

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740

Name of village: The Lakes Retirement Village

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 www.ozcare.org.au
- 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 *29 April 2024* 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	Retirement Village Name: The Lakes Retirement Village Street Address: 33 Emily Street Suburb: Innisfail State: QLD Post Code: 4860
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Ozcare Australian Company Number (ACN) 072 422 925 Address: 66 River Terrace, Kangaroo Point, Suburb: Brisbane State: QLD Post Code: 4169
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Ozcare Australian Company Number (ACN) 072 422 925 Address: 66 River Terrace, Kangaroo Point, Suburb: Brisbane State: QLD Post Code: 4169 Date entity became operator 1 December 2023
1.4 Village management and onsite availability	Name of village management entity and contact details Ozcare Australian Company Number (ACN) 072 422 925 Phone: 07 4030 2508 Email: lakes@ozcare.org.au An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> By appointment only <input checked="" type="checkbox"/> Other: Office located at Warrina Innisfail Aged Care Facility, 1 Warrina Street, Innisfail Onsite availability includes: Weekdays: Office Hours Weekends: Emergency

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><i>A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan 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 is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
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Part 2 – Age limits

2.1 What age limits apply to residents in this village?	<p>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.</p> <p>The Operator expressly reserves the right to decline any application for residence and to vary age limitation criteria at its discretion.</p>
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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:	<input type="checkbox"/> Freehold (owner resident) <input type="checkbox"/> Lease (non-owner resident) <input checked="" type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident) <input type="checkbox"/> Rental (non-owner resident) <input type="checkbox"/> Other
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are 30 units in the village, comprising 30 single story units; 0 units in multi-story building with 0 levels
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	Accommodation unit	Freehold	Leasehold	Licence	Other
	Independent living units				
	- Studio				
	- One bedroom				
	- Two bedroom			30	

- Three bedroom				
Other [specify]				
Total number of units			30	

Access and design

3.3 What disability access and design features do the units and the village contain?

- Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in some units
- Alternatively, a ramp, elevator or lift allows entry into all some units
- Step-free (hobless) shower in some units
- Width of doorways allow for wheelchair access in some units
- Toilet is accessible in a wheelchair in some units
- Other key features in the units or village that cater for people with disability or assist residents to age in place - Grab rails and hand rails
- None

Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?

- All units with own garage or carport attached or adjacent to the units
- Restrictions on resident's car parking include:
- Noise to tail parking in unit driveways is permitted only if space allows and vehicles do not protrude onto roadways.
 - Vehicles are not permitted to park on roadways, paths or lawns.
 - Residents are not to park in visitor parking areas.

4.2 Is parking in the village available for visitors?

If yes, parking restrictions include

- Yes No
- Visitor Car Parks are available in Manilla Avenue and Foxtail Avenue. Visitors are required to park either in designated visitor car parks or if space is available – nose to tail in hosting resident's individual driveway. Visitors are not permitted to park on roadways, paths or lawns.

Part 5 – Planning and development

5.1 Is construction or development of the village complete?

- Year village construction started
- Fully developed / completed
 - Partially developed / completed
- At present the Scheme Operator has no planned developments for this village but reserves the right to introduce new developments at its sole discretion.

	<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>Not applicable</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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>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.</i></p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>

Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<input type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input type="checkbox"/> BBQ area outdoors <input type="checkbox"/> Billiards room <input type="checkbox"/> Bowling green [indoor/outdoor] <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input type="checkbox"/> Community room or centre	<input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input type="checkbox"/> Swimming pool [indoor / outdoor] [heated / not heated] <input type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor] [heated / not heated] <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop
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	<input type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input type="checkbox"/> Library	<input type="checkbox"/> Other
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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).

Residents are invited to attend activities and church services at Warrina Innisfail..

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
Warrina Innisfail Aged Care Facility is located at 1 Warrina Street, Innisfail.

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)?

