

## 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: Odyssey Lifestyle Care Communities



### 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.odysseyprivateagedcare.com.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](http://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](http://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 12 February 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**

<p><b>1.1 Retirement village location</b></p>	<p>Retirement Village Name: Odyssey Lifestyle Care Communities</p> <p>Street Address: 1 The Crestway</p> <p>Suburb: Robina State: QLD Post Code: 4226</p>
<p><b>1.2 Owner of the land on which the retirement village scheme is located</b></p>	<p>Name of land owner: Catalyst Robina SPV Pty Ltd</p> <p>Australian Company Number (ACN): 628 468 011</p> <p>Address: Level 2, 57 Old Cleveland Road</p> <p>Suburb: Stones Corner State: QLD Post Code: 4120</p>
<p><b>1.3 Village operator</b></p>	<p>Name of entity that operates the retirement village (scheme operator): OHG Robina Pty Ltd</p> <p>Australian Company Number (ACN): 628 728 245</p> <p>Address: WMS Chartered Accountants Pty Ltd 'The Rocket' Suite 1401, Level 14, 203 Robina Town Centre Drive</p> <p>Suburb: Robina State: QLD Post Code: 4226</p> <p>Date entity became operator: 25 June 2020</p>
<p><b>1.4 Village management and onsite availability</b></p>	<p>Name of village management entity and contact details: OHG Robina Pty Ltd</p> <p>Australian Company Number (ACN): 628 728 245</p> <p>Phone: 07 5551 6720 Email: compliance@ohg.net.au</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time</p> <p><input type="checkbox"/> Part time</p> <p><input type="checkbox"/> By appointment only</p>

	<input type="checkbox"/> None available <input type="checkbox"/> Other .....  Onsite availability includes:  Weekdays: 8:30am to 5pm  Weekends: By appointment and on call, including 24 hour nurse and concierge availability.
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<b>1.5 Approved closure plan or transition plan for the retirement village</b>	Is there an approved transition plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**Part 2 – Age limits**

<b>2.1 What age limits apply to residents in this village?</b>	Occupants must be at least 65 years old.
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**ACCOMMODATION, FACILITIES AND SERVICES**

**Part 3 – Accommodation units: Nature of ownership or tenure**

<b>3.1 Resident ownership or tenure of the units in the village is:</b>	<input type="checkbox"/> Freehold (owner resident) <input checked="" type="checkbox"/> Lease (non-owner resident) <input 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**

<b>3.2 Number of units by accommodation type and tenure</b>	There are 99 units in the village, comprising 0 single story units; 99 units in 3 multi-story buildings with 6-8 levels
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Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio				
- One bedroom		63		
- Two bedroom		18		
- Three bedroom				

Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other: Special Disability Support Units		18		
Total number of units		99		

### 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  all  some units

Alternatively, a ramp, elevator or lift allows entry into  all  some units

**Note from the operator:** *There is level access from the street into the ground floor. From the ground floor, lift access to all floors is available.*

Step-free (hobless) shower in  all  some units

Width of doorways allow for wheelchair access in  all  some units

Toilet is accessible in a wheelchair in  all  some units

Other key features in the units or village that cater for people with disability or assist residents to age in place

*All units have been constructed in accordance with resident accessibility design principles which incorporate:*

- *step free design in the entire unit, including onto any balcony areas;*
  - *level entrance to the unit;*
  - *sufficient room for mobility devices;*
  - *some reinforced walls for the installation of grab rails as required;*
  - *modular bedroom cupboard which allows later installation of a hoist (if required)*
  - *large format switches.*
- .....

