

RETIREMENT LIVING COUNCIL FACT SHEET

Lifemark Village Scheme: Key Facts



The Lifemark Village Scheme is a retirement village accreditation scheme developed by the Property Council of Australia. It commenced on **1 August 2013** and replaced the Australian Retirement Village Accreditation Scheme.

A giant leap for the retirement living industry

The Lifemark Village Scheme is designed to ensure retirement village operators are accountable and responsive to residents, and gives residents confidence that their village is being managed ethically and professionally.

Unlike aged care, where accreditation is compulsory and government regulated, retirement village accreditation is voluntary and entirely industry-driven.

The Lifemark Village Scheme brings greater clarity, independence and professionalism to the certification of quality retirement communities. It has been designed by leaders of the sector to be practical for industry participants.

Improved industry standards with a resident focus

The Lifemark Village Scheme standards have been devised to ensure that all people in our communities live in professionally managed villages, and enjoy a comfortable and safe lifestyle.

The Lifemark Village Scheme has 26 standards, which align with international standards and capture the essence of high performance from a resident's perspective. The standards are divided into six categories:

- **Lifestyle:** social activities, transport, resident involvement in decision making
- **Support:** information, resident orientation, communication, satisfaction
- **People/staff:** dignity and privacy, performance of employees and volunteers, staff orientation, performance management, people development

- **Safety:** security, signage, emergency procedures, disaster planning
- **Regulations:** food and catering, financial arrangements, compliance, occupational health and safety, insurance
- **Village policy:** dispute resolution, resident meetings, maintenance

Third party auditors – greater independence

One of Australia’s largest accreditation and certification bodies, BSI, has been contracted to independently administer the Lifemark Village Scheme. BSI is responsible for the appointment, training and development of auditors, and all aspects of the accreditation process.

Accreditation process

Operators who apply to be accredited under Lifemark will be assessed against all standards, with an intermediate check 18 months later to ensure conformance.

The main steps in the accreditation process are:

- The operator completes an application including a self-assessment form, submission of continual improvement plan and list of units.
- A BSI Audit Team undertakes an assessment including a survey of village residents, onsite audit of head office and sample villages.
- Non-conformities are identified, with BSI requiring major non-conformities to be resolved in 1 month, and minor non-conformities in 6 months.
- Once evidence of corrective action to allow resolution of major non-conformance is received, BSI provides a final assessment report to the village operator and head office governance manager.
- A verification auditor who was not part of the Audit Team reviews the final report and decides whether the accreditation standards have been met.
- An accreditation certificate is issued for all sites, with an audit plan developed for the 18 month surveillance.

Further information

The Lifemark Village Scheme standards and rules can be accessed at:

www.retirementliving.org.au/industry/lifemark

More information including all forms are available at:

www.bsigroup.com/en-AU/Lifemark-Village-Scheme

Village operators are encouraged to email marketing.au@bsigroup.com if they have any questions or want to commence certification (the entire process takes 2-6 months).

Read our other factsheets at:
www.retirementliving.org.au/factsheets

Learn more about our research at:
www.retirementliving.org.au/research

The Retirement Living Council acknowledges the continued support of our Corporate Partners

