

Dispute Resolution Procedure

The procedure for managing disputes involving residents of Carinya's Retirement Village

Organisation	Carinya Lodge Homes Inc.
Applies to	The 50 Independent Living Units (Retirement Village Residents)
Location	Regional Victoria
Regulatory basis	Retirement Villages Act 1986 (Vic), as amended by the Retirement Villages Amendment Act 2025 (Vic) Retirement Villages Regulations 2026 (SR 25/2026)
Version	Version 1.0 July 2026
Prepared by	Co-CEO Corporate Services
Published	On Carinya's website, a copy is given to any resident who asks, within 2 business days
Status	DRAFT

PURPOSE OF THIS DOCUMENT

Victorian law requires every retirement village operator to establish and maintain a written dispute procedure, publish it on its website, and provide a copy to any resident on request. This document is that procedure. It is written in plain language so that it is easy to understand and use.

This procedure does not limit your rights. You may raise a concern in any way you choose, and you may approach Consumer Affairs Victoria, Vic Assist or VCAT directly at any time.

1. What this procedure covers

This procedure sets out how Carinya manages a village dispute involving residents of the Retirement Village. There are two kinds:

- **A management dispute** — a dispute between you and us (the operator).
- **A resident dispute** — a dispute between you and another resident.

We will manage your dispute fairly, respect your privacy, and will not disadvantage you in any way for raising one.

2. Who to contact

You may give notice of a dispute to the primary contact person. You should approach the alternative contact person if your dispute involves the primary contact person, or if that person is unavailable or is not able to deal with it.

	Primary contact person	Alternative contact person
Name / role	CO-CEO Corporate Services	CO-CEO Clinical Services

Phone	03 5655 2125	03 5655 2125
Email	admin@carinyalodge.com.au	admin@carinyalodge.com.au
Postal address	Carinya Lodge Homes Inc. 35 Carinya Cres, Korumburra 3950 Victoria	Carinya Lodge Homes Inc. 35 Carinya Cres, Korumburra 3950 Victoria

Note for completion: The alternative contact person must hold a senior management position and must not be the primary contact person, nor a relative or friend of that person, nor the officer who made the nominations. Carinya's CEO satisfies this.

3. How to raise a dispute

You may notify us **verbally or in writing**, as you prefer. You are not required to put your dispute in writing.

- **In person or by telephone** — describe the dispute to a contact person.
- **In writing** — by letter or email to a contact person.

You may be assisted or represented by another person — a family member, friend, advocate or lawyer — at any stage. We will not prevent you from being represented.

4. What happens after you give notice

Step 1 — We create a written record and give you a copy

As soon as practicable after you give notice, the contact person creates a written record of the dispute and provides you with a copy. The only exception is where we reasonably believe the matter has already been settled to your satisfaction.

Step 2 — We work to resolve the matter promptly

We aim to resolve the matter as soon as we can. Many disputes are resolved at an early stage.

THE 72-HOUR RECORD REQUIREMENT

If your dispute is not resolved to your satisfaction within 72 hours of you giving notice, we are required to create and maintain a fuller written record. This record sets out why the dispute is considered unresolved and the actions we will, or may, take. We retain this record for 7 years, and you may request to inspect it.

Step 3 — We notify you of the outcome

When we (or the primary or alternative contact person) consider the dispute to be resolved, or unable to be resolved, we will notify you as soon as practicable.

- **If it is resolved** — the notice sets out the details of the resolution.
- **If it cannot be resolved** — the notice sets out the reasons and tells you about the external options in section 5.

If your dispute is with another resident: with your consent, we will notify the other resident, consider their response, and may offer to bring you together to resolve the matter — only if you both agree. We do not take sides, and we act only with the consent of the residents involved.

5. If your dispute is not resolved

If your dispute is not resolved to your satisfaction, you may use any of the following free or independent options. You may also use them at any time — you are not required to complete our internal process first.

Where to go	What they do	Contact
Consumer Affairs Victoria (CAV)	Information and assistance about retirement village disputes.	1300 55 81 81 consumer.vic.gov.au
VicAssist Retirement Villages	The free retirement villages conciliation service. A conciliator helps both sides reach agreement. If it works, you get a written agreement; if not, a 'no resolution certificate' that helps you decide next steps.	1300 528 994 vic.gov.au/retirementvillage-dispute-help
VCAT	The Victorian Civil and Administrative Tribunal can make binding orders on more serious matters, such as contract or significant financial disputes.	1300 01 8228 vcat.vic.gov.au
Independent legal advice	You may seek your own legal advice at any stage.	—

About the industry Code of Conduct: Carinya is not a signatory to the voluntary Retirement Living Code of Conduct, so that pathway does not apply here. If Carinya becomes a signatory in future, add the Code Administrator as a further external option. This note is included so the omission is a documented decision, not an oversight.

6. Our record-keeping and yearly reporting

The law requires us to keep good records and to report each year. In plain terms:

- **Records of every dispute** — we keep a record of all disputes we are told about, including outcomes and actions taken, for 7 years. You may ask to inspect your own file.
- **A report at the annual meeting** — each year we present a report to the annual meeting of residents on the number and nature of disputes, their outcomes, and any changes we made in response. The report never identifies the people involved.
- **A copy to the regulator** — within 14 days of the annual meeting we give a copy of that report to the Director of Consumer Affairs Victoria through myCAV.

7. Your rights

1. You may raise a dispute verbally or in writing — you are not required to use a form.
2. You are not obliged to notify us at all; you may approach CAV, VicAssist or VCAT directly.
3. You may be assisted or represented by a support person at any stage.

4. We will not take any action that deters or disadvantages you for raising a dispute.
5. Your information is kept confidential and is only used or disclosed as permitted by law.

8. Definitions

Word	What it means
The Act	The Retirement Villages Act 1986 (Vic), as amended by the Retirement Villages Amendment Act 2025 (Vic).
Primary contact person	The person you would normally contact first about a dispute (our Village Manager).
Alternative contact person	A senior manager (our CEO) who takes your dispute if it involves the primary contact, or if they are unavailable. This is our staff member — not your representative.
Representative	Your own support person — a family member, friend, advocate or lawyer — who helps you or speaks for you.
Word	What it means
VicAssist Retirement Villages	The Victorian Government's free conciliation service for retirement village disputes.
No resolution certificate	A certificate VicAssist issues if conciliation does not settle the dispute; it helps you decide whether to go to VCAT.

Legislation and sources

- Retirement Villages Act 1986 (Vic), as amended by the Retirement Villages Amendment Act 2025 (Vic)
- Retirement Villages Regulations 2026 (Vic) — Statutory Rule 25/2026
- Consumer Affairs Victoria, “Village dispute procedure” operator guidance (last updated 1 May 2026)
- Privacy Act 1988 (Cth) and the Australian Privacy Principles