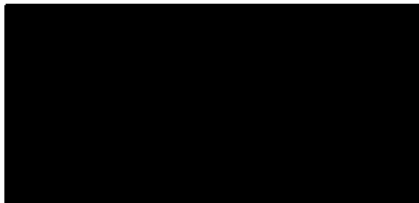




Department of Justice and Community Safety

Consumer Affairs Victoria

18th November 2019



1657 / 032

PLEASE NOTE RESIDENT DIED



Help us understand your experiences in your retirement village

Consumer Affairs Victoria (CAV) administers the *Retirement Villages Act 1986* (the Act), which regulates the contractual arrangements between retirement villages and their residents.

The Act will shortly be reviewed and I am writing to ask you for your help to inform the review.

CAV is conducting a survey to obtain feedback from retirement village residents across Victoria. While the survey is voluntary, your responses will help us to understand the issues faced by residents and help to identify areas for improvement to the Act.

CAV has commissioned [REDACTED], an independent social research company, to conduct the survey on our behalf.

Your part in the survey

In the next week or so you should receive a hard copy survey to complete. You will also have the option to complete the survey online. I am writing in advance because many people find it useful to know that they will be receiving a survey.

The survey should be completed by a resident of your household. If more than one person lives in your household, we encourage you to complete the survey together to capture all of your experiences.

The survey should only take **10 to 15 minutes** to complete and covers topics such as your experiences entering the village, issues that may have arisen during your time living in the village and your satisfaction with retirement village living.

Your privacy

All survey data will be de identified and findings will remain anonymous. [REDACTED] will treat all feedback with the strictest confidence. No information that could identify you or your household will be shared with any other party, including CAV.

More information

If you would like more information or have any concerns about the survey, please contact [REDACTED].

If you have any additional queries regarding the project, please contact CAV on 1300 55 81 81.

Otherwise, please expect to receive the survey in the next week or so.

Yours sincerely,

SALE OF RETIREMENT UNITS ALONG WITH EXIT FEES, DEFERRED MANAGEMENT FEES, REFURBISHMENT COSTS ETC ARE A BIG BURDEN FOR FAMILY AND EXECUTORS



Sam Jenkin
Director, Consumer Affairs Victoria

OF DECEASED

