

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740



Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
 - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
 - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
 - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at <https://www.ozcare.org.au/retirement-villages/villages/currimundi-gardens-retirement-village/>
- All amounts in this document are GST-inclusive, unless stated otherwise where that is permitted by law.

Notice for prospective residents

Before you decide whether to live in a retirement village, you should:

- Seek independent legal advice about the retirement village contract – there are different types of contracts and they can be complex
- Find out the financial commitments involved – in particular, you should understand and consider ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:

- Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.
- The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

- If you decide to move into a retirement village, the operator will provide you with a Prospective Costs Document for your selected unit, a residence contract and other legal documents.
- By law, you must have a copy of the Village Comparison Document, the Prospective Costs Document, the village by-laws, your residence contract and all attachments to your residence contract for at least 21 days before you and the operator enter into the residence contract. This is to give you time to read these documents carefully and seek professional advice about your legal and financial interests. You have the right to waive the 21-day period if you get legal advice from a Queensland lawyer about your contract.

The information in this Village Comparison Document is correct as at 1st October 2021 and applies to prospective residents.

Some of the information in this document may not apply to existing residence contracts.

Part 1 – Operator and management details

1.1 Retirement village location	<p><i>Currimundi Gardens Retirement Village</i> <i>28 Saffron Drive, Currimundi, Queensland, 4551</i></p>
1.2 Owner of the land on which the retirement village scheme is located	<p>Name of land owner <i>Ozcare</i></p> <p>Australian Company Number (ACN) <i>072 422 925</i></p> <p>Address <i>P O Box 912 Fortitude Valley</i> <i>Queensland 4006</i></p>
1.3 Village operator	<p>Name of entity that operates the retirement village (scheme operator) <i>Ozcare</i></p> <p>Australian Company Number (ACN) <i>072 422 925</i></p> <p>Address <i>P O Box 912 Fortitude Valley</i> <i>Queensland 4006</i> <i>Tel: (07) 3028 9000</i></p> <p>Date entity became operator <i>1 February 2016</i></p> <p>Is there an approved transition plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

1.4 Village management and onsite availability	<p>Name of village management entity and contact details</p> <p><i>Ozcare ACN 072 422 925 P O Box 912 Fortitude Valley Queensland 4006 Tel: (07) 3028 9000</i></p> <p>Email Currimundi@ozcare.org.au</p> <p>An onsite manager (or representative) is available to residents: <input type="checkbox"/> Other</p> <p>Onsite availability includes: Weekdays <i>Monday, Wednesday, Friday</i></p>
1.5 Approved closure plan or transition plan for the retirement village	<p>Is there an approved transition plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
1.6 Statutory Charge over retirement village land.	<p>Is a statutory charge registered on the certificate of title for the retirement village land? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	<p><i>Prospective residents (or in the case of a couple residing in the same unit, one member of the couple) must be aged at least 65 years on taking up residence in the Village.</i></p> <p><i>The Operator expressly reserves the right to decline any application for residence and to vary age limitation criteria at its discretion.</i></p>
ACCOMMODATION, FACILITIES AND SERVICES	
Part 3 – Accommodation units: Nature of ownership or tenure	
3.1 Resident ownership or tenure of the units in the village is:	<p><input type="checkbox"/> Freehold (owner resident)</p> <p><input type="checkbox"/> Lease (non-owner resident)</p> <p><input checked="" type="checkbox"/> Licence (non-owner resident)</p> <p><input checked="" type="checkbox"/> Rental</p>

	<input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident)
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are ... 52 ...units in the village, comprising of all being single story.
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Accommodation unit	Freehold	Leasehold	Licence	Other [name]
- One bedroom			7	
- Two bedroom			37	
- Two bedroom + Study			8	
- Three bedroom				
Total number of units			52	

