

[REDACTED]

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DEC 2019

17/12/2019

Re: Review of The retirement Villages Act 1986

BY: .....

I have recently been told that on the 26th October 2019 the Victorian Government announced a review of The retirement Villages Act 1986. If this is so, as a resident of a local Retirement Village [REDACTED] since late 2015, I strongly support such action (provided that any review is done properly).

With my own anecdotal experience as a resident, and my superficial reading of some of the legislation it is obvious that the existing legislation has many problems; it seems to be very poorly conceived and drafted, very badly written in parts, with many ambiguities, and in obvious need of a complete (and long overdue) review. Any such review needs to be a 'root and branch' approach if it is to adequately address all the existing errors, blatant shortcomings, and 'gaps' in coverage of the necessary requirements to properly and effectively fulfil its' intended purpose.

The enormous growth in the Retirement Village sector that has occurred over recent years (and which is expected to continue to grow) requires such an approach in order to provide the proper protection and clarity to all involved parties.

I also strongly believe that there is a need for an industry Ombudsman to address the needs of residents and the errant behaviour of (some) owner/managers. If disputes occur, they inevitably do so in circumstances where there is a significant power and knowledge imbalance in favour of the owner/manager and this usually leads to bad outcomes for residents, and ultimately also for the village, and overall to the whole sector, and also society at large.

Any proposed 'Voluntary Code of Conduct' will never adequately or effectively correct all of the errors that result in this unacceptable situation. The people that are most likely to cause a problem are most unlikely to 'voluntarily' choose to participate or obey any such code of conduct.

I encourage you to seriously consider my requests, although I am not a lawyer, or have any formal legal training, the problems I have mentioned are significant, often occur, and are obvious to any thinking person involved in this sector. I believe it is the Governments' duty and responsibility to correct the current problematic and troublesome situation, both for now and for the future.

Yours sincerely,

[REDACTED]

Ron Young

[REDACTED]

[REDACTED]

