

The ARQRV is a not-for-profit organisation run by volunteers who are themselves residents in a retirement village. Our aim is to represent the interests of residents in retirement villages to Government and Village Operators. The ARQRV, after more than 25 years, retains a focus on consumer protection, and is an advocate on behalf of residents to examine, advise and/or act upon matters referred to us by any financial member.

Recent changes to the *Retirement Villages Act 1999* has improved consumer protection and increased transparency in the relationship between retirement village operators and residents.

Amendment	What does it mean?
Purpose and enforceability	<p>Any dispute about a persons' rights and obligations in a retirement village is described under the <i>Retirement Villages Act 1999</i> as a <i>retirement village dispute</i>. The new enforceable behaviour standards apply to:</p> <ul style="list-style-type: none"> • Operators and their staff in interactions with residents. • Residents and their guests in their interactions with other residents and operators and their staff. <p>A dispute about behavioural standards is able to be referred to the Queensland Civil and Administrative Tribunal (QCAT).</p> <p>Residents, in dispute with other residents may, in the first instance seek free legal advice from Qld. Neighbourhood Disputes, find out more about this service from Community Legal Centres Qld. www.communitylegalqld.org.au or phone 07 3392 0092.</p>
Scheme operator to respect the rights of residents	<p>Operators must:</p> <ul style="list-style-type: none"> • 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; and • provide a complete response to relevant correspondence within 21 days. <p>An operator may enter a resident's unit if they reasonably believe a person's health or safety is at risk, or to carry out urgent repairs, or if authorised by law.</p>
Residents to respect the rights of others	<p>Residents and their guests must:</p> <ul style="list-style-type: none"> • 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; and • not act in a way that adversely affects the occupational health and safety of any person who is working in a retirement village.

For further information please contact ARQRV

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