

# Code of conduct

Retirement villages provide independent living for older persons who have retired from full-time employment, but who are able to maintain their autonomy and make decisions about their future. The *Retirement Villages Regulations 2017 (SA)* (the Regulations) contain a code of conduct for operators and residents of retirement villages, which is prescribed under section 63 of the *Retirement Villages Act 2016 (SA)* (the Act).

## Operator and Residents Code of Conduct

Schedule 1 of the Regulations includes information about the rights and obligations of both operators and residents of retirement villages. These rights and obligations aim to assist residents and operators to maintain a respectful and productive relationship. Section 22(f) of the Act requires that you provide residents with a copy of the code of conduct with a residence contract.

### Conduct of operators

Retirement village operators must:

- > not interfere with residents' self-reliance and autonomy in their personal, domestic and financial affairs
- > take reasonable steps to ensure that the retirement village is safe and secure
- > not harass or intimidate residents of the retirement village
- > respect the peace, comfort and privacy of residents
- > take reasonable steps to ensure that residents comply with the residence rules

- > acknowledge, within a reasonable time, requests from residents for repairs and maintenance of the village
- > consult residents in relation to the financial affairs of the village
- > take reasonable steps to ensure residents have access to information held by the operator about that resident
- > allow a resident to appoint, in writing, an agent to receive notices and documents on the resident's behalf.

### Conduct of residents

Retirement village residents must:

- > respect the peace, comfort and privacy of other residents and persons in the retirement village
- > not harass or intimidate other residents and persons in the retirement village (including the operator and any person employed in the retirement village)
- > not act in a manner that may place the safety of other residents or persons in the village at risk of harm
- > comply with the residence rules.

Among other matters, the Code of Conduct also deals with a village's surplus and deficit policy, consultation with a residents' committee and consultation with residents. The information sheets 'Consultation with residents' and 'Transitional provisions' contain more information about these topics.

*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:

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