



Quality  
Innovation  
Performance

## ARVAS Standards accreditation

*Quality Innovation Performance Limited (QIP) is a certification and accreditation organisation dedicated to supporting health and community services to manage safety, risk and quality through the provision of accreditation, certification and quality assurance services.*

### About ARVAS

The Australian Retirement Village Accreditation Scheme (ARVAS) is the main accreditation scheme for retirement village and seniors housing operators in Australia. ARVAS is co-owned by two organisations Property Council of Australia and Leading Age Services Australia (LASA).

QIP is the exclusive and independent provider of accreditation for ARVAS and is committed to supporting retirement village owners and operators on their quality improvement journey.

### The ARVAS Standards

The ARVAS Standards are designed to work directly with the Retirement Living Code of Conduct, which is the sector's self-assessment tool.


Any organisation wishing to apply for accreditation under ARVAS must be an active subscriber to the Retirement Living Code of Conduct.

The ARVAS Standards are comprised of seven quality areas:

- Standard 1 – Community Management
- Standard 2 – Human Resource Management
- Standard 3 – Resident Entry and Exit
- Standard 4 – Resident Engagement and Feedback
- Standard 5 – Community Environment, Services and Facilities
- Standard 6 – Safety and Security, and
- Standard 7 (if applicable) – Resident Care.



For personalised  
support, contact  
your QIP Client  
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 1300 888 329

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**AUSTRALIAN  
RETIREMENT  
VILLAGE  
ACCREDITATION  
SCHEME**



## Benefits of ARVAS accreditation

Achieving QIP accreditation under ARVAS assists retirement villages to:

- Demonstrate their commitment to their residents while ensuring the village is safe, secure and operating to a quality level
- Gain formal recognition that they meet a minimum national set of standards while being aligned to the industry's Retirement Village Code of Conduct
- Enhance resident-focus by ensuring residents are engaged and heard
- Reduce business risk
- Educate and engage staff in the provision of quality service
- Build a culture of quality
- Be held accountable to a continuous cycle of quality improvement
- Promote their village's commitment to improving levels of safety and quality.



## Why choose QIP ?

QIP can best support your organisation throughout the accreditation process by providing:

- A dedicated QIP Client Liaison Officer
- Access to the QIP accreditation hub, which includes
  - AccreditationPro, our user-friendly self-assessment tool
  - Our extensive online education and resource library containing useful documents such as interpretive guides, customisable templates, fact sheets and checklists and complimentary elearning
- Stay up-to-date with industry and organisational news, helpful tips and your standards information with QIP communications, including periodical e-newsletters advising of any changes to processes, systems, standards or evidence requirements are released
- Marketing collateral to support self-assessment and promoting accredited status – a framed A3 certificate, display stickers, customisable media release and digital files.



# Contact us

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