Services funded from the General Services Charge include:

- Management and Administration Fees
- Audit and Accounting fees
- Rates, Water, Sewerage
- Waste Disposal
- Insurance
- Day to Day Maintenance
- Electricity
- Wages
- Printing & Stationary
- Garden and minor maintenance

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

Yes No

As all electricity costs are funded through the General Services Fund, additional White Goods are charged for Air Conditioner, Dryer and Deep Freezer:

- 1 white good - \$3.50 per week
- 2 white goods - \$7.00 per week
- 3 white goods - \$10.50 per week
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<p>7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?</p>	<p><input 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><input type="checkbox"/> Yes, home care is provided in association with an Approved Provider</p> <p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>
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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 *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.
Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.

Part 8 – Security and emergency systems

<p>8.1 Does the village have a security system?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>CCTV recording 24 hours per day 7 days per week</p> <p>Not monitored – history of recording checked as required.</p>
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<p>8.2 Does the village have an emergency help system? If yes or optional:</p> <ul style="list-style-type: none"> the emergency help system details are: 	<p><input type="checkbox"/> Yes - all residents <input checked="" type="checkbox"/> Optional <input type="checkbox"/> No</p> <p>Tunstall Lifeline Digital alarm available as optional service.</p> <p>24/7 monitoring with Tunstall.</p> <p>Monthly charge of \$35.00</p>
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<p>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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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	
	- Two bedrooms	\$ 210,000
	Full range of ingoing contributions for all unit types	\$ 210,000

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 \$210,000. The standard DMF is 30% across 5 years.

Option		PRICE	DMF %	DMF \$	EE	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Total
1	Increase ↑	40%	\$ 294,000	12.5%	\$ 36,750	\$ 257,250	4.5%	2.0%	2.0%	2.0%	12.5%
2		30%	\$ 273,000	16.0%	\$ 43,680	\$ 229,320	5.6%	2.6%	2.6%	2.6%	16.0%
3		20%	\$ 252,000	20.0%	\$ 50,400	\$ 201,600	6.8%	3.3%	3.3%	3.3%	20.0%
4		10%	\$ 231,000	25.0%	\$ 57,750	\$ 173,250	8.6%	4.1%	4.1%	4.1%	25.0%
5	Base	-	\$ 210,000	30.0%	\$ 63,000	\$ 147,000	10.0%	5.0%	5.0%	5.0%	30.0%
6	Discount ↓	-10%	\$ 189,000	37.5%	\$ 70,875	\$ 118,125	12.7%	6.2%	6.2%	6.2%	37.5%
7		-15%	\$ 178,500	41.0%	\$ 73,185	\$ 105,315	13.8%	6.8%	6.8%	6.8%	41.0%
8		-20%	\$ 168,000	46.0%	\$ 77,280	\$ 90,720	15.6%	7.6%	7.6%	7.6%	46.0%
9		-25%	\$ 157,500	51.0%	\$ 80,325	\$ 77,175	17.0%	8.5%	8.5%	8.5%	51.0%

9.3 What other entry costs do residents need to pay?

Transfer or stamp duty

Costs related to your residence contract

Costs related to any other contract e.g.

Advance payment of General Services Charge

Other costs

You are responsible for payment of your own legal costs and disbursements associated with your Residence Contract. You are also responsible for the Operator's legal costs of \$1350 plus GST.

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)
All units pay a flat rate	\$98.56	\$24.50

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 -)
2022/2023	\$106.12	1.68%	\$24.50	0%
2021/2022	\$104.37	6.65%	\$24.50	7.69%
2020/2021	\$97.86	1.82%	\$22.75	0%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	<input checked="" type="checkbox"/> Contents insurance <input type="checkbox"/> Home insurance (freehold units only) <input type="checkbox"/> Electricity <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other[specify]
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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?	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances <input type="checkbox"/> None Additional information
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10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Please register all maintenance requests using the Maintenance Request form. All associated costs will be discussed and approved between parties prior to commencement. Costs will be billed on monthly statement.
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Part 11 – Exit fees – when you leave the village

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).

