

**From:** contact@engage.vic.gov.au  
**Sent:** Friday, 15 November 2019 3:48 PM  
**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 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**

### **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**

The disclosure obligations of operators (in ads) should include the DMF and other fees and charges when advertising.

The Fact Sheet is only given if requested. It should be mandatory.

## **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**

All operators should provide the same training program for managers and employees. The manager will then have a better understanding of the industry and the aging sector and the best way to manage the day to day problems of a village and its residents. If they seek employment at another village, they will manage it the same way as the last village, causing less disruption in the new village.

Disputes should be handled by the manager and/or operator, not the residents' committee.

Decisions of a dispute made by a committee of other residents can cause ongoing conflict if the complainant isn't happy with the decision. The manager or operator can also offer mediation.

Above CPI increases should only be recommended or rejected by a residents' committee and the reasons given for their decision. A vote of residents should then be taken with the majority ruling.

### **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**

Capital gains should go to the resident.

### **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**

### **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**

### **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**

**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**

**Last Name**

**Email address**

**How would you like us to handle your comments?**

You may publish my comments anonymously (your name will be omitted)

**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)**

Before 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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