

INFORMATION PRIOR TO ENTRY



AMBERLEY REST HOME AND RETIREMENT STUDIOS

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Amberley Rest home
&
Retirement Studios

Introduction

Thank you for your interest in Amberley Rest home and Retirement Studios. We are delighted to welcome you to our boutique-style home, nestled in the peaceful rural countryside. Our warm and friendly environment is designed to ensure comfort and exceptional care for all our Residents.

Amberley Rest home and Retirement Studios is proudly owned and operated by Chandys Group Limited, having been purchased in March 2025. Led by our Facility Manager, Jacob Chandy, we are dedicated to providing the highest standard of care and comfort. Chris Fellows, our Clinical Manager, and Erica Collins, our Diversional Therapist, work alongside a passionate and skilled team to support our Residents' well-being.

Our staff members are committed to delivering personalized care with patience, dignity, and respect. Many have completed the Career force and Health learn (Aged Care Education) training programs, while others are actively working towards their qualifications.

To enhance the quality of life for our Residents, we offer a range of engaging activities coordinated by Erica Collins. We encourage everyone to participate and enjoy the social atmosphere.

Thank you once again for visiting. We look forward to welcoming you to our happy home.

Warm regards,
Jacob Chandy
Facility Manager

Our Values :

At Amberley Resthome and Retirement Studios, our core values guide our operations and interactions:

Love: “We care with dedication and kindness from our hearts.”

Compassion: “We serve with empathy, sensitivity, and understanding.”

Patience: “We take the time to listen, support, and uplift.”

Respect: “We honor dignity, individuality, and personal choices.”

Integrity: “We act with honesty, accountability, and ethical excellence.”

Hospitality: “We welcome all with warmth, friendship, and open hearts.”

Faith & Hope: “We nurture the spirit, bringing peace, comfort, and purpose.”

These values not only shape our approach to care but also foster a nurturing environment for both residents and staff, ensuring that Amberley Rest home and Retirement Studios remains a place of comfort and support for the elderly community.

Mission Statement :

"Our mission is to provide compassionate, Christ-centered care that upholds the values of love, dignity, and service. We are committed to creating a warm, nurturing environment where residents flourish physically, emotionally, and spiritually. Our staff are our greatest asset, and we deeply value their dedication and commitment. We strive to support their professional growth, well-being, and sense of purpose. By maintaining the highest ethical and professional standards, we cultivate a respectful, empowering, and uplifting community that enriches the lives of both residents and employees with kindness and integrity."

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General Information

Subsidies

Subsidies are available to those that meet the set criteria. (Pamphlets will be made available on request to explain the criteria and application process). We will assist you to apply and explain the subsidy process.

Eligibility

Eligibility to reside in Amberley Resthome and Retirement Studios must be assessed prior to entry through the assessment unit Needs Assessments Clinical Assessors at the local Te Whatu Ora Hospital. This can be arranged through your General Practitioner or Nurse Practitioner.

Staff

Registered Nurses are rostered on duty on every shift, with the additional support of the Facility Manager and/or Clinical Manager being on-call 24 hours a day.

We have a minimum of 5 staff members on duty during the day and 1 staff at night with a Registered Nurse on call. We have approximately 15 staff in total, whom are all obliged to participate in our ongoing training programme.

Podiatry

A Podiatrist visits 6-weekly or more regularly if required. The cost for this service is included in the fee for subsidised Residents where referred by the GP and is \$45.00 for private paying Residents.

Physiotherapist

A Physiotherapist will be arranged should the need occur. Staff are all educated in appropriate moving and handling and transfer techniques.

Laundry

Laundry and ironing are done at no extra charge. This service includes due care being taken with woollens that need hand-washing, however we would advise family to wash any hand knitted jerseys, cardigans etc. Dry-cleaning can be arranged for collecting and return. The cost of dry-cleaning is met by the Resident.

Activities

The activities programme is organised by the Activities Co- Ordinator and changes regularly. Each Resident is assessed individually and their particular interests are included into the programme. Activities are arranged to cater for all levels of participation and a wide range of interests.

The participation of residents in the Activities Programme is voluntary, however is of great importance in promoting socialisation, mental and physical stimulation and encouraging a general sense of vitality. If you have particular interests, please make these known so they can be included in the programme where possible.

