

COVID-19 impact on retirement villages

Dear retirement village operator,

The impact of COVID-19 is being felt by consumers and businesses across NSW as measures are introduced to help slow the spread of the virus. We are working closely with our stakeholders and we will continue to offer support and guidance.

People aged over 60, or Aboriginal and Torres Strait Islander people aged over 50 years, are more susceptible to getting severe illness if infected with the COVID-19 virus. The risk of serious illness and, in some cases death, increases with age, particularly for people with significant chronic illnesses or with a weakened immune system.

To reduce the spread of COVID-19, the Australian Government has introduced restrictions on non-essential services and group gatherings. In order to comply with the restrictions and public health orders of each state, services and events offered by retirement villages and other facilities need to change.

There are measures that retirement village operators can take to better protect residents and workers. Some information about these include:

- NSW Fair Trading [Frequently Asked Questions](#) which answer some of the common questions we have received about how to operate a retirement village to help minimise the spread of COVID-19
- a [Fact Sheet](#) providing information and advice for Australians living or working in retirement villages. This has been developed by NSW Government with other states, territories and the Australian Government.
- [useful information](#) for seniors more generally about what to do during COVID-19 to keep safe.

Every retirement village is set up differently and provides different services and facilities to its residents. We encourage you to think about how to implement greater COVID-19 controls specific to your village and residents. For example:

- conducting a postal ballot for a village budget requiring approval from residents
- providing internet facilities to residents to ensure they can remain in contact with family and friends.

We understand that the COVID-19 public health orders impacts NSW businesses and traders. We will take into account the unprecedented pressures on businesses and traders and apply a common sense and practical approach to our interactions with those we regulate. More information on this is available in our [Statement of Regulatory Intent](#).

We are regularly updating our [COVID-19 FAQs](#) for details on consumer rights and property. You can also see the [NSW Government's Coronavirus \(COVID-19\) advice hub](#) for information and advice on COVID-19 for individuals, communities and businesses in

NSW.

Yours sincerely,

NSW Fair Trading

Please forward this information to all villages within your organisation, if applicable.