



## **INTERNAL DISPUTES/COMPLAINTS RESOLUTION SCHEME**

Part 6D Retirement Villages Act 1986

Retirement Villages Regulations 2026

### **Section 1: Our commitment**

At genU, we value our residents and are committed to continually improving our services to residents.

We encourage our residents to bring any concerns they may have to our attention, and we will do our best to follow-up and resolve the concerns in a fair, confidential, and impartial manner and consistent with the *Retirement Villages Act 1986* (Vic) and associated regulations.

### **Section 2: Purpose of the procedure**

This procedure explains how village disputes are handled. It sets out:

- how a resident can raise a dispute;
- what happens after a dispute is raised;
- the protections for residents who raise a dispute; and
- options for getting independent advice or using external conciliation.

We are required to have this procedure under the *Retirement Villages Act 1986* (Vic), and it complies with Part 6D of that Act.

This procedure does not remove or limit any rights a resident has under:

- the Act or the Retirement Villages Regulations;
- any other law; or
- a resident's agreement with genU.



### Section 3: Village dispute terms

<b>Village Dispute</b>	A village dispute is a dispute that falls into one of the following categories: <ol style="list-style-type: none"><li>1. Management Dispute; and</li><li>2. Resident Dispute.</li></ol>
<b>Management Dispute</b>	A management dispute is a disagreement between a resident and the operator of the retirement village. This includes (but is not limited to): <ol style="list-style-type: none"><li>a. how the village is controlled, managed, or administered;</li><li>b. decisions, actions or omissions by the operator that affect a resident's use or enjoyment of the village;</li><li>c. the provision or failure to provide services or facilities; and</li><li><b>d.</b> compliance with a retirement village contract, by-laws or the retirement village laws.</li></ol>
<b>Resident Dispute</b>	A resident dispute is a disagreement between residents of the village that affects another resident's: <ol style="list-style-type: none"><li>e. use or enjoyment of the village or their premises; or</li><li>f. use of services or facilities provided within the village.</li></ol>

### Section 4: What is not a dispute

Under the Act and Regulations, simply asking someone to do something or to stop doing something does not amount to a village dispute. A village dispute only arises where there is a genuine disagreement that has not been resolved informally.

### Section 5: Overview of the dispute resolution process

The retirement village laws provide a three-stage dispute resolution framework:

- **Internal dispute resolution** – an initial, informal attempt to resolve the dispute using genU's internal procedures.
- **Conciliation** – if the matter is not resolved internally, either party may apply for conciliation under the Retirement Villages Conciliation Scheme.
- **VCAT** – if conciliation is unsuccessful, the dispute may be referred to the Victorian Civil and Administrative Tribunal (VCAT).

This document explains our internal resolution process and provides information about conciliation and VCAT.



## Section 6: How to raise a complaint or dispute?

You may give notice of a village dispute to:

- the Primary Contact Person; or
- the Alternative Contact Person:
  - if the dispute involves the Primary Contact Person; or
  - if the Primary Contact Person is not available or able to deal with the dispute.

If you wish to make a complaint through the internal process, a complaint can be made to the Primary or Alternative contact person of the village:

- verbally by phone or in person;
- in writing by post or personal delivery; or
- via email or electronically, in accordance with the *Electronic Transactions Act 2000* (Vic).

If you wish to make a complaint through the internal process, a complaint can be made to the contact details of the relevant village:

- verbally or in writing;
- in person, by post, email or electronically; or
- to the Primary Contact Person for your village.

