

# Promoting rights in retirement villages

It's easy to raise concerns or complaints about retirement villages in the ACT.

Call the ACT Human Rights Commission for a confidential chat about your concerns.

We can give you information about your options, help you make a complaint, or work out the best way to address your concern.

**Usually we will try and help you resolve the concern or complaint.** We might get some information from the village. We will work with you, and the village to resolve the issue quickly and informally.



DISCRIMINATION, HEALTH SERVICES,  
DISABILITY AND COMMUNITY  
SERVICES COMMISSIONER

ACT Human Rights Commission

## GET IN TOUCH:

Phone  **6205 2222**

[human.rights@act.gov.au](mailto:human.rights@act.gov.au)  
[hrc.act.gov.au](http://hrc.act.gov.au)



Scan to  
make a  
complaint  
online



## We have helped people resolve issues about:

- communication and information provision
- setting up, or interfering in resident committees
- privacy concerns
- slow responses to maintenance requests or neighbourhood issues
- delays in listing or sale of a unit.

### **We can also deal with:**

- issues with home-based supports or programs
- abuse, neglect or exploitation of older people
- age discrimination.

If we cannot help with an issue, we will talk to you about other options – for example, taking a complaint to the ACT Civil and Administrative Tribunal.

Information about your rights is also in the ACT Retirement Village Handbook on the Access Canberra website.

**It's safe and confidential to call us for information about your options and our processes.**



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