



Application for appointment of external mediator

Retirement Villages Act 1992 (the Act) - section 41R(7)

When completed this form is classified as **OFFICIAL Sensitive**

About this form

This form may be used to apply to the Commissioner for Consumer Protection (the Commissioner) to appoint an external mediator to resolve a dispute in a retirement village:

- between a resident and the operator; or
- between residents.

Mediation is an informal, confidential process where an independent mediator assists parties in dispute to achieve their own resolution. The parties to a dispute must participate in mediation in good faith. Any agreement reached by mediation will be put in writing and signed by all the parties. It is not legally binding on those involved.

For more information about mediation – www.consumerprotection.wa.gov.au/dispute-resolution-retirement-village

Section 1: Information about the applicant (first party)

Name (individual or company)			
Name of contact person (if company)			
Contact details	Address line 1 Address line 2 Suburb/TownStatePostcode EmailPhone		
Are you applying as:	a resident	a retirement village operator	a representative of the resident

Section 2: who is your dispute with? (second party)

Name (individual or company)	
Name of contact person (if company)	
Contact details	Address line 1 Address line 2 Suburb/TownStatePostcode EmailPhone
Who is the individual or company named above?	a residenta retirement village operator

Section 3: About the dispute

Have you tried to resolve the dispute using the village dispute resolution process?	YesNo
Note: Try to resolve the dispute using the village dispute resolution process before completing this form. The Commissioner may refuse to appoint a mediator if you haven't tried to resolve the dispute using this process.	
If yes, what was the outcome?	
Attach copies of relevant documents when lodging your application	
Why are you requesting mediation?	
Attach additional pages to this application form before lodgement if you need more space.	

Section 3 continued...

Is an interpreter required for you or the other party to the dispute for the mediation?	Yes	No
If yes, what language?		
Have you discussed mediation with the other party?	Yes	No, go to section 4
If yes, have they said they would participate?	Yes	No

Section 4: Applicant's acknowledgement and signature

I acknowledge a copy of the application form, as well as any other attachments, will be provided to the other party to the dispute as part of that process.

Full name

Signature

Date

Privacy Collection Notice – Applications received under the *Retirement Villages Act 1992 (WA)*

The Department of Local Government, Industry Regulation and Safety (LGIRS) collects personal information through the following applications made under the *Retirement Villages Act 1992 (WA)*:

- Application for appointment of an external mediator
- Review of refusal to appoint a mediator
- Application for the Commissioner appointment of a licensed land valuer
- Application to extend – exit entitlement or buyback
- Application for exemption – exit entitlements and/or buybacks

This information is used for the following purposes:

- to review and determine the application; and
- maintain records of applications for accountability and reporting purposes.

For the same purposes, we may provide this information to:

- relevant government agencies or departments, or any third parties to assess issues raised in your application; and
- internal staff to enable assessment of the application, statistical analysis, customer satisfaction surveys, and other regulatory functions, including communication, education, and policy and legislative review and development.

We will not disclose personal information about you to anybody else, unless you have given consent, or we are authorised or required to do so by law.

Providing us with the requested information is voluntary, but if you choose not to provide us with it, we may not be able to assess your application.

Please refer to [LGIRS Privacy Policy](#) on our website for more information about how we handle your personal information, how you can request access to or correction of the personal information we hold about you, and who to contact if you have a privacy enquiry or complaint.

Lodgement options

In Person:

Consumer Protection
Gordon Stephenson House
Level 2/140 William Street
Perth WA 6000

Mail:

Consumer Protection
Locked Bag 14
Cloisters Square
Perth WA 6850

Email:

Email your completed application
with clearly labelled attachments to:
consumer@lgirs.wa.gov.au

Visit the website for LGIRS regional office locations:

<http://www.consumerprotection.wa.gov.au/consumer-protection-office-locations>

For more information or help filling out this form:

Email: consumer@lgirs.wa.gov.au

Call 1300 30 40 54 on weekdays from 8.30am to 4:30pm.

Visit: www.consumerprotection.wa.gov.au/retirement-villages