### Part 4 – Parking for residents and visitors

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

- Some units with own garage or carport attached or adjacent to the unit
- Some units with own garage or carport separate from the unit
- Some units with own car park space adjacent to the unit

	<input checked="" type="checkbox"/> Some units with own car park space separate from the unit <input type="checkbox"/> General car parking for residents in the village  <input type="checkbox"/> Other parking e.g. caravan or boat  .....  <input type="checkbox"/> ..... units with no car parking for residents  Restrictions on resident's car parking include: <b>Note from Operator:</b> <i>Odyssey Lifestyle Care Communities has fewer car spaces than units. Car parking may be available on request and subject to entering into a car park licence and availability. Some car spaces may be subject to easement. In addition, on-grade parking may be shared with the adjoining lot and/or allocated for staff.</i>
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<b>4.2 Is parking in the village available for visitors?</b> If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  Visitors are required to park in spaces that are designated for visitors.
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**Part 5 – Planning and development**

<b>5.1 Is construction or development of the village complete?</b>	Year village construction started 2019 <input type="checkbox"/> Fully developed / completed <input checked="" type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence
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<b>5.2 Construction, development applications and development approvals</b> Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.	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>  <b>Village land</b>  The village land comprises Lot 1 on survey plan 317046.  <b>Development of retirement village</b>  The operator plans to develop the village in two stages in accordance with Development Application MCU/2018/1215 which provides for a two-stage development of 152 apartments in three buildings of 6, 7 and 8 levels.  <b>Stage 1</b> will provide 99 units and various communities facilities. It is anticipated that construction will be complete in July 2020.  Of the 99 units in stage 1, 18 will be specialist disability accommodation ( <b>SDA</b> ). These units will be occupied by non-village
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residents under tenancy agreements. The occupants will have an entrance that is separate to the entrance for the retirement village.

The operator may, from time to time, change the use of the SDA units to retirement village units and may also reinstate the use back to SDA. In addition, some retirement village units may be converted to SDA units from time to time.

**Stage 2** will provide a further 51 units and facilities and is anticipated to be commenced in the second half of 2019 and completed within 12 months from commencement. Timing may be impacted by any safety rules imposed by authorities to deal with COVID19.

There is an approval (Development Application FDA/2018/35) relating to a residential aged care facility with 10 places. It is intended that this facility will form part of stage 2, but it may or may not be constructed. If it is not constructed, the operator will consider alternate, but complimentary uses, such as private aged care or a dedicated memory care unit. This may result in up to 10 additional rooms. However, the operator makes no promise or representation regarding the inclusion or construction of these additional rooms or the potential aged care, private aged care or memory care unit.

The Operator reserves the right:

- Not to construct the second stage of the village;
- Construction further accommodation units;
- Remove, add, relocate, reconfigure, renovate, extend and/or improve any facilities;
- Subdivide or further subdivide the village land;
- Surrender or partially surrender any head lease or sub lease and enter into a head lease or sub lease over a smaller or larger area;
- Construct additional rooms or areas in the village to be used for the purpose of office, transition rooms or management purposes (e.g. administration); and
- Increase the village land (by adding or amalgamating other land) or decrease the village land (by disposing of, or removing land).

**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 checked="" type="checkbox"/> Medical consultation room                      |
| <input checked="" type="checkbox"/> Arts and crafts room     | <input checked="" 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]<br>[heated / not heated] |
| <input type="checkbox"/> Billiards room                      | <input checked="" type="checkbox"/> Separate lounge in community centre            |
| <input type="checkbox"/> Bowling green<br>[indoor/outdoor]   | <input type="checkbox"/> Spa [indoor / outdoor]<br>[heated / not heated]           |

	<input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input checked="" type="checkbox"/> Village bus or transport <input checked="" type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: Piano Lounge, Concierge, Wine Cellar, Transition Rooms; Communal vegetable garden; Resident's bar; Resident's coffee shop; Foyer reception area for family and friends; Alfresco area (undercover); Sky gardens; Sky Bridges and Car parking
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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).

*There are a number of easements that affect the village land, and particularly the driveway, porte cochere and on-grade carparks. Much of these areas will be allocated exclusively to, or shared with, the owner of the adjoining lot 2.*

*There are areas within the village that will be used for management purposes, which residents do not have access to. Charges for these areas will be allocated to the operator exclusively and will not be paid by residents.*

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

Yes  No

**Note from operator:** *A dedicated memory support unit is planned as part of the future development. While this cannot be guaranteed, the operator fully intends to include the support unit and the only foreseeable reasons it will not proceed are a change to existing legislation requirements or an outcome from the Royal Commission restricting dementia care from being provided in the planned 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)?**

- operating and managing the Village;
- providing, operating and managing the community areas and facilities;
- daily provision of breakfast (which will comprise a light continental breakfast and morning tea;
- access to lunch and dinner through the onsite restaurant (at an additional 'per meal' cost for the food purchased);

