



BARRINA GARDENS RETIREMENT VILLAGE

Village Dispute Procedure

How residents may raise a dispute and how it will be handled

Barrina Gardens Management Pty Ltd, as operator of Barrina Gardens Retirement Village, has established and maintains this written village dispute procedure in accordance with the *Retirement Villages Act 1986* (Vic) and the regulations made under it. It explains how a resident may raise a dispute, who to contact, and how the operator will deal with the dispute and advise residents of the outcome.

Document control

Village	Barrina Gardens Retirement Village
Operator	Barrina Gardens Management Pty Ltd — ABN 74 004 879 154
Village address	26 Barrina Street, Blackburn South VIC 3130
Website	www.barrinagardens.com.au
Version	Version 1.0
Approved by	Sam Elsha, Director
Effective date	25/08/2026 — the date this procedure is approved by the operator and published on the Barrina Gardens website.
Next review	12 months after the effective date, or earlier on any legislative, personnel or contact-detail change

Publication: this procedure is published on the village website and a copy will be given to any resident who requests one within 2 business days of the request.

1. Purpose and scope

This procedure applies to village disputes at Barrina Gardens Retirement Village. A **village dispute** includes:

- a dispute between a resident and the operator or proprietor of the village; and
- a dispute between residents of the village.

A resident may use this procedure regardless of whether the dispute is raised verbally or in writing. Using this procedure does not remove a resident's right to contact Consumer Affairs Victoria, apply for conciliation, or obtain independent legal advice at any time.

2. Contact persons

The operator has nominated a primary contact person and an alternative contact person for the village:

	Primary contact person	Alternative contact person
Name	Katherine Connick	Mike Armour
Position	Village Manager	General Manager
Phone	0488 090 605	03 9899 4150
Postal address	26 Barrina Street, Blackburn South VIC 3130	26 Barrina Street, Blackburn South VIC 3130
Email	info@barrinagardens.com.au	mike.armour@barrinagardens.com.au

Notice of a dispute should ordinarily be given to **Katherine Connick, Village Manager** (the primary contact person).

Mike Armour, General Manager (the alternative contact person) will receive and manage the dispute where the dispute involves Katherine Connick, or where she is unavailable or is not empowered to deal with the dispute. The alternative contact person holds a senior management position in the village and is not the primary contact person, a relative or friend of the primary contact person, the operator, or the officer who made the nominations.

3. Owners Corporation matters

Some matters are not village disputes under this procedure. Disputes about a decision of the Owners Corporation, or about the common property, may be subject to the Owners Corporation's own dispute resolution process under the *Owners Corporations Act 2006* (Vic) rather than this procedure. Where a matter concerns an Owners Corporation decision or common property, the contact person will tell the resident as soon as practicable and explain how the matter may be dealt with under the applicable Owners Corporation process. Where a matter overlaps both, the operator will deal with the part that is a village dispute under this procedure.

4. How to give notice of a dispute

A resident may give notice of a village dispute **verbally or in writing**. This procedure does not require notice to be in writing. Notice may be given by:

- speaking with the contact person in person or by telephone; or
- writing to the contact person by letter or email using the details in section 2.

Right to be represented: a resident is entitled to be represented, assisted or accompanied by another person of their choice when dealing with a dispute. This procedure does not prevent, and will not be applied to prevent, a resident from being so represented.

5. What happens after you give notice

As soon as practicable after receiving notice of a village dispute, the contact person will:

1. create a written record of the dispute; and

2. give a copy of that written record to the resident who gave notice.

The contact person will then work with the resident, and any representative, to try to resolve the dispute as quickly as possible. This step does not apply where the contact person reasonably believes the dispute has already been settled to the resident's satisfaction.

6. If a dispute is not resolved within 72 hours

If a dispute is not resolved to the resident's satisfaction within **72 hours** of notice being given, the operator will create and maintain a further written record of the dispute. That record will include:

- details of the dispute and the notice given;
- the reasons the dispute is considered unresolved; and
- the actions that will or may be taken to resolve it.

Where the primary contact person is involved in, unavailable for, or not empowered to deal with the dispute, it is escalated to the alternative contact person, the General Manager.

7. Notifying you of the outcome

If the dispute is resolved

When the operator, the primary contact person or the alternative contact person considers the dispute has been resolved, the resident will be notified as soon as practicable. A resolution notice will set out the details of the resolution, including any actions to be completed and by when.

If the dispute cannot be resolved

When the operator or a contact person considers the dispute cannot be resolved, the resident will be notified as soon as practicable. A non-resolution notice will set out the reasons and will inform the resident that they may:

- [contact Consumer Affairs Victoria](#) for assistance;
- apply for conciliation through [VicAssist Retirement Villages](#), the retirement villages conciliation service; or
- seek independent legal advice.

8. VicAssist Retirement Villages

VicAssist Retirement Villages is the Victorian Government's conciliation service that helps residents and operators of retirement villages resolve disputes fairly. A resident may apply to VicAssist for conciliation where a dispute cannot be resolved through this procedure.

- **Phone:** 1300 528 994
- **Apply online:** forms.consumer.vic.gov.au/dscv-rv
- **More information:** vic.gov.au/retirement-village-dispute-help

9. Records and retention

The operator keeps a record of all village disputes of which notice has been given, including the outcomes of, and actions taken in relation to, each dispute. All dispute records are retained for **7 years**.

10. Privacy and confidentiality

Information collected in dealing with a village dispute is handled in accordance with applicable privacy law and is used only for the purpose of managing and resolving the dispute and meeting the operator's legal obligations. Internal dispute records are kept confidential and secure, and are accessed only by those who need them to deal with the dispute, to maintain the dispute register, or to prepare and lodge the annual dispute report. Personal information is disclosed outside the village only where a resident consents, where it is necessary to progress the dispute (for example, in a conciliation the resident has applied for), or where required or authorised by law.

The annual dispute report presented to residents and lodged with the Director of Consumer Affairs Victoria is prepared in a de-identified form and does not identify the parties to any dispute. This public procedure and any material published about disputes will not unnecessarily identify individual residents or disclose confidential dispute information.

11. Annual reporting and lodgement

At each annual meeting of residents the operator will present a report on the number and nature of disputes in the previous year, the outcome of each dispute, and any changes made or proposed in response. The report will not identify the parties to any dispute. A copy of the report will be provided to the Director of Consumer Affairs Victoria via [myCAV](https://myCAV.vic.gov.au) within 14 days of the annual meeting.

12. Publication and requesting a copy

This procedure is published on the village website at www.barrinagardens.com.au. A copy will be given to any resident who requests one within 2 business days of the request. Requests may be made to either contact person named in section 2.

13. Version control and review history

Version	Date	Summary of change	Author / approver	Next review
1.0	25/08/2026	Initial version — establishes the village dispute procedure.	Osama El Shahawy (Sam Elsha), Director	12 months after effective date

Approved for and on behalf of Barrina Gardens Management Pty Ltd (operator):

Signature:  Date: 01/09/2026

Osama El Shahawy (Sam Elsha), Director