Access and design

3.3 What disability access and design features do the units and the village contain?	<input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input checked="" type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Step-free (hobless) shower in <input type="checkbox"/> all <input checked="" type="checkbox"/> some units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input type="checkbox"/> all <input checked="" type="checkbox"/> some units <input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input type="checkbox"/> all <input checked="" type="checkbox"/> some units
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Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?	<input checked="" type="checkbox"/> <i>All units have own garage, car space or carport attached or adjacent to the unit.</i> <i>The garage, carport or car space forming part of each unit may be used only for the parking of the relevant resident's personal motor vehicle, boat or trailer, or the parking of a Visitor's motor vehicle.</i>
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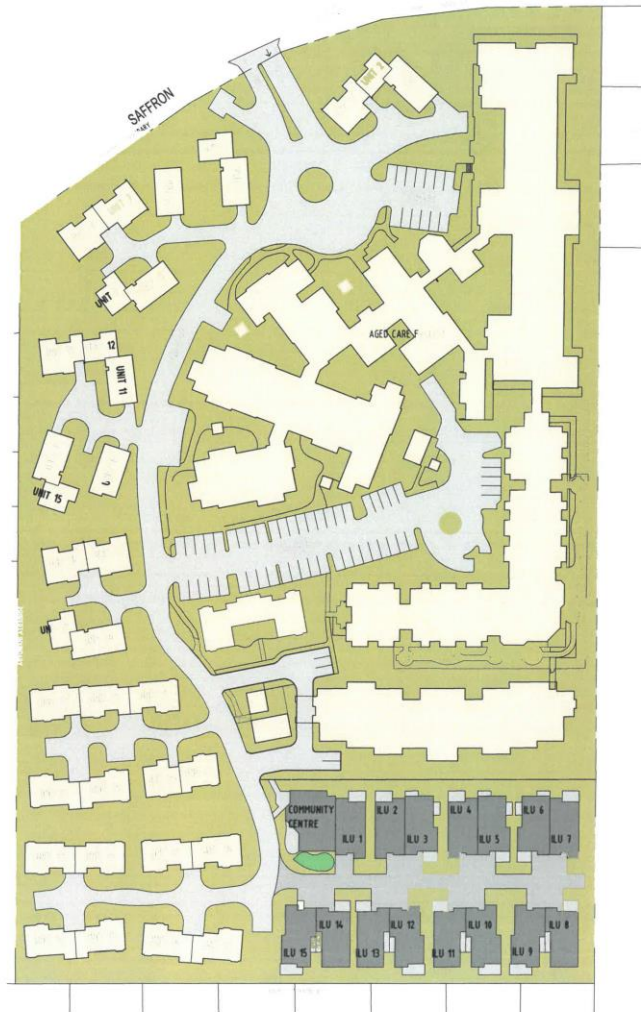
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>Visitors' vehicles may be parked only in the designated signed spaces on Common Property or in the garage or carport that forms part of each unit.</i>
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Part 5 – Planning and development

5.1 Is construction or development of the village complete?	Year village construction started 2021
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	<input type="checkbox"/> Fully developed / completed <input checked="" type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence
<p>5.2 Construction, development applications and development approvals Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.</p>	<p>Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the <i>Planning Act 2016</i></p> <p><i>Preliminary planning is presently underway for the development of a second stage to the village on a presently undeveloped parcel of land approximately 4,800m² in the south-east corner of the site. DA plans have been submitted to council, proposing 15 single story, 2 bedroom units, together with a new community facilities complex of approximately 150m²-200m². Stage 2 development has commence in July 2021 and be completed by mid 2022, however this timetable may vary depending upon a number of factors, including market demand.</i></p>
<p>5.3 Redevelopment plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

Short description of the redevelopment plan



An initial meeting was held at the Village on the 10 December 2019. A voting and information letter was given to all residents, along with contact details, Form 9, Form 9A and plans showing the proposed development of 15 ILU's and a Community Centre. Residents have voted in favour of the development and the Development Approval Application has now been approved by council.

