

**SPRING 2021 QUARTERLY NEWSLETTER**

Phone (06) 759 9196

[www.ageconcerntaranaki.org.nz](http://www.ageconcerntaranaki.org.nz)



*Serving the needs of older people*

# Age Concern Taranaki

*Serving the needs of older people*

**Age Concern Taranaki held their annual mid-winter Olympics at the Waitara T&C Club following a delicious midday meal. Everyone was a winner on this particular day.**



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## Contact Information

Phone: (06) 759 9196 or 0800 243 625  
 Email: [info@ageconcerntaranaki.org.nz](mailto:info@ageconcerntaranaki.org.nz)  
 33 Liardet Street, New Plymouth  
 Postal Address: PO Box 15, Taranaki Mail Centre, New Plymouth 4340  
**OFFICE HOURS**  
 9.30am - 1.30pm Monday to Friday

## BOARD OF AGE CONCERN TARANAKI

**Chair Person:** David Gibson  
**Vice Chairperson:** Alison Brown  
**Board Members:**  
 Marianne Pike, Heather Grant, Jane Bocock

**Disclaimer:** The information contained in this newsletter is not necessarily the view of Age Concern Taranaki. While it is believed to be correct, readers should consult their own advisers.



free phone  
0508  
ENLIVEN

## Feel at home

at Enliven's Chalmers Home

Enliven creates elder-centred communities that recognise elders as individuals and supports them in a way that's right for them.

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rest home | hospital | dementia  
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For more information please visit:  
[www.enlivencentral.org.nz](http://www.enlivencentral.org.nz)

## A word from the Executive Officer's Desk...



Kia ora – I'm sitting in my home office typing this, and I miss you. I miss your smiles, laughter and jokes. I miss listening to stories, compliments and grumbles. Remember after the last lockdown when people started coming back into Age Concern

Taranaki and how happy we were to see each other. I'm keeping that thought and am awaiting it again.

In the meantime, stay well at home. All Age Concern Taranaki staff are working from home, making phone calls and keeping in touch on the computer. So if you'd like a chat phone us, during this lockdown or during any future lockdowns; Bex is listening in to all phone messages left on Age Concern Taranaki answering machine. Leave a message and a phone number and one of us will call you back. Some people we are calling each week, and a few people more frequently.

If you need help with anything during lockdown and don't know where to get it, get in touch, we can help find a solution. Stay well, kia kaha.

**Keryn Roderick**

Executive Officer



When supporting the advertisers within this magazine **PLEASE LET THEM KNOW.**

Their continuation enables our newsletter to be provided free of charge - they need to know where you found them and that the advertising is working for them too.

Thanks



## NOTICE OF AGM

**Wednesday**  
**15 September 2021**  
**11.00am**

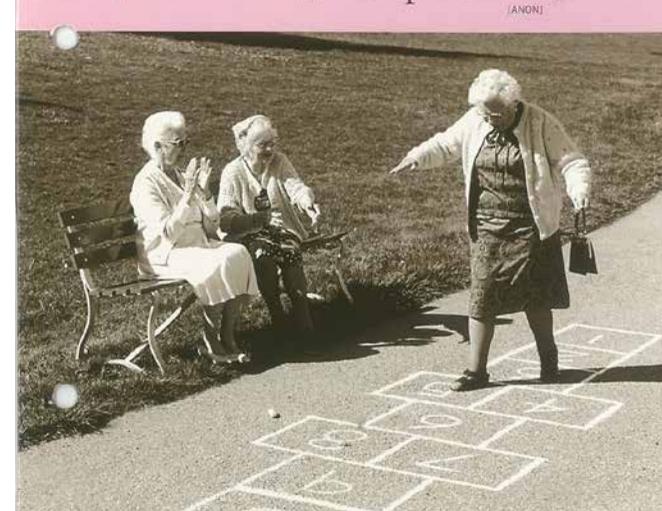
**Venue:** Age Concern Taranaki  
 33 Liardet Street, New Plymouth  
 A light lunch will be provided at the end of the AGM

Phone: 06 759 9196  
 Email: [info@ageconcerntaranaki.org.nz](mailto:info@ageconcerntaranaki.org.nz)

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Growing old is inevitable, growing up is optional. (ANON)



## Friendly, local personal transport - Total Mobility accepted and wheelchair accessible

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Total  
 Mobility  
 Provider



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## AgeConnect Taranaki Social Singing Sessions

A song is not a song until you sing it!



