WHAT IS HAPPENING AROUND THE RV TRAPS?

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RVRA
Retirement Village Residents Association

www.rvra.org.au

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HAVE YOUR SAY SURVEY REPORT

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Who completed the survey?

- 4115 respondents
- 56% female
- ages ranged from 55 to 90+ yrs
- respondents from all participating states
- time in the village from 1yr to 20+ yrs

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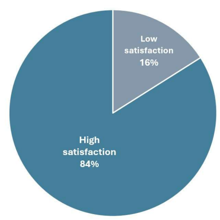
How satisfied are residents?



- 84% reported moderate to high satisfaction
- 16% reported low levels of satisfaction

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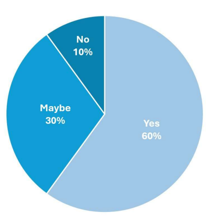
Would they recommend their village?

- 60% indicated **Yes** they would recommend their village
- 30% ticked **Maybe**
- 10% ticked **No**



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Yes, I would recommend my village to others:

"You become part of a vibrant, caring community, make new friends, enjoy social interaction, have access to a variety of lifestyle facilities, in which you can participate or not as you choose.

It's far better than spending your retirement years in a large home (which you have to maintain).

You retain your independence and increase your life expectancy and live a better life."

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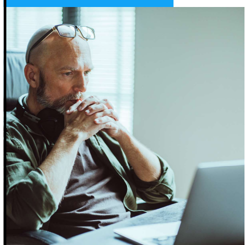

No, I would not recommend my village to others:

"The manager seems unapproachable and unresponsive to concerns."

"I understood my yearly increase would be the CPI amount but last year and this years add up to 21.6 percent. For me that's far too much . If this continues, I will not be able to afford to stay."

"Repairs are done cheaply, leading to recurring problems."

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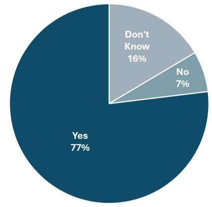
Did they receive a Disclosure Statement?



77% received a Disclosure Statement

7% said they did not receive one

16% did not know if they received one

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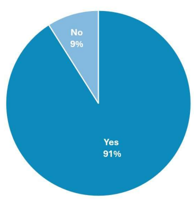
Did they understand the difference between buying into a retirement village vs general community?

91% understood the difference

9% did not understand this prior to shifting into their village



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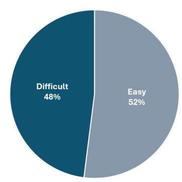
How easy was it for residents to understand their contracts?



52% found their contract easy to understand

48% found it difficult to understand

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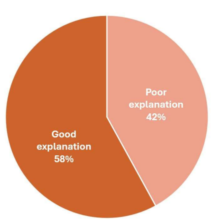
How well did sales staff explain the contract?

58% indicated sales staff provided a good explanation

43% rated the sales staff explanation as poor



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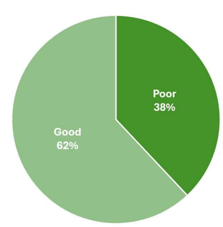
How well did they understand exit fees?

62% felt they had a good understanding of how exit fees were calculated

38% indicated they had poor understanding



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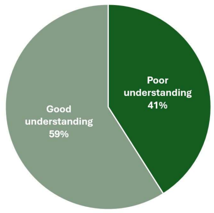
How well did they understand capital gain?

59% had a good understanding of how much capital gain they would retain

41% rated their understanding as poor



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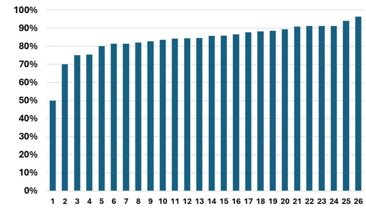
Difference across operators in residents' satisfaction with village



Percentage of satisfied residents ranged from a low of 50% to a high of 96%

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The full report is available on the RVRA website :
rvra.org.au

Report can be read online as a Flipbook or downloaded as a PDF

HAVE YOUR SAY SURVEY

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Some RV Stats

Average age of people moving in RVs is 75 with average age of current residents = 80

Average tenure is 8.7 years

Average villa price is $559k

75% of people who leave a RV either go to aged care or pass away

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More Stats

Average monthly RC for regional NSW is $652

56% of village have exit fee on purchase price and no CG

54% of RVs have rooms for medical professionals

61% actively provide home care services with the trend increasing

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Breaking News

We are aware of some developments in Qld re council rates

In most villages rates are charged by parcel of land the village is on

A council in Cairns Qld wants rates to be levied on each home or apartment

The estimate is 800% increase of what we pay now through recurrent charges

The increase is around $900 year

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AHRC Media Report

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AHRC - Report Nov 2024

The Australian Human Rights Commission's 2024 report, Shaping Perceptions: How Australian Media Reports on Ageing, examines how older Australians are portrayed in the media.

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Many of the media professionals interviewed reported that older people are not valued in mainstream Australian culture the way they are in Indigenous communities or other cultures.

Many also reported that the issues affecting older people are often regarded as 'lesser' than those affecting other groups such as women, people with disability and younger people.

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Overview

The report identifies that ageism—stereotyping, prejudice, and discrimination based on age—is widespread and often socially accepted in Australia. Media representations significantly influence public perceptions of ageing and older individuals.

