DCM Institute
Leading from the centre

Retirement Living Code of Conduct Implementation Plan

Executive endorsement to become a Code signatory - 9 months prior to application Budget allocation for subscription to Code - 8 months prior to application Appointment of Code Compliance Officer - Appointed and inducted at the time of signing Checklist completed - At least one month prior to self assessment Planning and Preparation - ongoing when preparing application		Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
		Review against code	identify gaps	Resident and Staff engagement	Develop or update PPGs	Resident and Staff engagement	Staff Training	Checklist completed	Self Assessment	Approved Code Signatory	Celebration
General Provisions	We own all current licences, registrations and permissions as required										
	We will maintain a Code Compliance Officer										
	We will inform customers and residents that we subscribe to this Code										
	We maintain a complaints handling system										
	We have written policies and procedures for handling and resolving written complaints and disputes										
	We handle complaints according to our complaints handling system										
Moving into the Community	Our advertising and marketing material complies with relevant Commonwealth, state or territory legislation and regulations										
	We provide clear written information										
	We distinguish between standard and optional or additional charges										
	We provide every intending resident with a copy of the Code of Conduct on request										
	We encourage all potential residents to seek independent legal advice										
	We provide clear information relating to included maintenance services										
	We conduct a full accommodation orientation										
Living in the Community	We invite formal feedback from residents in the form of a survey										
	We conduct reasonable consultation with residents of the Retirement Community in relation to any matter that could have a significant impact										
	We have written policies and procedures regarding the frequency and conduct of meetings with residents										
	We have written policies and procedures about accessing the homes of resident										
	We have written policies and procedures regarding the management of our staff										
	We provide ongoing training to staff, as required										
	We have written policies for workplace health and safety										
Leaving the Community	We respectfully and clearly communicate with the outgoing residents, their guardians or their estates with information regarding the moving out process										