

CODE OF CONDUCT

Setting a new level of standards for retirement communities in Australia.



Retirement Living Code Review Panel gets off to a strong start

The Retirement Living Code of Conduct is an industry initiative supported by the Retirement Living Council (RLC) and Leading Aged Services Australia (LASA), that came into effect on 1 January this year.

As a key component of the retirement living industry's eight-point plan, the Code of Conduct is focused on the wellbeing of residents. It prioritises fairness in marketing and sales practices; maintaining good relationships with residents and stakeholders; and transparent processes when residents move out.

Overseeing, monitoring and reviewing the Code is the responsibility of the Code Review Panel (CRP), which is an independent body, comprising a Chair (Dr Elizabeth Lanyon); Resident Representative (Alistair Christie); and Operator Representative (Peter Nilsson).

CRP members bring a wealth of experience in governance, consumer affairs, law, retirement living and arbitration to their important role.

The CRP held their inaugural meeting on Thursday, 23 April 2020 with all panel members joining via video conference.

"The Retirement Living Code of Conduct makes an important step forward in the maturity of the retirement living sector, and is one of three new standards for the industry alongside a new accreditation scheme and a capability framework for village managers and sales professionals," Dr Lanyon said.

"The Code really stands as the centrepiece and foundation of these standards and demonstrates a clear commitment to the wellbeing and accountability to residents.

"In talking to retirement living operators and village managers I have been excited by the positivity towards the Code and the value people see in showcasing and being accountable for standards that are important for ensuring residents have a high-quality experience."

Dr Lanyon explained, "I have worked with retirement village residents and operators for over fifteen years as a regulator and I think at the heart of solving problems and issues is good communication.

"Having a Code compliance officer in the village, a Code Administrator and the independent panel, which I am honoured to chair, means that there are dedicated resources to help improve communication and to step in when communication fails. It

has never been more important for retirement villages to be a safe and good choice for older Australians," Dr Lanyon said.

If you have any queries, contact the Code Administrator via [email](#) or call 0408 150 096.

For more information on the Code of Conduct please click [here](#).