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Negative Portrayals:

Older Australians are frequently depicted as frail, dependent, or burdensome.
Such portrayals can reinforce harmful stereotypes and diminish the perceived value of older individuals in society.

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Underrepresentation

Issues pertinent to older people often receive less media attention compared to those affecting other groups, leading to a lack of awareness and understanding of the challenges faced by older Australians.

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Self-Perception

Consistent exposure to negative media stereotypes can affect how residents view themselves and their peers, potentially impacting self-esteem and mental well-being.

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CRA is wonderful

Unless you're looking at a retirement village.

Right now, pensioners who 'rightsize' into retirement villages can't spend more than $252,000 before losing eligibility. At that price, good luck despite village affordability.

Residents in other seniors' communities can access CRA, regardless of purchase price. It's senseless.

Housing markets have totally transformed in recent years, yet the Age Pension assets test and CRA eligibility remain relics of the past.

If older Australians 'rightsize' and governments want more homes freed up, this choice must come without penalty.

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CRA Update

In 1997, the CRA cap covered 55 per cent of the median house price, but today it is just 26 per cent. If it kept pace, it would be about $550,000 – incidentally, the national average price of a two-bedroom retirement unit – rather than $252,000.

The Prime Minister has promised $24 billion in spending to young homeowners during the election, but there's been radio silence on seniors' housing opportunities.

For the $24 billion that has been pledged for housing, we're asking for just one per cent of that amount – only $244 million – for sensible changes to the Age Pension assets test and CRA.

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Better Standards for In-Home Aged Care

Many village residents receive home care packages or other aged care services.

Under the new Act, these services must meet stricter quality, safety, and accountability standards.

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Stronger Rights for Older People

A new Aged Care Rights Principle outlines what people can expect.

Residents will have stronger rights to:

- Be treated with dignity and respect
- Make decisions about their care
- Receive safe, personalised support

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Important to Know

- The Act does not cover the retirement village itself – these are still regulated by state and territory laws.
- But the new rules will apply to those services if you're receiving aged care in the village.

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Greater Transparency from Providers

- Providers must share more information about quality, pricing, and performance.
- This helps residents and families make better-informed choices.

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Shared Care Model

Instead of each resident arranging their own individual home care services through separate providers, the shared care model allows multiple residents to share support workers or services within the village.

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This model is designed to:

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- Pool care resources among residents with similar needs.
- Increase the availability and consistency of carers.
- Provide flexibility in how and when services are delivered.
- Support a sense of community and reduce isolation.

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Benefits of the Shared Care Model

- More Efficient Use of Workforce: Care workers are based within or near the village, reducing travel time and enabling more direct support.
- Lower Costs for Residents: Sharing resources may reduce administration and overhead costs for care delivery.
- Better Continuity of Care: Residents often see the same care staff regularly, improving trust and communication.
- Integrated Support Environment: This model aligns well with the physical and social setup of retirement villages.

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Considerations and Challenges

- Must align with regulatory and funding frameworks (like the new Aged Care Act).
- Requires clear governance, rostering, and resident consent.
- Success depends on resident participation and local provider cooperation.

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Current Scams

Fake Government Payment Offers:
Scammers are exploiting the rising cost of living by promoting fraudulent ads that promise "bonus" payments ranging from $750 to $4,100, allegedly to assist with expenses like the Age Pension or Carer Payment.
These schemes aim to steal personal information

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Current Scams

Aged Care Provider Impersonation:
Criminals pose as legitimate aged care providers to deceive older Australians and their families into revealing personal and financial details.
These scams often involve unsolicited calls or messages requesting sensitive information .

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Current Scams

Seniors Card Scams:
Fraudulent websites have been reported, particularly in South Australia, targeting individuals applying for Seniors Cards.
These deceptive sites mimic official government platforms to harvest personal data .

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Current Scams

Remote Access Scams:
Scammers contact individuals claiming to be from reputable organizations, convincing them to grant remote access to their computers under the guise of fixing technical issues, leading to unauthorized access to personal and financial information .

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Are your kids ready?

We get so many calls from kids asking what they need to do and how to do it.
I have helped 3 “kids” in our village.
Key issues:
- Reinstatement/refurbishment
- Who decides what is to be done?
- Recurrent charges
- Who can do repairs/maintenance?
- Can we sell with someone else?

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Things to consider

You can have an annual contact meeting with Rick and take your kids

RC stops 42 days after you hand the keys back - not when you move out but still have stuff there

Get a condition report so that there are no surprises

You can get your own tradespeople

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Are you prepared???

I have recently been on a panel of lawyers/estate & financial planners talking to older people about getting their affairs in order before they go to golf heaven.

- Wills/Probate
- Power of attorney
- Guardianship
- End of life wishes
- Financial readiness

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Who is the RVRA?

We are the ONLY organisation SOLELY focused on the interests of NSW Retirement Village residents

65,000+ people live in retirement villages in NSW

6000 RVRA members in 297 retirement villages

Anybody can be a member

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What do we do?

RVRA

Inform and educate retirement village residents

Support RVRA members with issues of concern

Advocate and lobby government and the private sector

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Join the RVRA

Members living in RVs

Associate members = managers/family members/potential residents

Costs

•Non pensioner = $60 first year and $50 per year

•Pensioner = $50 per year – no joining fee

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