

Retirement Villages Stakeholders Forum

Overview of the Day

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>
09:00	Opening address Hon Dr Megan Woods, Minister of Housing
09:30	Welcome from the Retirement Commissioner Jane Wrightson
10:00	Moving into the village: Investigation into the feasibility of a standardised ORA Presentation: Te Ara Ahunga Ora Retirement Commission annual investigation report Panel discussion Audience Q&A
11:00	<i>Morning tea</i>
11:30	Living in the village: RV complaints and disputes resolution system Presentation: Overview of the current complaints system, problems identified and potential solutions Presentation: Examples of other complaints & dispute resolution systems 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
14:00	Presentation from the RVA
14:30	<i>Afternoon tea</i>
15:00	Moving on from the village: Interface of RVs and care Panel discussion: "Transfer process and availability of care – what do RV residents need to know?" Audience Q&A
16:00	Next steps: Overview of legislative review process
16:30	Closing and thanks
17:00	End of Forum

Times and sessions subject to change