Age Concern Taranaki cordially invite you to our Chirpy Fridays event, for a good old fashioned sing along.

Come and join us at the Senior Citizens Hall, 53 Juliet Street, Stratford at 10:30am on the second and forth Friday of the month. Be ready to share good cheer, good company and many favourite songs. See you there.

*Estelle Barnes* | Programme Lead  
estelle@ageconcerntaranaki.org.nz



- Warm up Wednesday at 33 Liardet Street, New Plymouth on the 2nd and 4th Wednesday at 10am - 12.30pm with a light lunch at the conclusion.
- In Tune with Ingelwood, held in The Mamaku Centre, 6 Mamaku St Inglewood. A fun afternoon with singing, fun, instruments and much more. Afternoon tea provided. Every second and fourth Thursday of the month 1.30 pm - 3.30 pm.
- In Tune with Waitara held on the first and third Friday of the month at The Senior Citizens Hall, Warre Street. 1.30pm - 3.30pm. A fun afternoon of singing, musical instruments and entertainment with Pauline on her guitar. You are invited to arrive from 1 pm and afternoon tea will be served at 2.45 pm.

### Age Concern Taranaki's "In Tune with Waitara"



The Senior Citizens Hall in Waitara is a great place to be to join in the fun of singing, waiata and Maori action songs as demonstrated above by this lovely Kuia. For a gold coin donation, we welcome you to this fun and fabulous afternoon, full of fun and harmony. There are spot prizes to be won and afternoon tea is served.

To see the smiles on everyone's faces, hear the laughter and those participating on the day with their percussions instruments and songbooks is simply magical. Many Thanks to our valuable volunteers Dave, Celia and Jo who give their time to assist on the day with the preparation of the hall, the kitchen and afternoon tea.

My trio support band of Marie, Jack and Peter also do a great job. The local rest homes who attend, Kohatu and Norfolk Lodge and their fantastic supportive staff, plus the many facilities Taurima and Brooklands Rest Homes and people from New Plymouth who travel out to this event, you make this afternoon such a delight.

With the generous assistance of our sponsors and local businesses - Taranaki Electricity Trust, Toi Foundation, Taurima Rest Home, Bin Inn Waitara, Miss Daisy Companion Driving, we are able to bring this to the Waitara Community. Thank you all.

I would love to see everyone keeping IN TUNE WITH WAITARA. Rest Homes all Welcome.

#### SINGING IS SO GOOD FOR YOU

*Pauline Julian* | Service Coordinator  
pauline@ageconcerntaranaki.org.nz

# RYMAN PIONEERS

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For more information email:  
[info@ageconcerntaranaki.org.nz](mailto:info@ageconcerntaranaki.org.nz) or  
 Phone our Office (06) 759 9196  
 or 0800 243 625

## ELTHAM

**SAYGO** > Steady As You Go Falls Prevention Class held on a Thursday **10.00am**.

All Saints Church, 88 King Street, Eltham.

## HAWERA

**SAYGo** > Steady As You Go Falls Prevention Exercises held every Tuesday 10.15 am. Presbyterian Hall, Argyle Street, Hawera. Improve your strength and balance. Gold Coin Donation

**Casual Cuppa** > Held every 1st and 3rd Tuesday of the month 11.15 am Presbyterian Hall, Argyle St, Hawera. Join us to make or meet new friends, socialise and relax.

**Drop in Social Morning** > Held every Thursday, 10.30 am. Presbyterian Hall, Argyle Street. Hawera. Drop in, make friends, socialise and take part in robust discussions. Guest Speaker every first Thursday of the month.

**Social Outing** > Every third Friday of the month. A great day out incorporating lunch and a visit to a place of interest. Please phone Estelle to express your interest.