	<ul style="list-style-type: none"> <li>▪ resident engagement system (including providing technical support for the system);</li> <li>▪ heavy laundry services;</li> <li>▪ providing a resident orientation, which may include information and resources specific to the relevant resident from time to time;</li> <li>▪ providing a care assessment by an appropriately qualified person on entry and at least every six months during the resident's occupation of their Unit;</li> <li>▪ gardening and landscaping;</li> <li>▪ arranging and coordinating activities;</li> <li>▪ managing security at the village;</li> <li>▪ maintaining and testing the security system, emergency help system and safety equipment (including fire equipment);</li> <li>▪ maintaining and updating safety and emergency procedures for the village;</li> <li>▪ cleaning, maintenance, repairs and replacements of and to the community areas and facilities;</li> <li>▪ maintenance, repairs and replacements of and to units and items inside units (except where this is the responsibility of a Resident);</li> <li>▪ monitoring and exterminating pests (except to the extent that a resident is required to do so);</li> <li>▪ engaging staff and contractors necessary for the operation of the village, which may include a village manager, wellness manager, activities coordinator, registered nurse cleaning and maintenance personnel, concierge staff, security personnel, personal care and nursing personnel and/or relief personnel;</li> <li>▪ arranging for administrative, secretarial, book-keeping, accounting and legal services necessary for the operation of the village;</li> <li>▪ maintaining any licences required in relation to the village;</li> <li>▪ maintaining required insurances;</li> <li>▪ complying with the law; and</li> <li>▪ any other general services funded via a budget of general services costs for a financial year.</li> </ul>
<p><b>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>Services such as meals, laundry, care, cleaning, general maintenance and other services not included in the general services may be made available by the operator (or a third-party provider) on a user pays basis.</p> <p>The operator will assist in coordination of the required service at no cost.</p> <p>Charges for meals, at the date of this document are:</p> <ol style="list-style-type: none"> <li>1. Meal package of \$15 per day for a weekly package; or</li> <li>2. Individual meals at a cost of \$12 for lunch and \$10 for dinner.</li> </ol> <p>Charges for any other services provided (or facilitated) by the operator are available upon request.</p>
<p><b>7.3 Does the retirement village operator provide government funded home care services</b></p>	<p><input checked="" type="checkbox"/> Yes, home care is provided in association with an Approved Provider, Local Guardians Pty Ltd ABN 91 158 357 674</p>



<p><b>under the Aged Care Act 1997 (Cwth)?</b></p>	<p><b>Note:</b> The operator will assist in the provision of FlexiCare Packages for initial care, moderate care, high care and extra high care needs. Presently, the operator is not an approved provider but does have an arrangement where it will facilitate these services through the approved provider noted above. A personal services agreement may be required for the provision of these services. The operator may become an approved provider in the future.</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><b>8.1 Does the village have a security system?</b>          If yes:          • the security system details are:           the security system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>The front gate is locked every evening.</p> <p>The building is secured via access pass, card or code and there are CCTV cameras.</p> <p>The lobby is protected by each visitor passing through a thermal security check. If the check is not satisfactory, the doors will self-lock.</p> <p>Access to floors is restricted to residents, or persons provided with access by residents.</p> <p>24 hours per day, 7 days per week by Odyssey staff (or by an appropriately qualified third party contractor).</p>
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<p><b>8.2 Does the village have an emergency help system?</b>          If yes or optional:          • the emergency help system details are:           the emergency help system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes - all residents   <input type="checkbox"/> Optional   <input type="checkbox"/> No</p> <p>Emergency response system equipment is installed in each accommodation unit and in all common areas which allows residents to activate an emergency call.</p> <p>An onsite representative will assess and deal with calls in accordance with protocols developed by Odyssey.</p> <p>24 hours a day, 7 days per week.</p>
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<p><b>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</b>          If yes, list or provide details e.g. first aid kit, defibrillator</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>First aid kits and equipment, adequate lighting of common areas, locks on doors, fire protection equipment as required by law.</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	
	- Studio	\$ ..... to \$.....
	- One bedroom	\$530,000.00 to \$700,000.00
	- Two bedrooms	\$645,000.00 to \$820,000.00
	- Three bedrooms	\$ ..... to \$.....
	Serviced units	
	— Studio	\$ ..... to \$.....
	— One bedroom	\$ ..... to \$.....
	— Two bedrooms	\$ ..... to \$.....
	— Three bedrooms	\$ ..... to \$.....
	Other	\$ ..... to \$.....
	<b>Full range of ingoing contributions for all unit types</b>	\$530,000.00 to \$820,000.00

