



# LIFEMARK VILLAGE SCHEME STANDARDS

A SIX-PILLAR QUALITY ASSURED  
RETIREMENT COMMUNITY

*Version 3.1: July 2015*

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# Introduction

This document outlines the Scheme Standards for the Retirement Living Council's Lifemark Village Scheme.

The standards drive a national quality assurance program managed by BSI Australia. They comprehensively encapsulate best practice performance criteria for retirement communities that meet the needs and expectations of their residents.

The standards were prepared following extensive consultation with industry stakeholders and certification specialists.

The 26 standards are divided into these six critical categories of performance:

- |   |          |                              |
|---|----------|------------------------------|
|    | <b>1</b> | Lifestyle (4 standards)      |
|   | <b>2</b> | Support (4 standards)        |
|  | <b>3</b> | People/staff (5 standards)   |
|  | <b>4</b> | Safety (4 standards)         |
|  | <b>5</b> | Regulations (5 standards)    |
|  | <b>6</b> | Village policy (4 standards) |



# 1. LIFESTYLE (4 STANDARDS)

## STANDARD 1.1 VILLAGE ACTIVITIES

*Information and support is provided to enable residents to access a range of activities.*

A major benefit of living in a retirement village is the ability for residents to participate in the variety of social, recreational and leisure activities offered. To cater for a broad variety of residents' interests, a range of activities, which are communicated clearly to residents and encourage positive lifestyle activities, is essential.

### **Standard 1.1.1**

*A process shall be in place to ensure a range of activities relevant to residents*

Examples of evidence can include:

- Documented evidence available i.e. site activity calendar, newsletter, schedule of activities etc.
- Discussion with residents and staff
- Social and community activities in which the village is involved

### **Standard 1.1.2**

*Residents shall be encouraged to participate in activities that enhance physical, social and mental wellbeing*

Examples of evidence can include:

- Confirmation from residents and staff that they are actively encouraged to participate in activities
- Documented evidence available i.e. site activity calendar, newsletter, schedule of activities etc.

## **STANDARD 1.2 TRANSPORT SERVICES**

*Except in circumstance where residents use their personal vehicles to transport other residents at their own initiative, where villages (or via a third party) provide transport for the resident population, drivers have the relevant license and comply with all road laws.*

Village based resident transport services can enhance resident lifestyle by facilitating attendance at appointments, enable the resident to shop independently, and attend activities away from the village. Management is responsible for ensuring village processes support a safe, robust and reliable transport service, where village or appointed resident drivers are licensed and have access to emergency service contacts.

### **Standard 1.2.1**

*Where a village (or residents of the village) provide (or via a third party contract) transport for residents, management will ensure the drivers hold relevant licenses, insurances and safety check documents, which must be current and available for observation.*

Examples of evidence can include:

- Transport license, insurance and current safety check documentation
- Registration documents

### **Standard 1.2.2**

*People providing transport to village residents will hold current driver's licenses that are in accordance the vehicle class being operated.*

Examples of evidence can include:

- Relevant license for the class of vehicle they operate

### **Standard 1.2.3**

*The village can demonstrate the presence of a system for drivers to make emergency contact.*

Examples of evidence can include:

- A system to make emergency contact such as a mobile phone or radio transmitter

### **Standard 1.2.4**

*All village transport has a fully equipped First Aid kit.*

Examples of evidence can include:

- First aid kit on all designated transport vehicles

**Standard 1.2.5**

*The village can demonstrate the existence of relevant policies and processes about how residents will be transporting other residents, where staff facilitated this arrangement. .*

Examples of evidence can include:

- Written policies, procedures and current driver logs.
- Transport timetable

**Standard 1.2.6**

*The village can demonstrate that designated village drivers have a good awareness of policies and procedures about the use of transport vehicles.*

Examples of evidence can include:

Interview drivers to ascertain they are aware of policies and procedures in place of policies and procedures in place. This could be a checklist or evidence of completion of a relevant training course.

### **STANDARD 1.3 RESIDENT'S INVOLVEMENT IN DECISION MAKING**

*All residents are given the opportunity to be involved in decision making in the village.*

Residents have the right to work collaboratively with village management by participating in resident committees, for example by requesting the village's operating and income statements for appraisal, reviewing resident committee charter and minutes and records of disputes, comments and complaints. A consultative process is designed to assist management on village lifestyle and operations.

#### **Standard 1.3.1**

*Village management shall work collaboratively with Residents' Committees and assist as appropriate in accordance with applicable legislation.*

Examples of evidence can include:

- Resident committee meetings are held regularly;
- Village management or authorised personnel attend as required;
- Resident committee charter and copies of minutes;
- Documented records of disputes, comments and complaints with details of actions and resolutions;
- Confirmation from residents that residents do have or are able to participate in a resident's committee.

#### **Standard 1.3.2**

*A system is in place that ensures residents can access information about the finances of the village, consistent with the relevant legislation.*

Examples of evidence can include:

- Copy of any financial statements i.e. AGM, operational, budgets that are presented to and considered by the Residents' Committee.
- Evidence that residents are each provided with copies of such statements well before the meeting
- Confirm with residents that they are readily available for viewing and for comments
- Evidence of general meetings i.e. minutes
- Minutes of AGM

#### **Standard 1.3.3**

*Residents are consulted on key management decisions that could impact operations of the village.*

Examples of evidence can include:

- Management keeps residents informed and invites feedback on relevant management decisions that would affect operations of the village

## **STANDARD 1.4 CONTINUOUS IMPROVEMENT PROGRAM**

*A system is in place to ensure continuous improvement of village operations. .*

Certification is critical in today's ever-increasing quality-conscious market place. Residents are better educated and demand higher quality more than ever before. Certification supports improvement in all aspects of village life, from infrastructure, process and policy, to staff performance. The result is improved quality of resident services. A demonstrated commitment to quality through continual improvement ensures the village is legitimate, credible and integral, reflecting positively for the operator, our industry and the community.

