

# A guide to using the retirement villages portal

August 2022

# Contents

How to use the retirement villages portal	3
1. Logging in or creating an account	4
1.1 Logging in as an existing account holder	4
1.2 Creating a new account	5
2. Resetting your password	9
3. Navigating the retirement village portal home screen	13
4. Creating a new retirement village record	15
5. Navigating the retirement village record home screen	17
5.1 Managing account holder access to the retirement village record	18
5.2 Managing the retirement village record	21
5.3 Providing customer experience feedback	22
6. Completing the sections within the retirement village record	23
7. What happens next	29
7.1 Updating your retirement village record when changes occur	29
7.2 Updating your retirement village record annually	32

# How to use the retirement villages portal

The retirement villages portal was created to assist retirement village operators meet their requirements under the changes made to the *Retirement Villages Amendment (Operators Obligations) Regulation 2022*. The changes to the Regulation became operational on the 1st of September 2022.

Under the Regulation changes, the retirement village operator must provide the relevant retirement village information before 30th September 2022, or at the point of registration of the retirement village, if it is registered after the 30th September 2022.

The retirement village operator must also provide an annual update of information within one month of the retirement villages financial year end. The retirement villages portal provides an option for the operator to provide their annual update. The updated annual information must be provided within one month after the financial year end.

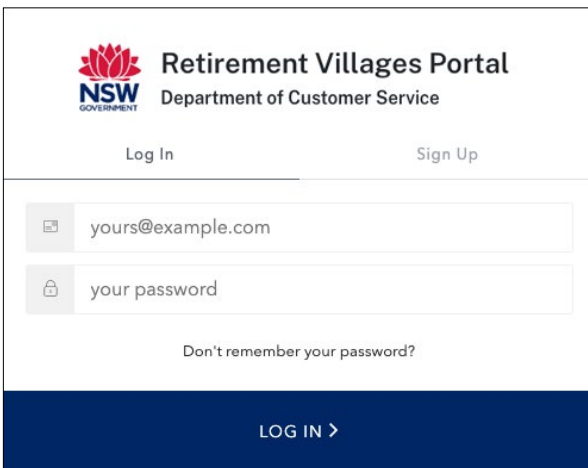
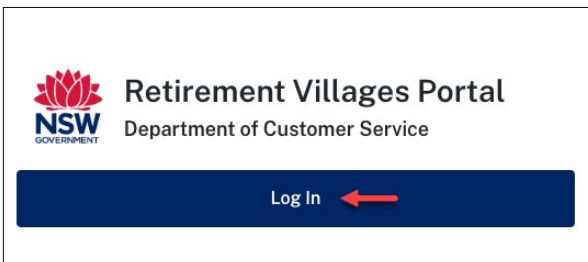
If any of the information changes after the initial and/or annual information has been provided, the retirement village operator must update their village record using the retirement villages portal. The updated information must be provided within 21 days of the change occurring.

Failing to meet these obligations may result in enforcement action being taken. For further information on the obligations of the retirement village operator, please visit the Fair Trading website using the following [link](#).

If you require assistance using the retirement villages portal please send an email to [accommodationregister@customerservice.nsw.gov.au](mailto:accommodationregister@customerservice.nsw.gov.au).

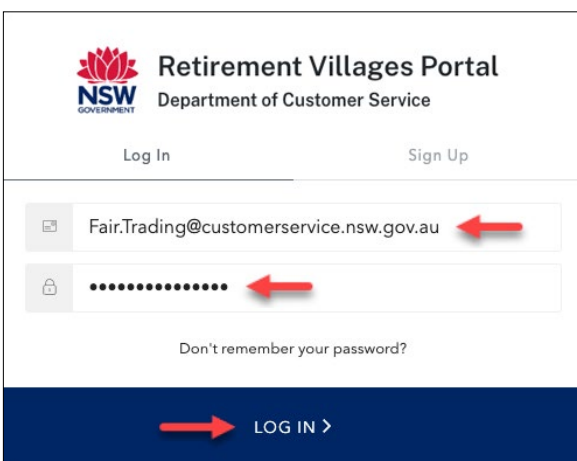
# 1. Logging in or creating an account

When the retirement villages portal is first opened a screen will appear with a login button. Select the **Log In** button to progress to the sign in or create an account screen.



## 1.1 Logging in as an existing account holder

If you are an existing account holder, select the **Log In** tab. Enter your email address and password, then select the **LOG IN** button.



## 1.2 Creating a new account

If you do not currently have an active account for the retirement villages portal, you will need to create a new account.

Select the **Sign Up** tab. The sign up tab will display the information you must provide as part of the account registration process, along with the retirement villages portal Privacy Statement. The user must read and agree to the Privacy Statement as part of the account creation and use of the retirement villages portal.

**Retirement Villages Portal**  
Department of Customer Service

Log In      Sign Up

First Name

Last Name

Please read the following **Privacy Collection Notice:**

The Department of Customer Service (the Department) on behalf of the Commissioner for Fair Trading gives priority to protecting the privacy of your personal information. We do this by handling personal information and health information in a responsible manner and in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act).

This form is for the operator of a retirement village to provide the relevant village information to the Commissioner for the purposes of section 197B of the *Retirement Villages Act 1999*.

The personal information collected during this process is held by NSW Fair Trading.

We are collecting your personal information for the following purposes:

- (a) Processing and managing your registration as a user of the Retirement Village Portal which includes email notifications.
- (b) Internal administrative purposes, including liaising with you in relation to your use of the Retirement Village Portal.
- (c) Verifying that you are authorised to access the Retirement Village Portal in respect of the Retirement Village for which you are the Operator and to verify that other persons are authorised to access the Retirement Village Portal in respect of that Retirement Village.
- (d) The provision of relevant village information to the Secretary.
- (e) We may use the information to support more informed policy making, program management, evaluation, research and service planning as it can facilitate more efficient service delivery for residents and business in NSW.

The consequence of not providing your personal information to the Department is that you will not be able to register to access, input or update information in the Retirement Village Portal.

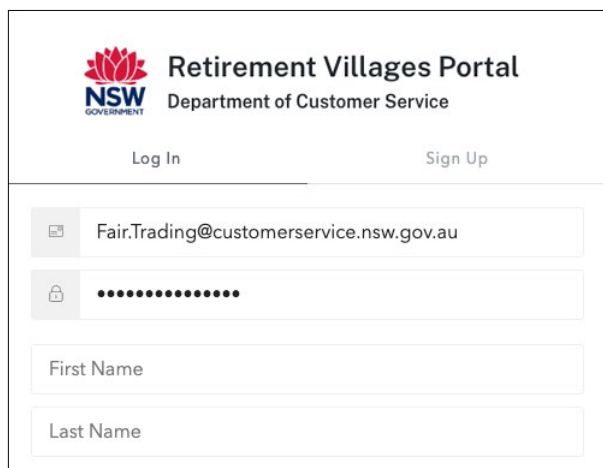
If required, we may share and exchange information with relevant Local Councils, other NSW government agencies (including the NSW Police Force and NSW Fire and Rescue), or other States, Territories and/or the Commonwealth. We will not disclose your personal information to anybody unless you have given consent, or we are authorised or permitted to do so by law. Our Privacy Statement describes when this may occur. You can find this information and our Privacy Management Plan on the Department of Customer Service website.

You may apply to the Department to access your personal information held by the Department or to amend any of your personal information held by the Department that is inaccurate, incomplete, not relevant or out of date. To access or amend your personal information, applications should be made in writing to the Privacy Officer, Better Regulation Division, Department of Customer Service, 92-100 Donnison Street, Gosford NSW 2250 or **via email BRDPrivacy@customerservice.nsw.gov.au**

I agree to the above.

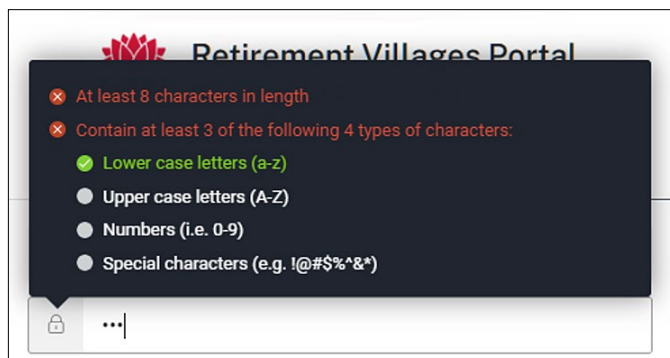
SIGN UP >

You must provide an email address, password, first name and last name to be able to create a retirement villages portal account.



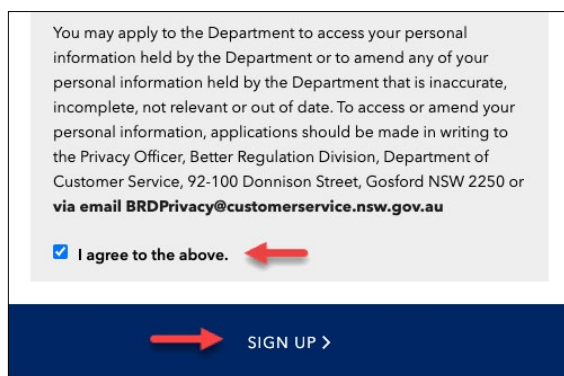
The screenshot shows the Retirement Villages Portal sign-up form. At the top left is the NSW Government logo. To its right is the text "Retirement Villages Portal" and "Department of Customer Service". Below this are two links: "Log In" and "Sign Up". The form contains four input fields: an email field with the text "Fair.Trading@customerservice.nsw.gov.au", a password field with masked characters, a "First Name" field, and a "Last Name" field.

When you click on the password field a pop-up window will display that will provide information to you on the password requirements. The password must contain at least three of the four types of characters listed in the pop-up window.



The screenshot shows a dark pop-up window with the Retirement Villages Portal logo at the top. It lists password requirements: "At least 8 characters in length" (marked with a red X), "Contain at least 3 of the following 4 types of characters:" (marked with a red X). The four types are: "Lower case letters (a-z)" (checked with a green tick), "Upper case letters (A-Z)" (unchecked), "Numbers (i.e. 0-9)" (unchecked), and "Special characters (e.g. !@#\$\$%^&\*)" (unchecked). Below the list is a password field with masked characters and a lock icon.