**Wacky Scooter Club** > held on the first Friday of the month in Hawera at 10.30am contact Estelle for details.

## INGLEWOOD

**In Tune with Inglewood - Singalong and Social Afternoon** > Held in The Mamaku Centre, 6 Mamaku St Inglewood. A fun afternoon with singing, fun, instruments and much more. Afternoon tea provided. Every second and fourth Thursday of the month 1.30 pm – 3.30 pm. Starting Thursday April 22nd 2021. Gold coin donation.

**PLEASE NOTE: Programmes will not be held in person during Alert Levels 3 and 4. Please contact the office for further information.**

## MANAIA

**SAYGo - Steady As You Go** > Falls Prevention Exercises held every Wednesday 10:15am held at Manaia Primary School, Karaka Street, Manaia. Improve your strength and balance. Gold coin donation.

**Drop in Coffee Morning** > held every first Wednesday of the month 11:15am at Manaia Primary School, Karaka Street, Manaia. Join us to make or meet new friends, socialise and relax.

## NEW PLYMOUTH

**Aqua Exercise** > This is held weekly on Monday mornings at the Todd Energy Aquatic Centre at 10.15am. Please phone our office (06) 759 9196 to register.

**Drop In Cafe** > This cosy Drop in Cafe is held on the first, third and fourth Thursdays of the month. Join us at 10am for a cuppa and great company at 33 Liardet Street, New Plymouth.

**Social Morning** > Our Social morning at 33 Liardet Street is held on the second Thursday of the month. We have interesting Guest Speakers. Starting with morning tea at 10:00am

**Warm Up Wednesday** > This fun filled morning of Singalong continues every second and fourth Wednesday of the month. Come along and enjoy, music, singalong and make friends. A light lunch is served at the conclusion of the morning. 10am - 12.30pm. Gold coin donation.

**Monthly Outing** > The first Wednesday of the month. A great day out incorporating lunch and a visit to a place of interest. Please phone Pauline to express your interest.

**SAYGO** > Steady As You Go, Falls Prevention Strength and Balance Classes. Tuesdays at 9:30 am at the Fred Tucker Memorial Hall 132 Parklands Ave, Bell Block; Tuesdays at 10.30am at St Mary's Complex Lounge, 37 Vivian Street; Fridays 11am at Disabilities Citizens Rooms, 83 Hine Street - \$3 per class.

## OPUNAKE

**SAYGO** > Steady As You Go Falls Prevention Class held on a Monday 10.00am. Tainui Day Centre, 142 Tasman Street, Opunake.

## STRATFORD

**Chirpy Friday - Music and Singalong** > held every second and fourth Friday of the month 10:30am at the Senior Citizens Hall, 55 Miranda Street, Stratford. Morning Tea / Coffee supplied, Come ready to share good cheer, good company and many good songs.

## PATEA

**Morning Coffee** > 10.30am held on the last Wednesday of every month at the Library.

## WAITARA

**"IN TUNE"** > Held on the first and third Friday of the month at The Senior Citizens Hall, Warre Street. 1.30pm - 3.30pm. A fun afternoon of singing, musical instruments and entertainment with Pauline on her guitar. You are invited to arrive from 1 pm and afternoon tea will be served at 2.45 pm.

**Drop in Cafe** > Held on the 2nd and 4th Friday of the month in The Senior Citizens Hall, (supper room) Warre St Waitara. 1.30pm – 3 pm. Enjoy a quiz or a game or sit and chat over a cuppa tea, coffee and snacks. A great opportunity to make friends.

## WAVERLEY

**Morning Coffee** > 10:30am held every third Wednesday of the month at the library.

KINDLY SUPPORTED BY: TOI FOUNDATION, TARANAKI ELECTRICITY TRUST, BIN INN WAITARA, DRIVING MISS DAISY COMPANION DRIVING, VOLUNTEERING NEW PLYMOUTH, COMMUNITY ORGANISATION GRANTS SCHEME

