

## New state of the art retirement village welcomes its first residents

One of New Zealand's most advanced assisted living environments has opened its doors with residents now moving in.

BeGroup's flagship property, Rawhiti Estate, is one of the first retirement villages in the world to combine tablet-based technology and employee communication tools to help take the loneliness out of retirement and put the independence back in.

Residents can use the specially designed *Care-Cohort* tablets to order meals, movies, create digital pottery and artwork, and play games. They can also be used to video call family, friends and make direct calls to care professionals through small, wearable staff communication devices called Vocera badges.

*Photo below; The view that greets visitors; the central atrium*

Rawhiti Estate General Manager Helen Martelli says they are one of the first retirement villages to connect *Care Cohort* tablets to the *Vocera* badges, which she says is a significant step forward for resident safety.



"Traditionally, when residents need to get a carers attention, they push a button that rings through to the nurse's station.

Then they have to wait, without knowing whether the bell has been heard, or how soon someone will arrive.

"This can leave residents feeling vulnerable. We wanted to raise the bar and do things differently.

"With the tablet, residents simply touch the image of the nurse or carer they wish to speak to, it immediately dials through to the Vocera device, which is worn by our carers at all times, and the resident can tell them exactly what they need.

"Our planning estimates show it will save almost 5,200 hours a year for our staff, freeing them up to spend more quality time with the residents," says Mrs Martelli. Mrs Martelli believes technology has an important role to play in improving care for residents.

20 November 2018

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"Technology helps free up carer time and enables them to provide a stronger level of personal, connected care. We can see these trends emerging internationally and we are pleased to be able to introduce smarter systems to Rawhiti Estate," she says.

Housed on the former Rawhiti Bowling Club site, Rawhiti Estate offers a full continuum of care with 27 independent living apartments, and 68 rest home and hospital level care suites, including safe and secure memory loss units.

It combines international design trends, world-first technology and an urban lifestyle in the heart of Auckland's Remuera.

The estate is built and operated by the BeGroup, an independent New Zealand retirement village operator led by Guy Eady, former CEO and Chairman of Oceania who has more than 25 years in the retirement sector.



"When developing Rawhiti Estate, it was important to us to ensure we had a blend of independence, dignity and high standards of living, but in a state-of-the-art retirement village that still feels like home," says Mr Eady. All aspects of the assisted living and memory loss facilities; from high patient to staff ratios, discreet hoists and hospital grade beds and chairs, right through to the décor, fixtures, foods and even the lighting, have been designed to promote quality care and peace of mind.

BeGroup has used the latest global research into dementia triggers to create living areas, facilities and services that actively enhance the health of their residents, promote connections, companionship and genuine care for residents in the assisted living and memory loss suites.

Many of the traditional "clinical" aspects of rest home care have been designed out of the estate, including long institutional style corridors in favour of smaller, neighbourhood style communities within the village to help it feel like home.

It also has a strong commitment to art and features commissioned works by sculptor Paul Dibble and renowned painter Karl Maughan, alongside an additional 60 prints and lithographs by top New Zealand artists including Stanley Palmer, Michael Smither, Marilyn Webb and Dick Frizzell.

As well as displaying great art, BeGroup CEO Guy Eady says Rawhiti Estate will also work to provide access to creative activities for its residents.

"There is growing recognition of art as a therapeutic tool in different settings and a significant body of research is available which shows the various ways art can benefit people as they age. This includes supporting emotional wellbeing, reducing stress levels and reducing feelings of loneliness, as well as providing direct benefits to cognitive abilities."

Mr Eady says the team looked closely at this type of research while designing Rawhiti Estate because it ties into their philosophy of care, which aims to ensure dignity for residents.

"Our hope is that having high quality art will provide an environment that people can enjoy and take inspiration from. When coupled with providing access to meaningful creative activities, we believe it provides a unique point of difference in the care we provide for our residents."