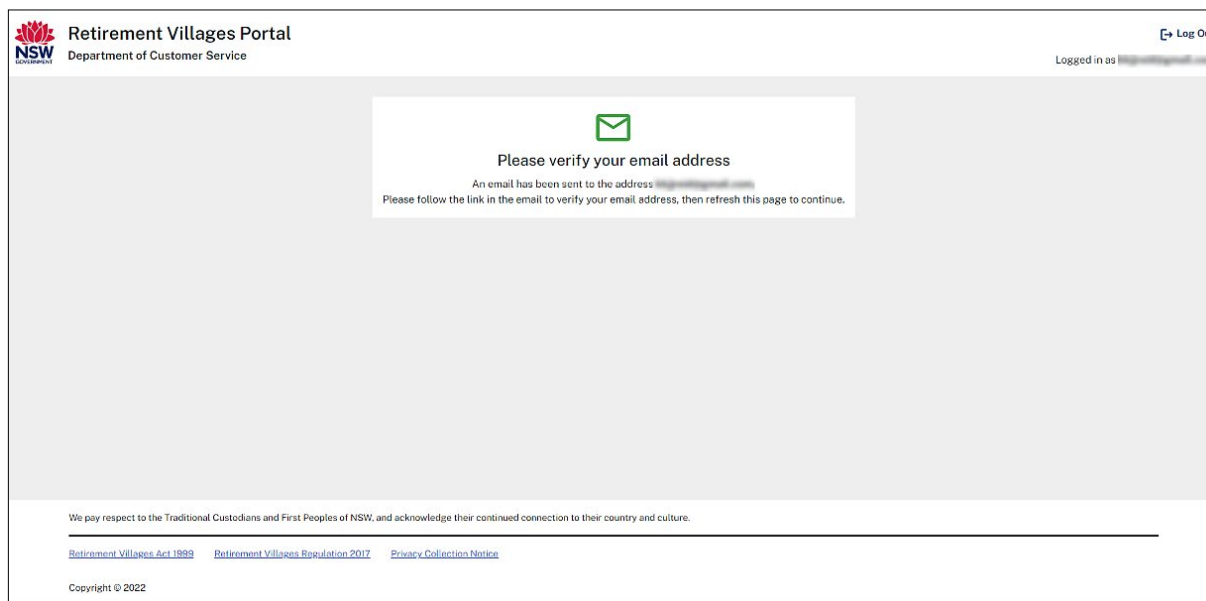
After you have completed the email address, password, first name and last name fields, read through the Privacy Statement and scroll down to the bottom of the window. Once you have completed reading the Privacy Statement select the **Agree** tick box and then select the **Sign Up** button.



The screenshot shows a grey box containing the Privacy Statement text: "You may apply to the Department to access your personal information held by the Department or to amend any of your personal information held by the Department that is inaccurate, incomplete, not relevant or out of date. To access or amend your personal information, applications should be made in writing to the Privacy Officer, Better Regulation Division, Department of Customer Service, 92-100 Donnison Street, Gosford NSW 2250 or via email BRDPrivacy@customerservice.nsw.gov.au". Below the text is a checked checkbox labeled "I agree to the above." with a red arrow pointing to it. At the bottom of the page is a dark blue button with a red arrow pointing to it and the text "SIGN UP >".

The retirement villages portal home screen will then display with a message to verify your email address. The activation email is sent to the email address used in the account sign up process.

This step must be completed before you are able to start using the retirement villages portal.



The screenshot shows the Retirement Villages Portal home screen. At the top left is the NSW Government logo and the text "Retirement Villages Portal" and "Department of Customer Service". At the top right is a "Log Out" button and "Logged in as [redacted]". The main content area features a white box with a green envelope icon and the text: "Please verify your email address", "An email has been sent to the address: [redacted]", and "Please follow the link in the email to verify your email address, then refresh this page to continue." At the bottom, there is a footer with a statement of respect to Traditional Custodians and First Peoples of NSW, links to "Retirement Villages Act 1999", "Retirement Villages Regulation 2017", and "Privacy Collection Notice", and a copyright notice for 2022.

The automated email received, titled "Welcome to the Retirement Villages Portal" will contain an activation link that you must select to finalise your account creation.

Select the **Confirm my account** link contained within the email.

If you cannot locate the email in your email inbox, please check your email junk/spam folders.

*Note: Please do not reply to this auto-generated email.*



The screenshot shows an email titled "Welcome to the Retirement Villages Portal". The body text reads: "Thank you for signing up. Please verify your email address by clicking the following link:" followed by a blue link "Confirm my account" with a red arrow pointing to it. Below this is the text: "If you are having any issues with your account, please don't hesitate to contact us by replying to this mail." The footer includes "Better Regulations Division", "Department of Customer Service", and the NSW Government logo. At the bottom, there is a disclaimer: "This is a system generated email. Please do not reply to this email. We are unable to respond to enquiries sent to this address." and an environmental notice: "Please consider the environment before printing this email."

When the **Confirm my account** link has been selected from within the account activation email the retirement villages portal will automatically open in a browser window. You will be logged into your account and the retirement villages portal home screen will be displayed.

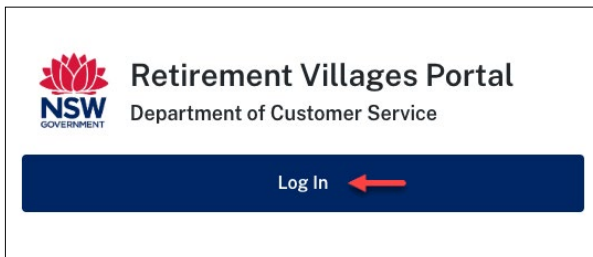
The screenshot shows the Retirement Villages Portal interface. At the top left is the NSW Government logo and the text "Retirement Villages Portal" and "Department of Customer Service". At the top right, it says "Logged in as" followed by a user name and a "Log Out" button. The main heading is "Your Villages". Below this is a search bar with the label "Search". To the right of the search bar is a toggle switch labeled "Show Inactive Villages:". Below the search bar, it says "No villages found. Create a village by clicking the button below." and there is a "Create Village" button. At the bottom of the page, there is a disclaimer: "We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture." Below this are links for "Retirement Villages Act 1999", "Retirement Villages Regulation 2017", and "Privacy Collection". At the very bottom, it says "Copyright © 2022".



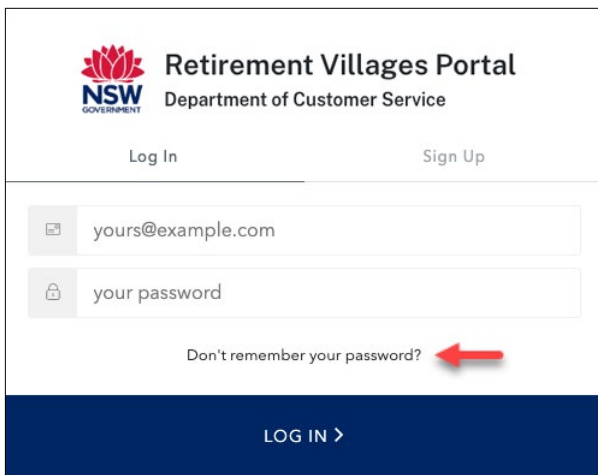
## 2. Resetting your password

If you are unable to remember your account password, the retirement villages portal has a password reset facility.

Select the **Log In** button on the first screen.



On the sign in or create account screen, select the **Don't remember my password?** option.



A new screen will appear asking you to enter your email address. Enter the email address you used when creating retirement villages portal account. Once you have entered the email address, select the **SEND EMAIL** button.



A message will appear in a green banner confirming a reset password email has been sent to the email address provided.



Retirement Villages Portal  
Department of Customer Service

WE'VE JUST SENT YOU AN EMAIL TO RESET YOUR PASSWORD.

Log In Sign Up

Fair.Trading@customerservice.nsw.gov.au

your password

Don't remember your password?

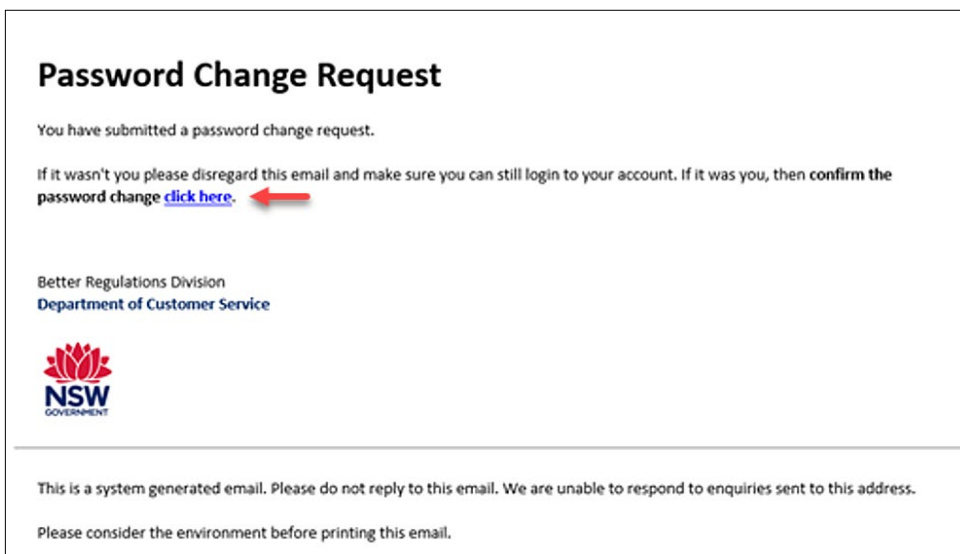
LOG IN >

The automated email received, titled “Password Change Request” will contain a link that you can use to reset your password.

Select the **click here** link contained within the email.

If you cannot locate the email in your email inbox, please check your email junk/spam folders.

*Note: Please do not reply to this auto-generated email.*



**Password Change Request**

You have submitted a password change request.

If it wasn't you please disregard this email and make sure you can still login to your account. If it was you, then **confirm the password change** [click here](#).

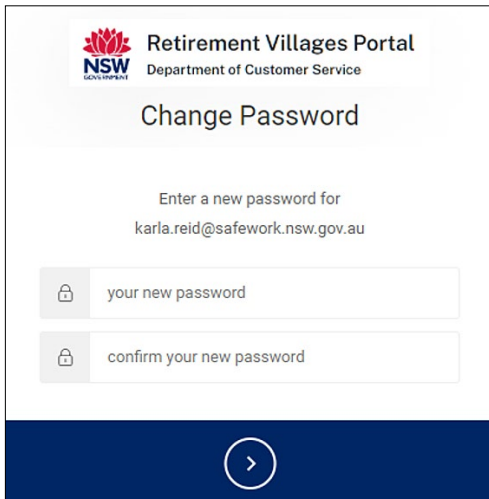
Better Regulations Division  
Department of Customer Service

NSW GOVERNMENT

This is a system generated email. Please do not reply to this email. We are unable to respond to enquiries sent to this address.

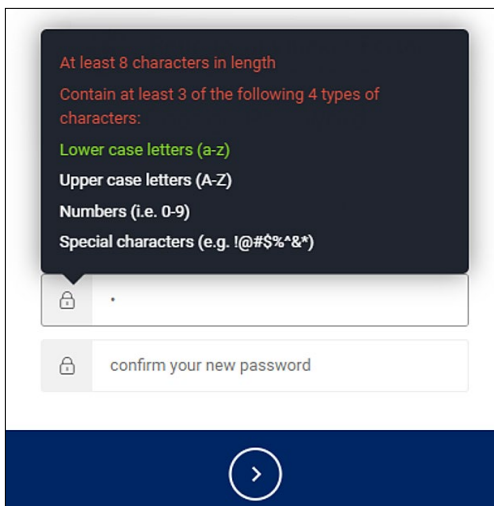
Please consider the environment before printing this email.


When the **click here** link has been selected from within the password change request email, the retirement villages portal reset password will automatically open in a browser window.

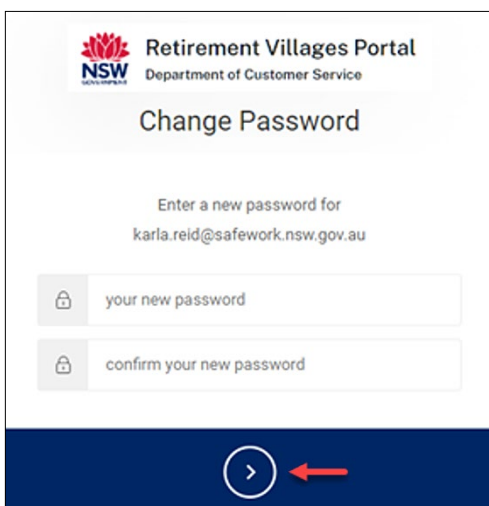


When you click on the password field a pop-up window will display that will provide information to you on the password requirements. The password must contain at least three of the four types of characters listed in the pop-up window.