The above diagram shows original village buildings and Independent Living Units, with a road to proposed new development shaded in dark grey. The plans have been approved by Council and construction will start by midway 2021.

The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy.

Note: see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Activities or games room | <input type="checkbox"/> Medical consultation room |
| <input checked="" type="checkbox"/> Arts and crafts room | <input type="checkbox"/> Restaurant |
| <input type="checkbox"/> Auditorium | <input type="checkbox"/> Shop |
| <input checked="" type="checkbox"/> BBQ area outdoors | <input type="checkbox"/> Swimming pool [indoor / outdoor]
[heated / not heated] |
| <input type="checkbox"/> Billiards room | <input type="checkbox"/> Separate lounge in community centre |
| <input type="checkbox"/> Bowling green [indoor/outdoor] | <input type="checkbox"/> Spa [indoor / outdoor]
[heated / not heated] |
| <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) | <input type="checkbox"/> Storage area for boats / caravans |
| <input checked="" type="checkbox"/> Chapel / prayer room | <input type="checkbox"/> Tennis court [full/half] |
| <input type="checkbox"/> Communal laundries | <input checked="" type="checkbox"/> Village bus or transport |
| <input checked="" type="checkbox"/> Community room or centre | <input type="checkbox"/> Workshop |
| <input type="checkbox"/> Dining room | <input type="checkbox"/> Other [specify] |
| <input checked="" type="checkbox"/> Gardens | |
| <input type="checkbox"/> Gym | |
| <input checked="" type="checkbox"/> Hairdressing or beauty room | |
| <input type="checkbox"/> Library | |

Details about any facility that is not funded from the General Services Charge paid by residents or if there are any restrictions on access or sharing of facilities (e.g. with an aged care facility).

Ozcare Currimundi Gardens Retirement Village is co-located with Ozcare’s Caroline Chisholm Aged Care Facility. While the Village and the Aged Care Facility operate as independent entities and facilities, the two operations share some facilities (such as the Federation Chapel) and function on a cooperative and mutually supportive basis.

Certain personal support and care services for Village residents may be available from time to time from the Ozcare Community Services Team (subject to applicable conditions and relevant charges). Residents may discuss any such needs with the Village Manager.

While respite and permanent admission to the Caroline Chisholm facility is always dependent upon vacancies and availability (and compliance with the Aged Care Act as outlined in the note below), consideration of the temporary or permanent extended care needs of residents of the Village will be prioritised to the extent practically and legally possible.

Ozcare also manage a Community Care business and are able to assist residents to access Community Aged Care services.

6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?

Yes No

Name of residential aged care facility and name of the approved provider

***Ozcare Caroline Chisholm Aged Care Facility
Approved Provider: Ozcare***

NB: Refer note in 6.1 above for important details regarding co-location

Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?

- ***Management, administration, promotion and marketing of the Village;***
- ***Rates, taxes, charges and assessments payable to any Government, Local Government or Statutory Authority and the costs of compliance with requirements of all such bodies.***
- ***Communal gardening and grounds maintenance (except where either is the responsibility of the residents);***
- ***Other minor maintenance (except where it is the responsibility of the residents);***
- ***External pest control;***
- ***Maintenance of all community facilities;***
- ***Common area lighting;***
- ***Building and other insurances relating to the Village (excluding resident's contents insurance);***
- ***General support as required from Ozcare Caroline Chisholm Aged Care Facility;***

7.2 Are optional personal services provided or made available to residents on a user-pays basis?

Yes No

If needed, we can help you manage better at home - in your retirement village unit, and improve your well-being with our home care services. You will see regular carers so we can get to know you and be familiar with how you like things done around your home, and if you ever need any extra help, it is always there. Ozcare's Community Care Services are available for things such as;

