

# How accreditation can improve the performance and marketability of your village



Australian  
Retirement Village  
Accreditation

# Accreditation Panel

- RVA accreditation overview (Andrew Macintosh (Qld State Manager-Operations, Aveo));
- Gary Medcalf (RVA Standards Manager);
- Javan Hollister (Manager, Keperra Sanctuary and The Terraces- Retirement by Design);
- Kaye Smyth (Retirement Living Manager LiveLife Villages).



# Accreditation Overview

- What is accreditation?
- What's the future of accreditation?



# What's really happening in your village?

- Do your village operations and services deliver resident satisfaction?;
- Are your management practices at best practice?
  - Financial management;
  - Asset management- e.g. maintenance programs;
  - Risk management- e.g. resident security, WHS&E; Fire and Emergency;
  - Regulatory compliance;
  - HR management.



# What is ARVA Accreditation?

- ARVA has been developed by RVA and ACQ over the past 10 years;
- A national quality management system based on continuous improvement principles specifically for retirement villages;
- A detailed comparison of a village's services and operations against a set of benchmark standards based on an independent survey;
- Retirement villages receive “accreditation” if they meet the required standards as a minimum.



# How is a village accredited?

1. Self assessment against the ARVA standard using a detailed, easy to use survey tool;
2. Site assessment by an independent survey team. This involves a site inspection, a resident survey (questionnaire), meetings with staff and the Residents' Committee.



# Accreditation is not....

- A star rating system.
- About status, wealth, location or size.
- Something village managers/owners have to do alone.
- “Rocket Science”



# The “Standards”

- There are 29 agreed national standards, grouped into:
  - Resident services and lifestyle
  - Organisational management
  - Human resources
  - Physical resource environment



# The “Standards”

- Each standard has its own statement of “requirements” and a list of “criteria”.
- The standards aim to be realistic, fair and transparent.
- They are minimum standards which form a practice base-line for villages.



## EXAMPLE

### Standard 2.1 Residents' Contractual and Financial Arrangements

#### REQUIREMENT

- *The Village's financial systems and contractual arrangements are documented and are in accordance with relevant regulatory requirements.*



## EXAMPLE

### Standard 2.1 Residents' Contractual and Financial Arrangements

#### CRITERIA

- 2.1.1 All Management and staff who have responsibility for liaising with prospective, new, and current residents comply with statutory obligations when supplying information concerning the initial and ongoing costs of services.
- 2.1.2 The system for setting charges in relation to regular fees, user pays services, and fees while absent from, a Village, are documented and available to all residents.
- 2.1.3 Disclosure documents for the Village comply with relevant regulatory requirements and contain an adequate explanation of:



## EXAMPLE (CONT'D)

### Standard 2.1 Residents' Contractual and Financial Arrangements

#### CRITERIA

- retentions/deductions/fees upon a resident vacating the Village;
- residents' liability for ongoing fees after vacating the Village;.
- all other information as required by the relevant regulatory requirements
- 2.1.4 A system is in place for review of legal documents and disclosure statements.
- 2.1.5 Letter from solicitor stating documentation meets all relevant regulatory requirements.



# 6 Step Accreditation Process

## Step 1 Accreditation Application

- Designed as a self-assessment process

### Package includes:

- Accreditation Application Form
- Fee Schedule
- Accreditation Handbook
- Standards Index
- Self-Assessment Schedule
- Self-Assessment Application Document
- Improvement Plan
- Document Checklists



# 6 Step Accreditation Process

## Step 2 Application Submission

- To the RVA National Standards Unit

### Application should include:

- Completed and signed Accreditation Application and release from Liability Form
- Completed Self-Assessment Application Document
- Annexures and Supporting Documentation
- Occupied Unit/Apartments number List
- Cheque for Application Fee



# 6 Step Accreditation Process

## Step 3 Assessment

- By a team of independent assessors and peers
- Aim for no more than one day for most villages- more for larger villages
- If additional independent assessors are requested; or the survey is of a very large village requiring more than 1 day; or in a remote area some additional charges may apply



# 6 Step Accreditation Process

## Step 4 Assessment Report

- Report from the Assessment Team detailing their findings and recommendations submitted to the National Standards Unit within 14 days of site survey

## Step 5 Approval Process

- Report is considered by the National Accreditation Committee and either approved or declined

## Step 6 The Decision

- Applicants are advised of the decision and, if successful, receive an Accreditation Certificate



# How often are surveys required?

- Accreditation lasts for 3 years.
- Annual Reports required to confirm ongoing conformance with Standards.



# Support available:

- Training
- Workshops
- Website
- Standards Unit
- Local staff
- Mentors
- Documents



# The Future

- Continuous improvement of the ARVA scheme;
- International benchmarking and accreditation of the ARVA scheme;
- Ensuring independence and objectivity of the accreditation process;
- Build confidence of key stake holders- residents, prospective residents, Government and public.



# Panel Comments

# Questions

# What's in it for Residents?

- Accreditation focuses on resident satisfaction and quality of lifestyle;
- It promotes improved information flow to and from residents, communication, consultation and participation;
- Provides quality standards for resident services;
- Requires documented “best practice” systems to be in place for village operations, legislative compliance and risk management;
- Ensures access to a safe and well maintained village environment.



# What's in it for Owners/Operators?

- Continuous review of systems and processes leads to more streamlined and cost effective operation.
- Demonstrates a reduction in village risks to financiers and insurers.
- Promotes a positive and goal orientated team environment.
- Provides opportunities for discounted fees for association membership and other events/services.



# What's in it for the Industry?

- Demonstrates to all stakeholders the industries commitment to high standards.
- Demonstrates to government the industries capacity to self-regulate.
- Strengthens the retirement village concept as a desirable lifestyle choice.
- Increased consumer confidence.



# What's in it for Owners/Operators?

- Improves resident communication/relationship/support.
- Provides an effective management framework.
- Provides a positive marketing tool.
- Provides an industry benchmark.
- Provides valuable feedback on operations.
- Demonstrates “best practice” in village management.