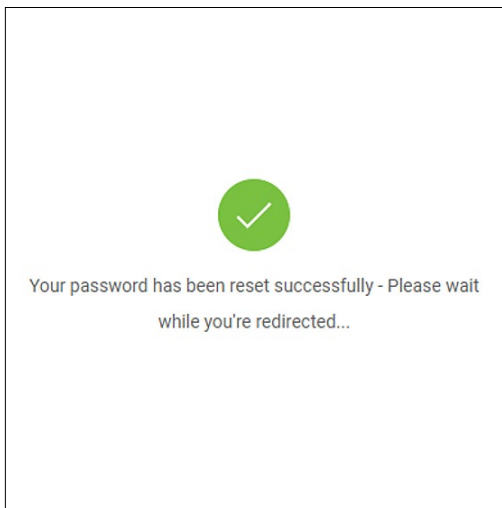
Enter your new password and enter it again in the confirm new password field.



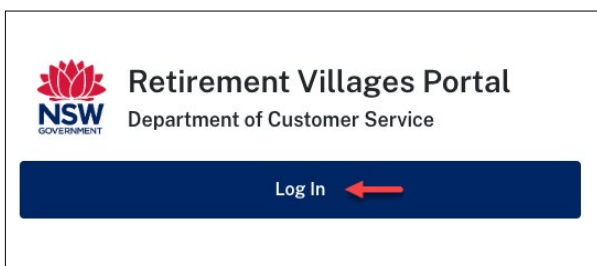
Once you have entered the new password into both fields, select the  button.



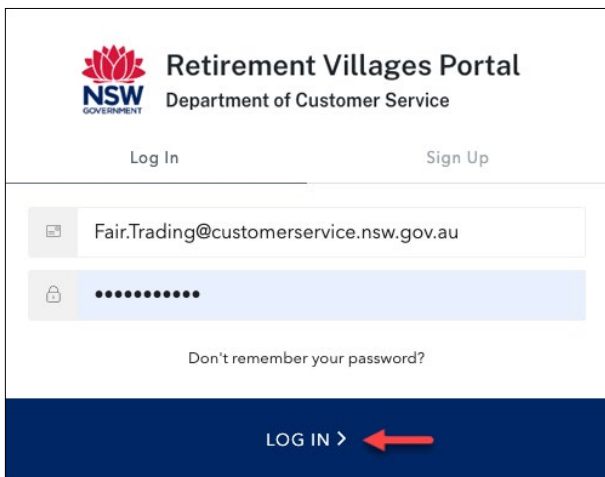
A prompt will appear to confirm the password reset was successful. The prompt will then disappear, you will then be redirected to the login screen of the retirement villages portal.



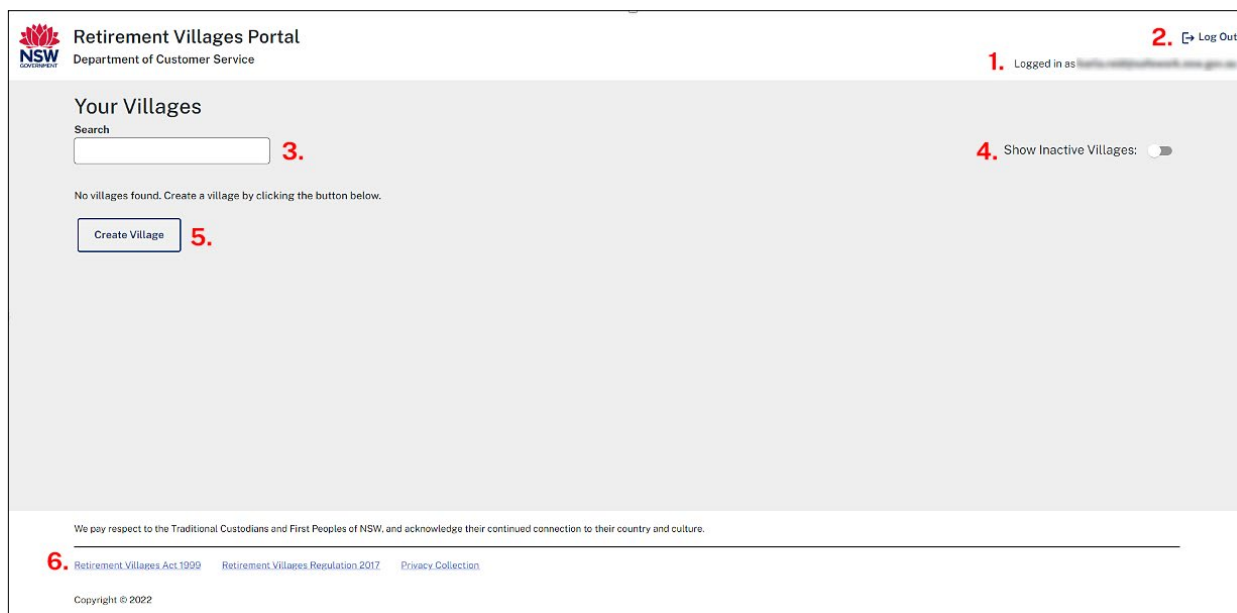
Once on the login screen, select the **Log In** button.



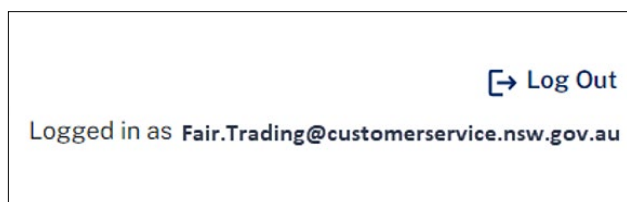
On the sign in or create account screen, log in to your retirement villages portal account using the new reset password you just created.



### 3. Navigating the retirement village portal home screen



#### 1. Logged in as



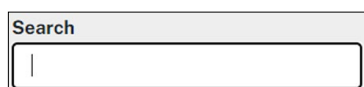
This displays the email address of the account holder currently logged in to the retirement village portal.

#### 2. Logout

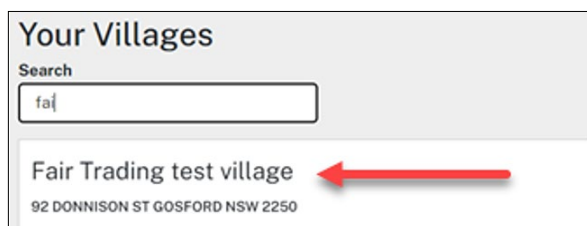


The logout option allows an account holder to log out of their retirement village portal account.

#### 3. Search



The search field allows an account holder to search and filter the retirement village records viewable on screen. You can search by the village name or address. The results returned will be based on the name/address of the retirement village containing the text entered in the search field.



If the **Show Inactive Villages** button is turned on the results returned using the search field will show both active and inactive retirement village records.

## 4. Show inactive villages

If a retirement village has been deactivated as it is no longer in operation or ownership has been transferred to another retirement village operator, the original retirement village record will remain on your account with a status of **Inactive**.

By default, inactive retirement village records are hidden from view. If the account holder sets the slider button to the right on the **Show Inactive Villages** option, both active and inactive retirement village records will appear on the screen. Inactive retirement village records can be identified by the status to the right of the retirement village record displaying as **Inactive**.



## 5. Create village



The create village button allows the account holder to create a new retirement village record.

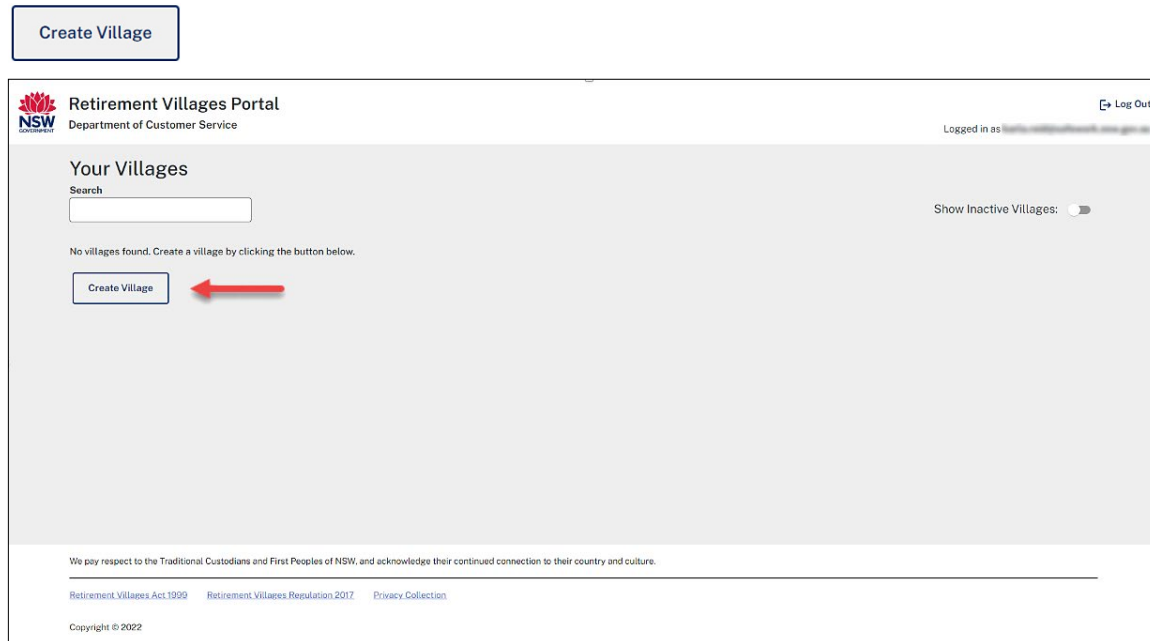
## 6. Hyperlinks



Hyperlinks to the retirement villages Act and Regulation have been provided for additional assistance if required. There is also a link to view information contained within the Privacy Collection Notice an account holder agrees to when signing up for a retirement village portal account.

## 4. Creating a new retirement village record

To create a new retirement village record, select the **Create Village** button on the retirement village portal home screen.



Enter the name and address of the of the retirement village.

Create Village X

Village Name \*

Village Address \*

[Cancel](#) [Create](#)

When you enter the village address into the village address field, the field will begin looking up the address as you type, select the correct address from the results displayed.

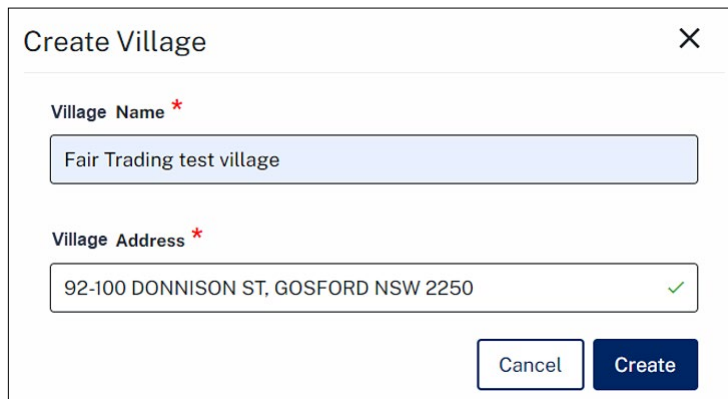
Create Village X

Village Name \*

Village Address \*

92-100 DONNISON ST, GOSFORD NSW 2250

Once you have selected the correct address from the returned results in the address field a green tick will appear to the right of the address field.



