



What are the changes?

Purpose and Enforceability

Any dispute about a persons' rights and obligations in a retirement village is described under the *Retirement Villages Act 1999* as a retirement village dispute. The new enforceable behaviour standards apply to:

- operators and their staff in interactions with residents
- residents and their guests in their interactions with other residents and operators and their staff

If you have a dispute about behavioural standards, you can make an application to the Queensland Civil and Administrative Tribunal (QCAT), after attempting the 3-step Dispute Resolution process.

Village Operators' Obligations

Scheme operator to respect the rights of residents
Operators must:

- respect the reasonable peace, comfort or privacy of a resident

- take reasonable steps to ensure a resident or a resident's guest does not interfere with the reasonable peace, comfort or privacy of another resident
- maintain a village environment free from harassment and intimidation
- use their best endeavours to ensure that each resident lives in an environment free from harassment and intimidation
- respect a resident's ability to manage their personal, domestic and financial affairs
- provide a complete written response to relevant correspondence within 21 days.

An operator may only enter a resident's unit if:

- they have the resident's consent
- they reasonably believe a person's health or safety is at risk
- to carry out urgent repairs
- if otherwise authorised by law.

Amendments to the Retirement Villages Act 1999 (QLD)

There have recently been some changes to the *Retirement Villages Act 1999* (the 'RV Act' for short).

You may be affected by its recent amendments.

Funded by



New Behavioural Standards



Right where you live
Better rights for retirement living

Residents' Obligations

Residents must respect the rights of others.

Residents and their guests must:

- respect the peace, comfort and privacy of fellow residents
- respect the right of the village operator, their employees or their representatives, to work in an environment free from harassment and intimidation
- not act in a way that adversely affects the occupational health and safety of any person who is working in a retirement village

Neighbourhood Disputes

Residents in dispute with other residents may find a range of useful information at Queensland Neighbourhood Disputes.

Visit their website: www.qldneighbourhoods.com



Rightwhereyoulive.org.au
info@rightwhereyoulive.org.au

Want more information?

Please contact the Association of Residents in Queensland Retirement Villages (ARQRV)

Phone: 0437 906 074

Email: enquiries@arqrv.org.au

www.arqrv.org.au

Have a complaint or dispute?

The Queensland Retirement Village and Parks Advice Service (formerly PAVIL), situated at Caxton Legal Centre, provides information, advice and assistance on the law relating to retirement villages

Phone: 07 3214 6333

Do you have a hearing or speech impairment?

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit:

www.relayservice.gov.au

Do you speak a language other than English?

If you need an interpreter, please contact the Translating and Interpreting Service (TIS) on **131 450** and provide them with the number you want to call

This fact sheet provides information only and is not intended to provide legal advice