

Organisations to contact for advice

Independent information and advice

Office for Ageing Well

Office for Ageing Well is responsible for administering retirement village legislation and is able to provide general information and assistance on retirement village matters, clarify areas of concern and provide a mediation service to help resolve disputes between residents and operators.

Level 10, 11 Hindmarsh Square,
Adelaide SA 5000

Telephone: (08) 8204 2420

Email: RetirementVillages@sa.gov.au

Internet: www.sa.gov.au/seniors/retirementvillages

Catalyst Foundation

Catalyst Foundation (formerly Seniors Information Service) is the leading provider of community information in South Australia. Catalyst Foundation can provide information and support on retirement villages, independent living units, serviced apartments, community housing, residential parks and residential aged care facilities.

1/47 Tynte Street,
North Adelaide SA 5006

PO Box 220 North Adelaide SA 5006

Telephone: (08) 8168 8776

Freecall: 1800 636 368
(SA country callers)

Email: information@catalystfoundation.com.au

Internet: www.catalystfoundation.com.au

Aged Care Alternatives

Aged Care Alternatives is a free information service that assists older people, their carers and families to find and understand information about aged care services. Aged Care Alternatives can provide information through personal consultations or by telephone or email about My Aged Care - the Commonwealth Government entry point to aged care services. Aged Care Alternatives can support people through the registration process and initial screening interview.

1/445 Fullarton Road
Highgate SA 5063

Telephone: (08) 8408 4600

Email: info@agedcarealternatives.net.au

Internet: www.agedcarealternatives.net.au

Consumer organisations

South Australian Retirement Villages Residents Association (SARVRA)

SARVRA's members are residents of retirement villages. The Association's goals are to provide information and advice to, and advance the interests of, retirement village residents.

Contact via Council on the Ageing (COTA)
Level 1, 85 Hutt Street
Adelaide SA 5001

Telephone: (08) 8232 0422

(COTA Switchboard)

Freecall: 1800 182 324

(from outside Adelaide metropolitan area)

Internet: www.sarvra.asn.au

Email: secretary@sarvra.com

Aged Rights Advocacy Service (ARAS) – retirement village resident advocacy program

The Aged Rights Advocacy Service (ARAS) has a Retirement Village Advocacy Program providing advocacy support and assistance for residents of retirement villages in South Australia.

175 Fullarton Road
Dulwich SA 5065

Telephone: (08) 8232 5377
Country Toll Free: 1800 700 600

Email: aras@agedrights.asn.au
Internet: www.sa.agedrights.asn.au

Retirement village industry organisations

Aged and Community Services Australia

Aged & Community Services Australia (ACSA) is the leading peak body supporting over 700 church, charitable and community-based not-for-profit organisations that provide accommodation and care services to older Australians. ACSA is at the forefront representing, leading and supporting members to achieve excellence in providing quality affordable housing and community and residential care services for older Australians.

Telephone: 1300 877 855

Email: enquiries@acsa.asn.au

Property Council of Australia - SA Division

The Retirement Living Council (RLC) is a dedicated national division of the Property Council of Australia. The RLC seeks to play a critical role in the ongoing growth and sustainability of the retirement living industry. It is the only national organisation solely focused on advocating on the critical issues facing housing and services for older people, supporting and promoting members and the retirement living industry at large.

Level 5, 19 Grenfell Street,
Adelaide SA 5000

Telephone: (08) 8236 0900

Email: sa@propertycouncil.com.au
Internet: www.propertycouncil.com.au

Leading Aged Services Australia – SA (LASA)

Leading Age Services Australia (LASA) is the national peak body representing all providers of age services across residential care, home care and retirement living. LASA is strongly positioned to provide services and support to the South Australia retirement living sector with services offered by the LASA State Manager SA – NT and Principal Advisor Retirement Living.

Telephone: 1300 111 636

Email: member@lasa.asn.au
Internet: <https://lasa.asn.au>

Disclaimer: In developing this information sheet, every effort has been made to ensure that the information reflects the intent of the legislation and/or represents examples of best known practice. The information contained in these resources does not constitute legal advice. Office for Ageing Well recommends that you seek your own legal advice should you require interpretation of the legislation.

For more information:

Office for Ageing Well and Department for Health and Wellbeing

T: 08 8204 2420

E: retirementvillages@sa.gov.au

www.sa.gov.au/seniors/retirementvillages

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