### **Standard 1.4.1**

*A system is in place to monitor service delivery and resident satisfaction.*

Examples of evidence can include:

- Discussions with staff and village management
- Resident surveys, regular meetings of residents, the compliments and concerns process and individual resident contact
- Existence of a continual improvement plan, including systems to implement the plan

### **Standard 1.4.2**

*Residents are given the opportunity to be involved in a continuous improvement program for the village, in partnership with staff.*

Examples of evidence can include:

- Open door policy of management and interaction with residents
- Discussion with staff and village management and residents
- Resident surveys, regular meetings of residents, the compliments and concerns process and individual resident contact

### **Standard 1.4.3**

*Management shall maintain a continual improvement plan, which details proposed actions and completion deadlines.*

Examples of evidence can include:

- Continual improvement plan and any supporting documents i.e. survey results, staff and resident meeting minutes, site suggestion box etc.



## 2. SUPPORT (4 STANDARDS)

### STANDARD 2.1 RESIDENT INFORMATION

*Prospective residents are given information about the rules and policies of the village before signing a contract.*

This standard requires a village to demonstrate its systems and processes and to ensure transparent and current written information is provided to all prospective residents.

A prospective resident faces a large amount of complex material including public information and entry documents before committing to enter into a retirement village. It is vital prospective residents receive comprehensive and current information that meets statutory obligations. This will assist them to form an accurate opinion as to whether the village will meet their needs. Prospective residents shall be given the opportunity to meet with village management or an authorised representative to assist them in making an informed decision.

Management and staff have a responsibility to provide prospective residents with information that meets legislative requirements.

#### **Standard 2.1.1**

*A system is in place so that residents receive current documented information in relation to:*

- *Any relevant contractual information and conditions or exceptions*
- *Any relevant financial arrangements – in particular exit, entry and duration costs*
- *Services, facilities and village activities*
- *Any additional service and care options including costs*
- *Likely future building developments (if any) in the village that could impact the amenity of residents.*

Independent auditors need to sight what documents a village provides to its prospective residents. They need to ensure that the prospective resident is provided the information as stated in the criteria. Independent auditors also need to verify via interview with current residents that they were provided information about the conditions of residence prior to moving in.

Examples of evidence can include:

- Public information document
- Marketing material and literature
- Disclosure document
- Other relevant documents that specify the criteria listed above
- Confirmation from current residents they were informed of the conditions of residence prior to moving in

### **Standard 2.1.2**

*A system is in place that demonstrates the village provides relevant information to residents about fees and charges, which comply with statutory obligations.*

The auditor will need to sight what documents the village is providing to the resident and assess whether the information does comply with statutory obligations. The auditor may also need to interview the village staff who are responsible for providing this information to residents as well as seeking confirmation from the resident.

Examples of evidence can include:

- A letter from a solicitor stating the contract meets all legislative requirements
- Ongoing costs (service fees) disclosed in Resident Agreement at time of purchase in accordance with relevant statute
- Residents are informed that there are standard industry contracts available from specialist firms, and are given contact information for these firms
- Confirmation from residents about relevant disclosure.

### **Standard 2.1.3**

*A system is in place to ensure that management meets with incoming residents, to facilitate informed decisions prior to executing a contract.*

Independent surveyors can assess this standard by interviewing current residents to check if they were given the chance to meet with management or an authorised representative prior to signing any contracts.

Examples of evidence can include:

- Confirmation from residents;
- Written evidence from staff about what was sent or given to residents prior to asking them to sign a contract.

### **Standard 2.1.4**

*Residents receive information that is accurate, clear, and consistent with relevant legislation.*

The auditor should sight the documents the village is providing to the prospective resident and ensure they comply with relevant legislation.

Examples of evidence includes:

- Confirmation from residents they were provided documents
- Documents the village provides to residents such as marketing material

## **STANDARD 2.2 NEW RESIDENT ORIENTATION**

*A system is in place to ensure that incoming residents receive orientation and induction into the village.*

Orientation provides an excellent opportunity to welcome the new resident. Residents moving into a retirement village have made a major lifestyle change decision. Providing a current and comprehensive orientation assists the new resident transition as smoothly and as seamlessly as possible into their new home.

The success of the orientation program content and its delivery method will impact the rate at which a resident becomes familiar with the village: its amenities and environment, and key processes such as dispute resolution, resident feedback and emergency procedures. .

### **Standard 2.2.1**

*All residents shall be provided with an orientation program*

To ensure the village has met the standard, the auditor will need to confirm with current residents they were provided with an orientation opportunity when they moved into the village. The auditor may also sight the documents a village provides to new residents such as a resident information book, induction checklist and whether there is a buddy-mentoring system in place.

Examples of evidence can include:

- Confirmation from residents that they were provided with an entry orientation program from the village
- Documented induction program
  - formal meeting with the village staff
  - buddy-mentoring system in place
  - resident information book
  - site plan
- The above documentation should be current, and have the date of publication included

### **Standard 2.2.2**

*New residents will receive documented information (i.e. an induction package) about the village lifestyle. This should include (but is not limited to):*

- staff contact information
- dispute resolution and complaints processes
- village facilities and services
- emergency processes (including disaster plans, fire safety and emergency call systems).

