary session   St David Theatre LT01</b> <b>Session Chairs: Karen Davis &amp; Melissa Lethaby</b></p>				
1.30pm - 3.00pm	<p>Pecha kucha presentations</p> <p>Student mental health and wellbeing on campus: Changing the narrative</p> <p><i>Ben Smith, Flinders University</i></p>		<p>Triple wins: Woolf Fisher First-in-Family Scholar success stories</p> <p><i>Sue Heggie, Auckland University of Technology</i></p>	
	<p>Providing prompts to support a difficult story</p> <p><i>Dr Stephen Scott, University of Otago</i></p>		<p>Using failure to promote success: On the role for fear of failing messaging at universities</p> <p><i>Tim Rowe, University of Canterbury</i></p>	
	<p>Pasifika student conferences in 2019 in Dunedin</p> <p><i>Mary Jane Kivalu, University of Otago</i></p>			
3.00pm - 3.30pm	<p>Conference closing</p>			