Retirement Villages Form 3

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 – Chevron Island

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.odysseycommunities.com.au/community/chevron-island/
- 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 20 July 2026 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: Odyssey Lifestyle Care Communities Street Address: 32 Mawarra Street Suburb: Surfers Paradise State: QLD Post Code: 4217
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Catalyst Chevron Island SPV Pty Ltd Australian Company Number (ACN): 637 900 611 Address: Unit 9, 281 Station Road Suburb: Yeerongpilly State: QLD Post Code: 4105
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): OHG Chevron Pty Ltd Australian Company Number (ACN): 648 183 582 Address: WMS Chartered Accountants Pty Ltd 'The Rocket' Suite 1401 Level 14, 203 Robina Town Centre Drive Suburb: Robina State: QLD Post Code: 4226 Date entity became operator: 20 January 2026
1.4 Village management and onsite availability	Name of village management entity and contact details: OHG Chevron Pty Ltd Australian Company Number (ACN): 648 183 582 Phone: 07 5551 6720 Email: compliance@ohg.net.au An onsite manager (or representative) is available to residents: ☒ Full time ☐ Part time

	☐ By appointment only ☐ None available ☐ Other …… Onsite availability includes: Weekdays: 8:30am to 5:00pm Weekends: By appointment and on call, including 24-hour nurse and concierge availability.
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No *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.* Is there an approved closure plan for the village? ☐ Yes ☒ No *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.*
1.6 Statutory Charge over retirement village land.	*Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.* *In relation to licence schemes, a statutory charge over the land is normally registered on the certificate of title by the chief executive of the department administering the Act. It there is no statutory charge registered on a licence scheme, which may be the case for some religious, charitable or community purpose organisations, you should check if the security of tenure offered meets your requirements.* Is a statutory charge registered on the certificate of title for the retirement village land? ☒ Yes ☐ No If yes, provide details of the registered statutory charge 724654255
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Occupants must be at least 65 years old.

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:	☐ Freehold (owner resident) ☐ Lease (non-owner resident) ☒ Licence (non-owner resident) ☐ Share in company title entity (non-owner resident) ☐ Unit in unit trust (non-owner resident) ☐ Rental (non-owner resident) ☐ Other ……

Accommodation types

3.2 Number of units by accommodation type and tenure

There are 175 units in the village**,** comprising 0 single story units; 175 units in multi-story building with 19 levels

Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- One bedroom			65	
- Two bedroom			78	
Penthouse - Three bedroom			3	
Penthouse - Four bedroom			6	
Other: Other: Cognitive impairment support apartment (Memory Lane)			23	
Total number of units			175	

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

☒ 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: Throughout the village there are a number of PWD toilets. Additionally, the village is fitted with a pool lift/assist.
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 ☒ Some units with own car park space separate from the unit ☐ General car parking for residents in the village ☐ Other parking e.g. caravan or boat ☐…… units with no car parking for residents ☐ No car parking for residents in the village Restrictions on resident's car parking include: ***Note from Operator:*** *Odyssey Lifestyle Care Communities Chevron Island has fewer car spaces than unit (85 car parks, and three parks for motorcycles).* *Car parking may be available on request and subject to entering into a car park licence and availability. A carparking licence fee of $50.00 per week will apply if you have exclusive use of a carpark under a licence agreement.*
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No There are 11 car parks and 4 motorcycle parks available for visitors. Visitors are required to park in spaces that are designated for visitors.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started: 2022 ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals Provide details and timeframe of	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 *Planning Act 2016* The village land comprises Lot 100 on SP359801

development or proposed development, including the final number and types of units and any new facilities.	***Development of retirement village*** The operator may, from time to time, change the use of the Memory Lane units to the 'standard' retirement village units and may also reinstate the use back to Memory Lane. In addition, some retirement village units may be converted to Memory Lane units from time to time. The Operator reserves the right to: • Construct 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).
5.3 Redevelopment plan under the *Retirement Villages Act 1999*	Is there an approved redevelopment plan for the village under the *Retirement Villages Act*? ☐ Yes ☒ No *The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy.* **Note:** see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village		
6.1 The following facilities are currently available to residents:	☒ Activities or games room ☐ Arts and crafts room ☐ Auditorium ☐ BBQ area outdoors ☐ Billiards room ☐ Bowling green [indoor/outdoor]	☒ Medical consultation room ☒ Restaurant ☒ Shop ☒ Swimming pool [indoor / outdoor - Heated] with entry lift assistance ☐ Separate lounge in community centre ☐ Spa [indoor / outdoor] [heated / not heated

	☐ Business centre (e.g. computers, printers, internet access) ☐ Chapel / prayer room ☐ Communal laundries ☐ Community room or centre ☒ Dining room ☐ Gardens ☒ Gym ☒ Hairdressing or beauty room ☒ Library	☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☐ Village bus or transport ☐ Workshop ☒ Other: • Coffee shop; • Piano Lounge; • Function Room; • Cinema/s; • multiple wine cellars; • community bus; • lifestyle stations throughout the community.
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). NIL……		
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	
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); ▪ heavy laundry services;	