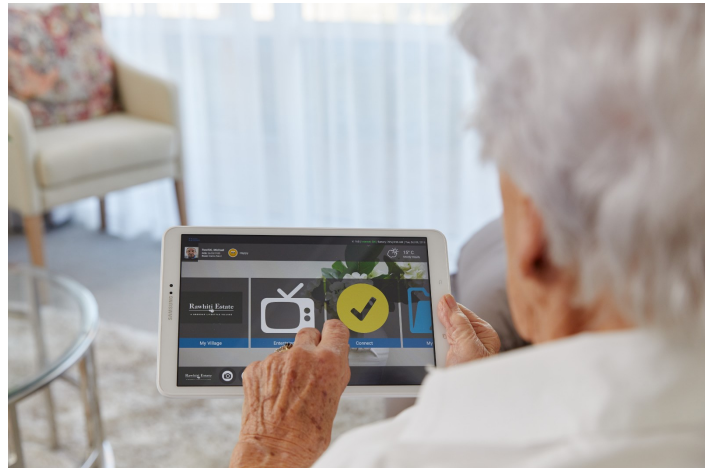


Photo above; Rawhiti Estate is one of the first retirement villages in the world to combine Care Cohort tablets, Nurse Call and Vocera communication badges.



# 7<sup>th</sup> ASIA PACIFIC ELDERCARE INNOVATION AWARDS 2019

Submission Deadline: 18 December 2019 • Finalists Announcement: 01 February 2019

## 2019 AWARDS CATEGORIES

### 1. FACILITY OF THE YEAR – AGEING-IN-PLACE

*Provides the best independent senior living or retirement village environment for older adults to age-in-place with integrated care and services*

### 2. INNOVATION OF THE YEAR – CARE MODEL

*Best care model implementation that demonstrates improvement in quality of life for older adults*

### 3. INNOVATION OF THE YEAR – FOOD & NUTRITION

*Best food & dining experience that demonstrates improvement in quality of life for older adults*

### 4. INNOVATION OF THE YEAR – PRODUCT

*Best product implementation that demonstrates quality of life for older adults*

### 5. INNOVATION OF THE YEAR – PROGRAMME

*Best programme model implementation that demonstrates quality of life for older adults*

### 6. BEST HOME CARE OPERATOR

*Provides the best health, care and social services delivered to home*

### 7. BEST DAY CENTRE OPERATOR

*Provides the best centre based health, care and social services to enable ageing-in-place*

### 8. BEST ACTIVE AGEING PROGRAMME – COMMUNITY

*Best interest group, activity group, performance group that encourages participation of older adults*

### 9. BEST ACTIVE AGEING PROGRAMME – RESIDENTIAL

*Best interest group, activity group, performance group that encourages participation of older adults*

### 10. BEST DEMENTIA CARE PROGRAMME

*Best memory support programme to engage, enable rehabilitation and happiness for older adults with dementia*

### 11. BEST SMART CARE TECHNOLOGY – PRODUCT

*Best technology innovation that enables independence, health monitoring, operational efficiency and care support*

### 12. BEST SMART CARE TECHNOLOGY – SOLUTION

*Best technology innovation that enables independence, health monitoring, operational efficiency and care support*

### 13. BEST PRODUCT TO SUPPORT AGEING-IN-PLACE – ASSISTIVE

*Best product that demonstrates ease-of-use, elderly friendly, affordable and improves quality of living for older adults*

### 14. BEST PRODUCT TO SUPPORT AGEING-IN-PLACE – WELLNESS

*Best product that demonstrates ease-of-use, elderly friendly, affordable and improves quality of living for older adults*

SILVER ARCHITECTURE AWARDS, held in conjunction with the APAC Eldercare Innovation Awards

NEW

### 15. ARCHITECT OF THE YEAR

*Recognising the architect who has inspired and contributed greatly to advancing and raising the standard of living environments for older people in the past decade*

### 16. YOUNG ARCHITECT OF THE YEAR

*Recognising new entrants who demonstrate passion and dedication towards changing the future of ageing (For architects licenced 10 years or less)*

### 17. WELLNESS INTEGRATION OF THE YEAR

*Best architecture design that integrates wellness to support living environments for older people*

### 18. INTERIOR DESIGN FIRM OF THE YEAR

*Best interior design firm to support living environments for older people*

### 19. PROJECT OF THE YEAR – AGEING-IN-PLACE

*Best architecture design project by a firm that embodies ageing-in-place for older people*

### 20. PROJECT OF THE YEAR – RESIDENTIAL AGED CARE

*Best architecture design project by a firm that supports living environments for older people in residential aged care*

## INDUSTRY RECOGNITION AWARDS

### GLOBAL AGEING INFLUENCERS

*Honouring the outstanding achievements of the most influential leaders in the Asia Pacific eldercare industry*

### GLOBAL AGEING TRAILBLAZERS

*Recognising multi-disciplinary leadership in ageing that inspires change in their home country*

Contact us for the submission guidelines today!

