



RETIREMENT VILLAGE CHECKLIST

Developing your strategy to prevent abuse of older people in NSW

This checklist is designed to help Retirement Village operators in NSW on their strategy in relation to responding to abuse of older people. Please use this in addition to your own operating guidelines, and the [Retirement Villages Regulation 2017](#). Thank you for making your village a safer place to live, and for contributing to the prevention of abuse, neglect and exploitation of older people living in NSW.



Ensure your strategy is clear with examples

- Have you provided information on common forms of abuse of older people, as well as specific examples in relation to retirement villages?
- Have you outlined how to identify abuse of older people, including signs and symptoms?
- Have you included an explanation of your roles and responsibilities as an operator, and of your staff in relation to the abuse of older people in a retirement village?



Increase capabilities and awareness in your staff

- Have you provided information on ways to respond to abuse of older people, and how to raise concerns about suspected abuse (including procedures for reporting abuse, escalating matters to appropriate organisations and authorities, and response times)?
- Have you ensured that all of your staff are familiar with your strategy, and have access to information from the Ageing and Disability Abuse Helpline, relevant local support services, resources and support agencies?



Promote services and your strategy to residents

- Is information easily available with guidance on how to access the services and resources of the Ageing and Disability Abuse Helpline, and relevant local services and support agencies?
- Have you posted your strategy on the notice board of the retirement village, and in any other ways to ensure residents and others can access the information?