

RESIDENTS ARE PART OF THE INDUSTRY TOO...

**RVA QUEENSLAND
CONFERENCE
2009**

**RETIREMENT VILLAGES IN THE 2009 ECONOMY
CRISIS OR OPPORTUNITY**

Are Residents' interests and Operators' interests truly as diametrically opposed as many of us have grown to expect them to be ?

If that mindset should shift then how should it shift and what will make it shift ?

Is a strong and viable industry just as important for Residents as it is for Operators ?

Is the protection of Residents rights just as important for Operators as it is for Residents ?

Where should Residents sit in the management of a Village generally and particularly in the decision making processes ?

Should the relationship between Residents and Operators be :

- one which is primarily one of consultation with limited rights in specific classes of decisions;

or should it be

- one approaching that of joint venturers ?

The relationships that count :

- Residents Committee and Village Manager
- Individual Residents and Village Manager
- Individual Residents and Residents Committee
- Residents Committee and Scheme Operator
- Individual Residents and Scheme Operator

Is each of those relationships as important as the other ?

What will enhance the chances of success for those relationships ?

Will better education of Residents Committees and Village Managers particularly in respect of the Act but also the Residence Contract for a Village enhance their relationships as well as beneficially alter the type of participation demanded by Residents ?

What sort of education ?

What effect is it likely to have on the desire for participation ?

Will it increase that desire or give it a more effective focus ?