

RRVV recommended objectives for ARVAS

(as at 31 January 2019)

RRVV's recommendations for a new village accreditation scheme are as follows:

1. To improve outcomes for residents:
 - a. Service development and costing:
 - resident services developed and costed using a defined process
 - residents free to take as active a part in developing and costing services as they desire
 - b. Service delivery:

Services (including personal services, third-party services and maintenance) delivered:

 - as requested and funded from time to time
 - consistently:
 - to the specified standard, in full
 - on time
 - at the lowest practicable cost
 - that are safe and fit for purpose
 - c. Consistent full compliance with all relevant laws and regulations
 - d. By recognising that:
 - residents are major stakeholders in their villages, not subjects
 - residents' desire and willingness to participate in village decision making ranges from little through to full control of operations
 - villages are not all the same, and each one changes over time
 - some residents do suffer harm from living in a village.
2. To establish minimum standards for all retirement villages covered by the scheme:
 - a. That raise standards to an acceptable level in villages that otherwise might drag down the reputation of the sector
 - b. Standards should generally be higher than the current legislation and contracts require
3. To ensure villages that offer standards higher than the minimum (point 2 above) implement them with the same or higher consistency and efficiency as those required for the mandatory standards (i.e. the higher standards are not discretionary)
4. To ensure that, wherever possible, objective data informs decision making affecting residents.
5. To foster a culture of continuous improvement.
6. To foster the development and maintenance of a resident centred culture.
7. To assist operators and villages interested in achieving accreditation to meet the requirements.
8. To implement independent and transparent risk-based mechanisms to assure residents and the public that operators and villages claiming accreditation are fully compliant.
9. To implement independent and transparent mechanisms to assure residents and the public that the scheme is meeting its objectives as revised from time to time.