Outings

Regular outings are arranged by the Activities Co-ordinator. We have a broad range of outings to cater for all levels of interest, eg. Garden visits, afternoon tea. Residents are comfortably accommodated in a purpose-built van.

Residents are encouraged to keep contact with family and friends outside Amberley Resthome and Retirement Studios. Please let us know when before you go out in case there is medication that needs to be taken during your absence. You are requested to sign out in the book in Reception. This is a safety requirement. Please let staff know if you would like a meal kept.

Library

The local Library supplies Amberley Resthome and Retirement Studios with an interesting variety of books each month. You may borrow these books at any time. Please arrange with the Diversional Therapist and they will also make any book requests for you.

Hairdresser

A hairdresser visits the facility every six weeks and is available by appointment for residents. Appointments can be arranged through Reception, who will assist with booking times. Charges may vary depending on the type of service provided.

Exercise

All Residents will be encouraged to join in the regular exercise programme. Residents will be encouraged to take daily walks inside and outside the building to maintain your strength. This is part of our falls prevention programme.

Assistance with Daily Living

All Residents will be assisted with showering, toileting and dressing as required.

If the Residents Health Deteriorates

The Resident may stay in this facility if it is appropriate. This depends on the nursing care required. Referral for reassessment may occur if the Resident is deemed to need a level of care we are not certified to provide.

Food

Meals are prepared to a consistently high standard, with a focus on quality, nutrition, and enjoyment. The main meal of the day is served at 12:00 midday and includes a main course followed by dessert. Evening tea is served at 5:00 pm and consists of soup with fresh bread, a choice of a light main meal, and fresh fruit or dessert.

If a meal does not suit your preferences or dietary needs, please let Management know. They are always happy to discuss individual food preferences and make suitable arrangements for Residents.

Morning tea and afternoon tea are served in the dining room at 10:00 am and 3:00 pm, and friends and family are warmly welcome to join you. Supper is served in Residents' rooms at approximately 7:15 pm.

Beverages are offered with all meals, and tea and coffee are available to Residents at any time. From time to time, Residents are invited to participate in meal service surveys. Feedback received is carefully reviewed and incorporated into our ongoing Quality Improvement Programme.

Call Bells

Call bells are conveniently situated in all bedrooms, toilets, showers and the communal lounge. The call bells have extended cords where necessary to accommodate comfort.

How to Get Help

Please ring your Call Bell and a staff member will come and help you day or night. Residents can ring the Call Bell at any time.

Bedtime

When it suits you as we recognise every person may have different patterns for sleeping. If you require extra pillows etc., for your comfort.

Medication

This is over-seen by the Clinical Manager in conjunction with the Doctor and Pharmacist. There are special Drug Charts drawn up for each Resident and your medication will be reviewed by your Doctor, at least three-monthly. Trained staff will ensure you receive your medication at the appropriate times. Please ensure you discuss any known allergies with the Registered Nurse.

Money

We have a 'comfort' money system where the Facility Manager locks away the Resident's personal money for security. Please ask at any time to get access to your money.

If I Run Out Of Money to Pay my Fees

You may apply for a subsidy. Management can advise what the subsidy process is. It is advisable to do this well in advance of your money running close to the legislated threshold as processing of applications can take some time.

Shopping

Residents are encouraged to go out with family or friends. Please tell a staff member when going out and on your return. This is a safety requirement.

Mail

This can be posted at the mailbox outside the office door. Stamps may be purchased from Reception staff, or the weekly shopping overseen by the DT, or larger parcels posted by Management. This is a courtesy service however we do not guarantee the mail will be posted the same day.

Alcohol

Residents are generally able to have alcoholic beverages if they like, however this is monitored where medically required. We have a Happy Hour Thursday from 4-5pm. There are also special social occasions.

Pets

In some instances, we can have birds, cats and fish. This needs to be discussed with Management prior to admission. Unfortunately, we do not allow dogs.

Transport

Access to therapeutic services and activities in the community occur on an ongoing basis however, Residents may be asked to pay for transport to some appointments.

Transport to appointments will be arranged with family members or friends. In an emergency, transport will be provided. Transport to activities within the activity programme is also provided.

Breakfast

Most Residents get breakfast in bed. Residents who choose to get up have breakfast in the dining room at 7:30am. You may stay in your dressing gown if you choose to.

Emergency ambulance services are not included in the fee. Where they are required because of an accident, the cost of the service is covered by ACC.

