



Retirement Villages Inquiry – Q&A's

What is this about?

The inquiry will conduct a review of the NSW retirement village sector to make sure residents have the protections they deserve, and that Fair Trading has the necessary powers to make sure retirement village operators are complying with the law.

Who can have their say?

All interested parties are invited to have their say including residents, members of the community and operators.

How do residents have their say?

There are a number of ways in which residents can have their say on the issues. Residents can complete an easy to use online submission form or make a written submission. Residents may also attend a community forum at one of seven locations in NSW.

Does the inquiry cover issues about aged care?

The inquiry is looking specifically at the retirement village sector in NSW. Aged care facilities, such as nursing homes, are not part of this inquiry.

Where are the community forums and how can I book a seat?

Forums will be held in Sydney CBD, Hornsby, Ballina, Port Macquarie, Newcastle, Wollongong, and Wagga Wagga during October 2017. Register for a free seat at events.fairtrading.nsw.gov.au or call 13 32 20. There are limited places available and if the forum you want to attend is full, contact the inquiry to be put on a waiting a list.

I live in a retirement village, but you are not coming to my town, how can I still make sure my voice is heard?

If you are unable to attend in person, you can still submit your views through our online submission form or in writing by email or post.

How can industry have their say?

The inquiry is consulting directly with industry representatives by conducting industry roundtables. Operators and managers are invited to complete an online submission form or make a written submission. If you'd like more information about industry consultation, please contact your industry association directly, or the Inquiry Secretariat at rvinquiry@finance.nsw.gov.au

How can I arrange a meeting with the inquiry Chair, to discuss the issues?

The inquiry is meeting with industry and resident representatives and associations, holding a series of resident's community forums and seeking written submissions from all interested parties. To make sure that you have your say, all parties are encouraged to make a submission or attend one of these consultation sessions.



Can I be notified about the outcome of the Inquiry?

The final report and recommendations from the inquiry are due to be completed for the Minister of Innovation and Better Regulation by 15 December 2017.

What are the terms of reference of the inquiry?

The inquiry will review the extent to which retirement villages are generally being operated fairly. In particular it will look at marketing activities, the clarity of fees and contractual rights and obligations for prospective residents and their families, village maintenance and operational practices to maintain resident safety, availability and cost-effectiveness of dispute resolution mechanisms, and arrangements to levy maintenance fees to maintain the village and address building defects.

Where can I find the terms of reference of the inquiry?

View the [Terms of Reference \(PDF size: 161kb\)](#)

Public Consultation Frequently Asked Questions

What is the aim of the forums?

The public consultation forums are being held to enable the inquiry Chair, Ms Kathryn Greiner, to hear firsthand the key issues in the retirement village sector from current and former residents, their families and other interested community members.

What should I expect if I attend a community forum?

The inquiry Chair is conducting the forum to consult directly with residents and their families. It is an opportunity for interested members of the community to have their say on the issues in a supportive setting

Places are limited and registration is required. Once registered, attendees will be provided with more information about the community forum.

The forum is not the appropriate avenue for a determination on individual matters, and these will be referred to Fair Trading where necessary.

What do I need to bring to the forum?

Participants are not required to bring any documentation. Documentation relating to individual matters will be referred to NSW Fair Trading as an enquiry. Participants are



instead asked to offer their views on the impact and prevalence of the various issues outlined in the ToR.

How can I prepare?

The forum will seek feedback from the participants on the issues outlined in the Terms of Reference (ToR). Attendees should review ToR's and consider a few key focus points for each item.

It may help to consider the following questions In relation to the Terms of reference:

- What are the main issues?
- What is the impact of the issue on residents?
- Who are these issues impacting the most? (i.e current/prospective residents?)
- How are these issues being dealt with or resolved currently?
- What is an acceptable resolution or way forward?

What format will the forum be in?

The forums will be an opportunity in a less formal setting for residents to share their views and concerns on the issues relating to the sector. Each topic in the ToR will be discussed during the forum, with a summary of the key points raised at the conclusion of the forum.

Are there any rules for the forum?

Participants speaking at the forum are asked to first share their first name, and their interest in the sector, i.e. ' a current resident', or 'the family member of a past resident.'. No other personal details are required to contribute to the forum.

Speakers are asked to keep to the current topic, and in the interest of time, not repeat a point that has been made prior. The Chair will also seek confirmation from all participants on the prevalence of the issues. However, please contribute additional points if this assists the Chair to gain clarification on an issue.

We ask that speakers observe a maximum time limit of 4 minutes per person.

Where will all this information go?

The issues identified at each of the forums will contribute to the findings and recommendations of the Chair and the final report.

How do I find out more?



Visit www.fairtrading.nsw.gov.au for more information about the inquiry, the terms of reference, the details of the community forums, and how you can make a submission. You can also call 13 32 20 and speak to a friendly customer service officer.