

Question on Notice
No. 638
Asked on 25 March 2010

MR MESSENGER ASKED THE MINISTER FOR TOURISM AND FAIR TRADING (MR LAWLOR) —

QUESTION:

Will the Minister give a guarantee that his department will properly investigate allegations that threats have been made by AMP Capital Meriden Lifestyle through their Queensland General Manager to residents of the Carlyle Gardens retirement village because they have complained about the administration of their funds to their local Member of Parliament and others?

ANSWER:

I can confirm the Office of Fair Trading is currently conducting an investigation into the way the maintenance reserve fund is operated by AMP Capital Meriden Lifestyle at Carlyle Gardens Retirement Village and its other three villages located in Queensland. I can assure you a thorough investigation is being conducted.

If a breach of fair trading legislation is detected, the Office of Fair Trading will take appropriate enforcement action.

The Office of Fair Trading has not received any complaints from residents regarding threats made by staff of AMP Capital Meriden Lifestyle. If threats of violence are alleged, residents should immediately report the matter to the Queensland Police Service.

Alternatively, a resident of a registered retirement village threatened with removal, deprivation or restriction may seek the intervention of the Queensland Civil and Administrative Tribunal under the dispute resolution provisions of the *Retirement Villages Act 1999*.

Threatening behaviour is certainly not acceptable and if proven may result in a person being prohibited from being involved in the operation of a retirement village scheme.