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# EMERGENCY MOBILE ALERT NATIONWIDE TEST



## Emergency Mobile Alert test 25 November

The second test of the Emergency Mobile Alert System is taking place between 6pm and 7pm on Sunday 25 November. MCDEM is launching a multi-channel campaign to ensure all New Zealanders know the test is happening and how to check whether their phone is compatible. Our campaign will include TV, online and radio advertising.

We'd like your help to ensure all New Zealanders know the test is happening, know how to stay informed in an emergency, and are better prepared. Please share our social media posts from our [Facebook](#) and [Twitter](#) accounts. We have lots of resources for you to share [here](#). Plus there more information about Emergency Mobile Alerts at [www.civildefence.govt.nz/emergency-mobile-alert](http://www.civildefence.govt.nz/emergency-mobile-alert)

If you have any questions or queries, please email [emergency.management@dpmc.govt.nz](mailto:emergency.management@dpmc.govt.nz)

## Do you have a bar at your Village? Don't get caught without a licence.

The final Wellington Regional Forum for the year saw us head to Palmerston North to the lovely Olive Tree Retirement Village. We had not only Village Managers from across the region but also a few residents who manage their village bar in attendance, including a couple from Wanganui, who all came to listen to Andrew and Eden from Work-Rite Ltd explain the ins and outs of a liquor licence.



As New Zealanders, drinking, along with food, is rather central to our social occasions. The residents' bar / restaurant are therefore central to your residents' social interactions and part of the fantastic lifestyle offering within your village, therefore, making sure you are compliant will keep your residents safe and happy.

A liquor licence is a legal requirement which allows the sale and supply of alcohol and is issued by your Local Council's District Licensing Committee. Just like your driver's licence, it stipulates the type of licence issued and any conditions, e.g. who you can sell to, the hours and days sales are permitted, range of food, and zero alcohol beverages to be provided as an alternative, along with information around alternative transport options. The licence ensures the sale and supply of alcohol is done in a responsible and safe manner, thereby reducing the potential for alcohol-related harm.

Whilst our unique demographic means we are largely 'low-risk' environments, it doesn't mean we don't need a licence.

Without a licence, any organisation or person selling or supplying to the public is committing an offence. As is failure to promote a safe drinking environment or not having any regulations to minimise alcohol related harm.

Anyone convicted of committing the offence i.e. not having a licence and selling, displaying, or keeping alcohol for sale is liable to either serve a term of imprisonment of not more than three months or a fine of up to \$40,000. This is a costly and damaging lesson and one best avoided.

Licence applications may vary from Council to Council, but generally all applications will require details of Directors / Shareholders to allow for suitability checks to be conducted. A building WOF will be carried out to check the general condition of buildings along with occupancy levels for the licenced area. Fees are based on a 'risk matrix'.

The zoning of your village may require a separate application for resource consent. The reason for this is that within the majority of local districts, your village will be zoned residential and your District Council will consider the sale and supply of alcohol as a non-compliant activity for that zone, hence the requirement for a separate resource consent.

You are required to develop and implement a 'Host Responsibility Policy'. This is a document which is displayed on site identifying how you intend to minimise the opportunity for alcohol related harm, including signage encouraging alternative to alcohol.





Any licenced premise must have a duty-manager present at all times when alcohol is being sold or supplied. The duty manager does not have to be the person selling, but must have general control of the premises. To qualify, you must obtain a Licence Controller's Qualification, you will be interviewed by local council and suitability assessed.

Once resource consent has been granted and your application submitted, the accompanying fees must be paid at the same time. A notice is then publicly published, usually within a local newspaper, informing the public that the application has been submitted. The public then have a 20-day timeframe in which they may object, any objections upheld will result in a hearing date with local council being set to determine if the objections can be mitigated.

