



1 February 2018

## **Accreditation FAQs for current IRCAS and Lifemark clients**

### ***What is happening to retirement living accreditation?***

There are currently two accreditation schemes that operate in the retirement living sector: Lifemark (owned by the Property Council of Australia and managed by BSI Australia) and IRCAS (owned by Leading Age Services Australia (LASA) and operated by QIP).

In January 2018, the Property Council and LASA officially entered into an agreement to merge the two schemes into one united accreditation scheme for the sector, with full details of the new scheme to be announced later in 2018.

### ***Why are these changes to accreditation being made?***

Both the Property Council and LASA strongly believe that a unified scheme, with shared ideas and resources, will be better placed to respond to both operator and resident needs, and provide the peace of mind that current and incoming retirement living residents are seeking. We also believe the unified scheme is a strong demonstration to governments of our industry's commitment to higher standards.

### ***What will happen to existing Lifemark and IRCAS clients?***

All organisations currently accredited under Lifemark and IRCAS will transition to the new scheme when it is operational. A date for launch of the new united scheme will be confirmed soon.

### ***Does my accreditation expire when the new scheme launches?***

No. All existing accreditations under Lifemark and IRCAS will transfer to the new scheme, with the existing length of your accreditation term honoured. For instance, if your organisation is accredited under Lifemark until December 2019, you'll be accredited under the new scheme until that time.

### ***What happens to my accreditation in the meantime?***

Until the new scheme is officially launched, both Lifemark and IRCAS continue to operate as normal, accepting new clients, conducting audits and fielding client queries. You will remain accredited under your respective scheme until the new scheme is operational, and there will be no 'gap' in your accreditation.

### ***Who will own the new accreditation scheme?***

The Property Council and LASA will be co-owners and equal decision makers in launching the new scheme? Members from both organisations will be appointed to a scheme management committee, which will make strategic decisions about the scheme's future.

***Will the accreditation scheme's name and standards change?***

As part of the industry's review of the effectiveness of retirement living accreditation, there will be changes to the standards, to better align with resident priorities and expectations, and to ensure the scheme is accessible for all retirement living operators. These changes will be finalised and announced later in 2018.

No decision has yet been made about what the scheme's name will be.

***What will the new scheme cost to participate in?***

No decisions have been made regarding cost, but both the Property Council and LASA are exploring options with auditors to reduce the cost.

***Will the accreditation scheme be compulsory for Property Council and LASA members?***

No, the unified scheme will be voluntary for all retirement living providers to participate in, although we strongly encourage participation as a way of ensuring your village's operations are strong.

***Which organisation will be responsible for auditing operators in the new scheme?***

No decision has yet been made – an auditor (or auditors) will be appointed to manage and run the scheme later in 2018. The Property Council and LASA will jointly manage an expression of interest and invitation to tender process for interested auditors.

***When will the new scheme launch?***

There is no confirmed date yet for the launch of the new scheme, but it will be later in 2018. Lifemark and IRCAS clients will be kept up to date as further announcements are made.

***I have more questions!***

If you have more questions, please get in contact with:

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