Retirement Village Dispute Procedure

Summerset Retirement Villages - Victoria

1. About this procedure

Summerset is required to have a village dispute procedure under Part 6D of the *Retirement Villages Act 1986* (Vic). This procedure explains:

- how you can raise a village Dispute
- how Summerset will deal with your Dispute
- the protections that apply to you when raising a Dispute
- how to seek external advice or conciliation if needed

This procedure does not replace or limit any rights you may have under the Act, the *Retirement Villages Regulations 2026* (Vic), or any contract between you and Summerset.

Please note this procedure only applies to residents in our retirement villages, not in our residential aged care suites.

Summerset encourages all retirement village residents, visitors and staff to provide feedback, compliments, suggestions or Complaints about our services. Bringing these to our attention provides opportunities to resolve any issues, identify what we are doing well, and make improvements.

Where any issues are not able to be quickly resolved satisfactorily, we aim to provide residents with a fair and transparent framework for resolving any concerns in a respectful and collaborative manner and to assist you to access available external support where appropriate.

2. Key Terms

The following terms used in this procedure are defined below. Where a term is not defined in this section, it has the meaning given to it under the Act, where applicable.

Act	*Retirement Villages Act 1986* (Vic) (as amended by the *Retirement Villages Amendment Act 2025* (Vic)).
Alternative Contact Person	The person to contact if your Dispute is about the Primary Contact Person, or if the Primary Contact Person cannot help you. This is your Village Business Manager. You can find their contact details in section 3.
Complaint	Expressing dissatisfaction with a service, process, decision or conduct, where a response, remedy or resolution is being sought by the resident, but it has not yet been raised with or had an opportunity to be resolved by us. Please note Complaints and general feedback are not covered by this Dispute procedure and are covered by our Feedback and Complaints Policy. If this is the first time you are raising the particular issue with us, we encourage you to follow our Feedback and Complaints Policy before lodging a formal Dispute.
Dispute	A Resident Dispute or a Management Dispute and does not include merely asking a person to take an action or cease taking an action (i.e. making a Complaint) or providing feedback. A Dispute will only arise when there is a genuine disagreement that a Complaint has not already been able to be resolved informally.

Management Dispute	A Dispute between a resident/family/supporter and us. It may be about things like: • how the village is managed or administered; • the services or facilities provided to residents; • actions (or inactions) by us that affect how you use or enjoy the village; • maintenance, capital works and reinstatement responsibilities; • concerns relating to fees and charges; • compliance with residence agreements; • our decision to refuse a consent or approval applied for by a resident; or • compliance with the Act or Regulations, where the resident raising the Dispute has already raised the issue with us as a Complaint via our usual Feedback and Complaints Policy, without reaching a satisfactory resolution.
Primary Contact Person	The first person to contact if you have a Dispute. This is your Village Operations Manager. You can find their contact details in section 3.
Regulations	*Retirement Villages Regulations 2026* (Vic).
Resident Dispute	A Dispute between residents in the village about any action or failure to act by another resident that affects: • how you or another resident use and enjoy the village; or • the use of services by other residents in the village, where the resident raising the Dispute has already raised the issue with the resident concerned, or as a Complaint with us, without reaching a satisfactory resolution.

3. Contact persons

A resident must give notice of a village Dispute to the contact persons listed below for the relevant village.

The Alternative Contact Person is available if the Dispute involves the Primary Contact Person, or if the Primary Contact Person is not available or not empowered to deal with the Dispute.

Cranbourne North

	Primary Contact Person	Alternative Contact Person
Name	Anna Groome	Belinda Hunt
Phone	03 7068 5640	03 7068 5640
Postal address	98 Mannavue Boulevard, Cranbourne North, VIC	98 Mannavue Boulevard, Cranbourne North, VIC
Email	cranbournenorth.villagemanager@summerset.com.au	cranbournenorth.businessmanager@summerset.com.au

Chirnside Park

	Primary Contact Person	Alternative Contact Person
Name	Brandon Menze	Village Business Manager
Phone	03 8777 4242	TBA
Postal address	10 East Ridge Drive, Chirnside Park, VIC 3116	10 East Ridge Drive, Chirnside Park, VIC 3116
Email	chirnsidepark.villagemanager@summerset.com.au	chirnsidepark.businessmanager@summerset.com.au

4. How to give notice of a Dispute

A resident who is involved in a village Dispute may give notice of the Dispute.

Notice should be given to the Primary Contact Person for your village. If the Dispute involves the Primary Contact Person, or they are not available, you must give notice to the Alternative Contact Person.

Notice may be given in any of the following ways:

1. **Verbally**: by describing the Dispute in person or by telephone
2. **In writing by post**: sending a document describing the Dispute to the relevant contact person's postal address
3. **In writing in person**: giving a document describing the Dispute to the relevant contact person in person
4. **In writing by electronic communication**: sending a document describing the Dispute by email in accordance with the *Electronic Transactions (Victoria) Act 2000*

You do not need to put your notice in writing or use any particular format. We will accept notice given in any of the ways listed above.

You may have another person (such as a family member, friend, advocate or legal representative) help you or act on your behalf when raising or dealing with a Dispute.

When giving notice of a Dispute, please ensure you provide as much relevant information and details as possible (to the extent comfortable) to help us assess your Dispute and determine an appropriate outcome, including but not limited to:

- the names and contact details of any other parties involved;
- the dates and locations of relevance to the Dispute;
- actions already taken to attempt to resolve the issue;
- any outcomes achieved informally;
- what outcome you are hoping to achieve by raising the Dispute; and
- copies of any relevant correspondence related to the Dispute.