### Engaging a third party

If you choose to engage a third party, such as Work-Rite Ltd, to assist with the application process a letter of engagement is required to allow them to complete the application. This can help reduce the stress and ensure everything is done correctly. A site visit will be conducted to discuss requirements specific to your site, measurement of the area to be licensed will be determined, assistance with the required documentation will be provided, on behalf of the client they will also engage in discussions with local Police, health and council inspectors to ensure there are no objections and attempt to mitigate any which may arise. You will also receive guidance compiling and implementing a site specific Host Responsibility Policy as well as receive guidance around the resource consent application in accordance with your local council.

Turnaround times on applications vary from Council to Council, however each application requires a minimum of six weeks.

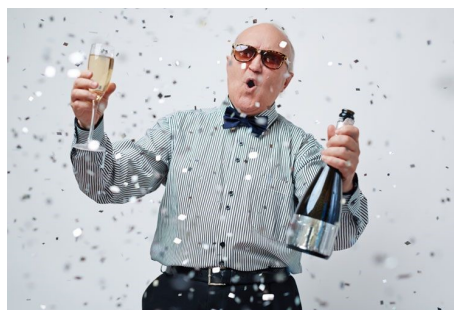
All new licences are issued for one year. Upon renewal, the process is much simpler and a renewed licence is valid for three years. However, if you have been found to have been in breach of the Sale and Supply of Alcohol Act 2012, your renewal may be opposed.

### Expanding your offer with a licence

Diana Triplow, Village Manager at Mary Doyle Life Care, also addressed the attendees. Diana has recently completed the application process with Work-Rite's assistance, and has told us about the difference this has made to her village.

Previously the Residents Committee used to offer a bar service at events and dinners. As the village grew and the restaurant was opened the residents wanted to be able to have a tittle with dinner. Diana was introduced to Work-Rite Ltd which she says 'was a blessing as she could hand everything over to them, they met up and went through every step and they dealt with the inspections, liaising with the council and police' on Diana's behalf.

The licence has been in place for a month and Diana has already seen the benefits. She is seeing residents who previously stayed in their villas and didn't integrate with others come down to the lounge to watch the 6pm News with a drink, care home residents leaving their room to come for a drink with their families and the sense of community has grown in the village. This year, for the first time, they will host Christmas Day lunch at the village for residents and their families, with everyone able to come together to celebrate the festive season over a good feed and drink.



### But my booze is free - does that count?

Even if you supply but don't charge for the alcohol, this still comes under the Sale and Supply act. However, if there is no physical bar and it's just a room where no alcohol is on display, there is no restriction, it's basically just a house party. However, if there is a fridge where residents can store their bottle of wine with their name on it to consume during the week, then you will be seen as a supplier and will need a licence.

If your Residents Association run the bar at your village, the operator should be the licence holder and the Residents Assoc staff could become the duty managers.

If you wish to engage Work-Rite Ltd to assist you through this process they will take you through all the steps and stages above. You will also have the opportunity to opt into a maintenance programme with regular newsletter offering hints and tips on how to remain complaint, plus they offer advise and ongoing support for staff and assist with your renewal.

Contact Andrew and Eden today on [info@workrite.co.nz](mailto:info@workrite.co.nz). For more information click [here](#).

## Village Manager

### Summerset Karaka (Auckland)

If you're a seasoned manager with a great track record in staff management and customer service, and you're ready for new challenges, here's a fantastic opportunity to develop your career in our Karaka village.

This key leadership role will see you responsible for all staffing and financial management, and will have control over operations to ensure the village runs smoothly every day. You and your team will be backed by an organisation that sees quality of resident lifestyle and care as top priority. If you're after a role where you have the freedom and support to make effective change, you'll thrive here.

It's a role that could suit if you're an empathetic, confident person with a solid background in customer-facing environments. As we have a Clinical Manager, you'll focus on the business side of our operations and continue developing a fantastic community for our residents. So, if you're used to dealing with a wide variety of people, meeting targets, handling customer queries and reviewing operations, you could find this a fascinating and rewarding career move into a growing industry with a secure future.

If your career is already in aged care, you'll enjoy this role as it gives you plenty of ownership and the flexibility to make decisions about one of our largest villages. There's vast opportunity here to develop professionally, and with our village already well-established you can simply focus on running it well.

You'll benefit from strong management and senior office support, as well as peer support from the other Village Managers across the region. This is an excellent time to be joining Summerset - not only are we growing and investing, we're the fastest builder of new retirement villages in New Zealand, so for the right person this company is brimming with opportunity.

