

EIGHT POINT ACTION PLAN

for retirement living

- 1.** Support nationally consistent retirement village legislation and contracts.
- 2.** Ensure there are transparent and easy-to-understand descriptions in contracts of entry pricing, ongoing service fees, reinstatement costs and fees and payments relating to departure, so residents have certainty about the costs associated with living in a retirement village.
- 3.** Encourage all potential residents to seek independent legal advice before signing a contract, and work together with government and the legal profession to make this happen. We will also encourage potential residents to share this information with family members and trusted advisers.
- 4.** Improve training and professional support for village managers, sales people and other staff who engage directly with current and potential residents.
- 5.** Commit to improve industry village accreditation standards and coverage, and support government initiatives to make accreditation a mandatory requirement for operating a village.
- 6.** Work with the Australian Retirement Village Residents Association to implement an industry Code of Conduct to set and maintain high standards about the marketing and operation of villages, as well as dispute management procedures for all operators and residents.
- 7.** Commit to the establishment of an efficient and cost-effective government-backed independent dispute resolution process, such as an Ombudsman or Advocate, for disputes that are unable to be solved at a village level.
- 8.** Maintain and strengthen the relationship between the industry and the Australian Retirement Village Residents Association to make sure resident issues are clearly identified and addressed.