**Create Village** [X]

**Village Name \***  
Fair Trading test village

**Village Address \***  
92-100 DONNISON ST, GOSFORD NSW 2250 ✓

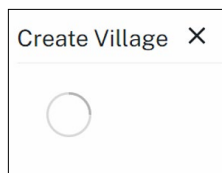
Cancel Create

Once you have finished entering the name and address of the retirement village, select the **Create** button.



Cancel Create

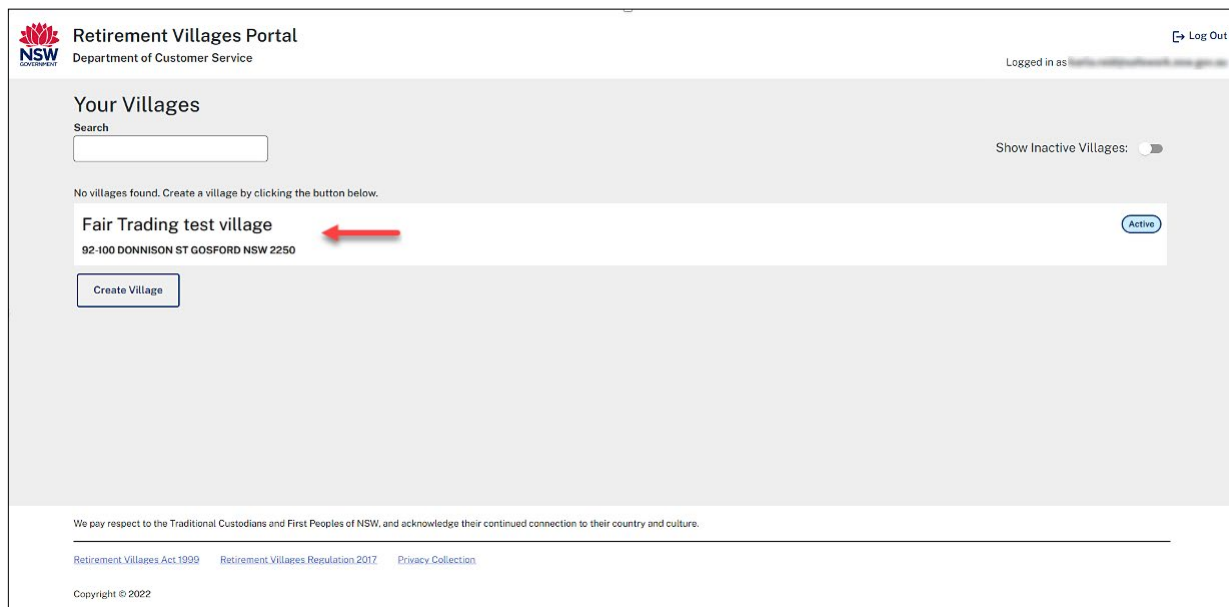
A prompt will temporarily appear advising the retirement village record is being created.



Create Village [X]

[Loading spinner]

The prompt will then disappear, and you will be returned to the retirement villages portal home screen. The new retirement village record created will now appear on the home screen.



**Retirement Villages Portal**  
Department of Customer Service

NSW GOVERNMENT

Logged in as [username] [Log Out]

**Your Villages**

Search [input]

Show Inactive Villages: [toggle]

No villages found. Create a village by clicking the button below.

**Fair Trading test village** ←

92-100 DONNISON ST GOSFORD NSW 2250

Active

Create Village

We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.

[Retirement Villages Act 1999](#) [Retirement Villages Regulation 2017](#) [Privacy Collection](#)

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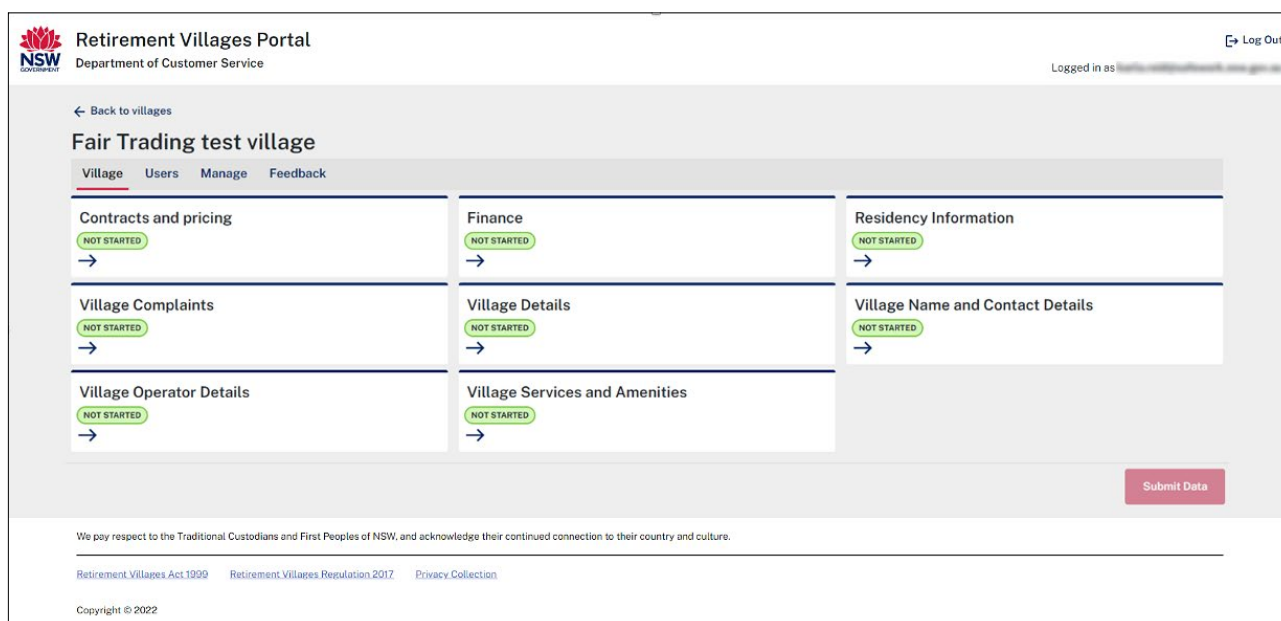


## 5. Navigating the retirement village record home screen

To open the retirement village record from the retirement villages portal home screen hover over the record with the mouse and left click, you will notice when you hover over the retirement village record, the colour of the record will change from white to blue and the mouse will change from a pointer to a hand in most cases.



Once you have opened the record, the retirement village record home screen will then be displayed.



You will notice on the retirement village record home screen there are several tabs across the screen; **Village**, **Users**, **Manage**, **Feedback**.

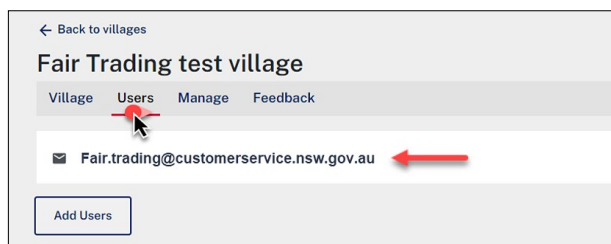


The Village tab will be covered in [section 1.6](#).

**Users**, **Manage**, **Feedback** will be covered directly below.

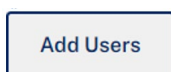
## 5.1 Managing account holder access to the retirement village record

Select the **Users** tab. This tab will display the account holders who currently have access to edit the retirement village record.

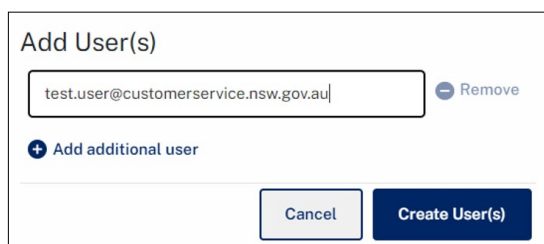


### Adding a new user

To add a new account holder, select the **Add Users** button.



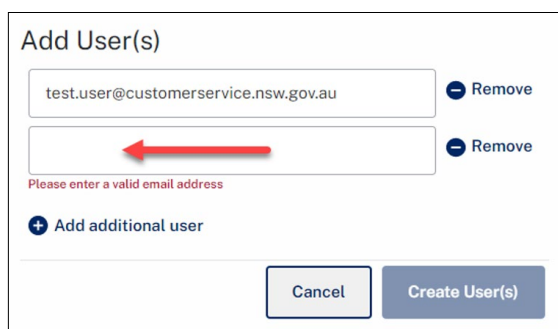
The **Add User(s)** screen will appear. Enter the email address of the account holder you would like to grant access to the retirement village record.



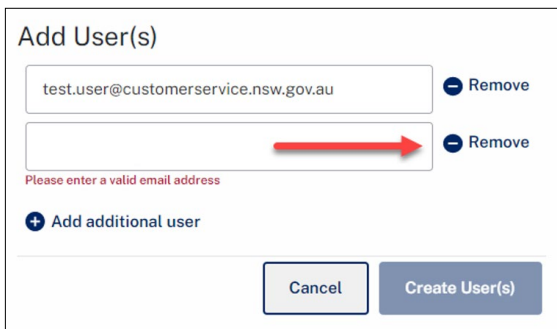
If you have multiple people you would like to grant access to the retirement village record, select the **+** button to the left of the **Add additional user** option.



A second email field will appear, enter the email address of the second account holder you would like to grant access to the retirement village record.



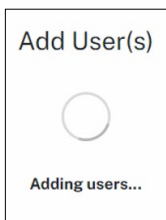
If you add a user record in error, select the **Remove** button option to the right of the email field.



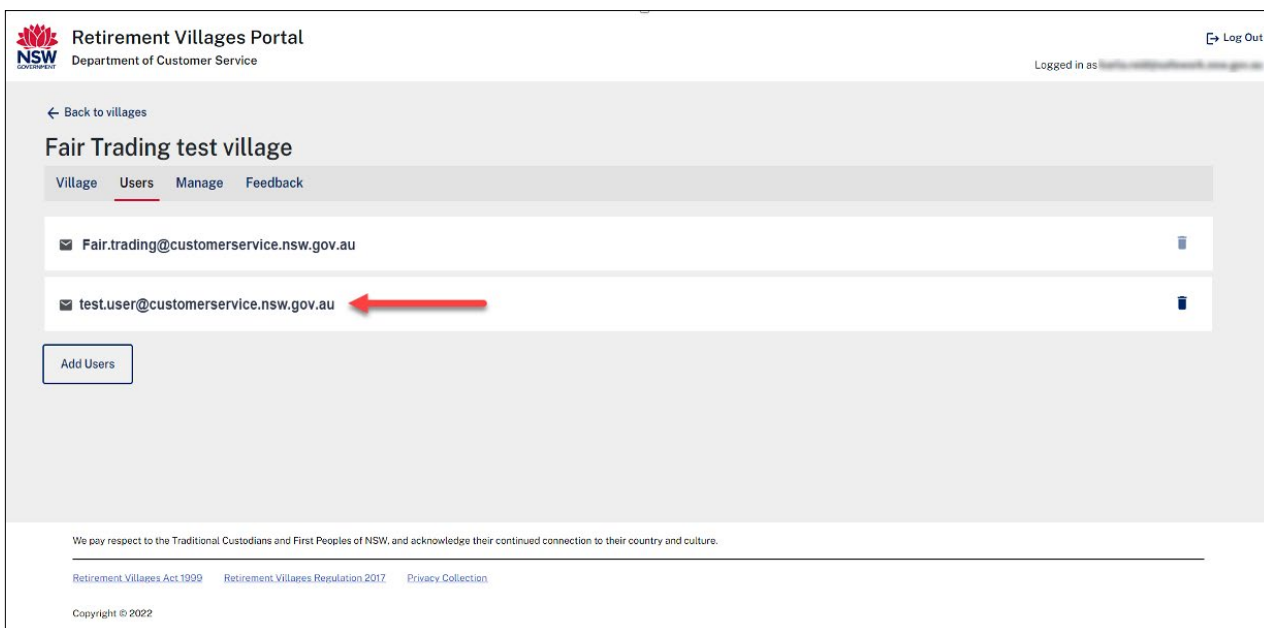
Once you have finished adding the user(s), select the **Create User(s)** button.



