



# VicAssist Retirement Villages

If you're unable to resolve a dispute through your village or Consumer Affairs Victoria, **we're here to help.**

VicAssist Retirement Villages is a free and voluntary service that helps manage disputes between residents, or between residents and village management.

## Types of services

### Disputes between residents

- Noise complaints
- Upkeep/tidiness
- Car parking
- Use of village resources
- Pets
- Interpersonal

### Disputes between residents and village management

- Contract terms
- Charges and fees (excluding exit entitlements)
- Information sharing (e.g. financial statements)
- Repairs and maintenance
- Renovations and capital works
- Property sales

## How it works

### 1 Get in touch

Complete our online form to tell us about the dispute or call 1300 528 994.

### 2 Speak with a conciliator

We will provide a dedicated conciliator you can talk to about the issue and how you've tried to resolve it. From here, our conciliator will work with you to determine whether conciliation is the best option.

### 3 Meet to discuss options

If conciliation is the agreed way forward, we'll arrange a time for all parties to meet, work towards a practical agreement, and outline the next steps.

Please note, **this is a voluntary service**. If an agreement can't be reached, our conciliator will outline alternative options. This may include progressing the dispute with the Victorian Civil and Administrative Tribunal or seeking independent legal advice.



**For more information, please visit**  
[vic.gov.au/retirement-village-dispute-help](https://vic.gov.au/retirement-village-dispute-help)

