

From: contact@engage.vic.gov.au
Sent: Thursday, 5 December 2019 10:51 AM
To: rvreview@justice.vic.gov.au
Subject: New Form submission on Review of the Retirement Villages Act 1986



New Form submission on Review of the Retirement Villages Act 1986

Hi rvreview@justice.vic.gov.au

There has been a submission on [Review of the Retirement Villages Act 1986](#) through Engage Victoria

A copy of the submission is provided as below:

You can also make your submission by adding comments below. This form will not save, so you may like to prepare your comments in a document.

You may fill out as many or as few of the boxes as you like.

The retirement village sector

When commenting on the retirement village sector you could cover:

- the impact of social and economic trends
- your thoughts and experience of Victoria's retirement village industry as a whole.

For more information and specific questions, see Part 1 of the issues paper or the summary [Retirement village sector and regulatory and policy framework](#).

Your comments about the retirement village sector

The Villages tend to be inward looking as the residents are mostly involved within the Retirement Village activities. The wider community is left behind. This is not healthy in a long term as we have seen with the migrant communities. Socially they become more and more small closed groups in a village. The social inter reaction is limited. Some become isolated. Economically the residents spend a lot 'at Happy hour' and money goes to purchasing products which the Village owner should supply in the first place. The industry has been left wide open to mismanagement and profit making.

The regulatory and policy framework for retirement villages

You could cover:

- the effectiveness of the Act
- how retirement villages are defined
- how the retirement village industry is regulated.

For more information and specific questions, see Part 2 of the issues paper or the summary [Retirement village sector and regulatory and policy framework](#).

Your comments about the regulatory and policy framework for retirement villages

The act leaves too many loop holes for the owners of the villages and managers. Definition is a private business for profit and should be Lifestyle village as a retirement does not mean that you live at a retirement village.

Entering a retirement village

You could cover:

- the process of entering a contract
- cooling-off periods

- the disclosures that operators are required to make
- the complexity of the contract
- financial models for living in a retirement village
- deferred management fees.

For more information and specific questions, see Part 3 of the issues paper or or the summary [Entering a retirement village](#).

Your comments about entering a retirement village

It depends on the company how well they have structured their policies and what the guidelines are. Training of staff who sells the units or villas. Contract needs to be more specific and clear. Spelling the costs in an example so one can understand it better. As the company has the capital on hold and is making profit out of it the, the outgoing fees should be smaller as well deferred management fees.

Living in a retirement village

You could cover:

- the obligations of village operators
- how villages are governed and managed.

For more information and specific questions, see Part 4 of the issues paper or the summary [Living in a retirement village](#).

Your comments about living in a retirement village

There have been no good guidelines for village operators until now. This is important. The operator employs managers who have no training in the village management or understanding how it works. The owner needs to have better strong guidelines what is required from the manager. To expect the residents association to manage the communication to the residents is flawed. Many residents who go to the committees do not have any committee experience thus

no rules of conduct is checked. The residents are expected to raise funds for many projects where there is a limited quorum, only the committee. The managers break the contracts by devious ways such as : you can plant what ever you like to your front garden (plants have died do to no care by the gardeners) then comes a notice that now you have to water the garden as they are your plants. Managers remark: Do what you like and wait until someone complains.

Leaving a retirement village

You could cover:

- the process of selling or re-leasing a unit
- obligations to reinstate or refurbish units
- ongoing charges after the resident leaves
- how capital gains are handled.

For more information and specific questions, see Part 5 of the issues paper or the summary [Leaving a retirement village](#).

Your comments about leaving a retirement village

Refurbishing the units are far too costly due to the poor quality builders used in the first place. These problems or faults are then fixed at the expense of the person leaving. To bring the unit to the current standard is flawed as the new person coming in wants more upgrade than needed. Just to make a sale one can be pressured to pay more when leaving. The time available to sell is too long and costly for the one leaving when there are new units still being built at the village.

Dispute resolution

You could cover internal and external dispute resolution processes.

For more information and specific questions, see Part 6 of the issues paper or the summary [Dispute resolution](#).

Your comments about dispute resolution

Disputes are very tricky specially when there is a manager who will say wait until someone complains. This can course a lot of mental issues. When the manager sits at the Residents committee meeting how can your complaint be heard independently. As the complaint goes to there first then if no action then to the owner company.

The enforcement of rights and responsibilities

You could cover:

- how offences are enforced
- civil rights and remedies that residents may have access to.

For more information and specific questions, see Part 7 of the issues paper or the summary [Enforcement of the Act](#).

Your comments about the enforcement of rights and responsibilities

This is left for frail and old to find out and research. Many do not even use a computer and do not have family members in the same country.

Any other comments

If you have any other comments, including about issues that have not been discussed in the issues paper, you can enter them into the box below.

Your comments

The village should be more firmly run by the owner company and train managers well. Too close relationship between the managers and the residents is not healthy. Their needs to be a fine line between professional working relationship and to be one of the blokes. Retirement village accreditation scheme is a move to the right direction but needs to be implemented. Retirement

villages are going to be more important in the future as we are aging and My Aged Care has changed. We will live longer at the villages and will need care. The culture of the retirement villages will change due to this.

I have read and agree to the privacy statement

Yes

Provide your name or email address to help us identify your comments if you wish to access them, make a correction, or require technical support.

First Name

Anneli

Last Name

Rickards

Email address

[REDACTED]

How would you like us to handle your comments?

You may publish my comments including my name

What best describes your interest and involvement in retirement villages?

Current or former resident

Location of retirement village (if relevant)

Regional Victoria

Year of entry into retirement village (if relevant)

After 2014

To view all of the form's submissions, visit:

<https://engage.vic.gov.au/index.php/dashboard/reports/forms/viewDetail/2315>

Regards,

The Engage Victoria Team

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