## Section 7: Primary and Alternative Contact Person details

	<b>Primary Contact Person</b>	<b>Alternative Contact Person</b>
<b>St. Laurence Park</b>	Tamara Dunstan  <b>Email:</b> <a href="mailto:tamara.dunstan@genu.org.au">tamara.dunstan@genu.org.au</a>  <b>Phone:</b>	Barbara Cronin  <b>Phone:</b>  <b>Email:</b> <a href="mailto:barbara.cronin@genu.org.au">barbara.cronin@genu.org.au</a>
<b>Barware Gardens</b>	Nikki Di Pasquale  <b>Email:</b> <a href="mailto:nikki.dipasquale@genu.org.au">nikki.dipasquale@genu.org.au</a>  <b>Phone:</b>	Barbara Cronin  <b>Phone:</b>  <b>Email:</b> <a href="mailto:barbara.cronin@genu.org.au">barbara.cronin@genu.org.au</a>



## **Internal dispute resolution procedure**

### **Section 8: How genU will manage complaints and disputes**

Once a complaint or dispute is received;

- we will acknowledge receipt of the complaint (where contact details are provided);
- we will identify possible resolution options;
- create a written record of the dispute in accordance with the Regulations; and
- we will provide an indicative timeframe for resolution.

While timeframes may vary depending on the nature and complexity of the dispute, genU aims to:

- resolve complaints or disputes promptly and within one month, where reasonably practicable;
- provide regular progress updates; and
- advise you if a complaint is likely to take more than 60 days, including the reasons for delay.

### **Section 9: Confidentiality**

All complaints and disputes are handled confidentially, subject to legal requirements.

### **Section 10: Protection for residents – no detriment action**

We will not take any action that could reasonably be seen as discouraging someone from reporting a village dispute, or as harming a resident because they, or another resident, have reported or plan to report a dispute.

### **Section 11: Records**

genU maintains an electronic register of complaints and disputes, including:

- the nature of the dispute;
- steps taken to resolve it;
- outcomes; and
- relevant correspondence and meeting records.



## **Section 12: Reporting obligations**

The Village Manager must present a report at the annual meeting of village residents, which (without identifying individuals) includes:

- the number and type of management disputes and resident disputes;
- the outcome of those disputes, including action taken; and
- any changes made, or proposed, to address issues arising from disputes.

## **What if a dispute is not resolved internally?**

### **Section 13: Conciliation**

If a dispute is not resolved through internal procedures, either party may apply for conciliation under the Retirement Villages Conciliation Scheme.

Conciliation may be sought by:

- a resident;
- the operator; or
- a former resident (within 6 months after payment of their exit entitlement).

Conciliation is facilitated through Consumer Affairs Victoria and conducted by the Dispute Settlement Centre of Victoria (DSCV).

If conciliation is successful, a recorded agreement will be issued.

### **Section 14: VCAT**

If conciliation does not resolve the dispute, either party may apply to VCAT for orders under the retirement village laws.

Information or evidence disclosed during conciliation is not admissible in VCAT, unless all parties agree or the law otherwise permits.

### **Section 15: Additional support and advocacy**

You may choose at any time to seek assistance from:

- Consumer Affairs Victoria (CAV);
- Older Persons Advocacy Network (OPAN);
- Community advocacy services; or
- genU's STOPLine, a confidential external whistleblower service, if concerns involve illegal, fraudulent or undesirable conduct.

### **Section 16: Suggested Reading**

"Guide for Retirement Village Living" (available from CAV, or at the St Laurence Park and Barwarre Gardens offices).

### **Section 17: Status of this document**

*This dispute resolution scheme is intended to comply with the Retirement Villages Act 1986 (Vic) and associated regulations as in force from 2026.*

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**Section 18: Contacts List**