***Personal Care
Meal Preparation
Domestic Assistance***

	<p>Transport Social Support Respite Care Nursing Care Allied Health Dementia Advisory & Support Service Emergency Alarm Services</p> <p>All of our Carers have either a Certificate III in Aged Care or significant industry experience plus certification in CPR and First Aid.</p> <p>We can assist you in regards setting up and accessing these services; please just ask one of our staff or call <i>Ozcare at 1800 692 273.</i></p>
<p>7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?</p>	<p><input checked="" type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier – RACS ID number</p> <p>Name <i>Ozcare</i> <i>NAPS Service ID 23033</i></p> <p><input type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>
<p>Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the <i>Aged Care Act 1997 (Cwth)</i>. These home care services are not covered by the <i>Retirement Villages Act 1999 (Qld)</i>. Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.</p>	
<p>Part 8 – Security and emergency systems</p>	
<p>8.1 Does the village have a security system?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>8</p>	<p><input type="checkbox"/> Yes - all residents <input checked="" type="checkbox"/> Optional <input type="checkbox"/> No</p>

Emergency Call System Monitored by Tunstall Health Care 24 hours per day 7 days per week user pays system

8.3 Does the village have equipment that provides for the safety or medical emergency of residents?

Yes No

- **First Aid Equipment**
- **Hoists**
- **Access to Medical Staff at adjacent Ozcare Caroline Chisholm Aged Care Facility**

If yes, list or provide details e.g. first aid kit, defibrillator

COSTS AND FINANCIAL MANAGEMENT

Part 9 – Ingoing contribution - entry costs to live in the village

An ingoing contribution is the amount a prospective resident must pay under a residence contract to secure a right to reside in the retirement village. The ingoing contribution is also referred to as the sale price or purchase price. It does not include ongoing charges such as rent or other recurring fees.

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village

Accommodation Unit	Range of ingoing contribution
Independent living units	
- One bedroom	\$220,000 to \$230,000
- Two bedrooms	\$319,000 to \$360,000
- Two bedrooms + study	\$ 335,000 to \$360,000
Full range of ingoing contributions for all unit types	\$ 230,000 to \$440,000

9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?

Yes No

Ozcare offers a dynamic pricing model; whereby you are able to pay above or below the advertised price. See for example the model below based on an advertised price of an ILU for \$450,000. The standard DMF is 30% across 5 years.

If yes: specify or set out in a table how the contract options work e.g. pay a higher ingoing contribution and less or no exit fee.

Option		PRICE	DMF %	DMF \$	EE	Yr1	Yr2	Yr3	Yr4	Yr5	Total
1	Increase ↑	40%	\$ 630,000	12.5%	\$ 78,750	\$ 551,250	2.5%	2.5%	2.5%	2.5%	12.5%
2		30%	\$ 585,000	16.0%	\$ 93,600	\$ 491,400	3.2%	3.2%	3.2%	3.2%	16.0%
3		20%	\$ 540,000	20.0%	\$ 108,000	\$ 432,000	4.0%	4.0%	4.0%	4.0%	20.0%
4		10%	\$ 495,000	25.0%	\$ 123,750	\$ 371,250	5.0%	5.0%	5.0%	5.0%	25.0%
5	Base	-	\$ 450,000	30.0%	\$ 135,000	\$ 315,000	10.0%	5.0%	5.0%	5.0%	30.0%
6	Discount ↓	-10%	\$ 405,000	37.5%	\$ 151,875	\$ 253,125	7.5%	7.5%	7.5%	7.5%	37.5%
7		-15%	\$ 382,500	41.0%	\$ 156,825	\$ 225,675	8.2%	8.2%	8.2%	8.2%	41.0%
8		-20%	\$ 360,000	46.0%	\$ 165,600	\$ 194,400	9.2%	9.2%	9.2%	9.2%	46.0%
9		-25%	\$ 337,500	51.0%	\$ 172,125	\$ 165,375	10.2%	10.2%	10.2%	10.2%	51.0%

9.3 What other entry costs do residents need to pay?	<input checked="" type="checkbox"/> Costs related to your residence contract You are responsible for payment of your own legal costs and disbursements associated with your Residence Contract along with any relevant stamp duty and registration fees. You are also responsible for any contribution towards the Operator's legal costs as detailed in the Residence Contract.
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Part 10 – Ongoing Costs - costs while living in the retirement village

General Services Charge: Residents pay this charge for the general services supplied or made available to residents in the village, which may include management and administration, gardening and general maintenance and other services or facilities for recreation and entertainment described at 7.1.