<p><b>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?</b> 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.</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>Subject to availability, Residents are able to select one of the following 7 contract options:</p> <ul style="list-style-type: none"> <li>• <b>Prepaid Contract:</b> prepay your management fee and collect all the capital gain when you leave.</li> <li>• <b>Traditional DMF Contract:</b> defer your management fee and collect all the capital gain when you leave.</li> <li>• <b>Prepaid – Part Prepaid Contract:</b> prepay part of your management fee and share in capital gain when you leave.</li> <li>• <b>Capital Protected – Prepaid Contract:</b> prepay a reduced management fee, with no additional management fee when you leave.</li> <li>• <b>Capital Protected – Non-Prepaid Contract:</b> fix the amount of your deferred management fee on entry.</li> <li>• <b>Pay as you Go – DMF Contract:</b> pay an upfront non-refundable establishment fee and a fixed weekly accommodation payment</li> </ul>
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for a three year term, with no management fee when you leave. Option for a new term.

- **Aged Care Alternative Contract:** pay an upfront non-refundable establishment fee, a refundable security deposit, a fixed weekly accommodation payment, and no management fee when you leave.

All contracts are subject to a 'disembarking fee' of \$5,000 on departure.

Details of how each contract option works are set out in the following sections of this document, with further information available from our village team.

**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

The resident is required to pay:

(a) The operator's costs and expenses relating to the signing, settlement and registration of the residence contract (although these may be waived by the operator);

(b) the registration fee charged by the Department of Natural Resources and Mines for the registration of the residence contract;

(c) any survey plan costs in respect of this Lease; and

(d) if the contract type is a 'Pay as you go: DMF', an establishment fee equal to 6 months' rent, which is non-refundable.

(e) If the contract type is a 'Aged Care Alternative Contract', a security deposit of equal to 6 months' of weekly accommodation payments, which is non-refundable.

**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. 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.

<b>10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution</b>		
<b>Type of Unit</b>	<b>General Services Charge (weekly)</b>	<b>Maintenance Reserve Fund contribution</b>

		(weekly)
Other – Based on number of occupants	\$268.47 for one occupant \$378.47 for couples	\$
All units pay a flat rate	\$	\$31.53

**Note from Operator:** The total amount payable for weekly General Services Charge and Maintenance Reserve Fund contributions are as follows:

- \$300 for one resident
- \$410 for two residents

These weekly rates are fixed for the duration of the residence contract.

**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 -)
2018/19	N/A	N/A	N/A	N/A
2017/18	N/A	N/A	N/A	N/A
2016/17	N/A	N/A	N/A	N/A

**10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)**

- Contents insurance
- Home insurance (freehold units only)
- Electricity
- Gas

- Water\*
- Telephone
- Internet
- Pay TV
- Other:

\*This fee is for hot water usage, which is explained in the contract.

\*\*The connection, supply and usage fees of any services that are separately metered, assessed, charged or supplied in respect of your unit (or the use of your unit).

**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?**

- Unit fixtures
- Unit fittings
- Unit appliances
- None

Additional information

Residents are responsible for maintenance and repairs. The scheme operator is responsible for replacements.

The Operator will pay for repairs and maintenance of the air conditioning units and the resident engagement system (including the television that is part of the Unit). This does not extend to the replacement of batteries in the remote.