Examples of evidence can include:

- Resident information book and site plan, and evidence it is provided to all new residents
- The schedule of services and costs provided to residents
- Confirmation from residents that they were provided with information detailing available services.
- Documented evidence i.e. monthly activity calendar, activities on noticeboards, village newsletter
- Confirmation from residents and staff that they are provided information on activities and facilities.
- Dispute resolution procedure and/or comments and complaints policy or process i.e. in the public information document
- Confirm with residents they are informed of the dispute resolution procedure and how they can use it
- Documented records of disputes, comments and complaints with details of actions and resolutions

## **STANDARD 2.3 COMMUNICATION**

*A documented system is in place that facilitates effective communication between the village management and residents.*

Open communication between residents and management is a fundamental driver in building sound management/resident relations. Residents require access to village management, which is key to receiving constructive resident input to assist management in making informed decisions within the village.

### **Standard 2.3.1**

*Residents shall be supplied with relevant information that keeps them informed of issues pertaining to the village*

Examples of evidence can include:

- Communication system i.e. village newsletter(s), magazine, notices, gatherings, and/or intranet
- The above documentation should be current, and have the date of publication included
- Confirmation from residents that they are aware of all the available communication tools

### **Standard 2.3.2**

*A process shall be in place for residents to have access to management.*

Examples of evidence can include:

- Policy. E.g. Service Offering Policy
- Confirmation with residents that they are able to meet with management on a reasonable and timely basis.

## **STANDARD 2.4 RESIDENT SATISFACTION**

*A system exists that enables residents to provide feedback and have input into the daily operations of the village.*

Resident feedback is necessary to ensure continual improvement. Resident expectations change with time and village service delivery levels can also vary. It is essential residents have access to a management feedback system, both informal and formal, to provide village feedback. Resident feedback is an invaluable tool, supporting management in delivering improved village services, enhancing resident satisfaction and the village brand.

### **Standard 2.4.1**

*A system is in place that enables residents to provide feedback about the daily operations of the village. The village will demonstrate all resident feedback is responded to in a fair and timely way.*

Examples of evidence can include:

- Written policy or confirm open door policy with residents
- A system such as a 'Compliments, Comments, and Concerns' form or a suggestion box that is freely available to residents
- The ability for residents to communicate with village management or a member of resident committee who would raise any issues at committee meetings at which the Manager attends.
- Confirmation from residents
- Social or residents committee minutes of meetings
- AGM minutes

### **Standard 2.4.2**

*Formal survey and informal comment collection systems shall exist for residents to provide feedback that is recorded and reviewed on their general level of satisfaction with services and operations and list actions for continual improvement*

Examples of evidence can include:

- Annual resident satisfaction survey is carried out. Survey results are available to residents.
- Most recent village resident survey/questionnaire distributed or other method of feedback
- All relevant information gathered from residents as to the operation of the village is actioned through the continuous improvement plan.
- Records of meetings where management seeks feedback and suggestion for continuous improvement
- Comments/suggestions blank forms and boxes placed in convenient locations



### 3. PEOPLE/STAFF (5 STANDARDS)

#### STANDARD 3.1 RESIDENT DIGNITY AND PRIVACY

*Residents are treated equally and courteously, and their privacy and dignity is respected.*

Residents not only live in a village, they are living in their home. As with any residence, a person has a right to expect their dignity, privacy and individuality will be observed at all times. Village policies and procedures should be designed to ensure management and staff follow processes that support this outcome.

##### **Standard 3.1.1**

*A demonstrable system and set of policies is in place to ensure that staff respect the privacy, dignity, diversity and individuality of residents. This includes (but is not limited to) the following:*

- *Ensuring privacy of information pertaining to each individual resident, in accordance with privacy laws;*
- *Ensuring residents are treated in a friendly, courteous and respectful way*
- *A policy is in place to prohibit entry to residents' units or apartments without their permission, unless in case of an emergency*

The auditor will need to sight village policies and procedures that protect resident's privacy.

Examples of evidence can include:

- Village policies and procedures that ensure resident dignity, privacy and confidentiality and comply with current privacy legislation;
- Employees sign a code of conduct as part of their employee agreement;
- Ensure that all residents personal files are kept in a locked filing cabinet and/or password protected electronic format;
- Confirmation from residents that they receive a copy of the privacy policy in the resident handbook; that they feel that staff and management are respectful and friendly; and that there is a policy on entry resident's units/apartments by staff and tradespeople.

## **STANDARD 3.2 EMPLOYMENT PRACTICES**

*The village management has effective employment practices.*

*Exclusion: Volunteer organised and engaged by a resident for his/her own purposes.*

Competent staff and village-sourced volunteers are integral to delivering effective resident based village services.

Policies on recruitment, training and development, and performance management of staff and village-sourced volunteers are critical to retention. Good quality HR and employment practices are also essential.

### **Standard 3.2.1**

*Paid staff, along with sound volunteer recruitment & selection processes, shall ensure the competence of staff to perform their role, consistent with their position and responsibilities.*

Examples of evidence can include:

- HR policy manual
- Discussion with staff and village management
- Supporting documents such as position descriptions, competency checklists, interview templates etc.

### **Standard 3.2.2**

*Village management, staff and volunteers are employed with a contract or letter of employment/appointment, which is consistent with relevant regulatory requirements.*

Examples of evidence can include:

- Employment contracts or Awards
- There is a process of review of compliance with Fair Work and WorkCover legislation, Awards, and workplace agreements entered into by the village
- Contract or letter of employment/appointment

### **Standard 3.2.3**

*The village has position descriptions and conditions of employment for all staff. Any material changes are communicated to the village (both staff and residents).*

Examples of evidence can include:

- Verify there is a review process in place by HR or legal department
- Sight dates reviewed, register etc.

