



PARLIAMENT OF VICTORIA
Legal and Social Issues Committee

MEDIA RELEASE

Reforms recommended for retirement housing sector

A low cost, accessible and binding dispute resolution process is one of the key recommendations in a parliamentary report tabled today on the retirement housing sector in Victoria.

The Victorian Parliament's Legal and Social Issues Committee has made 15 recommendations, aimed at both government and the sector itself, following its 12-month investigation.

"We have a big growth in demand for retirement housing, and residents have changing expectations about what retirement living should look like. This creates a range of challenges for government and industry," said Committee Chair Margaret Fitzherbert.

It was also clear from evidence that the dispute resolution process needs to be improved.

"Too often residents face a long and expensive road to resolve disputes, at a time in their lives when this is especially difficult," Ms Fitzherbert said.

"The current processes aren't up to scratch, we need a dispute resolution process with teeth. This can be done either by expanding the jurisdiction of an existing Ombudsman or through a new Ombudsman.

"It is now up to the Victorian Government to ensure that all residents of retirement housing can access firm, fair and affordable justice."

Other recommendations made by the Committee include:

- Improving management standards in the sector and the quality of legal advice currently available to retirees
- A review of the *Retirement Villages Act 1986* to determine the effectiveness of the Act
- Adjusting how deferred management fees are calculated
- Consideration of Retirement Housing Zones in Victoria.

The report is available from the Committee's [website](#).

Issued: 7 March 2017