CODE OF CONDUCT FAQs

Why is the retirement living industry developing a Code of Conduct?

The Retirement Living Code of Conduct is being developed to reflect the evolving expectations of current and prospective retirement community residents and provides village operators with a clear framework for meeting these expectations.

The Code intends to set standards above and beyond statutory obligations.

The Code recognises that retirement communities are governed by a complex and diverse set of Commonwealth, state and territory legislation and regulations, and it seeks to establish a commonly accepted standard to help operators provide a trusted and high-quality service to those living in, or considering moving to, a retirement community.

It is a cornerstone of the retirement living industry's eight-point plan for a policy platform delivering a quality resident experience.

What is contained within the Code of Conduct?

The Code seeks to create an accepted standard to help operators provide a trustworthy and high-quality service to those living in, and considering moving to, a retirement community.

Who has developed the draft version of the Code of Conduct?

The development of the Code has been co-ordinated by a group of member retirement community providers from our three organisations, which actively operate within the industry, with input from a selected range of stakeholders, including the Australian Retirement Village Residents Association (ARVRA).

The draft Code has been provided to the broader industry and the wider community for input and feedback.

How can people read the draft version of the Code of Conduct?

The draft Retirement Living Code of Conduct can be found on all three of our websites:
www.propertycouncil.com.au
www.lasa.asn.au
www.acsa.asn.au

How can people make a comment on the Code of Conduct?

To provide input, all people need to do is email their comments to
Paul Murphy, Principal Advisor - Retirement Living and Seniors Housing
Leading Age Services Australia via Paulm@lasa.asn.au

What is the deadline to provide feedback?

Friday 20 July 2018.

What happens after that?

Our three peak bodies will consider all feedback, consult further with members of ARVRA and incorporate suggestions into the final version of the Code, which will be officially launched to the industry and the community in the second half of 2018.

All member organisations will be asked to subscribe to the standards contained in the Code and accountability mechanisms will be developed through the Code Administration Committee to ensure sanctions for those communities and organisations that have failed to comply.