Doctor / Nurse Practitioner

You may keep your own Doctor or use our House Doctor or Nurse Practitioner. If the Residents chosen Doctors charges are above the contracted Doctors fee, then the Resident may be charged the difference.

If the Resident or relative calls the Doctor outside regular or emergency visits, the Resident will be responsible for the fee.

Electric Blankets and Hot Water Bottles

These are not permitted as a means to ensure Resident safety. All rooms are heated by thermostatic control to ensure the preference of the Residents is achieved and staff monitor these to ensure comfort needs are met.

Televisions

Televisions may be placed in your room provided they are of a size that can be accommodated on a solid base i.e. 14-32 inch screen. The television must not pose a hazard to Residents or staff and written approval must be obtained from the Facility Manager prior to flat screen televisions being mounted on walls. Where permission is granted, the cost of installation will be met by the Resident, along with any ongoing maintenance and cost of removal. Installation must be completed by a Registered Electrician. Removal will include restoration of the wall to its former condition, which will include plastering and re-painting.

Smoking

Amberley Resthome and Retirement Studios is a NON SMOKING residential care facility. You may sit outside in the internal courtyard for residents, if you choose to smoke.

Telephones

There are two Resident's telephones provided (03) 314 9250 situated in the front foyer and the back hallway by the lounge. We can also arrange for a telephone to be installed in your room.

Personal Items

It is important that you arrange your own insurance to cover items that are owned by the Resident or bought into Amberley Resthome and Retirement Studios for personal use. Residents are encouraged to bring as many personal items as possible. Television, radio, pictures and items of furniture. We try to make our home your home. Electric blankets are not permitted for safety reasons without the express permission of the Facility Manager. Their maintenance and annual electrical compliance checks remain the responsibility of the Resident / their family / whanau.

Cultural awareness

Our staff receive education pertaining to different cultural needs and to ensure services are personalised, we seek resident preferences to incorporate into their care / support plans.

Visiting

Visitors are welcome at any time. If visiting at night please ring the front door bell, as these doors are locked for security reasons. To prevent cross contamination to our Residents, we ask that you refrain from visiting if you are suffering from an illness that may be contagious i.e.; influenza, recent diarrhoea or vomiting.

Dependency of Residents

Amberley Resthome and Retirement Studios will care for confused Residents as long as they do not interrupt the smooth running of the facility for other Residents and their safety can be maintained. Amberley Resthome and Retirement Studios has a complete mix of Residents from those who drive cars to those who require palliative level of care.

Church and Spiritual Practices

We hold a church service every Thursday morning in the lounge. The denomination varies each week to accommodate different faiths.

If you would like to receive Holy Communion or practice your faith and spirituality in any other way, we are happy to assist you and provide the necessary support.

You are always welcome to practice your beliefs, and we will do our best to make you feel supported and respected.

Concerns / Complaints

We recognise complaints as an opportunity to improve service, so we remind you to voice your concerns directly to any staff member on the premises. We welcome suggestions for improvement which may be written and put in the letter box in Reception. A written complaints procedure is by the notice board. This can be anonymous if you wish. There is also a brochure from the Health and Disability Service advising of Consumer Rights at the front entrance. The Facility Manager's door is always open to discuss any problem during week hours. The Facility Manager may be contacted after hours for emergency or major concerns regarding Resident welfare and wellbeing.

We have 3 monthly Resident's meetings to jointly discuss any problems that may have arisen and any upcoming events of interest. We ask that issues around other Residents which may become known, remain confidential.

Interpreter Services:

We aim for each Resident to have full understanding, within their potential, of events in Amberley Resthome and Retirement Studios and issues related to their care, therefore we are able to access Interpreter services where there is an actual or perceived need. If a language barrier is evident, please do not hesitate to discuss this with Management.

Visiting

Visitors are welcome at any time. If visiting at night please ring the front door bell, as these doors are locked for security reasons. To prevent cross contamination to our Residents, we ask that you refrain from visiting if you are suffering from an illness that may be contagious i.e.; influenza, recent diarrhoea or vomiting.

Description of Services

Completely provided for within the Fees:

Full board and lodgings, including:

- General laundry service;
- Cleaning services and supplies;
- All Residents are responsible for the purchasing of personal toiletry items however emergency supplies of a standard brand toothpaste, shampoo and soap are available to the Residents when required;
- All bedding, a bedside cabinet, and wardrobe;
- Television, video/DVD and stereo system in lounge area;
- All meals including fresh fruit.