So are you ready to help us down this exciting path to the future? To find out more, click [here](#). Applications close 9<sup>th</sup> December 2019.



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## The CFFC - keeping things simple and winning!

We are delighted to share the news that, in Wellington on 15 November 2018, presented by Mayor, Justin Lester, the Commission for Financial Capability (CFFC) won the People's Choice prize in the 2018 Plain English Awards for their booklet [Thinking of Living in a Retirement Village?](#)

The People's Choice - Best Plain English Communication award honours the most outstanding example of a plain English document or webpage nominated by a member of the public. Imagine a world where your important documents and forms were nice and easy to understand e.g. insurance documents, legal contracts. The more that we all speak up and demand plain English, the easier it is for everyone!

The CFFC's booklet is for retirees and their families, and is aimed to strike a balance between conveying important technical information in a way that was easy to understand. The booklet offers practical tips and checklists to help ease a decision-making process that must navigate complicated legal and financial terrain at what can be an emotional time for families.

National Manager of Retirement Villages at the CFFC, Troy Churton, who wrote the booklet, says selling a home and moving into a retirement village has far-reaching consequences for the remainder of a retired person's life, and affects the estate they will pass on to their loved ones.



Photo : Troy Churton, CFFC (right) with Judge Matt Huntington

Troy says "CFFC believes it's important that intending residents and their families understand the implications clearly and can make a considered decision based on impartial information," says Churton. "We're very pleased that the public has found our booklet so helpful." Troy Churton, CFFC.

These booklets are distributed to members of the public who attend the CFFC run Thinking of Living in a Retirement Village seminars across the country. These seminars are usually co-hosted by John Collins, RVA Exec Director and are very well attended by potential residents and their family members.



## CHRISTMAS QUIZINGO

Looking for an entertaining Christmas event that runs for under an hour but still excites and challenges the players.

Introducing **QUIZINGO** combining the challenge of a Quiz Night and the excitement of a Bingo Game.

The game is simple and can be run by anyone. You read out twenty five entertaining Christmas themed Quiz Questions.

Once you have finished reading the questions break for a few minutes then read out the answers but they are in a predetermined order. First team that gets five answers correct in a row (up down, sideways or diagonally) calls out **QUIZINGO** and wins the quiz

1.					
2.					
3.					
4.					
5.	25	11	18	8	5
6.					
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8.	13	21	3	7	10
9.					
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12.	2	12	23	17	16
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16.	9	1	24	4	19
17.					
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19.					
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21.	6	15	14	20	22
22.					
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24.					
25.					

**QUIZINGO INSTRUCTIONS** Write your answers 1-25 on the left as the questions are read out. Once all the questions are answered, the Quiz Master will then read out the answers in a random numerical order. Put a 'tick' in the relevant circle if you got the answer correct or put a cross if you got the answer wrong. The first team to claim an unbroken straight line of five circles with five ticks (up down or diagonal) and then is the first to say QUIZINGO, is the winner.

Want to know more and for all things QUIZICAL  
Phone 0800 874 842 | Email [sales@quizit.co.nz](mailto:sales@quizit.co.nz)



## Robyn Ballard, Village Manager, Olive Tree Retirement, Palmerston North:

**"People said, 'Won't you get bored just managing a village again?' But after a week I knew I was where I needed to be, I just loved the people contact."**

*By Janet Brown, Head and Heart Ltd*

Robyn spent her primary school years in Hamilton where she was born the middle of three, with an older sister and younger brother. At fifteen, she moved to Palmerston North when her police officer father was transferred. Her mother had just been accepted by Hamilton Teachers' College as an "immobile student", the classification then for women students unable to move because of their husband's employment; Palmerston North Teachers' College had fewer places for such students, so the opportunity was lost with the shift. Three years later, when the marriage ended, her mother enrolled at Massey University extramurally while working to support the family, completing her first degree (a Bachelor of Social Sciences in Education) aged 55.



*Photo above: Robyn at the ANZAC day service at Olive Tree*

Her mother's perseverance and determination proved "a quite remarkable inspiration and role model" for Robyn. But her learning took a different path. After eight weeks studying for a BA in History and German, having earned an A Bursary, Robyn realised she wasn't cut out for a lifetime of teaching, and pulled the plug on university, signing up instead for hospital-based nursing training. This also had the advantage of allowing her to help support the family and she loved the hands-on approach of the practical teaching and learning. Robyn remembers feeling incensed by suggestions that hospital training was less rigorous than the new academic option. She especially enjoyed working in the infectious diseases' unit, where all patients were in isolation, and she relished the combination of infection management and control.

