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MEDIA RELEASE

Stakeholders invited to provide feedback on new accreditation standards

The Property Council of Australia and Leading Age Services Australia (LASA) are inviting industry, residents and stakeholders to provide feedback on the retirement living sector's proposed new set of accreditation standards.

The Australian Retirement Village Accreditation Scheme (ARVAS) draft standards have today been released publicly for feedback, following an extensive industry-led process to develop a new, independently audited benchmark for assessing the quality and consistency of services and support provided for retirement village residents.

Ben Myers, Executive Director – Retirement Living at the Property Council, said the draft standards have been designed to be a practical and relevant tool for retirement village operators who want to demonstrate a real commitment to operating their villages in a high quality and consistent way.

“The draft ARVAS standards have been broken up into seven quality areas,” Mr Myers said.

“From the operator's ability to manage the community and induct staff and volunteers, to a resident's ability to provide feedback on the running of the community, and to general safety and security, the ARVAS standards cover it all.

“Importantly, the standards directly reference the new Retirement Living Code of Conduct, which is the first step in the sector's new quality framework.”

Sean Rooney, Chief Executive Officer at LASA, said care and personal services had been included in the retirement living sector's accreditation standards for the first time.

“With more retirement villages either providing or facilitating the delivery of care-related services, it made sense to ensure our accreditation scheme reflected this evolution in the retirement living sector,” Mr Rooney said.

“A diverse and experienced group of industry professionals have consulted extensively on the development of these new standards, and we encourage the entire industry to contribute their thoughts so the scheme can be as effective as possible.”

The draft ARVAS standards can be **downloaded here**. Stakeholders are encouraged to provide their feedback to the Property Council (retirementliving@propertycouncil.com.au) or LASA (retirementliving@lasa.asn.au) no later than Friday 12 April 2019.



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