**Age Concern Taranaki (Inc) thanks the following organisations for their support and sponsorship**

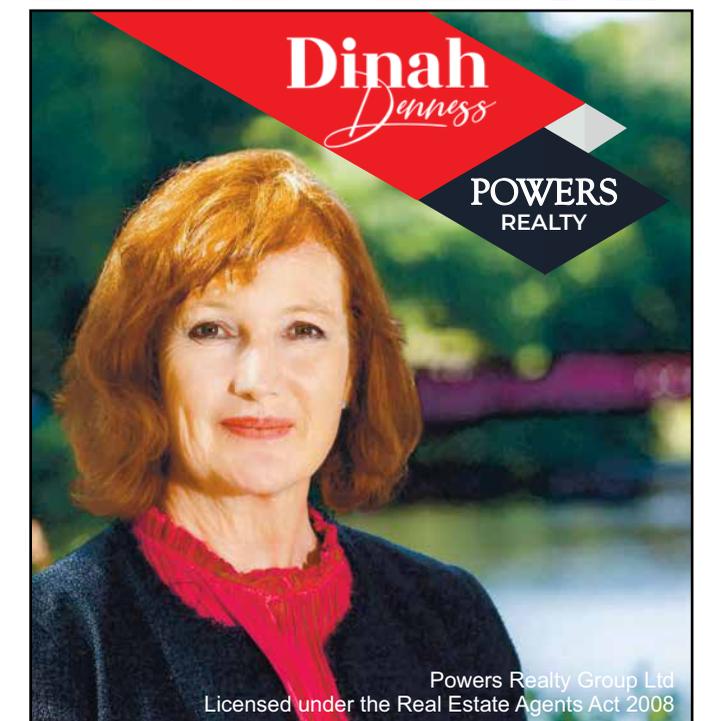


## SAYgo in Manaia!

Age Concern Taranaki are pleased to invite you to our latest SAYgo programme which started at the Manaia Primary School, Karaka Street, Manaia held at 10:15am every Wednesday.

You could save yourself a fall by attending a SAYgo class and improve your strength, flexibility, fitness, wellbeing and balance.

Take the first step, come along and join the fun friendly group.



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 027 288 0673



**Steady As You Go**

Falls Prevention Exercise Classes



- Mon 10.00am Tainui Day Centre  
141 Tasman St, Opunake
- Tues 10.15am Presbyterian Church  
35 Argyle St, Hawera
- Tues 10.30am St Marys Complex  
37 Vivian St, New Plymouth
- Wed 10.15am Manaia Primary School  
Karaka Street, Manaia
- Wed 10.30am Inglewood United Church  
30 Brown St, Inglewood
- Thur 10.00am All Saints Church  
88 King Edward St, Eltham
- Fri 10.00am St Andrews Church  
88 Regan St, Stratford
- Fri 11.00am Disabled Citizens Society  
83 Hine Street, New Plymouth

Contact The Age Concern Taranaki  
Office between 9.30-1.30pm  
Phone: 0800 243 625 or 06 759 9196



**PLEASE NOTE: Programmes will not be held in person during Alert Levels 3 and 4. Please contact the office for further information.**

## Accredited Visitor Service

**Can you help us? Volunteer visitors needed in Inglewood, Stratford and Hawera.**

"I am very happy I made the decision to become a visitor. The person I visit has had a huge impact on my life."

We need volunteers for our Accredited Visitor Service (AVS) in Inglewood, Stratford and Hawera. AVS was set up to reduce social isolation and the risk of people becoming vulnerable to self-neglect or abuse. The service recruits, trains and supports volunteers who are matched with an older person in the community and visit them to offer friendship and companionship. Sadly we do not have enough volunteers for all our older people who would like them. Being a visitor can make a real difference to the health and happiness of an older person. Research shows that loneliness and social isolation are as bad for health as smoking and can contribute to serious health problems like heart disease and depression.

Here are some of the things older people have told us about having a visitor:  
"Sometimes she is only person to visit from week to week."

"I love his weekly visits and the news of the world he brings to me. We are both interested in the same things. It is very special."

If you are interested in becoming a volunteer or would like to find out more then please give us a ring on 0800 243 625 or email [info@ageconcerntaranaki.org.nz](mailto:info@ageconcerntaranaki.org.nz)

## Farewell from Aylene

I'd like to take this opportunity to say goodbye to you all. After 7 years with Age Concern Taranaki I am moving on to a new challenge. I have loved the time I have spent with you all, especially those I've met through my role as the Accredited Visiting Service Co-ordinator and more recently as the Staying Safe Refresher Driving Service Co-ordinator.

