

Retirement villages

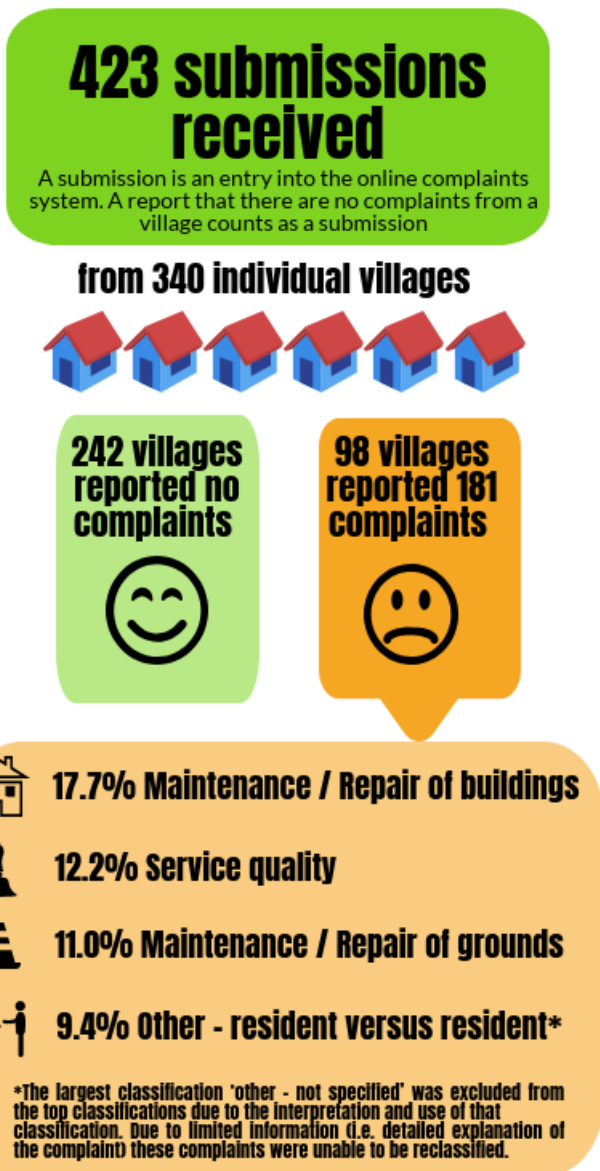
6-monthly complaint reporting

For period 1 October 2017 to 31 March 2018

22/05/2018

The Commission for Financial Capability (CFFC) monitors the effects of the Retirement Villages (RV) Act (2003), Regulations and Code of Practice. Variations to the Code of Practice became effective 1 April 2017 requiring all operators to report to the Retirement Commissioner six-monthly in relation to any formal complaints received, even if to confirm that no complaints were received.

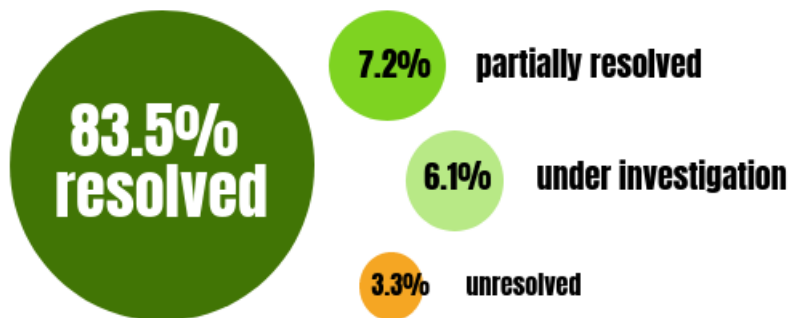
The CFFC undertook to publish a general summary of the data collected after each reporting period. It worked with stakeholders to design and trial an initial data-reporting platform and will undertake reviews to improve future data and report-filing.



The visuals on the left reflect aggregated findings of the information received for the period **1 October 2017 to 31 March 2018**. **Appendix 1** includes data in tabular form. The figures are based on data collected from 340 of the 410 registered retirement villages at the time for reporting, as advised by the Registry Office. It is estimated around 30 of the registered 410 villages are in construction. Therefore around 90% of all registered villages filed reports. The Commission is currently pursuing operators who have not yet submitted their reports.

The online RV complaints system received 423 submissions from a total of 340 individual RV villages. This means some villages submitted more than one complaint. There are 242 villages, or 71% of all villages who filed, that reported there was 'no complaint for period'.

Several complaints received appeared to be informal in nature. Some operators may have reported on informal as well as formal (i.e. written) complaints. It is possible that informal-sounding matters were submitted in writing as formal complaints by residents.



Appendix 1

Table 1: Proportion of complaint classifications by total number of complaints received. (Multiple classifications could be assigned per complaint. The first/main classification is used).

Complaints by type	#	%
Other - please specify*	32	17.68%
Maintenance / Repair of buildings	28	15.47%
Service quality	22	12.15%
Maintenance / Repair of grounds	20	11.05%
Other - resident versus resident	17	9.39%
Service levels	11	6.08%
Management / Staff personnel	10	5.52%
Resident behaviour	9	4.97%
ORA & Disclosure breach	7	3.87%
Fees / Charges	5	2.76%
Consultation / Policy change	3	1.66%
Health & Safety	3	1.66%
Information request / Inadequate communication	3	1.66%
ORA & Disclosure interpretation	3	1.66%
Code of resident rights breach	2	1.10%
Privacy	2	1.10%
Resale	2	1.10%
Financial statements	1	0.55%
Refurbishment / Fair wear and tear / Damage	1	0.55%

* Due to limited information (i.e. detailed explanation of the complaint) these complaints were unable to be reclassified.

Table 2: proportions of status of complaint by all submissions and complaints.

Status of complaint	#	% of all submissions	% of complaints
No complaint for period	242	57%	N/A
Resolved	151	36%	83.43%
Partially resolved	13	3%	7.18%
Under investigation	11	3%	6.08%
Unresolved	6	1%	3.31%
Total	423	100%	100%

Table 3: Proportions of complaint status by complaint type.

Complaints by type	Resolved	Partially resolved	Under investigation	Unresolved
Other - please specify	91%	3%	3%	3%
Maintenance / Repair of buildings	82%	4%	11%	4%
Service quality	91%	0%	5%	5%
Maintenance / Repair of grounds	80%	10%	5%	5%
Other - resident versus resident	82%	0%	18%	0%
Service levels	100%	0%	0%	0%
Management / Staff personnel	80%	20%	0%	0%
Resident behaviour	78%	22%	0%	0%
ORA & Disclosure breach	71%	14%	0%	14%
Fees / Charges	60%	40%	0%	0%
Consultation / Policy change	33%	33%	0%	33%
Health & Safety	33%	0%	67%	0%
Information request / Inadequate communication	100%	0%	0%	0%
ORA & Disclosure interpretation	100%	0%	0%	0%
Code of resident rights breach	100%	0%	0%	0%
Privacy	50%	50%	0%	0%
Resale	100%	0%	0%	0%
Financial statements	100%	0%	0%	0%
Refurbishment / Fair wear and tear / Damage	100%	0%	0%	0%