Personal hygiene facilities including:

- Showering and bathing facility;
- Full or partial assistance with hygiene cares;
- Care with and assessment of skin, nails and oral hygiene.

Personal grooming services:


- Assistance with dressing as required;
- Assistance with preferred hair style;
- Use of hairdryer and management of hair removal if required;
- Assistance with accessories and make-up;

Items used in programmes are supplied. Activities Programmes are also incorporated in your individualised Care Plan.

Care planning information includes:

- Nutrition and hydration assessments and support strategies;
- Mobility assessments and support strategies;
- Assessment for pain management strategies;
- Medication management strategies;
- Skin and Wound Care instructions;
- Continence assessment and management strategies;
- Grooming and Hygiene interventions;
- Rest/Sleep special needs;
- Behaviour management plans;
- Specific cultural and religious values and beliefs;
- Clinical assessment and management strategies to meet specific needs.

Services Not Included In the Fee

- Optical services
 - Audiology services
 - Dental services
 - Legal and financial services
 - Hairdressing services
 - Dry cleaning
 - Wear and damage to personal clothing and belongings.
 - Transport (see Admission Agreement)
 - Individualised equipment (although some financial assistance may be available from other agencies e.g. ACC/ISS).
 - Speciality entertainment fees e.g. orchestra or show.
 - Toothpaste, shampoo and soap and other personal care items for individual use.
 - General Practitioners. Residents may be asked to pay the difference between the charge for the Rest Home Doctor and a preferred Doctor, who is charging at a higher price.
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Code of Rights and Responsibility Policy

Aim:

To ensure the rights of all those in care services are supplied service in a manner that reflects the upholding of their legal rights as health consumers. Also to ensure that all those in care services respect the rights of others in a manner that does not breach or diminish the rights of others.

Procedure:

These Rights and Responsibilities clearly identify the principles by which Amberley Resthome and Retirement Studios operates. Our Residents can therefore be assured of a delivery of service based upon these Rights and Responsibilities.

YOU HAVE A RIGHT:

- To be treated with respect and dignity
- To privacy and your confidentiality to be respected
- To continue with cultural and religious practices and value systems which have determined your life in the past
- To be free from harassment, coercion, discrimination, and exploitation
- To continue to be independent
- To timely services of an appropriate standard
- To information in a form that is understandable to you
- To be consulted about all matters affecting you and be informed and involved at all stages, and to give informed consent
- To access support and assistance as you need it
- To choose involvement in teaching or research
- To raise any concern or to complain

YOU HAVE A RESPONSIBILITY:

- To treat fellow Residents as individuals, with respect and not act in a way that violates the rights of others
- To treat staff as individuals with dignity and respect
- To co-operate with staff in looking after your health needs
- To treat the facility and the environment with care and respect
- To comply with the smokefree environments policy

DIGNITY, RESPECT AND INDEPENDENCE

Dignity, respect and supported independence are core concepts we aim for all Residents to experience during their time residing in Amberley Resthome and Retirement Studios. This involves Residents being able to freely express and have acknowledged those things or concepts we need to know about them for the Resident to experience the best possible health and wellbeing outcomes. We aim to look beyond the frailty of body that may develop or a disease process, to get to know the Resident as a whole person. A 'whole person' whose maintenance of dignity, respect and independence are the core focus of our services.

When reviewing Resident care services 'no decision will be made about them, without them'. In this way we incorporate the concepts of protection, participation and partnership into each aspect of our care services.

A copy of the Code of Health and Disability Services Consumers' Rights (Code of Rights) should be displayed in both English and Te reo Māori. These can be accessed from <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>

The Code of Health and Disability Services Consumers' Rights (Code of Rights) is also supported by the guiding principles in the [Code of expectations for health entities' engagement](#) with consumers and whānau document, for health entities related to the provision of services.

Education resources: [Code of Rights in English](#)

[Code of Rights in Te Reo Māori](#)

[NZACA - Code of Residents' Rights and Responsibilities](#)

Version 10.0

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COMPLAINTS POLICY

AIM:

The objective of this policy is to enable Complaints to be resolved in a manner that is resident appropriate, objective, fair, quick and cost-effective for the resident ("you") and Amberley Resthome and Retirement Studios ("we" or "us") through a complaints facility.

