

## WHAT TO EXPECT

As a Code Signatory we are committed to acting professionally and with integrity.

We maintain regulatory compliance and promise to be fair and reasonable.

We strive for transparency and accountability and at all times will respect the dignity of our residents.

The Code of Conduct will assist residents and us as operators with dispute resolution where appropriate.

The Code does not mediate in resident to resident disputes however it does support you moving into, living in and leaving the community by ensuring we as operators provide clear and transparent marketing, maintain appropriate and effective service arrangements and clarity of contracts to name a few.

## HOW DO I KNOW IT WORKS?

*"I feel confident living in Applewood Retirement Village knowing that they have committed to the Retirement Living Code of Conduct.*

*It gives me great peace of mind that they care about my well-being whilst living here; and when it is time for me to leave."*

- **Robyn**, Applewood Retirement Village

*"As the resident who has lived in Riverside the longest, it is important to me that those considering moving here have the reassurance provided in the Code of Conduct.*

*We already have a good relationship with the operator. However, it is important for someone new to the village that the Code of Conduct will provide an extra layer of protection, should it ever be needed. It's also important for the families of those moving here to know there is a Code of Conduct that maintains the Village Standards."*

- **Diana**, Riverside Gardens

# Retirement Living Code of Conduct

Setting a new level of standards for retirement communities in Australia  
Information for retirement community residents

**RESIDENT PAMPHLET**



[www.awisemove.com.au](http://www.awisemove.com.au)

## WHAT IS THE RETIREMENT LIVING CODE OF CONDUCT?

The Code exists to encourage high quality standards and showcase excellence in all aspects of the operation and management of retirement villages.



The Code provides retirement village owners and operators with an agreed set of standards that they should meet to ensure retirement community residents have an excellent experience. It ensures operators are accountable to their residents for the standards they have agreed to uphold, operate with integrity, and can implement best business practises across their village operations.

AS A RESIDENT, AT ANY TIME, YOU CAN REQUEST CODE LITERATURE FROM YOUR OPERATOR.

## OBJECTIVES OF THE CODE

1. Promote and protect the interests of current and future residents;
2. Help implement regulation in a way that creates high and consistent standards regarding the marketing, sales and operation of Retirement Villages;
3. Promote trust and confidence in the sector;
4. Provide a framework to assist open, transparent and efficient resolution of complaints by residents;
5. Provide industry leadership to promote effective self-regulation that complements and builds on existing regulatory arrangements.



## HOW IS THE CODE ADMINISTERED?

The Code is regulated by the Code Administrator.

This is someone that you can contact personally if you believe that your operator is not fulfilling their obligations to the Code.

There is also the Code Review Panel (CRP). This consists of an Independent Chair, an Operator Representative, and a Resident Representative.

For complaints please email [complaints@rlcode.com.au](mailto:complaints@rlcode.com.au) and for all general enquiries you can call +61 0407 285 891 or email [admin@rlcode.com.au](mailto:admin@rlcode.com.au).