The Add User(s) screen will close, a temporary window will appear advising the user(s) is being added to the retirement village record, once this has been completed the window will be closed and you will be returned to the retirement village record.



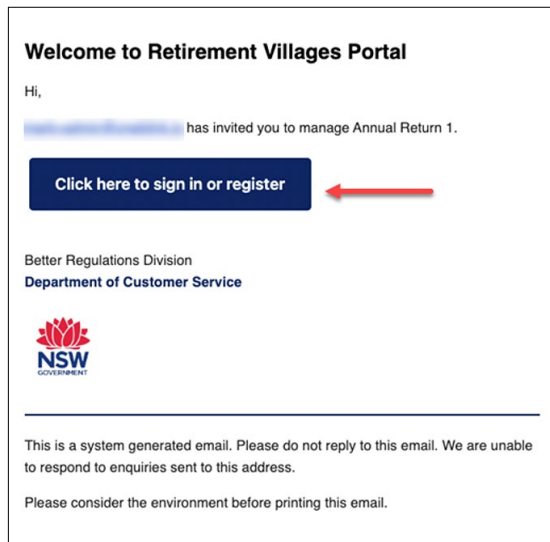
The new users added will appear in the list of account holders who have access to edit the retirement village record.



The new account holders added will receive an automated email to the email account used when the new user was added to the retirement village record. The automated email received, titled “You have been invited to manage Fair Trading test village” will contain a link that the newly added user can use to access the retirement village record.

They will need to select the **Click here to sign in or register** button contained within the email. If the newly added user cannot locate the email in your email inbox, they should check their email junk/spam folders.


*Note: Please do not reply to this auto-generated email.*

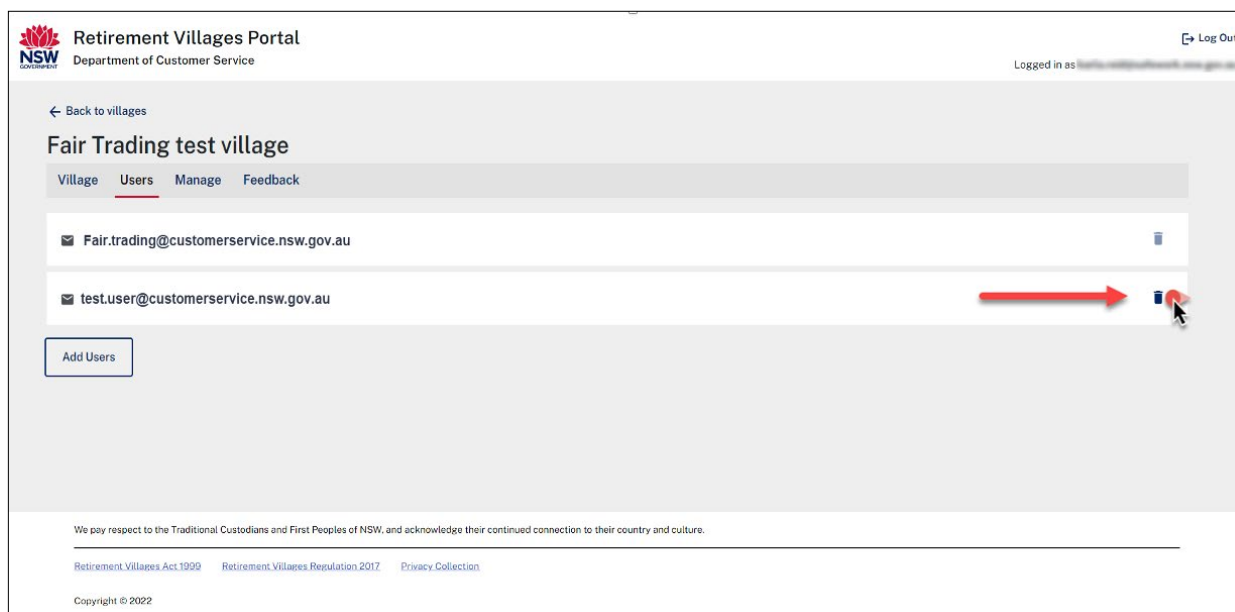


When the newly added user selects the **Click here to sign in or register** button the retirement villages portal login screen will automatically open in a browser window. If they are an existing account holder they can log in or if they do not have an account, they can use [section 1.2](#) of this guide to create a new account.

## Removing user(s)

To remove an existing user, select the garbage can  image to the right of the account holder record.

*Note: The garbage can  image will be greyed out on the main account holder's record. There must always be at least one active account holder for the retirement village record.*

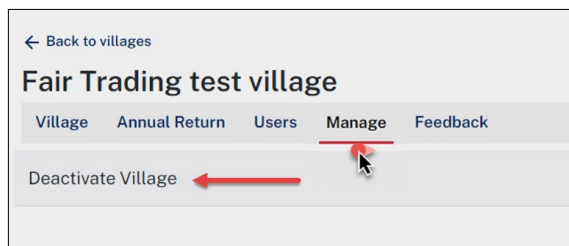


## 5.2 Managing the retirement village record

Select the **Manage** tab. This tab will display options to manage the retirement village record. The account holder can deactivate a retirement village record, in the circumstances such as the retirement village is no longer in operation.

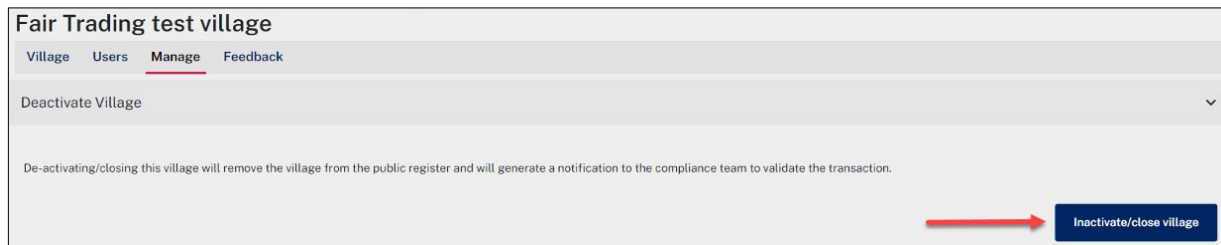
A retirement village can also be transferred to another account holder in circumstances such as the sale of the retirement village. This functionality is not available to account holders. To transfer a retirement village record please email [AccommodationRegister@customerservice.nsw.gov.au](mailto:AccommodationRegister@customerservice.nsw.gov.au) including the name and address of the village to be transferred along with the name and email address of the person the village is to be transferred to.

To deactivate a retirement village record, select anywhere on the **Deactivate Village** option.



Once the **Deactivate Village** option has been selected, it will expand to display an **inactive/close village** button. Select this button to deactivate the retirement village record.

**Note: Once the retirement village record has been deactivated, it cannot be changed back to active by an account holder.** If you have inactivated a retirement village record in error, please email [AccommodationRegister@customerservice.nsw.gov.au](mailto:AccommodationRegister@customerservice.nsw.gov.au) to request the record to be reactivated. Please include the name and address of the village and any other relevant information.

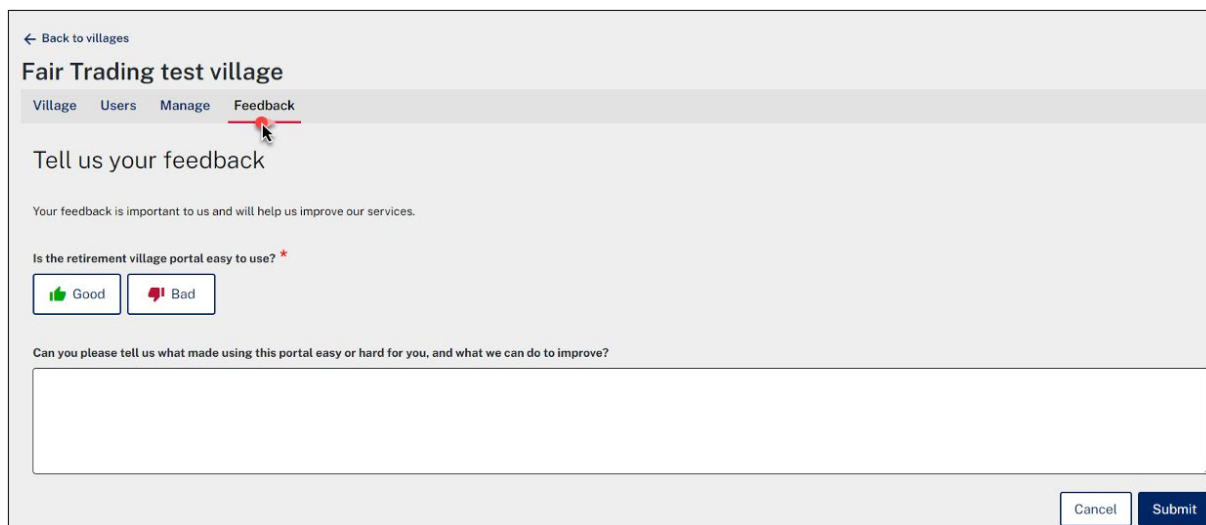


Once the **inactive/close village** button has been selected, you will automatically be returned to the retirement villages portal home screen. The retirement village record will be shown on the home screen as **inactive**.



## 5.3 Providing customer experience feedback

Select the **Feedback** tab. This tab provides the account holder the opportunity to provide feedback on their experience using the retirement villages portal to Fair Trading.



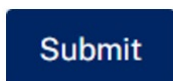
The screenshot shows a web interface for providing feedback. At the top left, there is a link '← Back to villages'. The main heading is 'Fair Trading test village'. Below this is a navigation bar with four tabs: 'Village', 'Users', 'Manage', and 'Feedback'. The 'Feedback' tab is selected and highlighted with a red underline. Below the navigation bar, the text 'Tell us your feedback' is displayed. A message states: 'Your feedback is important to us and will help us improve our services.' Below this is a question: 'Is the retirement village portal easy to use? \*'. There are two buttons: 'Good' with a green thumbs-up icon and 'Bad' with a red thumbs-down icon. Below the buttons is a text input field with the prompt: 'Can you please tell us what made using this portal easy or hard for you, and what we can do to improve?'. At the bottom right of the form are two buttons: 'Cancel' and 'Submit'.

