



## RETIREMENT VILLAGE RESIDENTS ASSOCIATION INC

ABN: 16 674 035 984

ALL COMMUNICATIONS, TO THE SECRETARY, PO Box 3349, Asquith, NSW 2077

### **Mission Statement**

**The RVRA supports the rights of retirement village residents across NSW through advice, education and information**

#### **Structure**

Membership of the RVRA is open to all residents of retirement villages in NSW. The Management Committee is the governing body of the RVRA. Its responsibilities are outlined in the RVRA Constitution and By-Laws, and it operates within the confines of the NSW Retirement Villages Act 1999.

#### **Aim**

The RVRA provides advice on all aspects of retirement village living and has access to legal and financial advisers. It is the only organisation solely committed to the support of residents and their families.

#### **Representation**

The RVRA liaises with all the retirement village stakeholders to resolve issues for residents, and to extend and defend their rights. These can include clarification of legislation, financial matters, budgets and settlement of disputes, especially those which may need referral to the NSW Civil and Administration Tribunal (NCAT), The Seniors Rights Service (SRS) and the Office of Fair Trading.

#### **Education of Committee Members**

Information, education and support are provided to members to increase knowledge and best practice.

#### **Education for members**

The RVRA undertakes village visits and resident consultations. These are designed to give advice and increase confidence with problem solving and communicating with village operators. Our members have numerous fact sheets available to them. These fact sheets also help residents to develop their own committees.

#### **Information**

The RVRA has produced an information brochure to help residents understand the role of the RVRA.

A quarterly newsletter is distributed to all members to keep them informed of any current and future developments. The RVRA website is regularly updated and provides general information including links to related sites. It also gives prospective residents an understanding of what their rights and obligations will be if they move into a retirement village.

#### **Summary**

The RVRA is committed to:

- Working with all stakeholders within the retirement village industry to achieve the best and fairest outcomes for residents.
- Extending village visits to include more regional areas.
- Utilising training and technology to reach more residents.
- Building stronger communities.
- Increasing awareness of the RVRA as a trusted source of information within an industry that is constantly changing and continuing to grow.

Tom Gait, President  
January 2016