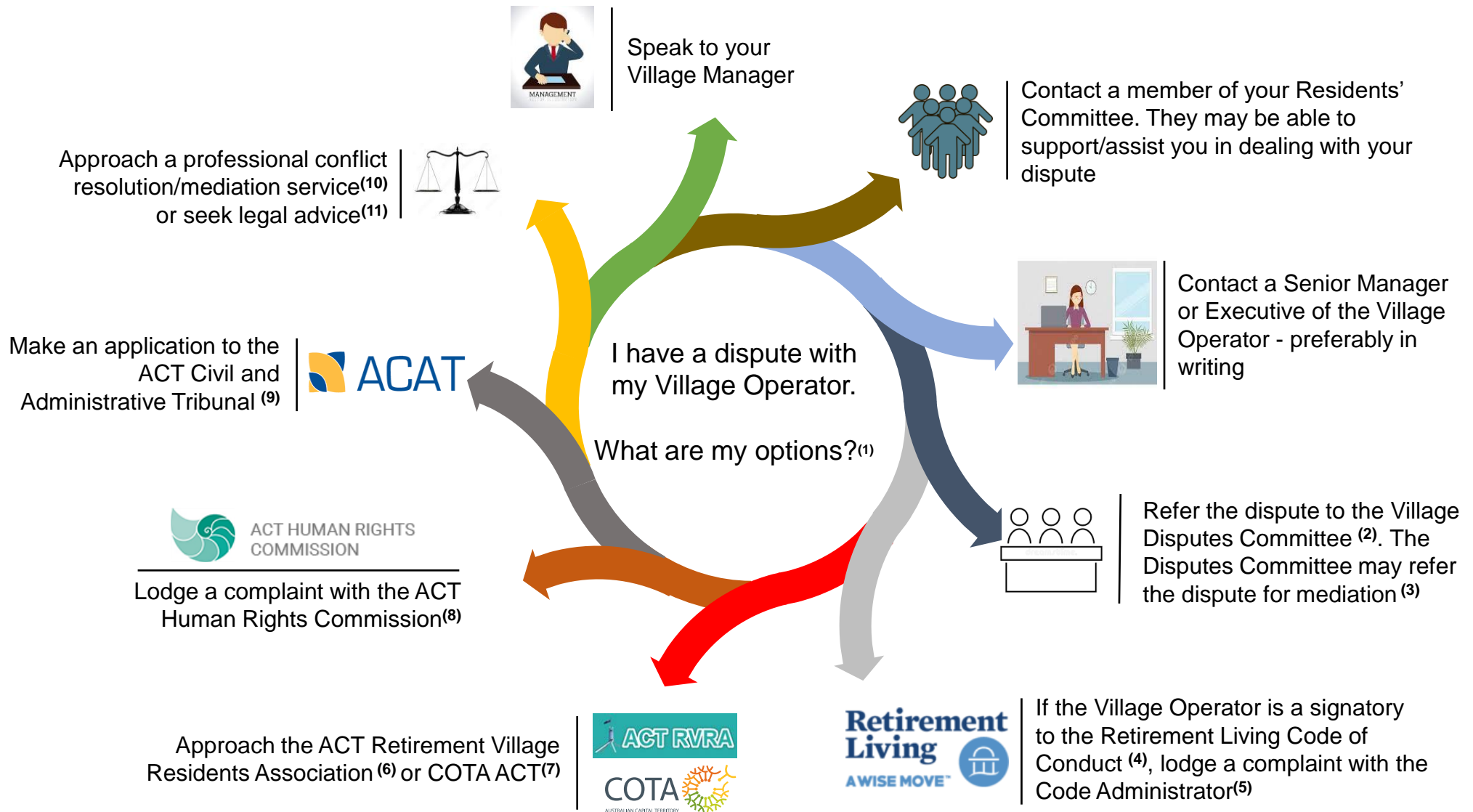


Overview of Options for Residents of ACT Retirement Villages to resolve a dispute with their Village Operator



Note: Nothing in the Retirement Villages ACT 2012 (RVA) ⁽¹²⁾ requires you to attempt to resolve a dispute with a Village Operator before lodging a complaint with the Human Rights Commission ⁽⁸⁾ or making an application to the ACT Civil and Administrative Tribunal (ACAT) ⁽⁹⁾

1. See: **ACT Government's Retirement Villages Handbook** for information about resolving disputes, especially pages 21-26:
W: <https://files.accessc Canberra.act.gov.au/legacy/2708/Retirement%20villages%20handbook.pdf>
2. Under Division 8.1A of the RVA ⁽¹¹⁾, the operator of your Village must establish a '**disputes committee**' to resolve disputes that arise between residents and the operator. If such a committee exists in your village, you can request this committee to assist in resolving the dispute. Amongst other options, consider using ACT Conflict Resolution Service to provide an independent chair for this committee:
W: <https://crs.org.au/https://crs.org.au/>
3. **Section 175C of RVA**
4. **Retirement Living Code of Conduct:**
W: <https://www.awisemove.com.au/code-of-conduct>
5. **Retirement Living Code of Conduct: Code Administrator:** E: complaints@rlcode.com
6. **ACT Retirement Village Residents Association (ACT RVRA):**
W: <https://actrvra.org.au>;
E: enquiries@actrvra.org.au
7. **Council on the Ageing ACT (COTA ACT):**
W: <https://cotaact.org.au/>
E: contact@cotaact.org.au
P: (02) 6282 3777
8. **ACT Human Rights Commission:**
W: <https://hrc.act.gov.au/complaints>
E: human.rights@act.gov.au
P: (02) 6205 2222

Raising a complaint with the Human Rights Commission is FREE

9. **Section 176 of RVA.**
ACT Civil & Administrative Tribunal (ACAT):
W: <https://www.acat.act.gov.au>;
E: tribunal@act.gov.au
P: (02) 6207 1740

ACAT Fees, and Fee Exemptions:
Applications to ACAT may require an application fee to be paid or you may be exempt from paying ACAT fees. Search:
W: <https://www.acat.act.gov.au/fees-and-forms/acat-fees>

ACAT Retirement Village Disputes:
W: <https://www.acat.act.gov.au/case-types/retirement-village-disputes>

ACAT Conferences and Mediation:
W: <https://www.acat.act.gov.au/conferences-and-mediation/mediation>
10. **ACT Conflict Resolution Service:**
W: <https://crs.org.au>
11. **Legal options** include your own lawyer, or a specialist lawyer sourced via the ACT Law Society:
W: <https://www.actlawsociety.asn.au/for-the-public/legal-help>
E: mail@actlawsociety.asn.au
P (02) 6274 0300

You may be eligible to receive advice from **CARE Consumer Law** (Means Tested):
W: <https://www.carefcs.org/acat-duty-service>
E: clc.admin@carefcs.org
P: (02) 6143 0044
12. **Retirement Villages Act 2012 (RVA):**
W: <https://www.legislation.act.gov.au/a/2012-38>
Retirement Villages Regulation 2013:
W: <https://www.legislation.act.gov.au/sl/2013-5/>



Dispute Resolution Options for ACT Retirement Village Residents where an Operator & Resident are in Dispute

November 2023