



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2023-2024

Mr Mark Parton MLA (Chair), Ms Jo Clay MLA (Deputy Chair),
Mr Michael Pettersson MLA

ANSWER TO QUESTION ON NOTICE

Asked by Michael Pettersson MLA

Addressed to: Minister for Consumer Affairs

Reference: Output Class 2, Table 65, Access Canberra Operating Statement

Hearing Date: 21 July 2023

In relation to: Retirement Villages and Aged Care Facilities in Canberra

In regard to Output Class 2, Table 65, Access Canberra Operating Statement, what proportion of Total Income and Total Expenses will be attributable to Access Canberra's activities in relation to retirement villages and their residents?

Mr Shane Rattenbury MLA: The answer to the Member's question is as follows: –

Access Canberra has total budgeted expenses of \$135.998 million in 2023-24. The majority of activity associated with retirement villages and their residents is conducted by the Fair Trading and Compliance Branch (FTC). FTC has a budgeted FTE figure of 94 in 2023-24 at a budgeted expense of \$10.407 million.

FTC incorporates several teams with delegations against the *Retirement Villages Act 2012* (the Act). These teams are also delegated under fair trading legislation, gaming legislation, controlled sports, and Registrar-General functions. Across these legislative schemes, these teams undertake engagement and educative activities, monitor compliance through inspections and complaint management, and undertake enforcement where required. Additionally, teams within other branches of Access Canberra provide complaint management, call takers and communications relevant to the Act.

The allocation of staff to multiple legislative functions does not support a meaningful resource comparison between schemes.

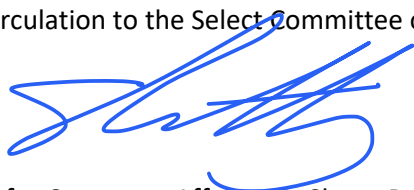
Access Canberra's Accountability Commitment and regulatory frameworks sets out how Access Canberra will manage regulatory complaints received and any investigations it undertakes. Access Canberra will focus its resourcing where the risks of harm, unsafe practices or misconduct are greatest in the community.

Access Canberra continually monitors its complaint and investigation management process, using complaint and other data to improve our programs, regulatory approaches, and proactive compliance engagement activities. Access Canberra is committed to the continuous improvement of these processes to ensure services and its regulatory responsibilities are delivered effectively and efficiently.

Between November 2022 and February 2023, the Business Engagement arm of FTC (3 FTE) undertook a Retirement Village engagement program with 20 operators, across 39 village locations. The program focused on engaging with Retirement Village operators to remind them of their obligations and provide guidance on capital maintenance and capital replacement. The program also included engagement with residents, including providing education around scam awareness.

Approved for circulation to the Select Committee on Estimates 2023-2024

Signature:

A handwritten signature in blue ink, appearing to be 'Shane Rattenbury', written over a horizontal line.

Date:

2/8/23

By the Minister for Consumer Affairs, Mr Shane Rattenbury MLA