

Questions for consideration

Your views are sought on the Parliamentary Inquiry's recommendation that the Government consider developing a model for mandatory accreditation for all retirement housing providers in the context of retirement villages.

1. **What do you consider to be the benefits and costs of introducing a form of mandatory accreditation for retirement villages?**

my opinion

Mandatory accreditation is too costly. But having code of conduct and code of practice for the operator / estate management / community management (whatever we want to describe), who responsible to take care, maintain and manage day to day operation of the community and common / shares facilities, is very important. And any institution or person who want to become the operator, must read and pass a digital test), and periodically must be renew. This codes must be defined by the government, by having input from the industry and retiree

2. **What do you consider to be the necessary elements of any mandatory accreditation scheme?**
3. **What do you consider to be the benefits and costs of voluntary accreditation schemes?**

My opinion

Voluntary accreditation is good. Not mandatory. I suggest, give it to the industry. But government set benchmark and standard of procedure, included how the accreditation institution get the permit to give accreditation, included code of conduct as a accreditation institution, especially on the conflict of interest, must be strictly controlled.

4. **By what alternative means could the standard and quality of services provided by retirement villages be improved**

my opinion

improvement of standard and quality always related to the cost and number of facilities provided, the more, it more costly. If the village is on the strata ownership, allow the common facilities put as collateral, for the owner association borrow and paid with the future sinking fund to be collected, or commercialize certain common areas to earn income, serve and repay the debt. If it's a lease model, it's easier, the developer can develop the assets to have funding improving standard and quality of services.

If the improvement doesn't cost anything, or immaterial and can be covered by on going exp budget, give the residents association or committee to evaluate the operator performance