**Standard 3.2.4**

*The village has a system that ensures staff records and personal information is kept confidential and secure.*

Examples of evidence can include:

- Confirm records are kept in a locked filing cabinet or password protected electronic system

**Standard 3.2.5**

*A documented system shall be in place that facilitates communication between management and staff relating but not limited to:*

- *Village Policies & Procedures*
- *Compliance with relevant legislation*
- *OH&S policies and practices*
- *Resident satisfaction feedback and measures*
- *Continuous improvement*
- *Staff training and development*
- *Any other relevant policies and practices of the village that contribute to resident lifestyle.*

Examples of evidence can include:

- Staff handbook, minutes of staff meetings, code of conduct, policy and procedures manual, staff training schedule
- Discussion with staff and village management

**Standard 3.2.6**

*A pre-employment National Police Certificate for new employees and external volunteers shall be obtained prior to commencing work at the village. Police checks shall be recorded in a staff and volunteer police check register.*

Examples of evidence can include:

- Police check register

**Standard 3.2.7**

*Village management shall be an equal opportunity employer and demonstrate commitment to diversity and equity within the workplace.*

Examples of evidence can include:

- Diversity and equity policy i.e. discrimination, bullying, harassment;
- Records of staff gender breakdown and other diversity analysis.

**Standard 3.2.8**

*Village management shall have a Code of Conduct or policies and procedures to provide guidance to its employees and volunteers about the personal and ethical standards expected of them.*

Examples of evidence can include:

- Code of conduct;
- Rules or guidance on dress, working hours, greeting residents, privacy, use of intellectual property, receipt of gifts, conflict of interest, no drugs & alcohol, care for company property

### **STANDARD 3.3 NEW STAFF ORIENTATION**

*A system is in place that ensures all new staff (including volunteers) are well informed about the philosophy and objectives of the village, including policies and procedures.*

The quality of staff and volunteer orientation impacts the rate at which a new person assimilates and begins to add value. Beyond providing information about the organisation's policies and procedures, a successful orientation will assist in making the new employee or volunteer feel comfortable, helping them to learn about their role and align with the organisation's culture and values.

#### **Standard 3.3.1**

*A system is in place that ensures that staff and volunteers receive early training in:*

- *Policies and procedures of the village*
- *The philosophy, objectives and structure of the village*
- *Occupational Health & Safety and safe working practices*
- *Emergency procedures*
- *Staff behavioural expectations*

Examples of evidence can include:

- Policy and procedure manual
- Staff handbook
- Induction program
- Policies and procedures or code of conduct
- Staff training records
- Interviews with staff and management

## **STANDARD 3.4 PERFORMANCE MANAGEMENT**

*Village staff get regular and constructive feedback on their performance and are provided with opportunities for relevant professional and personal development.*

Feedback to staff and volunteers (on a regular informal and annualised formal basis) should focus on continual improvement, and identifying training and professional development needs.

### **Standard 3.4.1**

*A policy and system to implement it exists for village staff and volunteers to:*

- *Receive regular feedback on performance*
- *Have formal work performance reviews in accordance with village employment policy*

Examples of evidence can include:

- *Policy and procedure manual regarding performance management*
- *Review forms, dates conducted, self-assessment forms*

### **Standard 3.4.2**

*There is a system in place that ensures performance management of the whole staff team, including identifying and responding to staff needs and training and development requirements.*

Examples of evidence can include:

- *PD program*
- *Staff training records/calendar*
- *Performance reviews*
- *Discussion with staff*

### **STANDARD 3.5 PEOPLE DEVELOPMENT**

*Staff (including regular volunteers) are trained and developed in accordance with an identified development / improvement plan, which is relevant to their skills and knowledge as it relates to their role.*

Sound training and development of village management, staff and volunteers is essential to maintaining and improving service delivery within a retirement village. Documented educational opportunities should align with enhancing knowledge and skills to deliver service, to meet regulatory and operational requirements.

#### **Standard 3.5.1**

*Staff (including regular volunteers) are trained and developed in accordance with an identified plan which relates to their skills, knowledge and their role.*

Examples of evidence can include:

- Staff training calendar or register
- Discussion with village management & staff interviews
- Training budgets
- Staff training records/certificates

#### **Standard 3.5.2**

*The village maintains accurate and up-to-date records of staff training and development.*

Examples of evidence can include:

- Staff training records/calendar
- Performance reviews
- Discussion with management & staff interviews
- Copies of staff training qualifications, certificates etc.



## 4. SAFETY (4 STANDARDS)

### STANDARD 4.1 SAFETY AND SECURITY

*The village is safe and there is a demonstrated commitment to the lifestyle, safety and security of residents and staff.*

A retirement village is both a workplace to staff and contractors and a home to residents. It is the responsibility of the village operator to ensure the work and home environment is safe and secure for all staff, contractors, residents and visitors.

The village is also responsible for ensuring there are workplace safety and security policies and systems in place, meeting relevant regulatory requirements, to reduce risks and to promote safety and security within the village.

#### **Standard 4.1.1**

##### *Buildings and Grounds*

*A system is in place that ensures common buildings and grounds facilitate safe access, mobility and use for older persons, staff and visitors.*

Examples of evidence can include:

- Observation i.e. easily accessible buildings, rails on steps, stairs, lighting on stairwells
- Facilitate access by wheelchair
- Resident interviews
- Survey results
- Discussion with residents
- Observation of grounds and gardens
- Older person-friendly seats in waiting areas in the village e.g. pick up zones

#### **Standard 4.1.2**

Swimming Pool, Spa and Sauna (where the facility is provided)

- A system is in place that documents the relevant safety procedures including security and water hygiene systems in accordance with regulatory requirements;
- Pool areas are fenced in accordance with relevant regulatory requirements;
- Rescue devices (e.g. personal floatation) are in accordance with the relevant regulations;
- Pool rules and emergency procedures are displayed prominently in the proximity of the facilities;
- Pool, spa and sauna areas are accessible by emergency staff (e.g. ambulance trolley).

