



## *Discussion Forum*

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The comments and opinions expressed herein do not necessarily reflect those of the Retirement Village Residents Association (RVRA) or its Members.

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### **Can this happen in NSW?**

Comment: This article gives cause for great concern to residents in villages. This problem points out the general lack of knowledge by the elderly residents in not knowing what is actually being formulated on their behalf. It is just another exercise in the futility of trying to make a case before the CTTT. In other words transparency and accountability is as usual thrown out the window.

The Operator takes the insurance policy out in his name, and we have learnt from the Queens Lake Village case that residents have been paying for items not applicable to their village, as probably residents in other villages have been doing also.

The time has come for residents and the RVRA to lobby for a change to the Retirement Villages Act 1999 (as amended) and Regulations 2010 in regard to village insurance policies to ensure that the inclusion of residents as persons of interest on the policy document and that they be covered for the costs of alternate accommodation in the event of disasters such as the earthquake, a tsunami, or a fire. The context of the Queens Lake Court Case goes to show the lengths Operators will go to hide relative information from the vulnerable elderly residents to cover their bottom line prospects.

**SCR**

26th April 2011

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