On graduation Robyn married, moving with her husband Paul to Gordonton where his family farmed. She worked for a private hospital eventually bought out by Southern Cross, fitting nursing round having her son and daughter. When they were school-age, Paul took up a management role in the Manawatu. Robyn was eager to return to Palmerston North; her mother was still there, and she wanted the children to be educated there - "It felt like coming home."

Her first role there was a five-month contract managing the 1996 Census in Feilding District: "I had to manage the budget, find premises, recruit and train 21 staff, and manage non-responders. It was my first experience of live operational management. Did I sleep well? No. Did I get paid well? No. But I learned so much." That was followed by occupational health nursing at large employers like EziBuy, Manawatu District Council and Central Power. "The job had huge variety, from pole-top rescue training in the morning to presenting at a board meeting in the afternoon."

Then it was back to the surgical nursing she loved. "But while I was working on the wards my operational experience was percolating away, and I kept seeing how things could be done better, plus I wanted a leadership role" so Robyn moved into a principal nurse manager role at an aged care facility with 48 beds, a mix of rest home and hospital, working for Guy Eady, Mark Durling and Raewyn Goodwin.

Her next leadership step was a village manager/sales role with Metlifecare. Here she found new challenges, including learning to step back from her own nursing instincts to allow the nurse manager reporting to her independence and autonomy. Robyn says that she realised "My nursing skills mustn't be a hindrance to my clinical leader but rather needed to enhance my management". She also discovered that she loved sales, learning how key the integration of sales with operations is to the successful leadership of a village.





Robyn reported to Lynne Abercrombie throughout her career at Metlifecare, and with Lynne’s mentoring she developed both skill and enjoyment in growing people, gradually taking on managing an increasing number of villages. During this period Paul was offered a role in Central Otago; after careful consideration, Lynne and Robyn agreed she could manage her two South Island and four Lower North Island villages from Wanaka where she and Paul settled. Fortuitously they were there when Paul’s brother, farming at Edendale, was diagnosed with cancer, so they were able to provide much-needed family support. They loved the alpine environment, and Robyn continued to commute after taking on the role of Operations Manager Business Development. This provided new dimensions, as she learned how best to integrate newly acquired villages into the company network.

In 2015, it was time for Robyn and Paul to move back to the lower North Island, so they could mix family and work life more easily. This time the move was to be based on Robyn’s career options, and the opportunity to join the newly formed Arvida Group presented itself when Robyn was offered the Village Manager role at Olive Tree in Palmerston North. “People said, ‘Won’t you get bored just managing a village again?’ But after a week I knew I was where I needed to be, I just loved the people contact.”

Looking back over her career, Robyn is grateful for the mentoring she received from good managers. And she values what she learned growing up. “When I was young, every night after dinner while we did the dishes, our parents made a pot of tea and sat at the table discussing events of the day. I learned how to question and debate, and hold an argument, and that’s stood me in good stead.” Her faith also grounds her: “I work alongside Paul pastoring our church, and my view of the world and beliefs give me solid ground and ethics.” Family’s still core to Robyn’s life – she loves to spend time with her little grandson and is enjoying preparations for her daughter’s wedding in November. Knitting is a favourite way to relax and makes her popular with the residents: “I often go around and help a resident cast on and complete the first row.”



Photo right: Robyn Ballard and resident, David Beales, potato planting

Looking back at her varied career – from deciding not to continue with university, to discovering her operational management strengths and skills – I ask Robyn what advice she’d give her young self, in hindsight. She tells me it’s pretty simple: “Don’t feel limited by expectations. Explore anything you think might be you.”

