

# SA retirement village information for residents and prospective residents

## Further information and advice

If you require further information or want to discuss any aspect of retirement villages, contact the appropriate organisation listed below.

### Independent information and advice

#### Office for the Ageing

The Office for the Ageing is responsible for administering retirement village legislation and is able to provide general information and assistance on retirement village matters, clarify areas of concern and provide a mediation service to help resolve disputes between residents and operators.

Level 10, 11 Hindmarsh Square, Adelaide SA 5000  
Telephone (08) 8204 2420  
Email [retirementvillages@sa.gov.au](mailto:retirementvillages@sa.gov.au)  
Internet [www.sa.gov.au/seniors/retirementvillages](http://www.sa.gov.au/seniors/retirementvillages)

#### Catalyst Foundation

Catalyst Foundation (formerly Seniors Information Service) is the leading provider of community information in South Australia. Catalyst Foundation can provide information and support on retirement villages, independent living units, serviced apartments, community housing, residential parks and residential aged care facilities.

149 Currie Street, Adelaide SA 5000 | GPO Box 1645 Adelaide 5001  
Telephone (08) 8168 8776  
Freecall 1800 636 368 (SA country callers)  
Email [information@catalystfoundation.com.au](mailto:information@catalystfoundation.com.au)  
Internet [www.catalystfoundation.com.au](http://www.catalystfoundation.com.au)

#### Aged Care Alternatives

Aged Care Alternatives is a free information service that assists the older person, their carers and families to find and understand information about aged care services. Aged Care Alternatives can provide information through personal consultations or by telephone or email about My Aged Care - the Commonwealth Government entry point to aged care services. Aged Care Alternatives can support people through the registration process and initial screening interview.

1/445 Fullarton Road Highgate SA 5063  
Telephone 8271 3888  
Email [info@agedcarealternatives.net.au](mailto:info@agedcarealternatives.net.au)  
Internet [www.agedcarealternatives.net.au](http://www.agedcarealternatives.net.au)



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## Consumer organisations

### South Australian Retirement Villages Residents' Association (SARVRA)

SARVRA's members are residents of retirement villages. The Association's goals are to provide information and advice to, and advance the interests of, retirement village residents.

Contact via Council on the Ageing (COTA)  
16 Hutt Street Adelaide SA 5001  
Telephone (08) 8232 0422 (COTA Switchboard)  
Freecall 1800 182 324 (from outside Adelaide metropolitan area)  
Web [www.sarvra.asn.au](http://www.sarvra.asn.au)  
Email [secretary@sarvra.asn.au](mailto:secretary@sarvra.asn.au)

### Aged Rights Advocacy Service (ARAS) – retirement village resident advocacy program

The Aged Rights Advocacy Service (ARAS) has a Retirement Village Advocacy Program providing advocacy support and assistance for residents of retirement villages in South Australia.

16 Hutt Street Adelaide SA 5001  
Telephone (08) 8232 5377  
Country Toll Free 1800 700 600  
Email [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)  
Internet [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)

*Disclaimer: In developing this information sheet, every effort has been made to ensure that the information reflects the intent of the legislation and/or represents examples of best known practice. The information contained in these resources does not constitute legal advice. The Office for the Ageing recommends that you seek your own legal advice should you require interpretation of the legislation.*

## For more information

Office for the Ageing  
Department for Health and Ageing  
PO Box 196, Rundle Mall Adelaide 5000  
Telephone: (08) 8204 2420  
Email: [retirementvillages@sa.gov.au](mailto:retirementvillages@sa.gov.au)  
[www.sa.gov.au/seniors/retirementvillages](http://www.sa.gov.au/seniors/retirementvillages)

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