5. What happens after you give notice of a Dispute

Recording your Dispute

As soon as practicable after receiving your notice, the relevant contact person will:

- create a written record (electronic or physical file) of the Dispute
- record the following key details as required by the Regulations:
  - the date your notice was received
  - your name and contact details
  - your representative's contact details (if any)
  - whether your notice was given verbally or in writing
  - the details of the Dispute as you described it
  - copies of any documents you provided
  - the outcome you are seeking (if known)
- give you a copy of that record

Exception: We will not create a record if the person receiving the notice believes on reasonable grounds that the Dispute has been settled to your satisfaction.

How we will deal with your Dispute

After receiving notice of a Dispute from you, we will work with you to try to resolve the Dispute in a timely, respectful and fair manner, consistent with the Act, the Regulations and any applicable residence and management contract. We will keep you informed of progress.

This may involve any number of the following:

- acknowledging receipt of the Dispute;
- speaking with you and any other affected persons, to ascertain the facts of the Dispute and the outcome sought;
- reviewing any information provided to us;
- requesting further information;
- facilitating a conversation between you and another resident in the instance of a Resident Dispute where both parties are open and willing;
- referring the Dispute to our Head Office for further investigation and response, where the Primary Contact Person is not empowered to deal with it;
- identifying and recommending options to resolve the Dispute at village level;
- where appropriate, updating our policies and procedures, residence documents, or other internal documents or procedures; and
- any other investigation tool or response we are empowered to employ under the Act and Regulations, to resolve the Dispute.

Note: We will not take any action affecting the resident, without the consent of a resident who is a party to the Dispute.

If the Dispute is not resolved within 72 hours

If a Dispute is not resolved to your satisfaction within 72 hours after you give notice to us, we will:

- create and maintain a separate written record of the Dispute
- record the reasons why the Dispute has not yet been resolved
- record the actions (if any) that will be taken

Note: Not all Disputes will be able to be resolved within 72 hours, depending on the severity of the Dispute. More complex Disputes will require longer to assess and resolve; however we will continue to keep you updated if it is likely to take longer to assess and respond.

Notice of outcome

We will notify you as soon as practicable if we consider that the Dispute is resolved or cannot be resolved.

- If the Dispute is **resolved**, we will send you a letter, setting out the details of the resolution.
- If we consider the Dispute **cannot be resolved**, we will send you a letter, setting out the reasons why, and let you know that you may:
  - contact Consumer Affairs Victoria for further assistance
  - apply for conciliation under Part 6E of the Act
  - seek independent legal advice

Record retention

We will retain all Dispute records for seven (7) years.

6. Your protections

No detrimental action

We will not take any action regarding a Dispute that might reasonably be regarded as:

- deterring a person from giving notice of the Dispute; or
- causing detriment to a resident because they have given, or propose to give, notice of a Dispute.

Confidentiality

We will not use or disclose information relating to a Dispute that could identify you, except as permitted or required under the Act. For example:

- so far as is reasonably necessary to investigate and resolve the Dispute;
- to carry out our duties under the Act;
- to give information to the Director of Consumer Affairs Victoria; or
- as otherwise required or permitted by law.

Right to be represented

You may be represented by another person when dealing with a Dispute.

Where a Dispute notice is received from another person acting on behalf of a resident (excluding an activated Medical Treatment Decision Maker), we will check with the resident that they are aware of this, that the Dispute

reflects their views and that the representative has the authority to act on their behalf. We will respect and cooperate in the same way with a representative acting on behalf of residents, as we would with the residents themselves

7. External advice and assistance

Seeking advice from Consumer Affairs Victoria

A resident may seek advice on a Dispute at any time from the Director of Consumer Affairs Victoria. You do not need to use this procedure before seeking that advice.

- **Office:** Consumer Affairs Victoria
- **Phone:** 1300 55 81 81
- **Postal address:** GPO Box 123, Melbourne VIC 3001

Retirement Villages Conciliation Scheme

If you are a party to a Dispute, you (or we) may apply to the Secretary of Consumer Affairs Victoria for the Dispute to be conciliated under Part 6E of the Act.

Information about the conciliation scheme is available from Consumer Affairs Victoria.

VCAT

Nothing in this procedure prevents you from exercising any right you may have to apply to the Victorian Civil and Administrative Tribunal (VCAT) in relation to a village Dispute.

Independent legal advice

You may wish to seek independent legal advice at any time about your rights.

8. Records and reporting

We will keep a record of all village Disputes of which notice has been given, including any outcomes and actions taken.

At the annual meeting of residents each year, we will report (without identifying parties) on:

- the number and nature of Disputes in the previous year;
- any outcomes and actions taken; and
- any changes made or proposed to address issues arising from Disputes notified.

A copy of that report will be provided to the Director of Consumer Affairs Victoria within 14 days of the annual meeting of residents.

9. Availability of this procedure

This procedure is available:

- on our website
- on request - we will provide a copy within two (2) business days

Any questions about this procedure may be directed to the Primary Contact Person for your village.

Document Control

Document owner	Summerset Management Group (Australia) Pty Limited ACN 625 536 361 (on behalf of Summerset Villages (Cranbourne North) Pty Limited ACN 633 659 864 and Summerset Villages (Chirnside Park) Pty Ltd ACN 638 516 257)
Version	1.0
Effective date	1 May 2026
Next review date	30 April 2028
Made under	Part 6D of the *Retirement Villages Act 1986* (Vic)