



Retirement Village Solutions

Service Catalogue

Helping Retirement Village Operators Stay Compliant, Efficient & Resident-Focused

1. Compliance & Risk Management

- **Annual Compliance Audit** – Review against NSW Retirement Villages Act and regulatory requirements.
 - **Risk & Safety Reviews** – Fire safety, WHS, emergency plans, policies.
 - **Regulatory Documentation** – Preparing reports and disclosures for regulators and residents.
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2. Resident Wellbeing & Community Programs

- **Lifestyle & Engagement Program Design** – Tailored calendars of activities/events.
 - **Health & Wellness Partnerships** – Coordination with GPs, allied health, exercise specialists.
 - **Resident Relations Mediation** – Independent support in resolving disputes.
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3. Financial & Transparency Services

- **Benchmarking Reports** – Compare fees against competitors.
 - **Resident Transparency Packs** – Simplifying entry, ongoing, and exit fees.
 - **Exit Entitlement Forecasting** – Improve operator cashflow planning.
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4. Marketing & Sales Support

- **Competitor Mystery Shopping Reports** – Independent insight into rivals.
 - **Digital Marketing Campaigns** – Ads, social media, content creation.
 - **Sales Training** – Tailored for older Australians & their families.
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5. Operational Efficiency & Cost Reduction

- **Procurement Reviews** – Eg. Energy, cleaning, food, maintenance, waste contracts.
 - **Cost-Saving Audits** – Identify 10–20% potential savings.
 - **Outsourced Maintenance Coordination** – Full handling of trades & service calls.
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6. Technology & Innovation

- **Resident Portal/App Setup** – Communication, billing, maintenance requests.
 - **Smart Tech Integration** – Emergency call systems, assistive tech, monitoring tools.
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7. Governance & Strategic Advisory

- **Board/Committee Reporting** – Independent analysis of performance & risks.
 - **Resident Satisfaction Surveys** – Independent collection & reporting.
 - **Capital Works & Sinking Fund Forecasting** – Long-term financial planning.
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8. Staff Training & Development

- **Customer Service Training** – For frontline staff & managers.
 - **Specialist Modules** – Dementia awareness, conflict resolution, financial literacy.
 - **HR Compliance Packs** – Policies, contracts, onboarding systems.
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9. Independent Dispute Resolution

- **Neutral Mediation** – Handling resident complaints before escalation to Fair Trading.
 - **Resident Advocacy Balance** – Protecting operator while ensuring fairness.
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10. Village Manager Locum Service

- **Temporary Village Manager service** – To replace village managers on leave or when the workload is just too much, or to manage projects.
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