



Residents of Retirement Villages of Victoria (RRVV)

This project involved NARI undertaking independent research to learn more about the experiences of retirement village residents before and while in residence. The full results are yet to be published. NARI was contracted by Residents of Retirement Villages Victoria (RRVV) Inc to conduct the research.

A brief summary of the results shows that many older Victorians who live in retirement villages rate their health as good to excellent and are satisfied with their lives. It found that one-fifth of the nearly 2000 residents who responded to our survey were concerned about delays, building issues, availability of promised facilities and complicated or poorly written contracts during the process of moving into the facilities. When issues arose while living in the villages, just over a third of respondents did not feel their concerns were dealt with satisfactorily. Improved communication between managers and residents would help ensure that disputes did not detract from overall positive experiences.

The Victorian Government has recently (February 2016) announced an inquiry into the retirement housing sector, a move which has been welcomed by NARI. The inquiry will consider, among others, the option to appoint an ombudsman to handle complaints from older Victorians living in retirement villages efficiently and cost-effectively.

Why is this project important?

To provide a snapshot of the views and experiences of older people living in retirement villages in Victoria so that actions to improve areas of concern for these people can be addressed.

Key questions that the research is trying to answer

Are there areas of concern for older people living in retirement villages based on their experiences on entering and whilst living in retirement villages?

Funding

RRVV

Lead NARI researcher

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