

Retirement Villages Stakeholder Forum

Programme

3 August 2022, Banquet Hall, Parliament Buildings, Wellington

Time	Description
08:30	Guest arrival & registration <i>Tea & coffee will be available in the Banquet Hall</i>
08:55	Welcome/ housekeeping from the Retirement Commissioner Jane Wrightson
09:00	Opening address Hon Dr Megan Woods, Minister of Housing
09:30	Follow up from the Retirement Commissioner Jane Wrightson
10:00	Moving into the village: Investigation into the feasibility of a standardised Occupation Right Agreement (ORA) Presentation & Panel Chair: Sara Jones , Independent Consultant to Te Ara Ahunga Ora Retirement Commission Panel: John Greenwood , Consultant, Greenwood Roche; Kristine King , Duncan King Law; Michelle Burke , Partner, Anthony Harper Lawyers Audience Q&A
11:00	<i>Morning Tea</i>
11:30	Living in the village: RV complaints and disputes resolution system <i>Presentation 1: Retirement Villages Complaints and Disputes: an assessment</i> Tristan Fluerty , Retirement Villages Specialist, Te Ara Ahunga Ora Retirement Commission <i>Presentation 2: Overview of Financial Services Complaints Limited (FSCL) dispute resolution system: an example of an industry disputes resolution process</i> Stephanie Newton , Case Management Team Leader, FSCL <i>Presentation 3: Overview of the HDC complaints process and advocacy service: an example of a Commissioner-based complaints system with advocacy</i> Rose Wall , Deputy Commissioner, HDC Discussion: What does a good complaints and disputes system look like for the Retirement Villages sector?
12:30	<i>Lunch</i>



13:30	Presentation from the RVR <i>Presentation from Nigel Matthews, CE, RVR</i>
14:00	Presentation from the RVA <i>Presentation from Jeremy Nicoll, CEO Arvida, RVA Executive Committee</i>
14:30	<i>Afternoon tea</i>
15:00	Moving on from the village: Interface of RVs and care: Disclosures <i>Panel discussion: “Disclosures: Transfer process and availability of care – what do RV residents need to know?”</i> Panel Chair: Michelle Reyers , Policy Lead, Te Ara Ahunga Ora Retirement Commission Panel: Peter Carr , Past President, RVR; Jeremy Nicoll , CEO Arvida, RVA Executive Committee Member; Sara Jones , Independent Consultant, Te Ara Ahunga Ora Retirement Commission Audience Q&A
16:00	Overview of Legislative Review process, Melissa Easter , Principal Policy Advisor, Ministry of Housing and Urban Development Audience Q&A
16:30	Closing and thanks Retirement Commissioner Jane Wrightson
16:35	End of Forum

Times and sessions subject to change

