

### Queensland Retirement Village and Park Advice Service (statewide)

for residents (or prospective residents) of retirement villages and manufactured home parks in Queensland

Yes we can assist	No we cannot assist, but here are some self-help resources
<b>Legal Problem</b>	
<ul style="list-style-type: none"> <li>✓ rights and responsibilities under the <i>Retirement Villages Act 1999</i> (Qld) and the <i>Manufactured Homes (Residential Parks) Act 2003</i> (Qld), including how to manage a dispute with a park or village operator</li> <li>✓ site rents, facilities, moving in and out, sharing common areas</li> <li>✓ some other disputes with village and park operators including under anti-discrimination law</li> <li>✓ making a complaint to regulatory services or another external agency</li> </ul>	<ul style="list-style-type: none"> <li>✗ disputes between residents, but another <a href="#">community legal centre</a> may be able to assist</li> <li>✗ rental accommodation or body corporates issues</li> </ul>
<b>Eligibility Criteria</b>	
<p>all residents or prospective residents with an eligible problem type</p> <p>Further assistance may be provided to disadvantaged and vulnerable residents of a retirement village or manufactured home park in limited circumstances.</p>	
statewide	
<b>Services Available</b>	
appointment required	
the focus of legal assistance is on early resolution. Legal advice is available to individuals and, in some cases, groups of residents	
in some cases, the service may be able to engage in negotiations with a park or village operator on the client's behalf, provide guidance and assistance through the dispute resolution process and assist with court representation in exceptional circumstances	court representation is only available in exceptional circumstances
Monday to Friday at Caxton Legal Centre by phone or face to face. Home visits to individuals and groups can sometimes be arranged	
<p>the team presents free legal information sessions to the community on topics including:</p> <ul style="list-style-type: none"> <li>&gt; Retirement Living Options</li> <li>&gt; Living in a Retirement Village</li> <li>&gt; Living in a Manufactured Home Park</li> </ul>	