



Retirement Villages

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Access Canberra

Easier. Simpler. Here to help.

Your one stop shop for ACT Government
customer and regulatory services

Key aspects of the legislation

ACT retirement villages must follow the ACT [**Retirement Villages Act 2012**](#)

- sets out the information retirement villages need to give prospective residents
- protects the rights of residents
- provides rules for operators.

The Act does not apply to facilities on the grounds of retirement villages that include:

- respite care buildings
- employee accommodation
- residential premises, where the operator and resident have a residential tenancy agreement under the [**Residential Tenancies Act 1997**](#), (and the agreement contains a term to say that the Retirement Villages Act does not apply to the premises).



RETIREMENT VILLAGES ACT

Access Canberra's role

We administer the laws and regulations for retirement villages. This includes:

- inspecting villages
- explaining requirements and regulations for retirement villages
- investigating allegations of villages who do not comply with the ACT laws.

We do not:

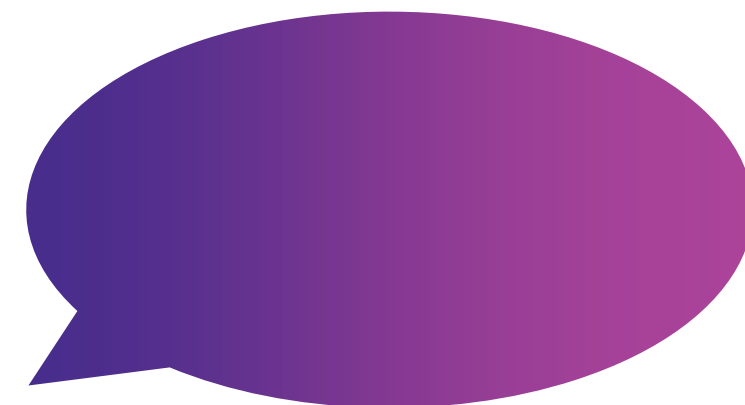
- resolve disputes or complaints between operators and residents
- give legal advice
- recommend retirement villages
- comment on the performance or integrity of any ACT retirement village.

Register of Villages – Access Canberra website

Complaints or disputes

If you have a complaint or dispute, you can get help to resolve it. This may include one or more of these steps:

- talking to the retirement village operator
- getting help from a third party organisation
- giving a 'notice of dispute' to your village disputes committee to resolve the dispute or arrange mediation
- contacting Access Canberra or the ACT Human Rights Commission for information
- applying to the ACT Civil and Administrative Tribunal to settle the dispute.
- For more information about these options, read the [Retirement villages handbook \(PDF 4.7MB\)](#).



Protecting yourself – Scam Awareness

- Know who you're dealing with
- Do not open suspicious texts, pop-up windows or emails
- Keep your personal details secure
- Keep your mobile devices and computers secure
- Choose your passwords carefully
- Review your privacy and security settings on social media
- Beware of any requests for your details or money
- Be careful when shopping online

How to report a scam

Type of Incident	Agency
Banking	Your bank or financial institution
Cybercrime	Australian Cyber Online Reporting Network
Financial and investment scams	Australian Securities and Investment Commission
Fraud and theft	Your local police – 131 444
Spam	Australian Communications and Media Authority
Tax related scams	Australian Tax Office
Other Scams	ACCC via Scamwatch; or Access Canberra.



Questions?

Contact:

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