We strive to deliver a high standard of service at the Village. A commitment to continuous improvement means that we acknowledge all Complaints and ensure that whilst Complaints are being resolved, every complainant is treated with dignity and respect.

(Some of the words in this policy are defined terms and the definitions are set out in part 10.)

1 Scope

This policy covers all Complaints raised by a resident concerning us, our staff, the Village, another resident or any other matter that the resident wants to raise

An outline of the complaints procedures is set out in a flow-chart in Schedule 1.

2 Residents' Rights

- All residents have the right to raise Complaints and receive a response within a reasonable time. (Right 4 – Code of Residents' Rights)
- All residents have the right to a speedy and efficient process for resolving disputes they have with us or with other residents. (Right 5 – Code of Residents' Rights)
- All residents have the right to have a support person represent them in their dealings with us or other residents. (Right 6 – Code of Residents' Rights)
- All residents have the right to be treated with courtesy and respect. (Right 7 Code of Residents' Rights)
- When raising a Complaint, we will treat you with courtesy and respect. We will not treat you differently from any other resident on the basis of you having made a Complaint.
- Nothing in this policy limits your right to contact the Statutory Supervisor, Retirement Commissioner, Registrar of Retirement Villages or any other person at any time as an alternative or in addition to making a Formal Complaint, or regarding any alleged breach of the Code of Residents' Rights. You may exercise this right by contacting the Statutory Supervisor, Registrar of Retirement Villages or Retirement Commissioner directly using the contact details provided supporting documentation Village 6a and Village 6b.

3 Issues or Concerns

It is important that you can at any time informally raise with us any issues or concerns that you may have. You are encouraged, but not required, to raise any issues or concerns informally with us prior to making a Formal Complaint. All issues and concerns will be dealt with in accordance with our Issues and Concerns Procedure set out in part 5 of this policy. If you are dissatisfied with the response to your issue or concern you may at any time raise your issue or concern as a Formal Complaint in accordance with the procedure set out in part 7 of this policy.

Issues or concerns raised anonymously cannot be dealt with in accordance with the policy set out in part 5. However, we will endeavour to investigate, consider or resolve any issue or concern anonymously brought to the attention of the Village Manager.

If the issue or concern results in a change to any policy or practice at the Village which would ordinarily be notified, then all residents will be notified of this outcome.

4 Issues and Concerns Procedure

An issue or concern may be raised at any time with Amberley Resthome and Retirement Studios General Manager or the Village Manager. Issues or concerns can be raised in writing or verbally, there is no prescribed form. If the issue or concern is made verbally, the Village Manager will record it in writing as soon as practical.

Where you have raised an issue or concern we will acknowledge this to you in writing within 5 Working Days.

We will respond to your issue or concern within a reasonable time. If we are unable to give you a response within 20 Working Days of the date you raised the issue as a concern the Village Manager will contact you and explain what progress has been made and when a final response might be expected. Once the Village Manager has completed their investigation of the issue or concern they will provide written advice of the outcome to you.

If you are not satisfied with our response or the progress towards resolution you may choose to raise a Formal Complaint.

5 Formal Complaints

You have the right to make a Formal Complaint about us, our staff, the Village, other residents or any other matter. Before commencing the Formal Complaints Resolution Procedure you may wish to:

- raise the matter as an issue or concern as set out in parts 4 and 5;
- talk to the Statutory Supervisor, Registrar of Retirement Villages and/or the Retirement Commissioner about wishing to make a Formal Complaint. Contact details for these organisations are set out in Schedule 2.
- as an alternative, or in addition to making a Formal Complaint, contact the Statutory Supervisor if your complaint is about a breach of the Code of Residents' Rights.
- request that the residents' committee (if there is one at the time) call a meeting with us and/or the Statutory Supervisor.

6 How to Make a Formal Complaint

Formal Complaints must be given to the Village Manager or most senior person on duty. A Formal Complaint must be in writing, signed and dated by you. We encourage you to use the provided Formal Complaint Form – a copy will be available in advance so you don't have to request one at the time of seeking to lodge a complaint. Copies of the form are available from the Village Manager/ reception or on request.

If you are not able to write the Complaint your personal representative, or a support person you have authorised in writing, may write the Complaint for you.