Examples of evidence include:

- Current pool licence; documented safety procedures
- Fence around pool
- Pool rules, buoy, emergency information
- Pool cleaning records, local authority testing

### **Standard 4.1.3**

#### *Security*

- Village security policy and procedures shall be documented.
- Residents shall be informed of relevant security systems and procedures in the village
- Village management shall have policies and procedures aimed at protecting residents and their property from intruders
- Village management shall have policies and procedures aimed at protecting village property from intruders.

Examples of evidence can include:

- Documented policies and procedures
- Discussion with residents, newsletter etc.
- Resident survey

### **Standard 4.1.4**

#### *Lighting*

*Village roads, paths, under-building car parks and entry/exit points to communal buildings shall be illuminated to allow safe access by residents in the absence of sufficient natural light.*

Examples of evidence can include:

- Inspection of village grounds.
- Discussion with residents
- Emergency lighting plans and operational checks

### **Standard 4.1.5**

#### *Village Roads*

*Village management shall have policies and procedures for safe road use including speed restrictions, vehicle and pedestrian traffic routes identified and marked, and signed shared traffic areas.*

Examples of evidence can include:

- Speed signs;
- Incident report mechanisms and subsequent risk assessments

## **STANDARD 4.2 SIGNAGE**

*Relevant signage is clearly displayed in the village*

Clear retirement village signage supports residents, visitors, staff and emergency services in accessing village units and community facilities as part of everyday life and in the case of an emergency. The village is obligated to display clear directional signage, including visible unit numbers and an accessible village/site plan in the event of an emergency situation.

### **Standard 4.2.1**

*The village has directional signage to assist visitors and emergency services to locate village units, as well as administrative and community facilities.*

Examples of evidence can include:

- Appropriate signage is in place

### **Standard 4.2.2**

*Each unit has a number that is visible to the street (where appropriate) and (where relevant) all streets are signposted.*

Examples of evidence can include:

- Unit numbers are in place
- Village streets visible

### **Standard 4.2.3**

*There is a documented process in place that ensures local emergency services are aware of the village access and layout in the event of an emergency, critical event etc.*

Examples of evidence can include:

- Village plans/map provided to emergency services or plans/maps located in a central location in the village

### **STANDARD 4.3 EMERGENCY CALL SYSTEM**

*There is a demonstrated process in place that ensures all village staff and residents have annual training in use of the emergency call system.*

An emergency call system provides the resident with peace of mind that should an untoward event occur, assistance is available. A management, staff and resident orientation and training program is necessary. These must be supported by robust emergency call system procedures, to ensure call points are correctly installed, regular system checks and are and records are kept.

#### **Standard 4.3.1**

*There is a demonstrated process in place that ensures that village staff and residents have annual training in use of the emergency call system.*

Examples of evidence can include:

- Discussion with staff and residents
- Staff training records

#### **Standard 4.3.2**

*Emergency Call System Procedures*

- The village has documented procedures in place that can be readily accessed by staff
- The village has a system in place to facility access to units in the event of an emergency and at all times
- There is a system in place for staff education, training and development

Examples of evidence can include:

- Emergency procedures/manual
- Emergency procedures/manual in residents handbook or equivalent
- Master key system

#### **Standard 4.3.3**

- Emergency call points are located within enclosed common areas, in easily accessible locations. Points are (at a minimum) included in the dining room, library, lounge, public toilets, pool, spa and/or sauna, craft room, workshop and basement car parks;
- Emergency call points are clearly identified

Examples of evidence can include:

- Emergency call points are installed in locations as stated in criteria

**Standard 4.3.4**

*The village has a documented system to check and record the emergency call system in accordance with the manufacturer's guidelines, or at least every six months.*

Examples of evidence can include:

- Maintenance records
- Policy or procedure emergency call system, which outlines testing and maintenance

**Standard 4.3.5**

*Where the village has a 24-hour emergency call system that is monitored internally, the responding staff or agency personnel should:*

- Hold a current First Aid Certificate (or a higher qualification)
- Have a documented process and records of the training in the use of emergency call system equipment.

Examples of evidence can include:

- Staff current first aid or higher qualifications

**Standard 4.3.6**

*Where the village has an emergency call system that is provided and/or monitored by an external third party, there is a system in place to ensure quality service and responsive outcomes for residents.*

Examples of evidence can include:

- Maintenance records
- Emergency call system procedures and policies

## **STANDARD 4.4 FIRE SAFETY, EMERGENCY AND DISASTER PLANNING**

*The village has procedures and policies that satisfy laws.*

Fire, disaster and evacuation policies and procedures, including orientation, regular staff training and resident communication; equipment inspection testing and records, incident reporting and corrective action, together with publically displayed evacuation plans and emergency points form part of the fire safety and disaster plan.

### **Standard 4.4.1**

#### *Fire*

- Staff undertake orientation and regular training in emergency fire procedures
- A system is in place to ensure that staff and residents understand fire safety and evacuation procedures
- Fire and emergency protection equipment and systems are regularly inspected as required by regulation by qualified persons, the results are noted and appropriate corrective action is taken

Examples of evidence can include:

- Staff training records/schedule and staff orientation program
- Fire and safety emergency evacuation procedures and policies
- Discussion with residents & staff
- Fire inspection records, continual improvement plan
- Testing records
- Incident reports relating to fire and disaster
- Fire appliance maintenance and logs
- Observation - fire exits, fire panel, fire fighting appliances

### **Standard 4.4.2**

#### *Disaster*

The village has documented policies and procedures for disaster events. There is documented evidence of staff training and development in regards to disaster response.

