



Your home matters

*Before
you act,
get the
facts*

Living in retirement villages

Supporting you to get the facts

Nearly 40,000 Queenslanders live in retirement villages in Queensland. These villages provide secure accommodation for retirees and offer a range of facilities.

The Queensland Government is working to improve the information available to retirement village residents about a range of amendments to the *Retirement Villages Act 1999*.

We want to better support seniors in their decision making, and to help resident consumer advocacy groups advocate for reform.



Nearly
40,000
Queenslanders live in
more than **300** retirement
villages in Queensland

Source: Department of Housing and Public Works, May 2018.

We want to help you
to understand your
rights and obligations
as a resident or
prospective resident
of a retirement village.

Better support for resident consumer advocacy groups

To ensure that retirement village residents have the information they need to make better decisions, we are working to strengthen consumer advocacy groups.

Resident consumer advocacy groups will be supported to help Queenslanders who live in or are considering entering or leaving a retirement village.

This includes providing better information about, and access to, pre-contractual legal and financial advice from industry experts to support informed decision-making about future living arrangements.



**Queensland
Government**



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We are making changes that will make it easier for you to access up to date information and seek professional and legal advice before you make a decision.

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Providing a voice

We are supporting resident consumer advocacy groups to improve the availability of advice and advocacy to retirement village residents when things go wrong. This includes input into the review of dispute resolution arrangements.

Consumer advocacy groups will also be supported to represent retirement village residents to village operators and government to ensure their expectations and experiences are considered.

Right where you live

The Queensland Government has funded five organisations to support broader consumer advocacy for Queenslanders who may be entering, living in, or leaving a retirement village, a residential (manufactured home) park or a residential service to make informed housing choices.

These organisations will be supporting a state-wide education program to increase understanding of changes to legislation related to these forms of accommodation. The program will support residents and home owners to better understand and exercise their rights.

For more information about advocacy initiatives go to **www.rightwhereyoulive.org.au**



Want to know more?



www.hpw.qld.gov.au/housingstrategy
www.qld.gov.au/seniors



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