## eLearning Congratulations

Congratulations to the following folks who have completed one or all of the RVA’s eLearning modules. Signed certificates have been sent to site sponsors to be counter-signed and presented:

Joan Robert	Arena Living—Knightsbridge	Brian Leighton	Arvida– Village at the Park
Joselle Bacani	Arvida Group	Deborah Blake	Bupa Care Services
Lesley Collins	Bupa Care Services	Janine Comes	Bupa Care Services
Julie Currey	Golden Age Healthcare	Diana Triplow	Arvida –Mary Doyle
Heather Himiona	Metlifecare—The Orchards	Roz McNeill	Metlifecare—The Orchards
John Silk	MiLife Holdings	Lancia Hicks	Fairview Village
Michelle Wainhouse	Fairview Village	Su Anderson	Presbyterian Support Otago
Diane Braithwaite	Presbyterian Support Southland	Darran Edwards	Remuera Rise
Debbie Cook	Remuera Rise	Edeyn Ramos	Remuera Rise
Linda Neale	Remuera Rise	Louella DuPlooy	The Selwyn Foundation
Rachael Hall	The Selwyn Foundation	Jarrood Shearer	Settlers Albany
Geet Sharma	Summerset—The Falls	Juliet Bowden	Metlifecare - The Orchards
Diane Brown	Ultimate Care Group	Alex Bentley	Ultimate Care Group

Contact [Roisin](#) to register and see your name on the next list!



# WHAT'S IN THIS ISSUE OF **ACTIVE RETIREES** MAGAZINE?

Arriving at your village early December





## MBIE starts review on migrant worker exploitation

MBIE has announced that it is leading an in-depth policy and operational review to better understand temporary migrant worker exploitation in New Zealand and identify impactful and enduring solutions.

As part of the review, MBIE will be:

- commissioning wide-ranging research on the nature of temporary migrant worker exploitation, and the gaps and opportunities to address this. This research will be conducted through a third party, to provide an independent and confidential space to hear the experiences of migrant and international student groups, and to hear from unions and businesses.
- establishing a consultation group representing migrants, business, union and international students. This group will provide perspectives and be used to test ideas as recommendations are developed.

Recommendations will be provided to the Minister of Immigration and Workplace Relations and Safety, who expects to make decisions later next year.

To see just how seriously MBIE is taking the matter, just take a look at the Cabinet Paper that the Minister recently presented [here](#) - A few extracts shows just how serious the exploitation is considered to be –

“We have committed in our coalition agreement to “take serious action on migrant exploitation, particularly of international students”.



“I have directed MBIE officials to take a broad view, within an employment context, of what constitutes migrant worker exploitation. This will involve a focus on the regulatory systems of employment standards and employment relations, health and safety at work, immigration (including visa policy settings), and international education settings...

“Migrant exploitation encompasses a spectrum of non-compliance with minimum employment legislation, ranging from ignorant non-compliance through to **forced labour and people trafficking**.

“Exploitation of temporary migrant workers takes many forms, including bullying, withholding passports or money, making employees ask permission to eat, sleep or go to the toilet, not paying employees the right amount (or at all), forcing employees to pay off a debt, or issuing threats to the employee or their family members.

Included in those that the Minister sees as vulnerable to exploitation are those who are –

- “from low income countries or who have limited English or low-level skills, or who lack independent means to support themselves
- migrants working outside of their visa conditions (for example, overstayers or people on visitor visas)
- migrants who need to hold jobs to remain in the country, and potentially to gain residence

international students.

In an industry with a chronic shortage of workers, the offer of a ready supply of apparently qualified people is no doubt a temptation. But it’s worth being cautious.

## And the MSD Minister is training more workers for Aged Care

Minister for Social Development Carmel Sepuloni has announced the rollout of an Industry Partnership programme which will deliver 160 caregiving jobs within the aged care sector across the country.

The Ministry has partnered with Medcall, a recruitment and staffing company specialising in the healthcare sector, to train 160 MSD clients for aged care jobs across eight regions.

“We have a rapidly ageing population and a shortage of workers in the aged care industry so it makes sense that we partner with companies like Medcall, to train New Zealanders for an industry that is growing fast and will con-

tinue to do so," Carmel Sepuloni said.

"The partnership between Medcall and the Ministry of Social Development started in February to deliver a healthcare employment pilot in Auckland. It resulted in nearly 40 people finding work, including some who'd been on benefit for long periods and are now working and training towards a healthcare diploma.



Due to the pilot's success and on-going demand from industry employers and associations, MSD will roll out the initiative to clients across Canterbury, Bay of Plenty, Waikato, Auckland, Wellington, Central, Southern, and Nelson regions.