Examples of evidence can include:

- *Disaster management plan*
- *Written procedures and staff training records/manual*

### **Standard 4.4.3**

#### *Evacuation*

- Residents and staff are made aware of designated assembly points in the event of an evacuation
- Evacuation Plans are clearly displayed in common areas
- Village management shall convene a practice resident and staff evacuation of Building Code of Australia class 3, 6 and 9 buildings at least once per year, record the time taken, note any issues in evacuating particular residents, prepare an action plan to mitigate risk to those residents and implement the action plan in a timely manner

- Personal Emergency Evacuation Plans (PEEP) shall be developed for residents identified as requiring assistance

Examples of evidence can include:

- Training records
- Discussion with residents
- Evacuations documented and actions taken
- Evacuation plans are clearly displayed throughout village

**Standard 4.4.4**

*Relevant emergency and other important contact numbers are accessible by all staff.*

Examples of evidence can include:

- Emergency contact numbers



## 5. REGULATIONS (5 STANDARDS)

### STANDARD 5.1 FOOD/CATERING SERVICES

*Where a village provides food (or it is provided by a third party on behalf of the village), food handling and safety practices shall meet the relevant regulatory requirements.*

*Note: this standard does not apply to residents preparing food for themselves or directly engaging a third party to prepare food on their behalf.*

Regulated food safety practices are designed to maintain food safety standards, ensuring the wholesomeness and purity of food. Residents need to feel assured that village caterers (including contracted services) prepare, handle, store, display and sell food which is safe and suitable for residents/visitors and accommodates individual residents' dietary requirements.

#### **Standard 5.1.1**

*There is a system in place to ensure handling and safety practices meet the relevant regulatory requirements.*

It is the responsibility of the village that any food contractors employed by the village also meet food safety standards.

Examples of evidence can include:

- Food notification from relevant food safety authority and list date(s) provided i.e. date issued and/or expiry
- Individual food safety certificates
- Confirmation from residents that they are communicated on menu planning and meals
- Inspection of kitchen and observe food temperature logs etc.

#### **Standard 5.1.2**

*Where the village uses the services of a third party to provide food, there is a system in place to ensure the third party's food handling and safety practices meet the relevant regulatory requirements.*

It is the responsibility of the village that any food contractors appointed by a resident in a communal setting also meets food safety standards.

Examples of evidence can include:

- Food notification from relevant food safety authority and list date(s) provided i.e. date issued and/or expiry
- Individual food safety certificates
- Confirmation from residents that they are communicated on menu planning and meals
- Inspection of kitchen and observe food temperature logs etc.
- Contractors must have an ABN, police check and insurance

**Standard 5.1.3**

*Where village residents appoint a third party to provide food to the village (i.e. for a special event), the village will have a system in place to ensure the third party's food handling and safety practices meet the relevant regulatory requirements.*

Examples of evidence can include:

- Food notification from relevant food safety authority and list date(s) provided i.e. date issued and/or expiry
- Individual food safety certificates
- Confirmation from residents that they are communicated on menu planning and meals
- Inspection of kitchen and observe food temperature logs etc.
- Contractors must have an ABN, police check and insurance

## **STANDARD 5.2 CONTRACTUAL AND FINANCIAL**

*The village has a documented system in place relating to the contractual and financial arrangements with residents, consistent with the relevant regulatory requirements.*

Clearly documented and adequately explained resident contractual financial fees and charges, coupled with regulatory disclosure statements, must be current and available to all residents, including prospective and former residents.

A robust system for establishing and billing is required to support contractual and financial arrangements.

### **Standard 5.2.1**

*The village will have a documented system for setting and collecting fees for general charges and user-pays services (as it relates to both residents and former residents) and can be made available on request to residents.*

Examples of evidence can include:

- Documents that ensure they detail all fees and charges applicable i.e. public information document, promotional material, budgets, DMF, departure fees, exit fees, capital gains
- Any information sheets issued to prospective residents sighted that clearly list and explain all such fees
- Confirmation from residents and also village manager or sales manager

### **Standard 5.2.2**

Village disclosure documentation complies with relevant regulatory requirements and provide residents with clear information regarding:

- Conditions on exiting the village (e.g.. fees retained by operator, any relevant deductions)
- Any resident liability for ongoing fees after vacating the village (e.g. service charges)
- Any other relevant conditions or information

Examples of evidence can include:

- Public information document, marketing literature
- Discussion with sales or village manager and residents

### **STANDARD 5.3 REGULATORY COMPLIANCE**

*The village has a documented system that articulates its compliance with the relevant retirement village regulation.*

A system alerting management of legislative changes, triggering review mechanisms and amendment of policies and procedures, including contract and disclosure statements revision, is paramount to maintain regulatory compliance.

An annual review system of the village's disclosure statement and resident contract documents, triggered by further reviews when legislation changes, is mandatory.

#### **Standard 5.3.1**

*The village has a documented system that articulates its compliance with the relevant regulations (eg State and Territory Act).*

Examples of evidence can include:

- Village management has a process in place to review and monitor relevant changes in legislation and regulations, and update contractual and disclosure documents accordingly

#### **Standard 5.3.2**

*The village has a documented system to review its policies, practices and operational processes to ensure it addresses any changes in legislation (to maintain compliance with the relevant regulations).*

Examples of evidence can include:

- Village management has a process in place to review and monitor relevant changes in legislation and regulations, and update contractual and disclosure documents accordingly
- Policies and procedures relating to regulatory requirements

#### **Standard 5.3.3**

The village has a staff development and training program in place to ensure it addresses any changes in legislation (to maintain compliance with the relevant regulations).