I'm writing this as we enter a level 4 lockdown so stay safe in your bubble and hopefully I'll be able to say farewell to some of you in person sooner rather than later.

*Aylene*

## Volunteering New Plymouth Volunteer Recognition Awards



Patricia Keinzley as pictured above holding her certificate, with Age Concern Taranaki staff Bex, Pauline and Keryn at the recent Volunteer Recognition Awards. Pat's nomination was successful in the category for "The Individual Weave Award", as she kindly volunteers for Age Concern Taranaki.

Pat has a keen desire to help in any situation requiring support in our organisation. She has great communication and reliability, she also volunteers with other community and sports groups. Congratulations Pat, we appreciate you.

## The Hawera Mobility Scooter Expo



On a sunny Friday in July, we were joined by many present and future mobility scooter users to facilitate discussions about Mobility scooter issues and experiences. Eight speakers provided advice, resources and knowledge. The NZ Police provided tips to keep our pedestrian and mobility scooter drivers safe. Marion Webby from Roadsafe Taranaki organised an obstacle course and training on how to use a mobility scooter safely. Kevin from Mobility and More brought mobility scooters to test drive. On a lighter side, attendees were able to play Connect 4, Dominoes and noughts and crosses. We are appreciative of the support from TOI Foundation, Roadsafe Taranaki, Countdown, Pak n Save, Fonterra and Yarrows, and for the lunch prepared by the team from Neighbourhood Support.

## HealthCare New Zealand

Being independent is key to our quality of life. For most people, that means staying in our own homes, close to our family, friends, communities and favourite activities.

Sometimes we need a hand to maintain our independence, and that's where HealthCare New Zealand can offer high quality help, tailored to your lifestyle.

HealthCare New Zealand supports people around the country with personal care, home management and domestic support, nursing services and rehabilitation. Their specialist skills, knowledge and expertise lets them work with you to create a plan that suits your needs, regardless of age, illness, injury or disability. With a national network of experienced and trained professionals, HealthCare New Zealand works alongside people and their families each step of the way, with a personalised support plan that incorporates your needs and goals.

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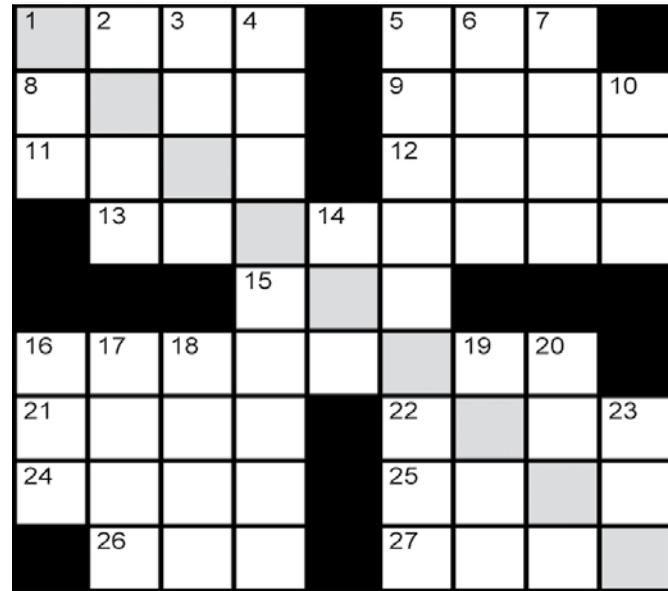


**HealthCare New Zealand**

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### Chompers

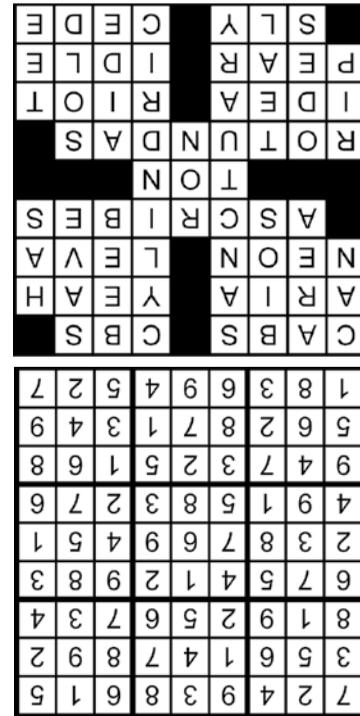


- Across**
- Street fleet
  - "60 Minutes" network
  - "Tosca" tune
  - Slangy assent
  - It's a gas
  - Bulgarian currency
  - Attributes
  - Elephant's weight, maybe
  - Domed buildings
  - "The very \_\_\_!"
  - Brawl
  - Juicy fruit

