

**Working with  
retirement villages to  
help keep residents  
safe**

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**ACT Discrimination, Health Services, Disability &  
Community Services Commissioner**

The logo for the ACT Human Rights Commission is displayed on a black rectangular background. The word "ACT" is written vertically in a teal color on the left side. To its right, the words "HUMAN RIGHTS" are stacked vertically in a bold, white, sans-serif font. Below "HUMAN RIGHTS", the word "COMMISSION" is written in the same teal color as "ACT".

**ACT HUMAN  
RIGHTS  
COMMISSION**

# Acknowledgement

We acknowledge the traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

*Artwork by Lynnice Church*



# ACT HRC Complaint Jurisdictions

**Abuse, neglect  
and exploitation  
60+, adults with  
disability**

**Discrimination,  
vilification, sexual  
harassment**

**Retirement  
Villages**

**Services for Older  
People**

**Disability  
Services**

**Occupancy  
disputes**

**Children's  
Services**

**Health Services &  
Health  
Practitioners**

**Veterinary  
Services &  
Practitioners**

**Charter of  
Victims' Rights**

**Sexuality  
conversion  
practices**

**Human Rights  
(ACT Govt)**

**Privacy  
(ACT govt)**

**Code of Conduct:  
Unregistered  
health  
practitioners**

**Health Services &  
Health records**

# Retirement village complaints

- The ACT HRC can take complaints about retirement villages in the ACT from residents
- Resolution focused. Some of the issues we have helped people resolve:
  - Communication & information provision
  - Privacy concerns
  - Slow responses to maintenance requests
  - Not getting a response to a complaint

# Vulnerable person complaints

- People experiencing, or at risk of mistreatment, abuse, exploitation, neglect 60+ years old & adults with a disability
  - Financial exploitation eg taking money, assets, limiting spending
  - Restricting services, isolating people
  - Enduring power of attorney misbehaving
  - Carer wear & tear eg neglecting to get services, supports
  - Not just physical abuse

# Vulnerable person complaints

- Complaints or concerns can be anonymous and people who raise a concern with HRC have protections under the law
- Covers domestic and family settings, service providers, accommodation, guardianship and power of attorney arrangements, disability providers and in-home care

# New obligations under Retirement Villages Regulation 2013

- Amendments to the Retirement Villages Regulation 2013 (the RVR), introduce requirement for all retirement villages in the ACT to have an elder abuse strategy from 27 May 2025
- The RVR requires operators to develop and implement a strategy that supports staff and residents to identify and address mistreatment, exploitation, harm or neglect of a resident in a village
- Eg might be called a resident wellbeing strategy

# New obligations cont.

The strategy must include:

- Examples of common forms of mistreatment, neglect or elder abuse, as well as specific examples in relation to retirement villages.
- Information on how to identify elder abuse including signs of elder abuse
- Information on ways to respond to elder abuse or concerns of suspected abuse, including procedures for reporting abuse, escalating matters to appropriate agencies and authorities and response times.
- An explanation of the roles and responsibilities of the operator and retirement village staff in relation to elder abuse in the retirement village.
- Guidance for accessing support from the Elder Abuse Hotline, the ACT Human Rights Commission, and other relevant local services and support agencies.

# New obligations cont.

- The regulation is designed to raise awareness among operators of the potential for mistreatment, exploitation or abuse of village residents.
- The regulation also highlights the need for village operators to be aware of reporting options and how to help/direct an older person if concerned about their wellbeing.
- Acknowledges RV's are independent living

# Want to find out more?

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Email: [human.rights@act.gov.au](mailto:human.rights@act.gov.au)

Web: [www.hrc.act.gov.au](http://www.hrc.act.gov.au)