	Any replacement or repair of the remote that is not due to fair and tear will incur an additional fee.
<p><b>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</b></p> <p>If yes: provide details, including any charges for this service.</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>Details available from village manager.</p>

**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).*

<p><b>11.1 Do residents pay an exit fee when they permanently leave their unit?</b></p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<p><input 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 checked="" type="checkbox"/> Other</p>	
	<b>Prepaid Contract</b>	15% per year of residence for the first two years, with 7.5% in the third year, of the ingoing contribution.
	<b>Traditional DMF Contract</b>	15% per year of residence for the first two years, with 7.5% in the third year, of the purchase price paid by the next resident of the unit.
	<b>Prepaid – Part Prepaid Contract</b>	15% per year of residence for the first two years, with 7.5% in the third year, of the ingoing contribution.
	<b>Capital Protected – Prepaid Contract</b>	15% per year of residence for the first two years, with 2.5% in the third year, of the ingoing contribution.
	<b>Capital Protected – Non-Prepaid Contract</b>	15% per year of residence for the first two years, with 7.5% in the third year, of the ingoing contribution.
	<b>Pay as you Go – DMF</b>	No exit fee applies.

	<b>Aged Care Alternative</b>	No exit fee applies.
<b>Prepaid Contract</b>		
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on	
1 year	15% of your ingoing contribution	
2 years	30% of your ingoing contribution	
3 years	37.5% of your ingoing contribution	
5 years	37.5% of your ingoing contribution	
10 years	37.5% of your ingoing contribution	
<p><b>Note:</b> 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 37.5% of your ingoing contribution after 3 years of residence. The minimum exit fee is 15% of your ingoing contribution x 1/365 (for 1 day of residence).</p>		
<b>Traditional DMF Contract</b>		
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on	
1 year	15% of the purchase price paid by the next resident	
2 years	30% of the purchase price paid by the next resident	
3 years	37.5% of the purchase price paid by the next resident	
5 years	37.5% of the purchase price paid by the next resident	
10 years	37.5% of the purchase price paid by the next resident	
<p><b>Note:</b> 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 37.5% of the purchase price paid by the next resident after 3 years of residence. The minimum exit fee is 15% of the purchase price paid by the next resident x 1/365 (for 1 day of residence).</p> <p><b>Note from operator:</b> <i>It is assumed that the next purchaser will acquire their right to reside on the same contract type.</i></p>		

	<b>Prepaid – Part Prepaid Contract</b>
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
1 year	15% of your ingoing contribution
2 years	30% of your ingoing contribution
3 years	37.5% of your ingoing contribution
5 years	37.5% of your ingoing contribution
10 years	37.5% of your ingoing contribution
<p><b>Note:</b> 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 37.5% of your ingoing contribution after 3 years of residence. The minimum exit fee is 15% of your ingoing contribution x 1/365 (for 1 day of residence).</p>	
	<b>Capital Protected – Prepaid Contract</b>
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
1 year	15% of your ingoing contribution
2 years	30% of your ingoing contribution
3 years	32.5% of your ingoing contribution
5 years	32.5% of your ingoing contribution
10 years	32.5% of your ingoing contribution
<p><b>Note:</b> 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 32.5% of your ingoing contribution after 3 years of residence. The minimum exit fee is 15% of your ingoing contribution x 1/365 (for 1 day of residence).</p>	
	<b>Capital Protected – Non-Prepaid Contract</b>
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on

1 year	15% of your ingoing contribution
2 years	30% of your ingoing contribution
3 years	37.5% of your ingoing contribution
5 years	37.5% of your ingoing contribution
10 years	37.5% of your ingoing contribution
<p><b>Note:</b> 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 37.5% of your ingoing contribution after 3 years of residence. The minimum exit fee is 15% of your ingoing contribution x 1/365 (for 1 day of residence).</p>	

<b>11.2 What other exit costs do residents need to pay or contribute to?</b>	<input type="checkbox"/> Sale costs for the unit <input type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Other costs: Disembarking Fee (currently \$5,000); registration costs and other costs related to the termination of the residence contract
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**Part 12 – Reinstatement and renovation of the unit**

<b>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</b>	<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"> <li>• fair wear and tear; and</li> <li>• renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</li> </ul> <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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<b>12.2 Is the resident responsible for renovation of the unit</b>	<input checked="" type="checkbox"/> Optional, only applies to residents who share in the capital gain on the sale of their unit.
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<p><b>when they leave the unit?</b></p>	<p>Residents will be responsible for the same proportion of any renovation work as they share in capital gain.</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>
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**Part 13– Capital gain or losses**

