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From: Inquiry into the Retirement Housing Sector POV eSubmission Form
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Sent: Friday, 10 June 2016 4:59 AM
To: LSIC
Subject: New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Mrs Wilma Walker
[REDACTED]

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SUBMISSION CONTENT:

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I respectfully wish to make submissions to the Parliament of Victoria regarding problems facing residents of Retirement Villages in Victoria.

1. Rates: Firstly I believe that councils are overvaluing individual sites and I am also concerned that rates charged do not reflect the fact that Councils do not have the ongoing cost of maintenance of roads and lighting etc which is undertaken by the Village owners and is ultimately paid for by Residents through their levies.
2. Manager Training: Managers and Staff seem to be given only a minimum of training before taking up appointments. It seems that they are thrown in at the deep end and that further training is very much "On The Job". Often this comes about by Residents making suggestions as to their needs. It seems incomprehensible that it should have to be pointed out that an elderly person might need help in boarding or alighting from a bus or that they need to be dropped off and picked up as close as possible to the entrance to a venue.
3. Villages being sold: I have grave concerns about my Village being sold to a company of which I have no knowledge. Already I have experienced an erosion of the conditions which existed when I came into the Village six years ago. Would they be further eroded if a new company purchased the Village. What safeguards are there in place to prevent this happening?
4. Ombudsman: I understand it is now about twenty years since the Retirement Villages Act was reviewed. In reviewing the Act I hope that the Committee will give serious consideration to the appointment of an Industry Ombudsman. I feel that this would be of great assistance to Retirement Village Residents and their families in giving them a "go to" point when difficulties arise.

Thanking You,
Yours respectfully
Mrs W.M. Walker

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