



Retirement Villages Regulations Feedback Form

Office for Ageing Well, through Department of Human Services, is conducting consultation on draft Retirement Villages Regulations (the draft Regulations).

Thank you for your interest in providing feedback.

The information collected from this consultation will be used to ensure the draft Regulations meet the needs of retirement village residents and operators and reflect the intent of recommendations made by the independent review of the Retirement Villages Act 2016. It is important that responses are as relevant and factual as possible.

Please use the space provided below each question to have your say about the proposed regulations. You may answer each question, or only those questions relating to topics of interest to you.

For more information about the consultation draft regulations, and to access reference documents such as the consultation paper and the consultation draft regulations, visit YourSAy at: **yoursay.sa.gov.au/rvactdraftregulations**

Please note feedback may be made publicly available unless you indicate otherwise.

Please clearly indicate on the feedback form if you wish your feedback to remain confidential (refer to question 16)

All feedback must be in writing and can be submitted in the following ways:

- ➔ Online survey: provide your formal feedback by completing the online survey.
- ➔ Email: provide your formal feedback via email – **rvactreview@sa.gov.au**
- ➔ Post: Retirement Villages Review, Office for Ageing Well,
PO Box 196, Rundle Mall, Adelaide SA 5000

Feedback closes on Sunday 11 May 2025 at 5:00pm and late submissions will not be considered.

If you have any questions or need support providing feedback, please contact Office for Ageing Well on phone: **08 8204 2420**.

Demographic information

I am a: *(Please select most appropriate)*

- ☐ Current resident
- ☐ Former resident/family
- ☐ Prospective resident
- ☐ Operator
- ☐ Village Manager
- ☐ Public
- ☐ Other *(please specify)*

Retirement village name *(if applicable)*

The village is operated by:

- ☐ Private/commercial organisation
- ☐ Church/community-based organisation
- ☐ State Government/Local Government
- ☐ Non-profit organisation
- ☐ Other *(please specify)*

Organisation name *(if applicable)*

My age group is:

- ☐ 34 or under
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 –79
- ☐ 80 +

My gender is:

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ I use a different term *(please specify)*
- ☐ Prefer not to answer

My working status is: *(Please select most appropriate)*

- ☐ Semi-retired
- ☐ Retired
- ☐ Working
- ☐ Unemployed

Contact details

Name

Address

.....

Telephone

Email or postal address if different from above

.....

Date completed

Response to discussion questions

Please refer to the ‘Retirement Villages Regulations consultation paper’ when responding. This feedback form includes 16 questions on a range of topics. You may answer each question, or only those questions relating to topics of interest to you.

Before moving into a village

Question 1

Do the proposed updates to regulation 5 include all the additional information that should be included in a residence contract? If not, what additional mandatory information should be included?

☐ Yes

☐ No

☐ Unsure

Comment

Question 2

Do the proposed updates to schedule 2 include all additional information that should be included in the disclosure statement? If not, what additional mandatory information should be included?

☐ Yes

☐ No

☐ Unsure

Comment

Question 3

Are the proposed requirements for the premises condition report and vacated premises report appropriate? Why or why not?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Living in a Retirement Village

Question 4

4.1 Are the proposed standards of behaviour to be included in the Code of Conduct adequate?

☐ Yes ☐ No ☐ Unsure

4.2 Are there any other standards that should be included (if yes, please provide additional information using the comments box)?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Question 5

Are the proposed requirements for suggesting changes to residence rules appropriate and accessible?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Question 6

Are the proposed updates to the Dispute Resolution Policy appropriate? If not, why not?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Leaving a Retirement Village

Question 7

Are the proposed updates to regulation 17 clear? Do they address the matters that must be included in an operator’s remarketing policy? If not, what other matters should be included?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Question 8

Are the proposed payee details adequate to enable payment to be made in a timely and secure manner?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Question 9

Is the proposed process for managing unclaimed property appropriate? Are there any other matters that should be included?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Other matters

Question 10

Are the proposed requirements relating to the operator’s duty to ensure safety adequate? If not, what other requirements could be considered?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Question 11

Does the proposed regulation require an operator to provide a former resident with enough information to enable them to provide informed consent to the leasing/renting of the premises prior to them receiving the exit entitlement? If not, what additional information is needed?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

Question 12

Is the proposed information that must be provided to residents and the Minister relating to a proposed termination sufficient? If not, what other information could be considered?

- ☐ Yes
- ☐ No
- ☐ Unsure

Comment

.....

.....

Question 13

Is there any other evidence that an operator should require to satisfy themselves that a person is not a disqualified person?

- ☐ Yes
- ☐ No
- ☐ Unsure

Comment

.....

.....

Question 14

What other information would you find useful on the register of retirement villages?
Below are examples of information that could be provided

Residency type

- ☐ Single/Multi Storey (self-care/independent living, assisted care/serviced apartment)
- ☐ Co-located with aged care
- ☐ Pets allowed
- ☐ Communal facilities (meeting rooms, open spaces, BBQ areas)
- ☐ Amenities in village (swimming pool, bowling green, theatre, hairdresser, community centre etc)
- ☐ Contract types (licence to occupy, rental, purchase)
- ☐ Information about minimum age requirements, dependents etc.
- ☐ Other

Comment

.....

.....

Any other feedback

Question 15

Do you have any other feedback about the draft regulations?

☐ Yes ☐ No ☐ Unsure

Comment

.....

.....

.....

.....

.....

.....

Question 16

Do you want your submission to remain confidential?

☐ Yes ☐ No Why

Comment

.....

.....

.....

Submissions may be subject to Freedom of information and may still be released where required by law.