



The Association of Residents of
Queensland Retirement Villages Inc

FACT SHEET #12

ACCESS TO OPERATIONAL DOCUMENTS

The ARQRV is a strong consumer protection organisation that represents the interests of residents in retirement villages to governments and scheme operators. We are a not-for-profit organisation run by volunteers who are themselves residents in a retirement village, so we have first-hand experience of the issues affecting all residents. We act to inform members of their rights under the *Retirement Villages Act* and provide on-going information about issues that are significant to the retirement village lifestyle.

ARQRV has produced a range of fact sheets on various topics that will be of assistance when it comes to understanding retirement village living.

Recent changes to the *Retirement Villages Act 1999* has commenced improvements to residents and prospective residents' ability to access operational documents held by retirement village scheme operators. These changes are designed to residents are protected and empowered and the industry can supply quality services.

Access to operational documents - Commenced 1 February 2019

Information to be given to prospective residents

A resident or prospective resident can ask the scheme operator to see or request a copy of an operational document.

The Retirement Villages Regulation 2018 explains which documents relating to the operation of a retirement village scheme may be accessed by residents or prospective residents. For example: Public information Document; Costs and fees payable; or Village Comparison Document.

A request to access operational documents must be made in writing and state the person's name and whether the person is a resident or a prospective resident and nominate a reasonable time (at least 7 days after the request is given to the operator) for the documents to be accessed.

A fee may be payable to the scheme operator to access these documents.

The scheme operator must comply with the request to access documents, unless those same documents were given to the person in the previous 30 days and there have been no material changes made to those documents.

The scheme operator must not give any personal information about another person.

For further information please contact ARQRV

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