The feedback option allows the account holder to rate their overall experience by selecting either the thumbs up or thumbs down icons.



There is also a comments field, where the account holder can provide further information about their experience, whether it be good or bad or whether they may have ideas or suggestions on how the experience could be improved.

Once you have finished providing feedback on your experience using the retirement villages portal, select the **Submit** button. Once the **Submit** button has been selected you will automatically be returned to the retirement villages portal home screen.

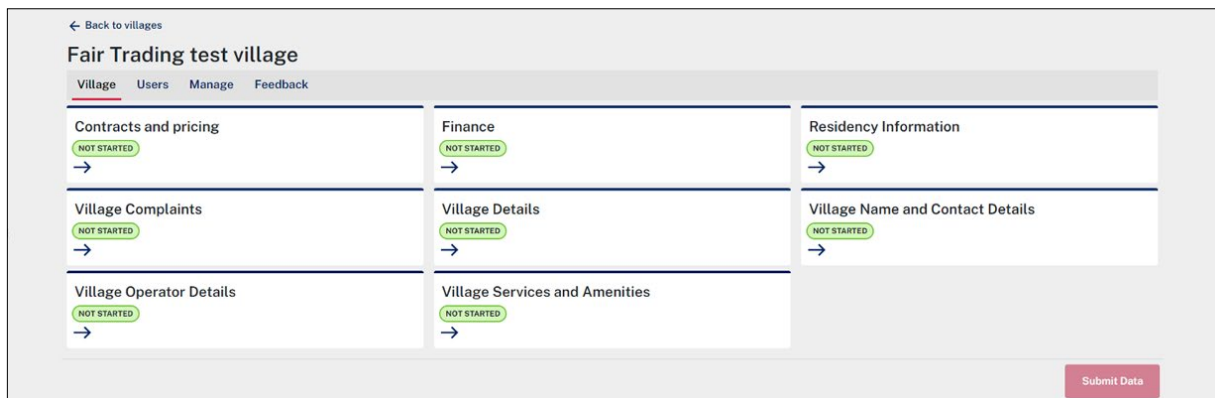


## 6. Completing the sections within the retirement village record

After the new retirement village record has been created, upon opening the record, the retirement village record home screen will default to the **Village** tab.

The **Village** tab contains several sections that need to be completed for the retirement village record. All sections, and fields within each of the sections, must be completed before a retirement village record can be submitted to Fair Trading.

You will notice the status of each of the sections is set to **NOT STARTED**. This status will change and update as you move through and complete each of the sections.



There are three different status types that will appear on the sections as you work your way through completing them.

**NOT STARTED**

The not started status on a section will appear when no information has been completed in the section.

**DRAFT**

The draft status will appear when some of the fields in the section have been completed and the save as draft button has been selected.

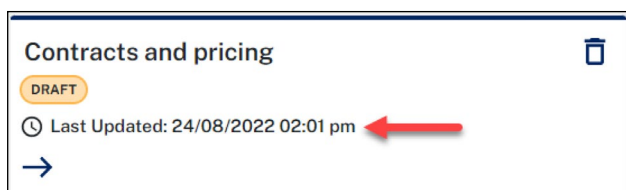
**READY TO SUBMIT**


The ready to submit status will appear when all fields in that section have been completed and the section is ready to be submitted to Fair Trading.

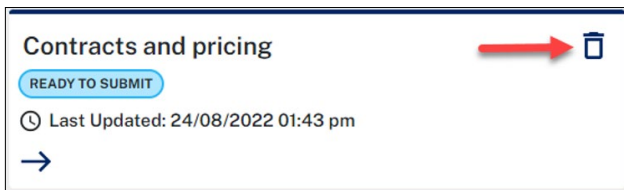
**SUBMITTED**

The submitted status will appear when all fields in all sections have been completed and the retirement village record has been submitted to Fair Trading using the **Submit Data** button.

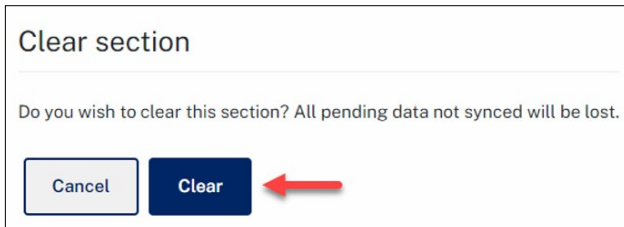
Each time a change is made to a section it will update the section with the date and time the section was changed.



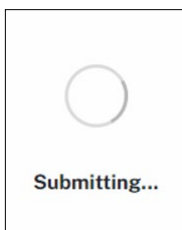
When the section has a status of **Draft** or **Ready to submit** a garbage can  image will appear in the top right hand corner of the section. It can be used to discard any changes made to the section.



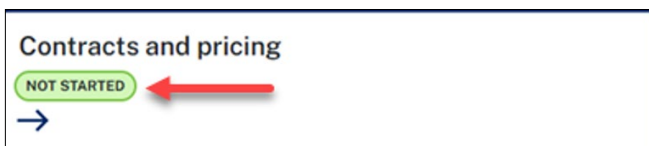
When the garbage can is selected, a window will appear asking you to confirm you want to clear the information from the section. Select the **Clear** button.



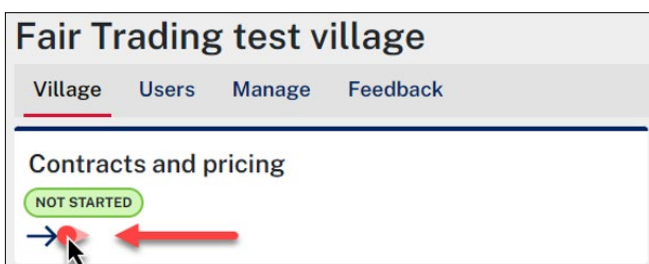
Once the clear button has been selected, a temporary window will appearing advising the portal is clearing the section information.



Once it has been completed, you will be returned to the retirement village record. The fields in the section will be cleared and the status of the section will be changed back to **Not Started**.



To open one of the sections, click on the arrow that appears on the section.



All fields within every section are mandatory and must be completed. The red asterisk **\*** shown next to each field indicates that the field must be completed. You can use your mouse to scroll up and down through the section form or use the scroll bar to the right of the section form.

At the bottom of each section form there are three button options available. **Save Draft**, **Cancel** and **Save**.





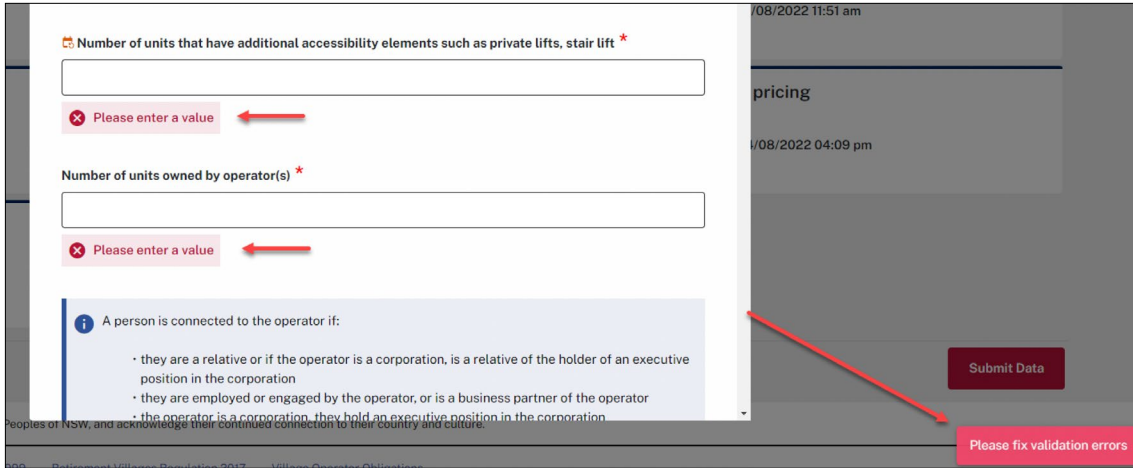
Save Draft

If not all information is known or available at the time of completing the section form, the **Save Draft** button can be used to save changes made so far and exit out of the section form. The status on the section will change to **Draft** on the retirement village record home screen.

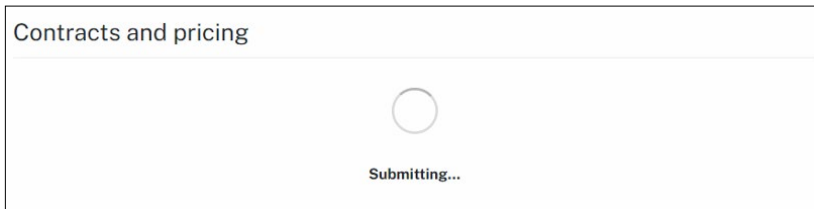
Save

The **Save** button can only be used when all fields in the section form have been completed.

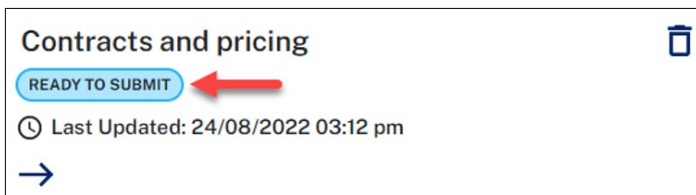
If not all fields have been completed, when the **Save** button is selected, a red validation error will appear in the bottom right hand of the screen and red error messages will appear on the fields that are empty and haven't been completed.



If all fields have been completed in the section form, when the **Save** button is selected a temporary window will appear advising the changes are being saved. It will then automatically close and you will be returned to the retirement village record home screen.



The status on the section will now show as ready to submit.



Cancel

The **Cancel** button can be used to discard changes made and exit out of the section form. When the cancel button is selected a second prompt will asking you to confirm if you would like to continue with the cancel option.

### Unsaved Changes

You have unsaved changes, are you sure you want discard them?

Save Draft
Back
Discard

**Discard button** – select to continue with canceling changes made to the section form. You will be returned to the retirement village home screen. The status of the section will remain unchanged and the date time stamp will not be updated with recent changes made.

**Back button** – select to no longer continue with cancelling the changes made to the section form. Once the back button is selected you will return to the section form and the changes made previously will still be in the form.

**Save Draft button** – select to no longer continue with cancelling the changes made to the section form. The save draft button will keep the changes you made and return you to the retirement village record home screen. The status of the section would have updated to Draft, the date and time stamp would have also updated to when the most recent changes were saved.

Once all the section forms have been completed and every section has a status of Ready to Submit the **Submit Data** button will change from being grayed out to being active. A orange banner message will also appear advising that the retirement village record has not yet been submitted.

▲ This village has not yet been submitted to the database. Please click the Submit Data button above to submit your data.

Before all sections have been completed and all sections don't have a status of Ready to Submit

Submit Data

After all sections have been completed and all sections now have a status of Ready to Submit

Submit Data

After the **Submit Data** button is selected, the retirement villages portal declaration page will appear.

### Declaration

Please carefully read each of the following statements to ensure your understanding.