If you are not able to write the Complaint and you do not have a person to assist you in writing the Complaint, the Village Manager will at your request record your Complaint in writing based on what you tell the Village Manager at the time. The Village Manager will read the Complaint back to you to confirm it is recorded correctly and will provide you with a copy before taking any further action.

A register (log) is kept of all Formal Complaints and information including the number, type and outcome of Formal Complaints is reported to the Retirement Commissioner every six months. None of your personal information will be disclosed without your consent unless required by law.

7 Formal Complaints Resolution Procedure

On receipt of every Formal Complaint the Village Manager will forward a copy of the Formal Complaint Form to the General Manager.

We will acknowledge in writing every Formal Complaint within 5 Working Days of receiving it. This acknowledgement will include the process and timeframe for resolving the Formal Complaint. We will endeavour to resolve the Formal Complaint within 20 Working Days from the date we receive the Formal Complaint and will regularly inform you of progress.

We will work with you directly to resolve the Formal Complaint to your satisfaction. If we are unable to resolve the Formal Complaint within 20 Working Days the Village Manager will advise you of the progress of the Formal Complaint and the reason for the delay. We will continue to regularly inform you about the progress of the Formal Complaint.

If any proposed action by us is the subject of the Formal Complaint, we will advise you whether or not we will suspend taking that action until the Formal Complaint is resolved. We will only proceed with a proposed action if we have consulted with the Statutory Supervisor and have decided that it is in the best interests of the Village as a community to proceed with the proposed action while the Formal Complaint is being resolved.

7.1 Statutory Supervisor¹

If the Formal Complaint has not been resolved within 20 Working Days of being received by us, we will refer the Formal Complaint to the Statutory Supervisor and ask that the Statutory Supervisor work with the parties to provide an impartial perspective and recommend a way forward. We will advise you once we refer the matter to the Statutory Supervisor.

The Amberley Resthome and Retirement Studios or Statutory Supervisor have a responsibility to notify **Te Ara Ahunga Ora Retirement Commissioner of all formal complaints every 6 months.**

7.2 *Mediation*

If the Formal Complaint has not been resolved within 20 Working Days after being referred to the Statutory Supervisor², we will offer you the option of mediation with an independent mediator. The mediator must be either a member of an alternative dispute resolution agency which is approved by the Retirement Commissioner and listed on the Retirement Commissioner's website or alternatively the parties have the option to agree on another independent third party.

We will suggest one or more independent mediators to you. If the parties agree on a mediator we will refer the Formal Complaint to that person. If the parties cannot agree on a mediator within 5 Working Days we will ask the Retirement Commissioner to select one who we will engage.

Each party is responsible for their own costs in preparing for mediation. If the Formal Complaint is about us or our staff we will pay the mediator's costs. If the Formal Complaint is between residents the mediator's costs will be divided evenly between each party and us.

7.3 *Unresolved Formal Complaints*

The above process does not prevent you at any time after 20 Working Days of your Formal Complaint being received by us from issuing a dispute notice. Your right to issue a dispute notice is subject to the terms set out in the Retirement Villages Act 2003. A summary of the requirements and procedure for issuing a dispute notice are set out in part 9.

If your Formal Complaint has not been resolved through the mediation process you may be able to issue a dispute notice.

7.4 *Recording Resolution of Formal Complaints*

If the Formal Complaint is resolved by agreement or following referral to the Statutory Supervisor or during mediation we will:

- Record the resolution in writing;
- State what actions, if any, will be taken, who is responsible for taking that action, and the timeframe for the action to be completed;
- Set out the terms of any agreement about costs and any other terms;
- Arrange for the resolution to be signed and dated by all parties; and
- Provide a copy to all parties.

8 **Disputes Panel**

We encourage all residents to take advantage of all steps set out in the Formal Complaint Resolution Procedure prior to giving a dispute notice. However, nothing in this policy limits your right to give a dispute notice at any time permitted by the

Retirement Villages Act 2003 or the right of the parties to agree to mediation at any time during a dispute panel process.

Where you have an unresolved Formal Complaint you may be able to give a dispute notice at any time between 20 Working Days and 6 months after the date the Formal Complaint was received (or such later time by agreement of all parties).

Not all Formal Complaints are able to be referred to a disputes panel for resolution. You may give a dispute notice for a Formal Complaint which relates to any of the following:

- a decision by us which affects your occupation or access to services or facilities.
- a decision by us to change the charges you pay under your occupation right agreement for outgoings, services or facilities.
- the charges or deductions made when you leave the Village.
- an allegation that we have breached the Code of Residents' Rights or Code of Practice.
- a dispute between you and another resident or guest of another resident which affects your occupation right.

