

Aide-Mémoire

BNZ's 2025 Healthcare Sector Insights Report launch briefing

Date due to MO:	25 September 2025	Date of Event:	30 September
Security level:	IN CONFIDENCE	Reference:	H2025071547
To:	Hon Simeon Brown, Minister of Health		
Consulted:	Health New Zealand: ☐		
Proactive release:	This title is proposed by the Ministry of Health for proactive release: ☒		

Contact for telephone discussion

Name	Position	Telephone
Annie Coughlan	Group Manager Communications and Engagement Ministry of Health	s 9(2)(a)

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About the Event

Purpose of Event: You have been invited to speak at the business breakfast to launch BNZ's annual healthcare sector survey results and insights report.

Details of Event:

Date: Tuesday 30 September 2025
Time: Refreshments from 7.30am, event 7.45am – 9.00am
Venue: BNZ Centre, Level 18, 80 Queen Street, Auckland

Organisation Bank of New Zealand (BNZ)

Attendees Attendees will include up to 100 BNZ healthcare customers

Other information You will be opening the breakfast with a 15-minute speech on the current state of the health system and what action the Government is taking. You will also speak on health technology and artificial intelligence in the health context. This will be followed by a 15-minute question-and-answer session.

Media No journalists will be attending.

Background

1. The Bank of New Zealand (BNZ) was founded in 1861 and today employs over 5,000 people in New Zealand. They work with business clients across many sectors, including healthcare, and have 135 branches and partners' centres across NZ.
2. The BNZ Healthcare Sector Insights Report, now in its fourth year, is an annual publication designed to deepen understanding of New Zealand's healthcare business landscape. The report combines survey data from healthcare professionals with insights from BNZ's Growth Sectors team, customers, and local experts.
3. The report's primary purpose is to highlight key trends, challenges, and opportunities within the sector—particularly around digital technology, workforce shortages, and business confidence.
4. The 2025 edition focuses on the growing role of digital innovation and artificial intelligence in addressing issues like labour shortages and operational efficiency. Attendees invited to the report launch include healthcare business owners, clinicians, and professionals who work with the sector (such as accountants and lawyers).
5. There are no other ministers, members of Parliament or dignitaries attending.

Further information about the event

- A runsheet is included as **Appendix One**.
- Attendee bios are included as **Appendix Two**.
- You are scheduled to speak for 15 minutes. Your speech is included as **Appendix Three**.
- Your speech is followed by a question-and-answer session, suggested talking points are attached as **Appendix Four**.


Annie Coughlan
Group Manager Communications and
Engagement
Corporate Services

Date 25 September 2025

Appendix One: Event runsheet

Time	Action	Where
07:15am	- Minister to arrive at BNZ Centre, 80 Queen Street, Auckland - Minister will be met by Thom McKenzie s 9(2)(a) and/or Shelley Mackey s 9(2)(a) - If the Minister is experiencing any issues or running late he can contact event manager, Mel Corliss on s 9(2)(a)	Level 18 entrance
07:20am	Minister will be run through operational details, microphone, call to stage, etc	Level 18 entrance
07:30am	- Guests arrive for refreshments - Minister to mix and mingle	Level 18 entrance
07:45am	- Event begins - BNZ team move guests from entrance to seated area	Level 18 Seated area
07:50am	- All guests seated - Thom McKenzie to open with housekeeping, format for the morning - Thom McKenzie introduces Minister	Seated area
07:55am	Minister gives update on sector and answers audience questions	Seated area
08:25am	Thom McKenzie speaks on Insights Report and trends	Seated area
08:35am	Kate Reid, Deloitte partner, speaks on AI and health tech sector trends and answers audience questions	Seated area
08:55am	Thom McKenzie closes event	Seated area
09:00am	Event ends	Seated area

Appendix Two: Attendee bios

BNZ Executive General Manager of Commercial Services and Responsible Business, Dean Schmidt



Dean Schmidt is the Executive General Manager of Commercial Services and Responsible Business at BNZ. Prior to BNZ, Dean was the Executive General Manager of Corporate Affairs and Transformation at Genesis Energy. His career spans a diverse range of leadership roles across major New Zealand institutions, including Television New Zealand, Telecom (now Spark), and New Zealand Post. Dean also brings experience from the public sector, having served in advisory capacities within the Parliamentary Offices of former Prime Minister Helen Clark and former Minister Tony Ryall. At BNZ, Dean leads initiatives that align commercial operations with responsible business practices, reflecting his commitment to sustainable and community-focused banking.

BNZ Head of Health, Thom McKenzie



Thom McKenzie is the Head of Health at BNZ, where he leads the bank's healthcare sector strategy and engagement. Thom has spent the last decade focusing on New Zealand's healthcare sector and has led BNZ's dedicated healthcare team for the past four years. Thom's leadership is marked by a deep understanding of the challenges and opportunities facing healthcare providers, including workforce shortages and the adoption of innovative technologies. He is a vocal advocate for sustainable solutions that go beyond immigration reform, emphasising the role of digital transformation and workforce support in improving healthcare outcomes.

Deloitte Healthcare Team Lead, Kate Reid



Kate Reid is a partner at Deloitte New Zealand, where she leads the firm's healthcare team and serves as a key figure in driving digital health transformation across the country. With over 20 years of experience in healthcare, Kate is known for delivering technology-enabled solutions that support a shift from reactive "sickness" care to proactive wellbeing. Prior to joining Deloitte, she was the General Manager of Orion Health and currently chairs the Digital Health Association (DHA), representing over 175 health IT companies. Her work is grounded in fostering cross-sector collaboration, improving equity of access, and leveraging New Zealand's rich healthcare data to build a more integrated and innovative health system.

Appendices three and four are withheld under s9(2)(g)(i)