<b>St. Laurence Park</b>	<p><b>Village Address:</b> 90 Station Lake Road, Lara, VIC 3212 <b>Village Phone:</b> (03) 5282 1405</p> <p><b>Primary contact person:</b> Tamara Dunstan</p> <p><b>Email:</b> <a href="mailto:tamara.dunstan@genu.org.au">tamara.dunstan@genu.org.au</a> <b>Phone:</b></p> <p><b>Alternative contact person:</b> Barbara Cronin <b>Phone:</b> <b>Email:</b> <a href="mailto:barbara.cronin@genu.org.au">barbara.cronin@genu.org.au</a></p>
<b>Barware Gardens</b>	<p><b>Address:</b> 89 Barwarre Road, Marshall, VIC 3216 <b>Phone:</b> (03) 52490600</p> <p><b>Primary contact person:</b> Nikki Di Pasquale <b>Email:</b> <a href="mailto:nikki.dipasquale@genu.org.au">nikki.dipasquale@genu.org.au</a> <b>Phone:</b></p> <p><b>Alternative contact person:</b> Barbara Cronin <b>Phone:</b> <b>Email:</b> <a href="mailto:barbara.cronin@genu.org.au">barbara.cronin@genu.org.au</a></p>
<b>Client Experience Team, genu</b>	<p><b>Address:</b> 21-29 Reynolds Road, Belmont, VIC 3216 PO Box 558, Belmont, VIC, 3216 <b>Phone:</b> 1300 558 368 <b>Email:</b> <a href="mailto:feedback@genu.org.au">feedback@genu.org.au</a> <b>Website:</b> <a href="http://www.genu.org.au/contactus">www.genu.org.au/contactus</a></p>
<b>Consumer Affairs Victoria (Geelong)</b>	<p><b>Address:</b> Level 5/30a Little Malop St, Geelong VIC 3220 <b>Phone:</b> 1300 558 181 <b>Post:</b> Consumer Affairs Victoria GPO Box 123 Melbourne VIC 3001 <b>Website:</b> <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a> <b>Conciliation phone:</b> 1300 372 888 <b>Conciliation website:</b> <a href="http://www.vic.gov.au/resolving-your-retirement-village-dispute-through-dscv#what-are-the-possible-outcomes-when-working-with-dscv">www.vic.gov.au/resolving-your-retirement-village-dispute-through-dscv#what-are-the-possible-outcomes-when-working-with-dscv</a></p>



**INTERNAL DISPUTES/COMPLAINTS  
RESOLUTION SCHEME**  
Retirement Living

<b>Dispute Settlement Centre of Victoria (DSCV)</b>	<p><b>Address:</b> Dispute Settlement Centre of Victoria (Barwon SW), State Government Offices Lift A, Level 5, 30A Little Malop Street, Geelong, VIC, 3220</p> <p><b>Phone:</b> (03) 5215 8591. <b>Fax:</b> (03) 5226 4460. <b>Email:</b> <a href="mailto:dscv@justice.vic.gov.au">dscv@justice.vic.gov.au</a> <b>Website:</b> <a href="http://www.disprutes.vic.gov.au">www.disprutes.vic.gov.au</a></p> <p><b>Or</b></p> <p>Dispute Settlement Centre of Victoria <b>Phone:</b> 1300 372 888 (CBD enquiry line) <b>Fax:</b> (03) 8684 1311 <b>Email:</b> <a href="mailto:dscv@justice.vic.gov.au">dscv@justice.vic.gov.au</a> <b>Website:</b> <a href="http://www.disprutes.vic.gov.au">www.disprutes.vic.gov.au</a></p>
<b>Victorian Civil &amp; Administrative Claims Tribunal (VCAT)</b>	<p><b>Address:</b> 55 King Street, Melbourne, VIC, 3000 GPO Box 5408, Melbourne, VIC, 3001</p> <p><b>Phone:</b> 03 9628 9830 or 1800 133 055 <b>Fax:</b> 03 9628 9967 <b>Email:</b> <a href="mailto:vcat-civil@justice.vic.gov.au">vcat-civil@justice.vic.gov.au</a> <b>Website:</b> <a href="http://www.vcat.vic.gov.au">www.vcat.vic.gov.au</a></p>
<b>STOPLine</b>	<p><b>Mail:</b> genU c/o The STOPLine Locked Bag 8 HAWTHORNE, VIC 3122</p> <p><b>Phone:</b> 1300 30 45 50 <b>Fax:</b> genU, C/o The STOPLine: 03 9882 4480 <b>Email:</b> <a href="mailto:genu@stopline.com.au">genu@stopline.com.au</a> <b>Website:</b> <a href="http://genU.stoplinereport.com">genU.stoplinereport.com</a></p>
<b>Older Persons Advocacy Network</b>	<p><b>Phone:</b> 1800 700 600 general enquiries <b>Email:</b> <a href="mailto:enquiries@opan.com.au">enquiries@opan.com.au</a>.</p>