[You may not give a dispute notice in relation to any health and disability services or facilities we are providing you. If you are dissatisfied with our response to a Formal Complaint relating to health or disability services you may take your Complaint to the Health and Disability Commissioner or a Health and Disability Advocate. We will advise you if this option is available in relation to your Complaint.]

If a complaint relates to an alleged breach of your occupation right agreement or the Code of Practice in disposing of a unit formerly occupied by a resident, you may be able to give a dispute notice at any time following 9 months after the unit has become available for disposal and if you wish, need not go through the Formal Complaint Resolution Procedure.

You may raise a dispute by giving a dispute notice to us. A dispute notice must:

- be in writing;
- identify the decision or decisions, or matters, in respect of which it is made;
- identify the person or persons in respect of whom it is made, if not us;
- state the grounds on which it is made; and
- state the efforts that have been made to resolve the dispute.

We will appoint a disputes panel within 20 Working Days after the date the notice is given to us. We will consult you before appointing the disputes panel. All members of the disputes panel will be selected from those named on the Retirement Commissioner's list of disputes panellists.

We will notify the Statutory Supervisor of a dispute notice if we consider the outcome of the dispute:

- may affect a significant number of the Village residents;
- the general operation of the Village;
- our rights and obligations under the Deed of Supervision; or
- the dispute notice relates to disposal of a former resident's unit.]³

If the disputes panel considers that it needs more information about the issues of the dispute it can ask the party who issued the dispute notice to provide this, in writing and within a specified time. The other party may reply, or be required by the dispute panel to reply, to the dispute notice.

Before the hearing, the disputes panel will consult with all of the dispute parties on the most appropriate procedure for resolving the dispute. It will ensure that each party has the opportunity to comment on any view or any matter given by the other party during the consultation time. The panel will then set an agreed time and place for the hearing. As a general rule all hearings are to be public with the proceedings and decision published. However, the panel may decide whether any part of the hearing will be heard in private or not published.

The disputes panel may decide that a dispute should be heard by a court of law instead and refer it to the nearest District Court. A disputes panel can also refuse to hear a dispute if it considers it to be frivolous or vexatious or an abuse of process.

At a disputes panel hearing all parties can give evidence, cross-examine and re-examine witnesses. The disputes panel can amend an occupation right agreement, order compliance with an occupation right agreement or the Code of Practice, or order payment or refund of an amount in dispute.

When a decision has been made, the disputes panel must record its findings in writing and give each party, the Village, and the Retirement Commissioner a copy. The decision is binding on all parties.

In the ordinary course we will pay the costs of the dispute panel whether we are a party to the complaint or not. However, the disputes panel can also make an award of costs and expenses. This might require a party to the dispute to pay all or some of the costs of the disputes panel and/or the other party.

Please note: This is an overview of the process only, for full details please consult Part 4 of the Retirement Villages Act 2003 and the Retirement Villages (Disputes Panel) Regulations 2006.

9 Complaint to the Retirement Villages Association ("RVA")

The New Zealand Retirement Villages Association has a complaints process in place for complaints being made against operators. You may forward a complaint to them or raise it with the Statutory Manager.

This process can be employed in addition to the complaints facility described above. Should you choose to refer your complaint to the RVA, the time period in any of the above processes is not affected or suspended.

9.1 Making a complaint to the RVA

Complaints being referred to the RVA must be made in writing and must clearly set out the following details:

- The name of the complainant; and
- The name of the Operator
- The nature of the complaint including as many relevant details as possible, such as dates, names of parties and locations.

The complaint should be addressed to the Executive Director of the RVA, and sent to the RVA, whose contact information is set out in Schedule 2.

The complaints process followed by the RVA is:

The RVA will acknowledge the complaint within five working days of receiving it, and send you a copy of their complaints policy that fully sets out the complaints process they will follow.