Maintenance Reserve Fund contribution: Residents pay this charge for maintaining and repairing (but not replacing) the village's capital items e.g. communal facilities, swimming pool. This fund may or may not cover maintaining or repairing items in your unit, depending on the terms of your residence contract.

The budgets for the General Services Charges Fund and the Maintenance Reserve Fund are set each financial year and these amounts can increase each year. The amount to be held in the Maintenance Reserve Fund is determined by the operator using a quantity surveyor's report.
Note: The following ongoing costs are all stated as weekly amounts to help you compare the costs of different villages. However, the billing period for these amounts may not be weekly.

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Independent Living Units		
- One bedroom	\$75.83	\$17.40
- Two bedrooms	\$110.91	\$17.40
- Two bedrooms (New)	\$105.20	\$37.50
- Two bedrooms +study	\$120.60	\$17.40
- Three bedrooms	n/a	n/a

Last three years of General Services Charge and Maintenance Reserve Fund contribution

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2020/21	\$75 to \$119	+1.71%	\$17 to \$17	+6.25%
2019/20	\$74 to \$117	+1.74%	\$16 to \$16	0.0%
2018/19	\$73 to \$115	+10.0%	\$16 to \$16	-11.0%

10.2 What costs relating to the units are not covered by the	<input checked="" type="checkbox"/> Contents insurance	<input type="checkbox"/> Water
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<p>General Services Charge? (residents will need to pay these costs separately)</p>	<p><input type="checkbox"/> Home insurance (freehold units only)</p> <p><input checked="" type="checkbox"/> Electricity</p> <p><input type="checkbox"/> Gas</p> <p><input checked="" type="checkbox"/> Medical Alarm System</p>	<p><input checked="" type="checkbox"/> Telephone</p> <p><input checked="" type="checkbox"/> Internet</p> <p><input checked="" type="checkbox"/> Pay TV</p> <p><input type="checkbox"/> Other</p> <p>.....[specify]</p>
<p>10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?</p>	<p><input checked="" type="checkbox"/> Unit fixtures</p> <p><input checked="" type="checkbox"/> Unit fittings</p> <p><input checked="" type="checkbox"/> Unit appliances</p> <p><input type="checkbox"/> None</p> <p>Additional information</p> <p><i>A resident must keep his or her unit clean, well maintained and in good order and repair at his or her cost during the term of his or her residence contract.</i></p> <p><i>The resident's obligations in this regard extend to any maintenance, replacement and repair that becomes necessary as a consequence of fair wear and tear of all furnishings, fixtures, fittings and appliances provided by the operator.</i></p> <p><i>Refer Residence Contract for all details.</i></p>	
<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>The village's on-site maintenance staff are available to provide assistance to residents as and where applicable (including assistance in engaging external contractors where necessary). No service charges are applicable to residents for this general assistance although residents may be responsible for materials or services provided by third party providers.</i></p>	
<p>Part 11 – Exit fees – when you leave the village</p>		
<p><i>A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).</i></p>		
<p>11.1 Do residents pay an exit fee when they permanently leave their unit?</p>	<p><input checked="" type="checkbox"/> Yes – all residents pay an exit fee calculated using the same formula</p> <p><input type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract</p> <p><input type="checkbox"/> No exit fee</p> <p><input type="checkbox"/> Other</p>	