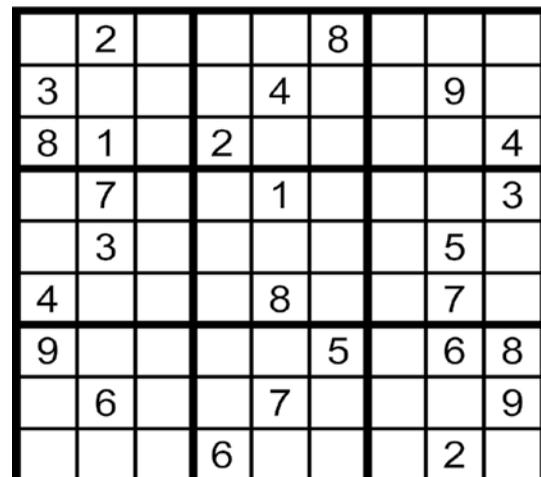
- Not busy
- Like a fox
- Formally surrender

**Down**

- Is able
- Length x width, for a rectangle
- Life stories, for short
- Refuge
- Shaped like a rounded tube
- Network on the telly
- Bank
- Possesses
- Howard of "Happy Days"
- Tear
- Praiseful poems
- Blue shade
- Auxiliary
- Auctioneer's closing word
- Kicker's aid



- |                 |                  |                  |
|-----------------|------------------|------------------|
| <b>Carpals</b>  | <b>Mandible</b>  | <b>Scapula</b>   |
| <b>Clavicle</b> | <b>Manubrium</b> | <b>Stapes</b>    |
| <b>Coccyx</b>   | <b>Maxillae</b>  | <b>Sternum</b>   |
| <b>Cranium</b>  | <b>Nasal</b>     | <b>Talus</b>     |
| <b>Femur</b>    | <b>Palatine</b>  | <b>Tarsals</b>   |
| <b>Fibula</b>   | <b>Patella</b>   | <b>Tibia</b>     |
| <b>Humerus</b>  | <b>Phalanges</b> | <b>Ulna</b>      |
| <b>Hyoid</b>    | <b>Pubis</b>     | <b>Vertebrae</b> |
| <b>Ilium</b>    | <b>Radius</b>    | <b>Vomer</b>     |
| <b>Incus</b>    | <b>Ribs</b>      |                  |
| <b>Malleus</b>  | <b>Sacrum</b>    |                  |



### BONES

How to solve sudoku puzzles. No math is required to solve a sudoku. You only need logic and patience. Simply make sure that each 3x3 square region has only one instance of the numbers 1-9. Similarly, each number can only appear once in a column or row in the larger grid. *The difficulty on this puzzle is easy.*

### FORM OF BEQUEST

Take or send to your Legal Advisor for incorporation in your Will.

"I give and bequeath the sum of \$ \_\_\_\_\_ (or) \_\_\_\_\_ % of my estate, (or) residue of my estate, (or) property or assets as follows:

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free of all charges, to Age Concern Taranaki. The official receipt of the Executive Officer or other authorised officer of the Board shall be a sufficient discharge to my executors".

### Central Audiology Taranaki

Central Audiology has been a leading hearing specialist throughout Taranaki with clinics in New Plymouth, Stratford and Hawera. With over 20 years of experience working in the Taranaki region, we know and value our customers and community.

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We're a primary provider to the Taranaki District Health board, and you can visit us whether you're referred by your GP, or want to approach us directly. At Central Audiology we want to ensure that you're not missing out on the important sounds of life.