The national rollout starts in Canterbury today with a meet and greet expo event for local employers and MSD candidates. The job expo will help match the right candidate to the job.

Clients in the Bay of Plenty region are being referred to their upcoming regional event, and it is expected Waikato clients will be able to be referred before Christmas.

"The industry partnership between Medcall and the Ministry of Social Development is another example of this Government's commitment to providing sustainable and meaningful work opportunities for New Zealanders, in sectors with work shortages and future demand," Carmel Sepuloni said.

## Unemployment at 3.9%

Statistics NZ reports that the seasonally adjusted unemployment rate in the September 2018 quarter was the lowest since the June 2008 quarter. The employment rate was 68.3%, the highest since the statistic was first measured more than 30 years ago.

The growth in employment was greatest in Taranaki (7.1% or 4,300), followed by Gisborne/Hawkes Bay (6.5% or 6,400), Otago (5.5% or 6,700), Auckland (3.8% of 34,600) and Waikato (3.3% or 8,400).

***This article is brought to you by the RVA's free employment helpline 0800 692 384. If you have any questions or would like to discuss the article above, please call Philip or Anthony on the helpline.***

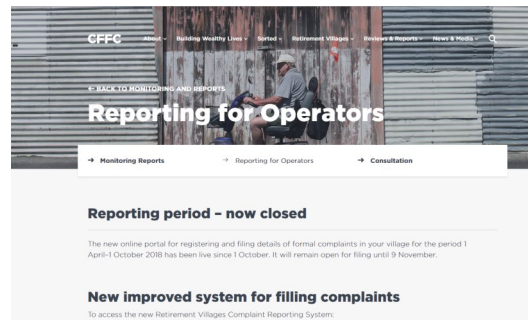
## CFFC launch new and improved website

It's a pleasure to announce the deployment of the new CFFC website. [It's live!](#)

Throughout this project we focused on solving problems of difficult navigation, information overload and dated design.

Content is now more than ever 'king' on our website, so we worked on presenting it in an interesting way.

For all things Retirement Village, just go to that tab on the home page .



## High Court provides assistance with retentions

*Acknowledgements to Janine Stewart, Partner, Minter Ellison Rudd Watts, Auckland*

With retirement village developments proceeding as fast as possible, a reminder about the sub-contractors' retention regime may be timely. Retentions are a portion of the money due to the subcontractor which is withheld from payment and either released to the subcontractor on practical completion or appropriated by the Head Contractor / Principal to remedy defects in the subcontractor's performance.



The High Court in [Bennet v Ebert Construction Limited \(In rec & liq\)](#) has provided some guidance on the retentions regime. The judgment confirms:

Retentions do not exist until the payment from which they are being withheld is made to the subcontractor. Failure to comply with the Regime by the Head Contractor / Principal is ultimately the misfortune of the subcontractor in a Head Contractor / Principal's insolvency.

MERW advise that accounting records are the proof that a subcontractor's retention exists, so it is important for subbies to exercise their rights of inspection regularly so as to increase the chances of their retention monies being accounted for, and therefore protected, in the event of the Head Contractor / Principal's insolvency. Perhaps this is easier said than done, given the lack of penalties and enforcement mechanisms within the retentions regime under the Construction Contracts Act 2002.



### Retentions and Receivers

Ebert Construction Company (**Ebert**) went into receivership on 31 July 2018 and liquidation on 3 October 2018. Ebert had a number of projects and a number of contracts at the time of insolvency. The contracts provided for retentions, and some of these contracts were subject to the retentions regime under the Construction Contracts Act 2002 (**CCA**) which came into force on 31 March 2017. For contracts entered into after this date, Head Contractors / Principals were required to hold retention money on trust for the subcontractors so that their retentions would be protected in the event of the Head Contractor / Principal's insolvency.

The decision is too detailed to include in its entirety, so [please click here for the MERW summary](#) and further advice.

### What do you want for Christmas?

With only one more RVA Newsletter left between now and the arrival of the big bearded guy in the red suit when the RVA will be taking a well deserved break, we want to go out on a high. So send us your stories, send us your photos of your village /office festivities so we can share the joy with the members. Or let us know if you have a pressing issue you'd rather not dwell on over the Christmas holidays and we'll offer / try to find a solution.

Until 14 Dec, don't forget to send us your wish list.