11.1 Do residents pay an exit fee when they	<input checked="" 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
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permanently leave their unit?	
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on your ingoing contribution – below is an example for 30% DMF option.
1 year	10% of your ingoing contribution
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
<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 10% of the Ingoing Contribution divided by 365 (daily rate).</p>	

11.2 What other exit costs do residents need to pay or contribute to?	<input type="checkbox"/> Sale costs for the unit <input checked="" type="checkbox"/> Legal costs: Any legal costs the Operator may incur in relation to the termination of your Residence Contract <input checked="" type="checkbox"/> Other costs <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

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <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> <ul style="list-style-type: none"> • fair wear and tear; and • renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.
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	<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>
<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>Renovation means replacements or repairs other than reinstatement work.</i></p> <p>By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.</p>
<p>Part 13– Capital gain or losses</p>	
<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital gain or capital loss on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> No</p>
<p>Part 14 – Exit entitlement or buyback of freehold units</p>	
<p><i>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.</i></p>	
<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p><i>The exit entitlement for the unit is equal to the ingoing contribution paid by the resident, LESS:</i></p> <ul style="list-style-type: none"> ▪ the exit fee; ▪ any outstanding personal services or general services charges; ▪ any outstanding maintenance reserve fund contributions; ▪ any reinstatement costs payable by the resident; ▪ any costs of storage of the resident's contents; and ▪ any other monies which are owing to the operator by the resident.
<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"> • the day stated in the residence contract <p style="margin-left: 40px;">➤ which is 18 months after the termination of the residence contract</p>

	<ul style="list-style-type: none"> • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>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.</p>
<p>14.3 What is the turnover of units for sale in the village?</p>	<p>1 accommodation units were vacant as at the end of the last financial year</p> <p>2 accommodation units were resold during the last financial year</p> <p>2 months was the average length of time to sell a unit over the last three financial years</p>

Part 15 – Financial management of the village

<p>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</p>	<p>General Services Charges Fund for the last 3 years</p>			
	<p>Financial Year</p>	<p>Deficit/ Surplus</p>	<p>Balance</p>	<p>Change from previous year</p>
	<p>2020/2021</p>	<p>\$1832.36</p>	<p>\$25,816.23</p>	<p>20.16%</p>
	<p>2021/2022</p>	<p>\$14,625</p>	<p>\$40,253</p>	<p>55.92%</p>
	<p>2022/2023</p>	<p>\$25,799</p>	<p>\$62,737.37</p>	<p>55.85%</p>
	<p>Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$62,737.37</p>
	<p>Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$263,578.67</p>
	<p>Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$249,947.08</p>
	<p>Percentage of a resident ingoing contribution applied to the Capital Replacement Fund</p>			<p>20 %</p>
	<p>The operator pays a percentage of a resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.</p>			

OR the village is not yet operating.

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 must insure the contents of the unit that are owned by the resident and keep them insured against loss, theft, damage or destruction.

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 must not keep any pets in the unit or the village without the operator's prior written consent, which the operator may give or refuse at its absolute discretion.

If the operator gives its consent, then the resident must comply with any conditions on that consent and any pet policy in place to deal with pet ownership or control of pets in the village.

A Pet Application is available on request and will be considered separately from your Resident Contract.

Visitors

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

If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)

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 meet the expectations set out in the contract.

	If the Resident intends for a visitor to stay for a period of more than two weeks the Resident must obtain the prior written approval of the Operator.
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Village by-laws and village rules

17.4 Does the village have village by-laws?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <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> <i>Note: See notice at end of document regarding inspection of village by-laws</i>
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17.5 Does the operator have other rules for the village.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes: Rules may be made available on request
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Resident input

17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <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> <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>
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Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	<input checked="" type="checkbox"/> No, village is not accredited <input type="checkbox"/> Yes, village is voluntarily accredited through:
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Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, • what is the fee to join the waiting list?	<input checked="" type="checkbox"/> No fee

Access to documents

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).

- Certificate of registration for the retirement village scheme
- Certificate of title or current title search for the retirement village land
- 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 3013 2666

Email: regulatoryservices@chde.qld.gov.au

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

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: 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: 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.

