Resident & Management Dispute Policy

1. Purpose

At Centennial Living, we are committed to maintaining the peaceful and supportive atmosphere of our villages. We understand that issues can sometimes arise, and we believe that addressing your feedback promptly and professionally is key to a positive community.

The purpose of this policy is to provide a clear, fair, and transparent process for resolving complaints and disputes. Our approach complies fully with the ***Retirement Villages Act 1986 (Vic)***, ensuring your voice is heard and your rights are protected at all times.

2. Scope

This policy applies to all residents and management within the Village. It covers:

- **Management Disputes:** Issues regarding village operations, fees, or services.
- **Resident Disputes:** Disagreements between two or more residents.

3. Definitions

Act	Retirement Villages Act 1986 (Vic) as amended 1 May 2025
Code of Conduct Administrator	Matt Parker General Manager of Operations – Centennial Living Email: matt.parker@centennialliving.com.au Phone: 0400 188 567
Complaint	An expression of dissatisfaction, often resolved informally within 72 hours.
Dispute	A matter that has not been resolved through the complaints process and requires a more formal process.
Director	Means the Director of Consumer Affairs Victoria (CAV)
Management Dispute	A dispute between a resident and the operator/manager, previously referred to as a complaint.
Regulations	Retirement Villages Regulations 2026 (Vic)
Resident Dispute	A dispute between two or more residents in the Village
Resident	Resident Primary Contact Person as defined in the Regulations
Representative	A person (family, friend, or advocate) appointed by the resident to support them. Referred to as a Resident Alternative Contact Person in the regulations

Village	Main Street Retirement Village
Village Manger	Sharlene Bailouni

4. Principles

Accessibility: Complaints can be made verbally or in writing.

Timeliness: Specific 72-hour and 10-day benchmarks for updates.

Natural Justice: Decisions are made by unbiased parties after hearing all sides.

Confidentiality: Privacy is maintained in accordance with the Privacy Act 1988.

5. Dispute Resolution Process

5.1 Contacts for the Village:

	Primary contact person	Alternative contact person
Name	Sharlene Bailouni	Matt Parker
Position	Village Manager	General Manager - Operations
Telephone	03 5945 7980	0400 188 567
Address	11 Main Street, Pakenham, 3810	Level 4, 616 St Kilda Rd, Melbourne, Vic, 3004
Email	manager@mainstvillage.com.au	mattparker@centennialliving.com.au

5.2 Making a Complaint (Early Resolution):

The Resident or their Representative may lodge a complaint via primary contact person by the details listed in point 5.1, unless the dispute involves the primary contact person, or if the primary contact person is not available.

- **Initial Action:** The contact person will listen, document the concern on the Resident & Management Disputes Initiation Form, and attempt immediate resolution.
- **The 72-Hour Rule:** If a complaint is not resolved within 72 hours (excluding weekends/holidays), it must be formally entered into the Complaints Register, and a progress file must be opened.

5.3 Formal Internal Process (Dispute)

If the matter is escalated to a "Dispute":

1. **Notification:** All parties involved will be notified in writing within **5 business days**.
2. **Investigation:** The Manager (or the Code of Conduct Administrator if the complaint is against the Manager) will gather evidence and witness statements.
3. **Mediation:** With the consent of all parties, internal mediation may be facilitated.
4. **Communication:** Parties will receive progress updates every **10 business days**.

5.4 Outcome

The final decision will be provided in writing, detailing:

- The decision and the reasons behind it.
- Any actions to be taken (with specific timeframes).
- Options for external appeal if the resident is unsatisfied.

6. External Dispute Resolution

If the internal process does not reach a resolution, residents may contact:

6.1 Consumer Affairs Victoria (CAV) – Conciliation Scheme:

- 6.1.1 If your dispute is not resolved to your satisfaction through our internal procedures, you may apply for conciliation via the Retirement Villages Conciliation Scheme.
- 6.1.2 Any information or evidence provided during conciliation is not admissible in VCAT, a court or tribunal unless all parties agree in writing, except as otherwise provided by law.

6.2 Victorian Civil and Administrative Tribunal (VCAT):

For a legally binding decision or an order under the retirement village laws.

6.3 Property Council Australia - Retirement Living Code Administrator:

For villages signatory to the Code of Conduct. The Code of Conduct Administrator at your Village is the General Manager of Operations, Centennial Living as listed in point 5.1.

6.4 Seeking advice from the Director:

A resident may seek advice on a village dispute from the Director, or from an officer or employee of the office managed by the Director for the purposes of administering Part 6D of the Act. The resident is not required to use this internal procedure before seeking that advice.

The details of that office are:

VicAssist - Retirement Villages
Telephone - 1300 528 994

7. Documentation & Reporting

- **Registers:** The Village Manager must maintain separate **Resident Disputes** and **Management Disputes** Registers for the Village.
- **Record Retention:** All records, including evidence and correspondence, must be kept for a minimum of **7 years**.
- **Annual Reporting:** A de-identified summary of disputes (types, numbers, and systemic improvements) must be presented at the **Annual Meeting of Residents**

8. Resident Rights

- Residents have the right to a **Support Person** or **Representative** at any meeting.
- Residents may seek **Independent Legal Advice** at any stage.
- Management is prohibited from taking "retaliatory action" against any resident who raises a complaint in good faith under the Act.

9. Related Documents

- Resident Deputes Register
- Management Disputes Register
- Resident & Management Disputes Policy Staff Sign Off
- Resident & Management Disputes Initiation Form

10. References

- The Privacy Act 1988 (Cth)
- Retirement Villages Act 1986 (Vic) as amended 1 May 2026
- Retirement Villages Regulations 2026 (Vic)
- Equal Opportunity Act 2010 (Vic)