<p><b>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?</b></p>	<p><input checked="" type="checkbox"/> Optional - residents can elect to share in a capital <b>gain</b> or <b>loss</b> option depending on which of the following contracts is selected:</p> <table border="1" data-bbox="475 817 1492 1691"> <thead> <tr> <th></th> <th>Resident's share of <b>capital gain</b></th> <th>Resident's share of <b>capital loss</b></th> </tr> </thead> <tbody> <tr> <td><b>Traditional DMF Contract</b></td> <td>100%</td> <td>100%</td> </tr> <tr> <td><b>Prepaid Contract</b></td> <td>100%</td> <td>100%</td> </tr> <tr> <td><b>Prepaid – Part Prepaid Contract</b></td> <td colspan="2">The share of Capital Loss and Capital gain depends on the amount of the Deferred Management Fee that is prepaid. Where the amount that a resident pre-pays (i.e. 'Your Upfront Deferred Management Fee'):</td> </tr> <tr> <td></td> <td colspan="2">i. is less than the total Deferred Management Fee, the same percentage that is equal to the percentage of the total Deferred Management Fee that is paid upfront; or</td> </tr> <tr> <td></td> <td colspan="2">ii. is equal to or greater than the total Deferred Management Fee, 100%.</td> </tr> <tr> <td><b>Capital Protected – Prepaid Contract</b></td> <td>0%</td> <td>0%</td> </tr> <tr> <td><b>Capital Protected – Non-Prepaid Contract</b></td> <td>0%</td> <td>0%</td> </tr> <tr> <td><b>Pay as you Go – DMF</b></td> <td>0%</td> <td>0%</td> </tr> <tr> <td><b>Aged Care Alternative</b></td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>		Resident's share of <b>capital gain</b>	Resident's share of <b>capital loss</b>	<b>Traditional DMF Contract</b>	100%	100%	<b>Prepaid Contract</b>	100%	100%	<b>Prepaid – Part Prepaid Contract</b>	The share of Capital Loss and Capital gain depends on the amount of the Deferred Management Fee that is prepaid. Where the amount that a resident pre-pays (i.e. 'Your Upfront Deferred Management Fee'):			i. is less than the total Deferred Management Fee, the same percentage that is equal to the percentage of the total Deferred Management Fee that is paid upfront; or			ii. is equal to or greater than the total Deferred Management Fee, 100%.		<b>Capital Protected – Prepaid Contract</b>	0%	0%	<b>Capital Protected – Non-Prepaid Contract</b>	0%	0%	<b>Pay as you Go – DMF</b>	0%	0%	<b>Aged Care Alternative</b>	0%	0%
	Resident's share of <b>capital gain</b>	Resident's share of <b>capital loss</b>																													
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<b>Capital Protected – Prepaid Contract</b>	0%	0%																													
<b>Capital Protected – Non-Prepaid Contract</b>	0%	0%																													
<b>Pay as you Go – DMF</b>	0%	0%																													
<b>Aged Care Alternative</b>	0%	0%																													

**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><b>14.1 How is the exit entitlement which the operator will pay the resident worked out?</b></p>	<p>The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident less the following amounts:</p> <ul style="list-style-type: none"> <li>the Deferred Management Fee (except for a 'Pay as you go: DMF' Contract Option and Aged Care Alternative);</li> </ul>
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	<ul style="list-style-type: none"> <li>• any costs of any Reinstatement Work required due to damage the resident has caused to the unit and any Renovation Work you are obliged to contribute to;</li> <li>• any costs and expenses incurred in connection with the termination of the residence contract (including the Disembarking Fee and any registration costs); and</li> <li>• any other amounts the residents owes under the residence contract or any other agreements the resident has with the operator or its related parties about the provision of good and services in the retirement village.</li> </ul>
<p><b>14.2 When is the exit entitlement payable?</b></p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the <b>earliest</b> of the following days:</p> <ul style="list-style-type: none"> <li>• the day stated in the residence contract,</li> <li>• 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator</li> <li>• 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).</li> </ul> <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><b>Note from Operator:</b> <i>In all cases, the Operator has agreed to pay the exit entitlement earlier than the statutory timeframe. These timeframes are contained in the residence contract and are as follows:</i></p> <ul style="list-style-type: none"> <li>• <i>12 months after the termination of the residence contract and vacant possession of the unit for the Prepaid Contract; Traditional DMF Contract; Part Prepaid Contract and Capital Protected (Non-Pepaid) Contract;</i></li> <li>• <i>60 days from termination of the residence contract and vacant possession of the unit for the Capital Protected (Prepaid) Contract; and</i></li> <li>• <i>30 days from termination of the residence contract and vacant possession of the unit for the Pay as You Go DMF Contract and the Aged Care Alternative Contract.</i></li> </ul>
<p><b>14.3 What is the turnover of units for sale in the village?</b></p>	<p>Nil accommodation units were vacant as at the end of the last financial year.</p> <p>Nil accommodation units were resold during the last financial year</p>
<p><b>Part 15 – Financial management of the village</b></p>	
<p><b>15.1 What is the financial status for the funds that the</b></p>	<p><b>General Services Charges Fund</b> for the last 3 years</p>