10 Definitions

- "**Code of Practice**" means the Code of Practice approved by the Minister under section 89 of the Retirement Villages Act, as updated, amended or replaced from time to time.
- "**Complaint**" includes any issue or concern or Formal Complaint.
- "**Formal Complaint**" means a written complaint made by a resident or former resident in accordance with part 7 of this policy relating to us, our staff, the Village, another resident or any other matter that the resident wants to raise.
- "**former resident**" means a person who was a resident, or a representative of that former resident, of the Village and whose occupation right agreement has since terminated.
- "**resident**" means any of the following:
 - (a) a person who has entered into an occupation right agreement with us in relation to the Village
 - (b) a person who under an occupation right agreement is, for the time being, entitled to occupy a residential unit within the Village, whether or not the agreement is made with that person or some other person; or
 - (c) if the occupation right agreement provides, or with our consent, the spouse, civil union partner, or de facto partner of the person referred to in paragraph (b) who is occupying the residential unit with that person, or after that person's death or departure from the Village.
- "**Village**" means the retirement village known as [name of village] and operated by us.
- "**Working Day**" has the same meaning as set out in the Code of Practice.

Other references:

See Village 6a Complaints Contacts for this Village, and Village 6B Complaints Process,

OM 4A Complaints Form – can be provided anonymously or these may be entered into the HCSL Digital Management System for Amberley Resthome and Retirement Studios directly by any member of our team who will be able to assist you if you would like. They will also be able to explain the steps involved in lodging a complaint and the time-frames in which you can expect to have it responded to and managed.

Version 10.0

Issue Date: 20th July 2025

Review Due: 20th July 2027

Contact details for Complaint management:**Registrar of Retirement Villages:**

Free Phone: 0508 266 726
Phone: (03) 962 2602
Website: <https://www.companiesoffice.govt.nz>
Address: Registrar of Retirement Villages
Private Bag 92061
Victoria Street West
Auckland 1142

Te Ara Ahunga Ora Retirement Commissioner:

Free Phone: 0800 268 269
Phone: (09) 356 0052
Address: Level 15
19 Victoria Street West
Auckland 1010
Postal Address: PO Box 106-056
Auckland City 1143
Email: rv@retirement.govt.nz

Retirement Villages Association:

Phone: (04) 499-7090
Address: Level 11
Petherick Tower,
38 - 42 Waring Taylor St
Wellington 6011
Postal Address: PO Box 25-022
Featherston Street
Wellington 6146
Email: info@retirementvillages.org.nz

Agencies which may offer Advocacy Services:**Age Concern:**

Free Phone: 0800 65 2 105
Email: national.office@ageconcern.org.nz
Website: www.ageconcern.org.nz
Address: National Office
Level 1, Sharp House
79 Taranaki Street
Te Aro
Wellington 6011
Postal Address: PO Box 10-688
Featherston Street
Wellington 6143

Citizens Advice Bureau:

Phone: 0800 367 222
Email: admin@cab.org.nz
Address: National Office
PO Box 9777, Wellington Website: www.cab.org.nz

If the complaint concerns health or disability services (e.g. care packages within the Village) Amberley Resthome and Retirement Studios which may be provided from time to time, you may also contact the following:

Nationwide Health & Disability Advocacy Service:

Phone: 0800 555 050
Email: advocacy@advocacy.org.nz
Website: www.advocacy.org.nz

The details of the Health and Disability Commission complaints process can be found by clicking the following link:

[Making a Complaint - Health and Disability Commissioner \(hdc.org.nz\)](http://www.hdc.org.nz)

See Village 6 Communication Policy for on site contacts

Compliments / Concerns and/or Complaints Form

NB: Attach copy of correspondence and any relevant notes to this form and file in the

Complaints folder when complete.

Form Number: _____

Date:	Time:	Name of Staff Member taking details <i>(where applicable):</i>
Name of person submitting comment <i>(optional unless requiring feedback/comment):</i>		
Ethnicity:		
Details for correspondence <i>(optional unless requiring feedback/comment):</i>		
Address:	Phone:	Email:
Details of the comment:		
Investigation notes: <i>(attach notes if required – include culturally related consultation / engagement e.g. Whānau meeting, Cultural advisor)</i>		

Outcome / Resolution Decided Upon:	
Reasons for Outcome / Response from Complainant to outcome:	
Date outcome communicated to person making a complaint:	Note Complainants response to outcome:
Facility Manager's comments (including any cultural considerations and input):	

Facility Manager's signature: _____

Date: _____

Referred to Facility Manager or Manager: Yes No

If you wish to lodge this complaint independently you may contact HDC Advocacy Services in your local area at _____ freephone 0800 555 050 or emailing advocacy@advocacy.org.nz