Time period from date of occupation of unit to the date the resident ceases to reside in the	Exit fee calculation based on <ul style="list-style-type: none"> Ingoing contribution
1 month or less	3% of your ingoing contribution
1 year	10% of your ingoing contribution (<i>i.e. 3% for the first month and 7% for the balance of the first year</i>)
2 years	15% of your ingoing contribution
3 years	20% of your ingoing contribution
4 years	25% of your ingoing contribution
5 years	30% of your ingoing contribution
10 years	30% of your ingoing contribution
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 30% of the ingoing contribution after 5 years of residence.</p> <p>The minimum exit fee is 3% of your ingoing contribution calculated on a daily basis if you reside in the village for one month or less</p>	

<p>11.2 What other exit costs do residents need to pay or contribute to?</p>	<p><input type="checkbox"/> Sale costs for the unit</p> <p><input checked="" type="checkbox"/> Legal costs <i>Any legal costs the Operator may incur in relation to the termination of your Residence Contract.</i></p> <p><input checked="" type="checkbox"/> Other costs</p> <ul style="list-style-type: none"> Any General Services Charges, Personal Services Charges, Maintenance Reserve Fund Contribution or other monies due and payable by you to the Operator under the Residence Contract at the exit entitlement date The cost of any reinstatement works to the unit in accordance with the Residence Contract and the Act. Such other costs (if any) that may be payable by the resident under the Resident Contract or the Act at the time of exit
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Part 12 – Reinstatement and renovation of the unit

<p>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> Yes. Refer to Residence Contract.</p> <p>The Operator has the right to claim from the resident certain reinstatement costs as outlined in clause 23.5(a) of the Residence Contract, however application of this policy is at the discretion of</p>
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	<p><i>the Operator and it is Ozcare's general policy not to claim such costs.</i></p> <p><i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i></p> <ul style="list-style-type: none"> • <i>fair wear and tear; and</i> • <i>renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i> <p><i>Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.</i></p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
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<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> No</p> <p><i>Unless agreed otherwise between the Operator and the Resident in accordance with clause 24.3(a) of the Residence Contract.</i></p>
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Part 13– Capital gain or losses

<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> No</p>
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Part 14 – Exit entitlement or buyback of freehold units

An exit entitlement is the amount the operator may be required to pay the former resident under a residence contract after the right to reside is terminated and the former resident has left the unit.

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p><i>By subtracting those sums and costs detailed in 11.1, 11.2 and any amount due by you under 12.1 (above) from your Ingoing Contribution</i></p>
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<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • <i>90 days after the exit date (being the later of the date your Residence Contract is terminated, or the date you vacate your residence following termination);</i> • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator
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In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.

14.3 What is the turnover of units for sale in the village?

2 (Two) accommodation units were vacant as at the end of the last financial year

3 (Three) accommodation units were resold during the last financial year

4 (months) was the average length of time to sell a unit over the last three financial

Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?

General Services Charges Fund for the last 3 years			
Financial Year	Deficit/ Surplus	Balance	Change from previous year
2020/21	-\$33,287	\$60,953	120%
2019/20	-\$31,500	\$27,666	822%
2018/19	\$9,321	-\$3,834	25%
Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$60,953
Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$108,431
Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available			\$125,455
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund			As Below
The operator pays a set amount as determined by a quantity surveyor’s report, to the Capital Replacement Fund each year. This fund is used for replacing the village’s capital items.			

Part 16 – Insurance

The village operator must take out general insurance, to full replacement value, for the retirement village, including for:

- communal facilities; and
- the accommodation units, other than accommodation units owned by residents.

Residents contribute towards the cost of this insurance as part of the General Services Charge.

16.1 Is the resident responsible for arranging any insurance cover?

If yes, the resident is responsible for these insurance policies:

Yes No

If yes, the resident is responsible for these insurance policies:

The resident is responsible for arranging and meeting the cost of his or her own unit contents insurance and any public liability insurance he or she may deem necessary.