<b>operator is required to maintain under the Retirement Villages Act 1999?</b>	Financial Year	Deficit/Surplus	Total general service charges collected for the financial year	Change from previous year
	2018/19	N/A	N/A	N/A
	2017/18	N/A	N/A	N/A
	2016/17	N/A	N/A	N/A
	Balance of <b>General Services Charges Fund</b> for last financial year OR last quarter if no full financial year available			N/A
	Balance of <b>Maintenance Reserve Fund</b> for last financial year OR last quarter if no full financial year available			N/A
	Balance of <b>Capital Replacement Fund</b> for the last financial year OR last quarter if no full financial year available  Percentage of a resident ingoing contribution applied to the Capital Replacement Fund  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.			N/A  N/A
OR <input checked="" type="checkbox"/> 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:

- Contents insurance (for the resident's property in the unit)
- Public liability insurance (for incidents occurring in the resident's unit)
- Workers' compensation insurance (for the resident's employees or contractors)
- Third-party insurance (for the resident's motor vehicles or mobility devices)

## 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

Yes  No

<p><b>or a settling in period in the village?</b> If yes: provide details including, length of period, relevant time frames and any costs or conditions</p>	<p>Upon completion, trial periods for up to three months may be available in certain circumstances. Please contact the village for more information.</p>
<p><b>Pets</b></p>	
<p><b>17.2 Are residents allowed to keep pets?</b> If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Pets are welcome with the scheme operator's prior consent.</p>
<p><b>Visitors</b></p>	
<p><b>17.3 Are there restrictions on visitors staying with residents or visiting?</b> If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Visitors may stay with a resident for temporary visits of up to 2 weeks. Longer stays are permitted with consent of the scheme operator and should be discussed with the village manager.</p>
<p><b>Village by-laws and village rules</b></p>	
<p><b>17.4 Does the village have village by-laws?</b></p>	<p><input type="checkbox"/> Yes <input checked="" 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> <i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
<p><b>17.5 Does the operator have other rules for the village.</b></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes: Rules may be made available on request</p>
<p><b>Resident input</b></p>	
<p><b>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</b></p>	<p><input type="checkbox"/> Yes <input checked="" 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>

*The operator appreciates the benefit of a residents committee and intends to assist in the facilitation of the formation of such a committee, subject to the wishes of the residents.*

## Part 18 – Accreditation

**18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?**

- No, village is not accredited  
 Yes, village is voluntarily accredited through:

**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?**

- Yes  No

## 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 Housing and Public Works website.

## Further Information

If you would like more information, contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

### General Information

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

### Regulatory Services, Department of Housing and Public Works

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: [regulatoryservices@hpw.qld.gov.au](mailto:regulatoryservices@hpw.qld.gov.au)

Website: [www.hpw.qld.gov.au/housing](http://www.hpw.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](mailto:caxton@caxton.org.au)

Website: [www.caxton.org.au](http://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](http://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](mailto: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](mailto:info@qls.com.au)

Website: [www.qls.com.au](http://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](mailto:enquiries@qcat.qld.gov.au)

Website: [www.qcat.qld.gov.au](http://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](http://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/](http://www.livablehousingaustralia.org.au/)