**I declare that:**

- I am the operator or I am authorised on behalf of the operator to lodge this information and any attached documents for this retirement village.
- The information provided in this form is not false or misleading. I understand that providing false or misleading information to a public authority is a serious offence under the Crimes Act.
- The personal information I provide in this form and/or attached documents will be collected, stored and managed in accordance with the privacy collection notice (link to below) and the *Privacy and personal Information Protection Act*.
- The Department may revoke my access to the Retirement Village Portal at any time for any reason.
- The Department accepts no liability in relation to the use of the Retirement Village portal, by any party and for any purpose.

**Privacy Notice**  
 The Department of Customer Service (the Department) on behalf of the Commissioner for Fair Trading gives priority to protecting the privacy of your personal information. We do this by handling personal information and health information in a responsible manner and in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act).

This form is for the operator of a retirement village to provide the relevant village information to the Commissioner for the purposes of section 197B of the Act.

The personal information collected during this process is held by NSW Fair Trading by insert name of relevant team.

We are collecting your personal information for the following purposes:

- (a) the provision of relevant village information to the Secretary, and
- (b) the exchange and sharing of relevant village information by government agencies.

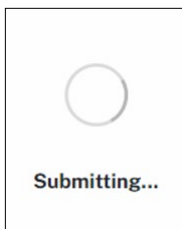
Read through the Declaration and Privacy Notice information and scroll to the bottom using either your mouse or the scroll bar to the right of the declaration screen.

Select the **I agree to the above** box and then select the **Submit** button. The **Submit** button will not become active until the **I agree to the above** box has been selected.

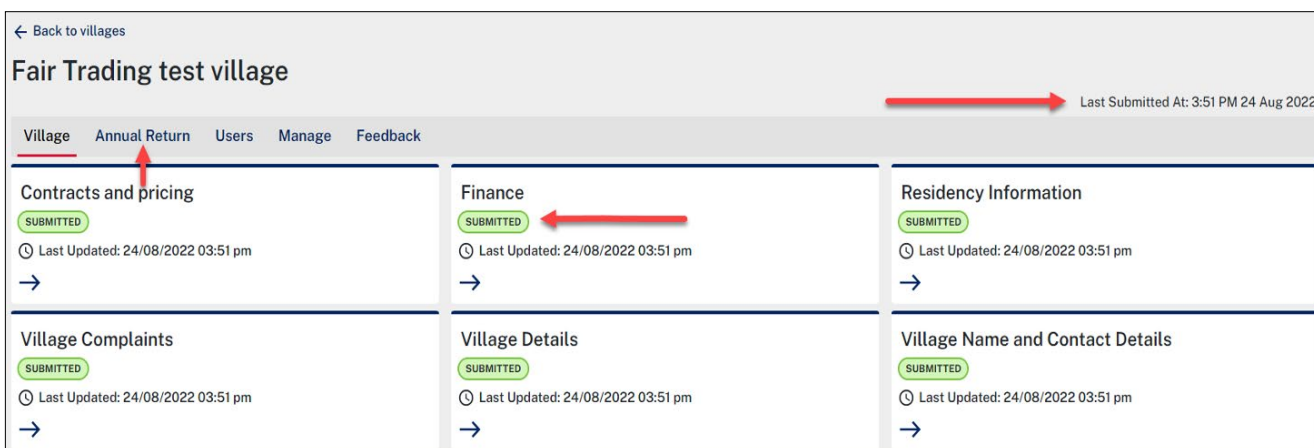
You can use the cancel button to cancel out of the Declaration screen and return to the retirement village record home screen.



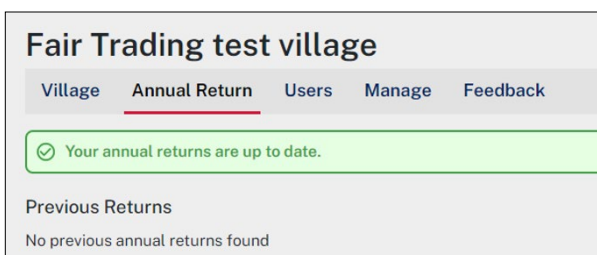
Once the **Submit** button has been selected a temporary prompt will appear advising the retirement villages portal is working on submitting your retirement village record.



Once the submission has been completed, you will be returned to the retirement village record home screen. The status on each of the sections has now been updated to **Submitted**, a new tab now appears called **Annual Return** and a submission date and time now appears on the record.



If you select the new **Annual Return** tab, a green banner message will appear advising that your annual return is up to date. [Section 1.8.2](#) of this document will walk you through how to provide your annual return.



You would have also received an automated email. The automated email received, titled “Retirement village information confirmation”, will contain a link that you can use to download a PDF copy of your submission.


Select the **Download PDF** link contained within the email.

If you cannot locate the email in your email inbox, please check your email junk/spam folders.

*Note: Please do not reply to this auto-generated email.*

**Retirement village information confirmation**

NSW Fair Trading has received information and/or documentation for Fair Trading test village located at 92-100 DONNISON ST GOSFORD NSW 2250. A copy of the information that was provided can be downloaded by clicking the following link:

[Download PDF](#) 

**Ongoing obligations regarding village information**

The village operator has ongoing obligations to supply village information including:

**An annual update of village information**

An annual update of village information must be provided within one month of the village's nominated financial year via the [retirement villages portal](#).

**Notification of any changes of relevant village information**


If the village information changes after the initial and/or annual information is provided, updated village information must be provided via the [retirement villages portal](#) within 21 days of becoming aware of the change.

Failing to meet these obligations may result in enforcement action being taken.

**More information**

For more information on the obligations of the operator of a retirement village, please visit [www.fairtrading.nsw.gov.au/housing-and-property/retirement-villages](http://www.fairtrading.nsw.gov.au/housing-and-property/retirement-villages)

Better Regulations Division  
Department of Customer Service



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Please consider the environment before printing this email.

## 7. What happens next

### 7.1 Updating your retirement village record when changes occur

Throughout the financial year, after you have completed your initial submission of the retirement village information, if any of the retirement village details change, you must update your retirement village record using the retirement villages portal.

Within each of the sections of the retirement village record, a  icon will appear against any field that needs to be updated throughout the year if any changes occur.



Village Name and Contact Details

Questions displayed with  should be updated within 21 days of the operator becoming aware of a change

 Retirement village trading name \*

Fair Trading test village 25 / 150


 Address \*

92-114 DONNISON ST, GOSFORD NSW 2250 ✓

You have 21 days from when the change occurred to log in to your retirement villages portal account and make the changes to your retirement village record.

Login into your retirement villages portal account, if unsure on how to login, please use section 1 of this guide.

Once on the retirement villages portal home screen, select and open the retirement village record that needs to be updated by hovering over the record with the mouse and left click, you will notice when you hover over the retirement village record, the colour of the record will change from white to blue and the mouse will change from a pointer to a hand in most cases.



Your Villages

Search

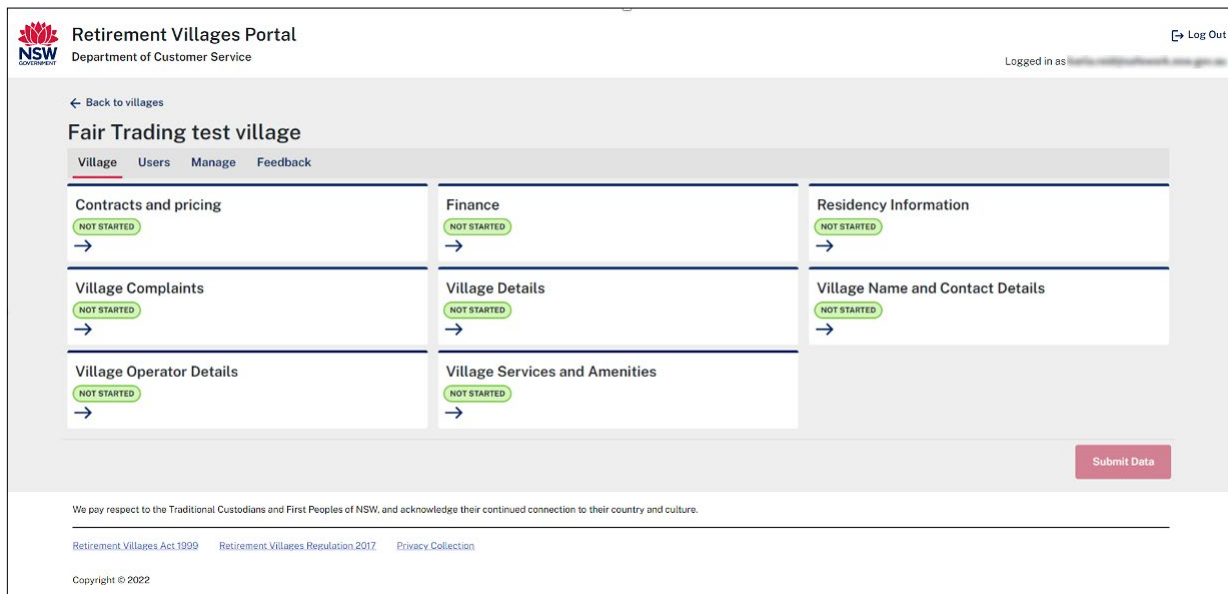
Show Inactive Villages:

Fair Trading test village Active

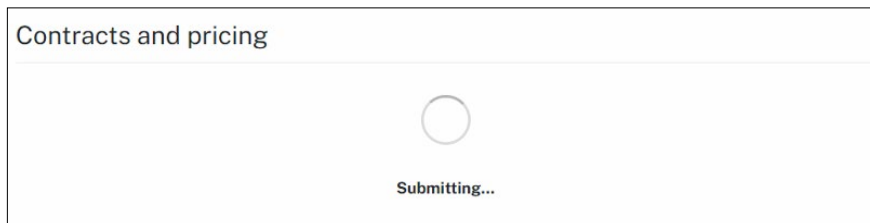
92-100 DONNISON ST GOSFORD NSW 2250

Create Village

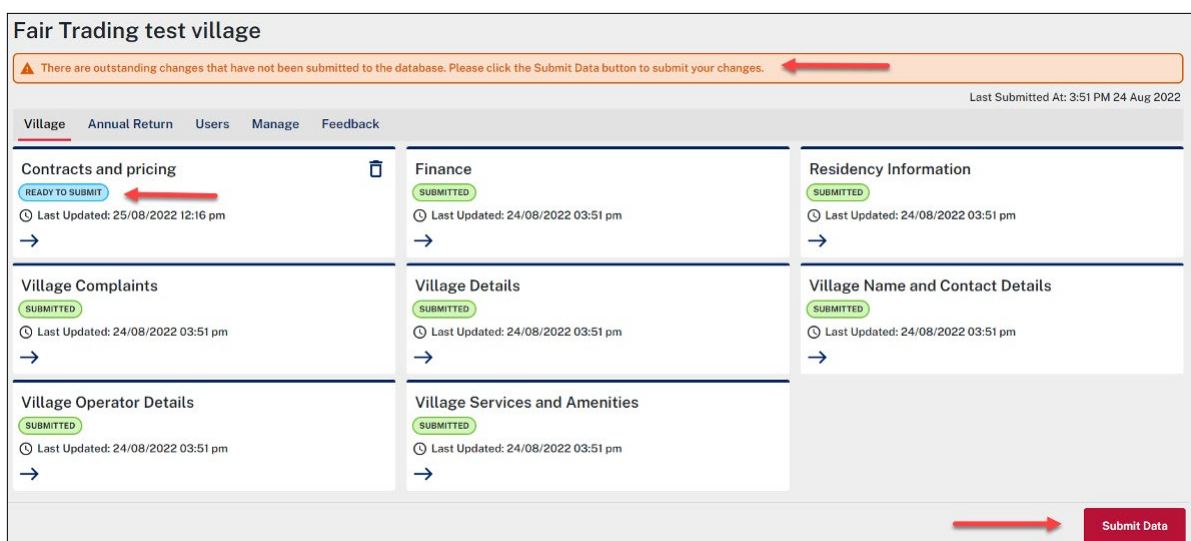
On the retirement village record home screen, you will notice all sections have a status of **Submitted** and the **Submit** button is greyed out. Select and open the section that needs to be updated using the arrow displayed on the section.