**Call us today on 0800 and book a FREE hearing check at one of our clinics. We're here to help.**

*Editorial supplied by Central Audiology Taranaki*

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## ELDER ABUSE RESPONSE SERVICE

### A TEMPORARY FAREWELL FROM SINEAD

Kia Ora readers, as we head into a new financial year I thought we could take a look back at the previous year in relation to the Elder Abuse Service; what we've been doing and what we've been a part of etc.

As many of you may already know, our social workers cover all of Taranaki when responding to any allegations of Elder Abuse.

Statistically we had a very busy year! While this may appear to be a negative, a positive spin I like to put on it is that people are clearly reporting more. From 1st June 2020 to 30th July 2021, the Elder Abuse team responded to **165** referrals to the service. Psychological abuse was identified in **83** of these referrals. We know that psychological abuse generally occurs when other types of abuse are happening also.

There were **34** cases of confirmed financial abuse. This varied from smaller amounts of money being regularly stolen or coerced from our clients to large sums of money being drained from accounts. Some of these cases involved online scams & using client's property without authority.

Self-neglect is on the rise here in Taranaki with **22** cases being identified in the last financial year. Self-neglect cases often involve hoarding & squalor & fiercely guarding ones privacy & independence. We know that these cases in particular often need a multi-disciplinary approach with the assistance of other services such as mental health etc.

As social workers we are often out on the road visiting our clients & supporting them to appointments etc. but we are involved in a number of collaborative activities also. We are proud to represent Age Concern Taranaki on the Taranaki Safer Families Trust and attend their monthly collaborative meetings to work towards reducing family violence & raising awareness on such an important issue.

We attend monthly panel meetings for Safeguarding Vulnerable Adults Taranaki where several agencies attend to discuss how we can better support those in the community who may be vulnerable to abuse and neglect.

I enjoy being a part of other groups such as Positive Ageing throughout the region.

Our social workers have also been privileged to provide education sessions at the TDHB to their staff on Elder Abuse & protecting vulnerable adults after patients leave the hospital and return to the community.

This doesn't include the many general information talks we provide to community groups, rest homes & anyone interested in knowing more about Elder Abuse prevention.

I will finish this article by saying a temporary farewell! I am pregnant with my first child (a boy!) and my last week of work will be mid-September 2021. I plan to take 9 months parental leave returning to work in 2022.

I'd like to thank all the staff at Age Concern Taranaki for being so supportive of me during this first time experience which has been very overwhelming but so exciting at the same time! Lisa and Aimee will continue to support people with elder abuse, I will see you all next year.

*Sinead Thomas-Ngatai* | Elder Abuse Response Service Social Worker 06 759 9196



**Hello Everyone!**  
**My name is Aimee Stahnke-Earley and I have recently joined Age Concern Taranaki's Elder Abuse Response team.**

A bit about me, I've lived in New Plymouth my whole life where I have enjoyed raising my now teenage daughter and our many pets. In my spare time I enjoy Gardening, Creative Projects, Reading and playing Squash.

My passion for working alongside people brought me to completing a Bachelor's Degree in Applied Social Science (Social Work). My Vision alongside with Age Concern Taranaki is that of promoting an inclusive society where older people are able to live a valued and fulfilled life.

I look forward to meeting with you all soon.

Take care, *Aimee*

## A defibrillator has been put in the New Plymouth CBD for the public to use in an emergency



Age Concern Office Manager Bex Caldwell, Executive Officer Keryn Roderick, and Karen McLeod from the Department of Medicine Charitable Trust are keen for the public to be aware the AED is available 24/7

Age Concern Taranaki has placed an Automated External Defibrillator outside its New Plymouth office, which is available to the public 24/7.

Two of the AEDs will be mobile devices that travel with programme coordinators in north and south Taranaki and the third AED will be located outside at 33 Liardet St.

"We have decided this device should be available for our whole community to use when needed so have mounted it in a lock box out the front."

A call to St John, the number is on the box, gives people access to the entry code 24/7.



## A E D Automated External Defibrillator Training

On Thursday 12 August 2021 Age Concern Taranaki Staff, Volunteers and Members were given the opportunity at our monthly Social Morning to participate in this valuable training and shared information from Karen McLeod on First Aid and the use of an AED machine.

