

From: contact@engage.vic.gov.au
Sent: Thursday, 5 December 2019 9:25 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

I have been living in a Metropolitan Region Retirement Village for 15 years. There should be a definite line of responsibilities for the retirement village industry from my experience: being good administrators in day to day matters including maintenance of property and enabling residents to be responsible for the provision of activities and concerns for other residents. I have not experienced from management that residents can make decisions for themselves by setting their own Residents' Committee agendas and having a Residents' Forum without the presence of management.

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

Entering the Village as a fit and active person, the detail of the Contract seemed satisfactory. It is only as aspects of that Contract become more relevant, that questions arise: how the manager deals with issues about the well-being of the Village community or the independence of the Residents' Committee, for example.

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

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

I am concerned about the fact that the sale of some Units is not occurring quickly. * It is not clear as to how the resident who is leaving can finance a bond for the next stage of of that person care. *It is also the responsibility of the resident leaving to continue paying the Fortnightly Service Fee until the Unit is sold. *If the resident has died and, due to the market, the sale of the Unit is delayed, how can probate and perhaps other financial matters, be finalized ?

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

Whilst I haven't had reason to be involved personally in any dispute resolution, the behaviour of a resident required some specific interpersonal skills from the manager. I don't believe that the manager showed that those skills were evident. The question arises as to whether the Manager has sole responsibility in dealing with some matters and what would be the best way to support the resident/s who were affected by the unusual behavior of the offending resident.

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

Is it appropriate for management to keep a file on each resident? This would happen when there is a new Manager or another staff member divulges the fact that a previous statement or act of a resident is referred to. I speak from experience about 2 totally unrelated matters.

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)

Metropolitan Melbourne

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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