Staff shall receive training or instruction in any changes to legislation.

Examples of evidence can include:

- Discussion with staff
- Policy in place on training
- Minutes of staff meetings
- Memos or internal communication in place

**Standard 5.3.4**

*A system shall be in place for review by a legal practitioner of the village's disclosure statement and resident contract documents on an annual basis or following changes in applicable legislation*

Examples of evidence can include:

- A review of legal & disclosure documents either when the legislation changes, or other changes are made is in place
- Letter from a solicitor stating that current disclosure statement and residents' contractual documentation meets all relevant regulatory requirements within 12 months of the previous audit or 3 months from the last Retirement Villages Act change

#### **STANDARD 5.4 OCCUPATIONAL HEALTH AND SAFETY**

*The village has a system in place that ensures a workplace health and safety program that complies with current relevant regulatory requirements.*

An effective workplace health and safety program compliant with relevant legislation, is the key to maintaining a healthy and safe village environment for staff, contractors, residents and visitors.

Workplace health and safety is the village operator's responsibility.

System, policies and procedures including relevant reporting tools, review mechanisms, risk management, documented evidence collation, corrective actions and staff/contractor training must demonstrate adherence to all legislative requirements.

##### **Standard 5.4.1**

*The village has a system that ensures Occupational Health & Safety (OH&S) policies and procedures are in place.*

Examples of evidence can include:

- OHS policies & procedures, an index of the OH&S policies/procedures
- Relevant signs and notices within village

##### **Standard 5.4.2**

*The village has a system that ensures staff are effectively trained in respect to their OH&S responsibilities.*

Examples of evidence can include:

- OHS items on staff meeting agendas/minutes
- Staff certificates showing OHS relevant to their work
- Staff training plans

##### **Standard 5.4.3**

*The village has a documented system that ensures regular and consistent reviews are in place (which cover risk identification and management and continuous improvement program).*

Examples of evidence can include:

- Continual improvement plan
- Hazard reports
- OHS agenda items on meetings
- OHS audit documents
- OHS risk management schedule
- Other supporting documents

#### **Standard 5.4.4**

*The village has a documented system that enables management to identify, report, remove or mitigate any hazards.*

*Any remediation actions to address identified risks are documented by the village.*

Examples of evidence can include:

- OH&S policies and procedures
- Hazard forms
- Incident forms
- Risk assessment tools
- OHS items on staff meeting agendas
- OHS templates
- OHS systems audit
- Environmental surveys
- OHS systems audits & environmental surveys of hazardous areas in the village including but not limited to- roads and paths, community centre entrances & exits, kitchen, workshop, pool, spa, sauna, gymnasium, maintenance shed

#### **Standard 5.4.5**

*The village has hazard warning signage, safety barriers and equipment as required.*

Examples of evidence can include:

- Signage, equipment and safety barriers are in place

#### **Standard 5.4.6**

*The village has a system in place to record incidents, actions taken and any relevant causal information that assists in the continuous improvement program.*

Examples of evidence can include:

- Incident reports
- Causal analysis
- Follow-up action

#### **Standard 5.4.7**

*A system is in place to ensure contractors undertaking work in the village are required to comply with OH&S legislation and specific village requirements.*

Examples of evidence can include:

- OH&S policies and procedures
- Hazard forms
- Incident forms
- Risk assessment tools
- OHS items on staff meeting agendas
- OHS templates

- OHS systems audit
- Environmental surveys
- OHS systems audits & environmental surveys of hazardous areas in the village including but not limited to- roads and paths, community centre entrances & exits, kitchen, workshop, pool, spa, sauna, gymnasium, maintenance shed

## **STANDARD 5.5 INSURANCE**

*The village has insurance for any foreseeable risks to assets and operations, residents, staff and visitors, in accordance with legislated village standards.*

Village insurance cover risk can best be mitigated by an operator's risk assessment to ensure all relevant insurance cover types are in place, including legislative insurance policy requirements, insurance cover dollar (\$) levels are adequate, current certificates of currency are evidenced and the continual improvement plan tracks each claim.

### **Standard 5.5.1**

The village has relevant insurance cover for (but not limited to):

- Building / plant / grounds
- Public liability and professional indemnity
- Worker's compensation
- Vehicle (if applicable)
- Volunteers insurance (where applicable)
- Officer bearers / Directors insurances (where applicable)
- Any other relevant insurances to cover foreseeable risks in the village

Examples of evidence can include:

- Current certificate of currency for each type of insurance taken out

### **Standard 5.5.2**

*A replacement cost estimate, which includes the costs of reinstatement of buildings and plant to its condition when new, removal of debris and architects and professional advisers fees, shall be obtained at least every 5 years or in accordance with applicable legislation and used in assessing building and plant insurance premiums.*

Examples of evidence can include:

- Replacement cost estimate

### **Standard 5.5.3**

*The village has a system to record any claims or insurance risks, including relevant actions that contribute to the continuous improvement program for the village.*

Examples of evidence can include:

- Completed claim forms or a register of current insurance claims i.e. intranet system and compare with continual improvement plan
- Discussion with manager/staff



## 6. VILLAGE POLICY (4 STANDARDS)

### STANDARD 6.1 DISPUTE RESOLUTION/FEEDBACK

*The village has a documented dispute resolution system and appropriate processes to enable residents to make complaints and provide feedback to management.*

Where a dispute, comment or complaint arises, a dispute resolution policy and procedure must be applied that requires the recording of each dispute, comment and complaint, with the corresponding action or resolution.