**We are fortunate and particularly grateful to have been donated AED devices from The Department of Medicines Charitable Trust.**

## RETIREMENT VILLAGES ASSOCIATION RVA RELEASES A BLUEPRINT TO TAKE US FORWARD

You may have seen some media coverage of the Commission for Financial Capability's (CFFC) White Paper that proposes a review of the retirement village legislation. In our view this proposal is misplaced, as the legislative framework protecting residents' interests in the village is both robust and world-leading. The beauty of the regime is that it permits a huge range of commercial terms that allow residents genuine choice about their village. Looking for somewhere that shares capital gain? There are villages that do that. Want the certainty of a fixed weekly fees? 60% of villages offer that. And so on.

However, we also recognize that there are aspects of the commercial terms, which are the focus of the CFFC's White Paper, that can create problems for residents, especially if units take longer to re-licence than expected and families have to wait longer than desirable for the repayment of the capital sum.

On 25 May 2021, at our Conference, the RVA launched a comprehensive blueprint to introduce a range of improvements in the industry. In particular, the blueprint includes providing residents with a stronger voice, strengthening the complaints process and working with the CFFC to monitor re-licensing times so best practice standards can be developed.

The RVA will also explore establishing an Ombudsman to hear and resolve complaints and invite an independent member of the public to sit on its Executive to represent residents' interests. Retired High Court Judge Hon. Dr John Priestly QC is already the independent chair of the RVA's separate Disciplinary Authority to look at complaints about egregious operator behaviour.

"The growth of our sector, the fact more than 100 Kiwis are choosing to move into a retirement village every week and the overwhelming satisfaction levels among residents clearly demonstrates that we have struck the right balance between robust regulatory oversight and effective self-governance," says RVA President Graham Wilkinson.

"However, we accept there is always room for improvement and refinement around certain practices as our sector and our offering evolves. This blueprint sets out the tangible and definitive steps we will be taking to achieve that goal."

As a first step, the RVA has invited the Hon Tracy Martin, a former Minister for Seniors, to be the Independent Member on the RVA's Executive Committee to ensure the residents' voice is heard at our Board level. We are delighted that someone with Tracey's mana and experience has agreed to take up the role.

As part of the blueprint, the RVA has agreed with the CFFC to survey all members annually to examine

emerging trends and work with members, residents and the Retirement Commissioner to design a best practice approach to re-licensing that reflects the reality of the local real estate market, yet ensures residents' estates do not wait an unreasonable period of time for a refund.

"We agree there is a role for continuously educating operators and residents about the re-licensing process and to encourage best practice including dealing with potential drawn-out re-licensing times," said Mr Wilkinson.

The blueprint also sets out plans to review Occupation Rights Agreements (ORAs) to address any perceived unfair terms or confusing clauses and ensure clarity around what the resident and operator are responsible for, in particular, repairs, maintenance and replacement of operator-owned chattels.

"We will work with our members, residents and the Retirement Commissioner to identify best practice for future ORAs which define each party's responsibilities, so that residents are not responsible for usual maintenance and replacement of operator-owned chattels, whilst protecting operators from bearing the cost of making good resident abuse or damage to chattels.

"Already some operators have moved towards this position and we anticipate the majority of operators will follow quickly."

The RVA has worked with the CFFC to develop best practice standards around the disclosure of information about residents' transfer to care and have called for these to be incorporated into the Retirement Villages Code of Practice.

"We also agree that the retirement sector can encourage best practice standards, as is illustrated by the sector actively encouraging operators to stop charging all fees when a resident moves out," says Mr Wilkinson.

"This is an example of education and market pressure. The practice was extremely rare 20 years ago, but today the majority of villages have adopted this practice and we expect more to follow, although this will always be a challenge for smaller and not-for-profit villages."

Last year, the RVA signed a Memorandum of Understanding with the Retirement Village Residents Association of New Zealand to work together on issues. These include guidelines on dealing with the media, ensuring complaints raised via either organisation are dealt with expeditiously and fairly, implementing a comprehensive village manager training programme, and regular meetings between both the RVA and the RVRA's Executive Committees.

*editorial supplied by the Retirement Villages Association*

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