

Code of Residents' Rights

Basic rights of residents

This is a summary of the basic rights given to residents by the Retirement Villages Act 2003.

Services and other benefits

1. You have the right to services and other benefits promised to you in your occupation right agreement.

Information

2. You have the right to information relating to any matters affecting, or likely to affect, the terms or conditions of your residency.

Consultation

3. You have the right to be consulted by the operator about any proposed changes in the services and benefits provided or the charges that you pay that will or might have a material impact on your –
 - a) occupancy; or
 - b) ability to pay for the services and benefits provided.

Right to complain

4. You have the right to complain to the operator and to receive a response within a reasonable time.

Disputes

5. You have a right to a speedy and efficient process for resolving disputes between you and the operator or between you and other residents of the village.

Use of support person or representative

6. You have the right, in your dealings with the operator or other residents of the village, to involve a support person or person to represent you. The cost of involving a support person or person to represent you must be met by you.

Right to be treated with courtesy and have rights respected

7. You have the right to be treated with courtesy and have your rights respected by the operator, the people who work at the village, and the people who provide services at the village.

Right not to be exploited

8. You have the right not to be exploited by the operator, the people who work at the village, and the people who provide services at the village.

Your obligations to others

Your rights exist alongside the rights of other residents and the rights of the operator, the people who work at the village, and the people who provide services at the village. In the same way that these people are expected to respect your rights, it is expected that you in return will respect their rights and treat them with courtesy.

Operator's contact person

If you want more information about your rights or wish to make a complaint against the operator or another resident, the operator's contact person is [name] [telephone number].

Other contact persons

Other contact persons, if you want to make a complaint about a breach of your rights, are –

- a) The statutory supervisor (if there is one)
- b) The Registrar of Retirement Villages

Information

The Retirement Commissioner publishes information on the code of residents' rights and disputes procedures available under the Retirement Villages Act 2003 that may assist to resolve your complaint.