

**From:** [REDACTED]  
**Sent:** Thursday, 5 December 2019 10:06 AM  
**To:** rvreview@justice.vic.gov.au  
**Subject:** Review of Retirement Villages Act 1986

NAME Mr. Norman Grove PSM.  
[REDACTED]

Myself and wife have been residents of a regional retirement village since Dec.2013. We submitted a more detailed report in 2014 but there was a lack of interest shown by Government then, the whole Act allows too much latitude for operators to contractually exploit residents, by creation & misuse of levies. All other States have far better legislation {we are not asking to reinvent the wheel} and the Operators are still surviving there. The residents deserve a INDEPENDENT OMBUDSMAN to protect the whole system We would love to have at least NSW legislation but as Victorians we could have the best legislation that would become the national standard and possibly attract federal cooperation as My Aged Care has to work in conjunction with Retirement Villages.

Our other real concern is no legislation REQUIRING RETIREMENT VILLAGES TO HAVE EMERGENCY EVACUATION PLANS. Many of the residents are very elderly slightly incapacitated some are already registered with MY AGED as a VULNERABLE PERSON {VCOSS has already submitted a report to parliament suggesting how this should be managed.} currently our village office is only open four days a week for 8hrs a day with no system to disseminate warnings to the [REDACTED] homes on the estate. A Village this size needs a 24hr warning system, especially for evacuation. Prior to my retirement I was a Regional Director with VicSES for 18yrs and in my opinion this is a disaster waiting to happen, currently our personal plan is to evacuate into a hotel/motel as commercial accommodation are required to have plans and better safety regulations.

I hi-lighted this in the 2014 review and will refer to both if we are ever unlucky enough to be involved in a coroner's inquest. We are a couple in our eighties and registered with MY AGED CARE and with a bit luck eventually become VULNERABLE PERSONS. So these matters are extremely important to us.

You have my permission to publish any or all of this

Yours respectfully  
Norman Grove PSM.  
Sent from my iPad