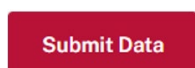
Make the changes required and then scroll to the bottom of the window and select the **Save** button. A temporary window will appear advising the changes made are being saved to the retirement village record, the window will disappear and you will be returned to the home screen of the retirement village record.



Once back on the retirement village record home screen, you will notice the status on the section amended has now changed to **Ready to submit** and the **Submit Data** button is active. There will also be an orange banner message appearing advising you that there are changes on the retirement village record that need to be submitted.



If you have finished making all required changes, select the **Submit Data** button.





The declaration and privacy statement page will appear, read through the information, scroll to the bottom, and select the **I agree to the above** tick box. Once the tick box has been selected, click on the **Submit** button.

A temporary window will appear advising your changes are being submitted. It will then disappear, and you will be returned to the retirement village record home screen. All sections will now have a status of **Submitted** and the **Submit Data** button will be greyed out.

When the changes were submitted an automated email would have also been sent to your email account. The automated email received, titled "Retirement village information confirmation", will contain a link that you can use to download a PDF copy of your submission.


Select the **Download PDF** link contained within the email.

If you cannot locate the email in your email inbox, please check your email junk/spam folders.

*Note: Please do not reply to this auto-generated email.*

**Retirement village information confirmation**

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[Download PDF](#) 

**Ongoing obligations regarding village information**

The village operator has ongoing obligations to supply village information including:

**An annual update of village information**

An annual update of village information must be provided within one month of the village's nominated financial year via the [retirement villages portal](#).

**Notification of any changes of relevant village information**


If the village information changes after the initial and/or annual information is provided, updated village information must be provided via the [retirement villages portal](#) within 21 days of becoming aware of the change.

Failing to meet these obligations may result in enforcement action being taken.

**More information**

For more information on the obligations of the operator of a retirement village, please visit [www.fairtrading.nsw.gov.au/housing-and-property/retirement-villages](http://www.fairtrading.nsw.gov.au/housing-and-property/retirement-villages)

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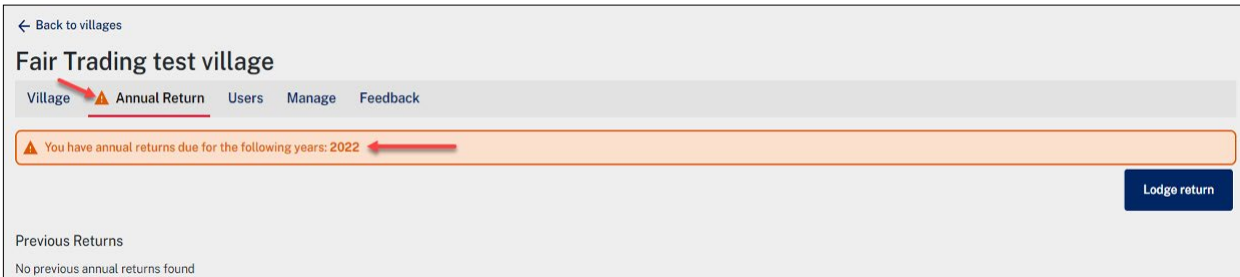
Please consider the environment before printing this email.

## 7.2 Updating your retirement village record annually

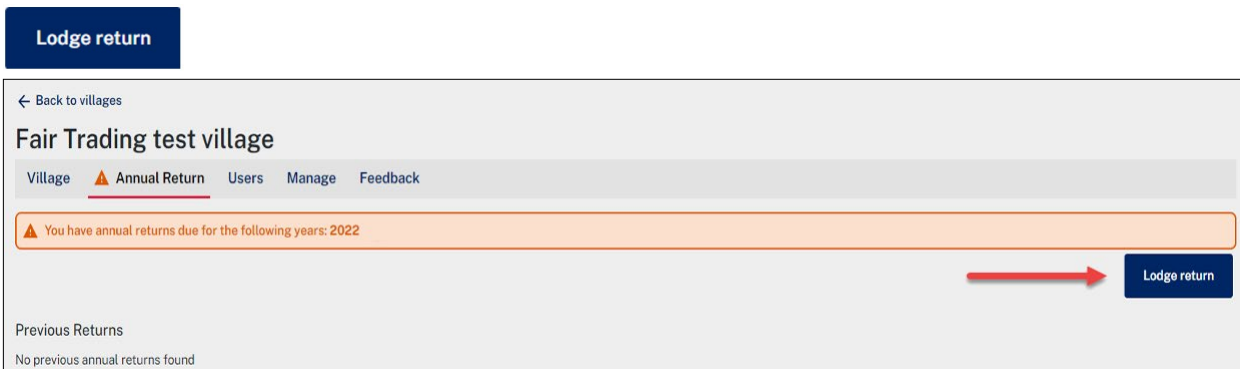
The retirement village operator must also provide an annual update of information within one month of the retirement villages financial year end.

The retirement villages portal provides an option for the operator to provide their annual update.

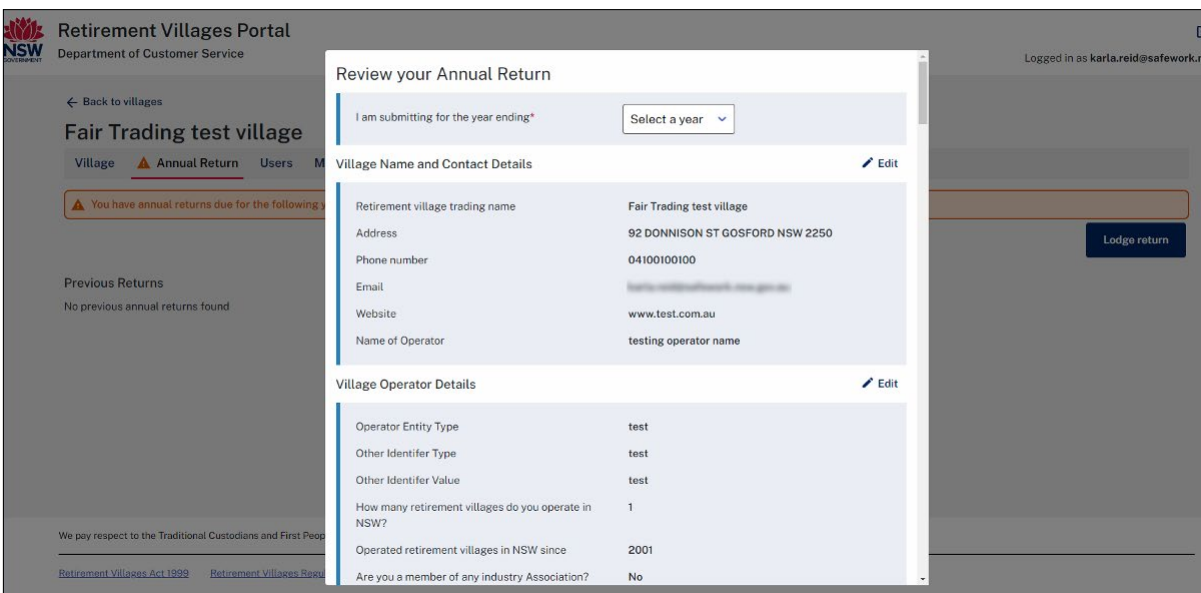
When your annual update becomes due you will see an orange triangle image  on the **Annual Return** tab. If you select the Annual Return tab you will also notice an orange banner message appearing advising you have an annual return due.



To lodge an annual return, select the **Lodge return** button.



A new window will display. It will contain prefilled information from the last time the retirement village record was submitted to Fair Trading.





Select the financial year for the annual return.

Review your Annual Return

I am submitting for the year ending\* Select a year

Village Name and Contact Details 2022

Review all information displayed in the window. Use the scroll bar to the right of the window to navigate down the page.

Review your Annual Return

I am submitting for the year ending\* Select a year

Village Name and Contact Details

Retirement village trading name	Fair Trading test village
Address	92 DONNISON ST GOSFORD NSW 2250
Phone number	04100100100
Email	<a href="mailto:info@retirementvillages.com.au">info@retirementvillages.com.au</a>
Website	www.test.com.au
Name of Operator	testing operator name

If any information needs to be amended during the review, select the **Edit** button to the right of the screen.

Review your Annual Return

I am submitting for the year ending\* Select a year

Village Name and Contact Details

Retirement village trading name Fair Trading test village

Any required information that may be missing that needs to be provided as part of the annual return will appear in red on the annual return form.

Does the village have a 3-year report in place?	No
Is the village co-located with an aged care facility or other business?	No
Are any residents of the village paying significantly higher recurrent charges than some other residents of the village (for example they are receiving additional optional services)?	Required

Once you have completed reviewing and updating the information, scroll to the bottom. Read and agree to the Declaration and Privacy Collection Notice.

You may apply to the Department to access your personal information held by the Department or to amend any of your personal information held by the Department that is inaccurate, incomplete, not relevant or out of date. To access or amend your personal information, applications should be made in writing to the Privacy Coordinator, Department of Customer Service, 2-24 Rawson Place, Haymarket NSW 2000 or via email [BRDPrivacy@customerservice.nsw.gov.au](mailto:BRDPrivacy@customerservice.nsw.gov.au)

I agree to the above.

Once you have agreed to the Declaration and Privacy Collection Notice the **Submit my return** button will become active. If you have finished, select the **Submit my return** button.

You may apply to the Department to access your personal information held by the Department or to amend any of your personal information held by the Department that is inaccurate, incomplete, not relevant or out of date. To access or amend your personal information, applications should be made in writing to the Privacy Coordinator, Department of Customer Service, 2-24 Rawson Place, Haymarket NSW 2000 or via email [BRDPrivacy@customerservice.nsw.gov.au](mailto:BRDPrivacy@customerservice.nsw.gov.au)

I agree to the above.

[Submit my return](#)

Once you have selected the submit my return button, you will be returned to the retirement village record home screen. There will no longer be an outstanding annual return due, and a green banner will be displayed advising all annual returns are up to date.

← Back to villages

### Fair Trading test village

Village **Annual Return** Users Manage Feedback

✔ Your annual returns are up to date.

You will also notice the annual return you just completed will appear in the **Previous Returns** section. To the right there is a PDF icon that can be used to open and view the previous returns submitted.

← Back to villages

### Fair Trading test village

Village **Annual Return** Users Manage Feedback

✔ Your annual returns are up to date.

Previous Returns

Annual Return -2022  
Submitted by: [redacted]  
Submitted on: 30 Aug 2022 at 10:01 am

[PDF](#)



You will also have received an email containing a link to a copy of the annual return submitted. Select the **Download PDF** link in the email to open and view the annual return submitted.