#### **Standard 6.1.1**

*The village has a dispute resolution/complaints and feedback policy and system, which must accords with relevant legislation*

Examples of evidence can include:

- Dispute resolution procedure and/or comments and complaints policy or process i.e. in the public information document or resident handbook

#### **Standard 6.1.2**

*The village maintains documented records of disputes, feedback and complaints including relevant actions and resolutions.*

Examples of evidence can include:

- Complaints register record or documented disputes maintained by the village
- Confirmation from residents

## **STANDARD 6.2 ANNUAL/GENERAL MEETINGS OF RESIDENTS**

*The village has a system to ensure that Annual or General meetings with the resident community or their representatives each occur in line with regulatory requirements.*

Residents shall receive the agenda and financial statements prior to the Annual or General Meeting of residents. Residents have a right to ask questions or make comments at the meeting and to receive timely responses.

Meeting minutes should be taken and made available to residents.

### **Standard 6.2.1**

*The village makes available to residents the agenda and relevant financial and other statements in advance of the Annual or General meetings in line with the relevant legislation.*

Examples of evidence can include:

- Agenda, statement of income & expenditure, copies of financial statements, budget documents
- Discussion with residents the documents are provided prior to meetings
- Meeting minutes, votes

### **Standard 6.2.2**

*A system shall be in place for management to provide an opportunity for residents to raise questions and/or make comments to be addressed at the meeting and to provide timely responses to resident enquiries.*

Examples of evidence can include:

- Confirmation from residents they have the opportunity to consider and comment on financials at resident committee meetings; and through manager's open door policy and the annual general meeting
- Documented evidence i.e. a letter to all residents - well in advance of a notice of each meeting
- Discussion with residents that management provides responses to resident enquiries
- Copy of responses, letters etc.

### **Standard 6.2.3**

*The village maintains an accurate record of the minutes of Annual or General meetings with residents, which can be made available to all residents upon request.*

Examples of evidence can include:

- Minutes kept of meetings

## **STANDARD 6.3 POLICIES AND PROCEDURES**

*The village has a system in place that ensures its operational policies and procedures are documented and regularly reviewed.*

A policies and procedures cyclical review process needs to be aligned with best practice and ongoing regulatory compliance. It needs to clearly document implementation updates and evidence, ensuring management, staff and contractors are informed of changes impacting their work.

### **Standard 6.3.1**

*Policies and procedures, which meet relevant regulatory and best practice requirements shall be established in relation to: regulations; safety; people/staff; support; village policy and lifestyle.*

Examples of evidence can include:

- Policies & procedure manual is available and current

### **Standard 6.3.2**

*The village has a system in place to ensure there is a regular review of policies and procedures.*

Examples of evidence can include:

- Policies & procedure manual is available and current
- Review of policies & procedures
- Discussion with staff and village management
- Review dates are current
- Frequency of review
- Demonstrate what updates have occurred since last review

### **Standard 6.3.3**

*The village has a system in place (and maintains records of updates) that ensures staff (including contractors) are made aware of relevant policies and procedures and (where applicable) any changes that relate to their jobs.*

Examples of evidence can include:

- Discussion with staff and village management
- Policies and procedures manual and that it is accessible for all staff i.e. intranet, memos etc.
- Forms signed off by staff

## **STANDARD 6.4 MAINTENANCE**

*The village has a documented system in place that ensures buildings; grounds and all equipment are maintained in working order.*

Accurate records of the maintenance program are kept.

The village has a documented review program to ensure the safety and reliability of all equipment.

Village operators must maintain a legislatively compliant preventative maintenance program, encompassing plant and equipment and lifts where installed, to mitigate hazards and risks.

A process of contractor orientation and the sighting and recording of contractor evidence such as relevant contractor work practice licences, insurances and police checks is required before any contractor works are commenced on site.

### **Standard 6.4.1**

#### *Maintenance Systems*

*The village has a corrective maintenance system to respond to any repair and maintenance needs. The village has documented records of identified maintenance and repairs. The village has a system in place for preventive maintenance (pertaining to buildings, plant, grounds and equipment). The village has a documented system to fund short, medium and long-term maintenance.*

Examples of evidence can include:

- An ongoing planned corrective maintenance program in place. Provisional sums for building maintenance are included within the approved budget
- Maintenance records, assets register or equivalent list of capital items to be maintained
- Incident reports specific to maintenance
- Planned preventative maintenance program
- QS Report (QLD), sinking fund, maintenance reserve funds etc.

### **Standard 6.4.2**

#### *Plant and Equipment*

The village has a system in place to ensure that appliances / equipment in common areas are serviced in accordance with the manufactures requirements and consistent with legal requirements.

A system is in place to ensure that residents are advised and trained in the appropriate use of any appliances or equipment provided by the village, where these are intended to be used by residents.

Examples of evidence can include:

- Service records and tags
- Electrical & emergency testing records
- Incident reports specific to maintenance
- Instructions are visible in village
- Discussion with residents

### **Standard 6.4.3**

#### *Lifts*

*The village has a system in place to ensure that lifts are maintained in accordance with the manufacturer's instructions and relevant regulatory requirements.*

Examples of evidence can include:

- Lift service records/logs

### **Standard 6.4.4**

#### *Contractors*

- Before commencing work on site, contractors are required to submit to village management evidence of appropriate licences and insurances for themselves and any staff and sub-contractors who will work in the village, and a Safe Work Statement as required by OH&S regulation and village management
- Village management orientates contractors, their staff and sub-contractors to the site as appropriate
- Village management requires contractors, their staff and sub-contractors to sign a contractor's register noting the time and date every time they enter and leave the site

Examples of evidence can include:

- Copies of appropriate licences, insurances are on file
- Policy regarding contractor entry and exit from village and unit premises
- Contractor orientation program
- Discussion with contractors
- Contractor's register noting time and date
- Observe contractors on site

**END OF DOCUMENT**