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Fair Trading enquiries

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Ministerial Orders for retirement villages - measures for COVID-19

Dear retirement village operator

We are writing to update you on the NSW Government's efforts to better protect residents and staff at retirement villages during the COVID-19 pandemic and to ask you to forward the below letter to the resident committee.

We understand the impact of COVID-19 is being felt by many retirement village operators, and their staff and residents. Like you, the NSW Government wants the retirement village sector to be able to offer all members of our community an accommodation option that is safe and secure.

The *COVID-19 Legislation Amendment (Emergency Measures – Miscellaneous) Act 2020* commenced on 14 May 2020. The Hon Kevin Anderson MP, Minister for Innovation and Better Regulation is now permitted to issue **Ministerial Orders** which can exempt retirement villages, operators and residents, from certain requirements of the Act during the COVID-19 pandemic. This will allow operators and residents to follow Public Health Orders without breaching the Act.

While preparing draft Ministerial Orders, the NSW Government consulted with operators and other relevant parties, including those representing village residents. Some issues of concern we heard from both operators and residents during COVID-19 include:

- use of village facilities
- village rules
- budget processes
- how residents consent and meet.

Ministerial Orders will address these and other issues, and ensure villages operate safely and residents and staff are protected. The orders are crucial to slow the spread of COVID-19 and it is important that they are complied with.

Information and the Ministerial Orders are published on [our website](#). COVID-19 advice for retirement villages can also be found on:

- the [Australian Government Department of Health website](#)
- the [fact sheet: Advice for Retirement Villages](#)
- our [COVID-19 FAQs](#)
- the [NSW Government's Coronavirus \(COVID-19\) advice hub](#)

Please forward this information to all villages within your organisation (if applicable).

Yours sincerely,

NSW Fair Trading

Retirement village law changes to address measures taken during COVID-19

Dear residents committee

We are writing to update you on the NSW Government's efforts to better protect residents of retirement villages during the COVID-19 pandemic.

We understand the impact of the COVID-19 virus is being felt by many Australians living in retirement villages. Like you, the NSW Government wants the retirement village sector to continue to offer all members of our community a safe and secure environment.

Changes to laws to keep retirement village residents safe during COVID-19

The NSW Government has passed laws that will mean retirement villages, operators and residents may be exempt from certain requirements in the *Retirement Villages Act* during the COVID-19 pandemic.

This will allow emergency measures to be put in place that are in line with Public Health Orders, but don't breach the *Retirement Villages Act*.

These changes are important to help slow the spread of the virus and relate to:

- use of village facilities
- village rules
- budget processes
- how residents consent and meet.

Ministerial Orders will address these and other issues, and ensure villages operate safely and residents and staff are protected.

Information and copies of the Ministerial Orders are published on [our website](#) when they become available.

What do you need to do?

Individual residents do not need to take any specific action or reply to this email. This information is for residents' committees to understand what they can do and how.

We understand that COVID-19 has disrupted your home environment and ordinary retirement village operations. We encourage operators and residents work together to ensure the safety and health of residents. Speak with your village manager if you are unsure what your village is doing to comply with the Public Health Orders.

More information

COVID-19 advice for retirement villages can be found on:

- the [Australian Government Department of Health website](#)
- the [fact sheet: Advice for Retirement Villages](#)
- our [COVID-19 FAQs](#)
- the [NSW Government's Coronavirus \(COVID-19\) advice hub](#)

Yours sincerely,

NSW Fair Trading

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You are receiving this email because you are a registered retirement village operator.
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