Part 17 – Living in the village

Trial or settling in period in the village

17.1 Does the village offer prospective residents a trial period or a settling in period in the village?

Yes No

Pets

17.2 Are residents allowed to keep pets?

If yes: specify any restrictions or conditions on pet ownership

Yes No

Residents may, with the approval of the Operator, keep certain small pets in their units. The Operator has the absolute right to determine the conditions upon which any such approval may be granted and reserves the right to subsequently revoke any such approval in circumstances where it believes such action to be necessary.

Visitors

17.3 Are there restrictions on visitors staying with residents or visiting?

Yes No

Residents are free to invite family and friends to visit them at the Village at any time. Family and friends may stay with Residents in their Residence within the parameters of any conditions in that regard in the Residence Contract. Residents are responsible for ensuring that their Visitors and House Guests respect the rights of all other Residents and adhere to Village Rules and By-Laws in every relevant respect while they are in the Village Precinct.

Village by-laws and village rules

<p>17.4 Does the village have village by-laws?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.</i></p> <p><i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
<p>17.5 Does the operator have other rules for the village.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>Resident input</p>	
<p>17.6 Does the village have a residents committee established under the <i>Retirement Villages Act 1999</i>?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i></p> <p><i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i></p>
<p>Part 18 – Accreditation</p>	
<p>18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?</p>	<p><input checked="" type="checkbox"/> No, village is not accredited</p>
<p>Note: Retirement village accreditation schemes are industry-based schemes. The <i>Retirement Villages Act 1999</i> does not establish an accreditation scheme or standards for retirement villages.</p>	
<p>Part 19 – Waiting list</p>	
<p>19.1 Does the village maintain a waiting list for entry? what is the fee to join the waiting list?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>There is no fee to join the waiting list</i></p>
<p>Access to documents</p>	
<p>The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Certificate of registration for the retirement village scheme <input checked="" type="checkbox"/> Certificate of title or current title search for the retirement village land <input checked="" type="checkbox"/> Village site plan 	

- Plans showing the location, floor plan or dimensions of accommodation units in the village
- Plans of any units or facilities under construction
- Development or planning approvals for any further development of the village
- An approved redevelopment plan for the village under the *Retirement Villages Act*
- An approved transition plan for the village
- An approved closure plan for the village
- The annual financial statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of the capital replacement fund, or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
- Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
- Examples of contracts that residents may have to enter into
- Village dispute resolution process
- Village by-laws
- Village insurance policies and certificates of currency
- A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of Communities, Housing and Digital Economy website.

Further Information

If you would like more information, contact the Department of Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at www.chde.qld.gov.au

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages
 For more information on retirement villages and other seniors living options:
www.qld.gov.au/seniorsliving

Regulatory Services, Department of Communities, Housing and Digital Economy

Regulatory Services administers the *Retirement Villages Act 1999*. This includes investigating complaints and alleged breaches of the Act.

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

Website: www.chde.qld.gov.au/housing

Queensland Retirement Village and Park Advice Service (QRVPAS)

Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

Department of Human Services (Australian Government)

Information on planning for retirement and how moving into a retirement village can affect your pension

Phone: 132 300

Website: www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement

Seniors Legal and Support Service

These centres provide free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: <https://caxton.org.au>

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: info@qls.com.au

Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

This independent decision-making body helps resolve disputes and reviews administrative decisions.

GPO Box 1639, Brisbane, QLD 4001

Phone: 1300 753 228

Email: enquiries@qcat.qld.gov.au

Website: www.qcat.qld.gov.au

Department of Justice and Attorney-General

Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.

Phone: 07 3006 2518

Toll free: 1800 017 288

Website: www.justice.qld.gov.au

Livable Housing Australia (LHA)

The Livable Housing Guidelines and standards have been developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, as well as more cost effective to adapt when life's circumstances change.

Website: www.livablehousingaustralia.org.au/