

Retirement Living Code of Conduct  
**Annual Compliance**

21 January 2021

## BACKGROUND

### Introduction

Central to the Code of Conduct is that signatories agree to audit their compliance, act to rectify any failings as necessary, and annually provide written confirmation to the Code Administrator of their compliance.

This document contains the annual Compliance Checklist, along with the form of the Annual Statement of Compliance that must be submitted to the Code Administrator.

### Process

From the Operational Stage, signatories must ensure they are compliant. Sanctions will not apply during the Transitional Stage.

Signatories must annually certify they have met the Commitments of the Code, commencing at the start of the Operational Stage. Upon receipt of the Annual Compliance Statement and Annual Compliance Checklist, the Code Administrator will issue a Compliance Certificate to the signatory and update the Code Register.

### Compliance System

Code signatories commit to maintaining an in-house system for Code compliance.

### Audit

As detailed in the Code of Conduct, the Code Administrator may initiate an audit of Code compliance.

Where a Code Signatory has also embarked upon industry accreditation through the ARVAS Scheme, signatories will be independently audited on adherence to the Code of Conduct as a part of that accreditation.

## ANNUAL CHECKLIST

This resource is provided to assist operators assess their annual compliance. It is not a complete list of requirements and should be read in conjunction with the full text of the Code Commitments.

The checklist should be completed and submitted with the Compliance Statement.

### General Provisions

- Implement any relevant guidance from the Code Administration Committee
- Current licences, registrations and permissions as required
- Maintain a Code Compliance Officer
- Inform customers and residents that we subscribe to this Code
- Maintain a complaints handling system
- Have written policies and procedures for handling and resolving written complaints and disputes
- Handled complaints according to our complaints handling system

### Moving into the Community

- Advertising and marketing material complies with relevant Commonwealth, state or territory legislation and regulations
- Provide clear written information
- Distinguish between standard and optional or additional charges
- Provide intending and current residents with a copy of the Code of Conduct on request
- Encourage all potential residents to seek independent legal advice
- Provide clear information relating to included maintenance services
- Conduct a full accommodation orientation

**Living in the Community**

- Invite formal feedback from residents in the form of a survey
- Reasonable consultation with residents of the Retirement Community in relation to any matter that could have a significant impact
- Written policies and procedures regarding the frequency and conduct of meetings with residents
- Written policies and procedures about accessing the homes of residents
- Written policies and procedures regarding the management of our staff
- Provide ongoing training, as required
- Written policies for workplace health and safety

**Leaving the Community**

- Respectfully and clearly communicate with the outgoing residents, their guardians or their estates with information regarding the moving out process

## COMPLIANCE STATEMENT

The following document is the form of the Annual Statement of Compliance that must be submitted to the Code Administrator along with the completed Annual Checklist.

### RETIREMENT LIVING CODE OF CONDUCT

#### Annual Statement of Compliance

We, \_\_\_\_\_ [*the operator*], have reviewed the Code of Conduct along with amendments and guidance provided by the Code Administrator.

We confirm that we have:

- complied with the relevant Code Commitments during the past year
  - made relevant changes to our processes and procedures to meet changes in the Code during the year
  - followed the complaints-handling requirements of the Code
- completed and included the Checklist for Code Self-Assessment

We also confirm that for invoicing purposes we:

have current membership of the Property Council of Australia or ACCPA

do not have current membership of the Property Council of Australia or ACCPA

**Signed on behalf of the Operator by**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Dated

**For more information, please contact:**

The Code Administrator

[admin@rlcode.com.au](mailto:admin@rlcode.com.au)