

Media Release

The Hon Paul Edbrooke MP

Minister for Cost of Living
Minister for Renters
Minister for Men and Boys
Minister for Consumer Affairs



Friday, 1 May 2026

A BETTER DEAL FOR RETIREMENT VILLAGE RESIDENTS STARTS TODAY

Labor is making life fairer and more affordable for retirement village residents – with the strongest ever reforms to the Retirement Villages Act now in effect.

A new free dispute resolution service also launches today – putting residents on an equal footing with village operators for the first time.

VicAssist is a brand new, free conciliation service where residents can speak with a dedicated conciliator to resolve disputes about noise, car parking, fees and charges, repairs and maintenance, and village governance.

The reforms are the most significant changes to the Retirement Villages Act in decades.

A new standard form contract makes exit entitlements simpler and easier to understand, helping older Victorians and their families make more informed decisions about entering and leaving retirement villages.

The reforms also clarify maintenance and safety obligations – so residents know exactly what they're entitled to.

Consumer Affairs Victoria also gains stronger enforcement powers to take action where villages do the wrong thing.

Further regulations, including a new Code of Practice, take effect in September 2026.

For more information on the reforms, visit consumer.vic.gov.au/retirement-village-reforms.

To get in touch with VicAssist, visit vic.gov.au/retirement-village-dispute-help or call 1300 528 994.

Quote attributable to Minister for Consumer Affairs Paul Edbrooke

"For too long, retirement village residents didn't enjoy the protections they deserved – that changes today."

"Resolving a dispute with your retirement village shouldn't cost you thousands of dollars. Now it doesn't – with VicAssist it's free."