	▪ providing a resident orientation, which may include information and resources specific to the relevant resident from time to time; ▪ 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; ▪ gardening and landscaping; ▪ arranging and coordinating activities; ▪ managing security at the village; ▪ maintaining and testing the security system, emergency help system and safety equipment (including fire equipment); ▪ maintaining and updating safety and emergency procedures for the village; ▪ cleaning, maintenance, repairs and replacements of and to the community areas and facilities; ▪ maintenance, repairs and replacements of and to units and items inside units (except where this is the responsibility of a Resident); ▪ monitoring and exterminating pests (except to the extent that a resident is required to do so); ▪ 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; ▪ arranging for administrative, secretarial, book-keeping, accounting and legal services necessary for the operation of the village; ▪ maintaining any licences required in relation to the village; ▪ maintaining required insurances; ▪ complying with the law; and • any other general services funded via a budget of general services costs for a financial year.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No 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. The operator will assist in coordination of the required service at no cost.

Charges for meals, at the date of this document are as follows:

Meals	Item	Resident Price
Breakfast	Gourmet Breakfast	$13.50
Lunch/Dinner	Starters	$5.00-$10.00
	Main Course	$15.00-$30.00
	Dessert	$5.00-$10.00
	Chef's Suggestion	$25.00-$38.00
	Lite Bite Meals Available from 2pm-5pm	$15.00
	Event	$40.00
	Cheese Board for 2	$28.00
Visitor Price Add *Visitors pay this price in addition to the Resident Price*		$7.00
Odyssey Eats Delivery		$3.00

Charges for any services provided (or facilitated) by the operator are available upon request.

Note: In memory lane, additional fees are payable. At the date of this disclosure, the additional fees are $412 per day comprised of $370 per day for care and $42 per day for meals. These services may be provided directly by Odyssey Care Angels via a direct agreement. In this case, the services will not be 'personal services'.

7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?

☒ Yes, home care is provided in association with an Approved Provider, Odyssey Care Angels Pty Ltd ABN 79 146 376 089

Note: Presently, the operator is not an approved provider but does have an arrangement where it will facilitate certain services through the approved provider noted above. A personal services agreement may be required for the provision of these services or you may enter into a contract directly with them.

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

8.1 Does the village have a security system? If yes: • the security system details are: the security system is monitored between:	☒ Yes ☐ No Outside of normal operating hours, the building will be secured via access pass, card or code and there are CCTV cameras. Access to floors is restricted to residents, or persons provided with access by residents, after hours. The security system is monitored 24 hours per day, 7 days per week by Odyssey staff (or by an appropriately qualified third party contractor).
8.2 Does the village have an emergency help system? If yes or optional: • the emergency help system details are: the emergency help system is monitored between:	☒ Yes - all residents ☐ Optional ☐ No Emergency response system equipment is installed in each accommodation unit and in all common areas which allows residents to activate an emergency call. An onsite representative will assess and deal with calls in accordance with protocols developed by Odyssey. The emergency system is monitored 24 hours a day, 7 days per week.
8.3 Does the village have equipment that provides for the safety or medical emergency of residents? If yes, list or provide details e.g. first aid kit, defibrillator	☒ Yes ☐ No First aid kits and equipment, adequate lighting of common areas, locks on doors, fire protection equipment as required by law.

COSTS AND FINANCIAL MANAGEMENT

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

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

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

Accommodation Unit	Range of ingoing contribution
Independent living units	
- One bedroom	$780,000 to $1,450,000
- Two bedrooms	$1,070,000 to $2,250,000
Other: Penthouse Three bedrooms	$4,190,000 to $5,500,000

	Other: Penthouse Four bedrooms	$6,540,000 to $9,350,000
	Other: Memory Lane Units. Memory Lane units may be provided on a rental basis, but where they are offered on the basis of one of the retirement village contract options, the pricing for the ingoing contribution is the range noted in this part.	$540,000
	Full range of ingoing contributions for all unit types	$540,000 to $9,350,000

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?
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.

☒ Yes ☐ No

The available contract options depend on the unit type you have selected. These are outlined below;

Unit type	Available contract option
Memory Lane	• **Fixed and Simple Contract:** fix the amount of your deferred management fee on entry. • **Fixed and Simple Prepaid Contract:** prepay all (or part) of your management fee and secure a lower deferred management fee. • **Pay as you Go – DMF Contract:** pay an upfront non-refundable establishment fee and a fixed weekly accommodation payment for a three-year term, with no management fee when you leave. Option for a new term. See item 9.3 below for further details.
One bedroom and Two bedroom	• **Fixed and Simple Prepaid Contract:** prepay all (or part) of your management fee and secure a lower deferred management fee. • **Traditional DMF Contract:** defer your management fee and collect 50% of the capital gain when you leave. • **Fixed and Simple Contract:** fix the amount of your deferred management fee on entry.
Penthouse – 3 bedroom and Penthouse – 4 bedroom	• **Fixed and Simple Prepaid Contract:** prepay all (or part) of your management fee and secure a lower deferred management fee. • **Fixed and Simple Contract:** fix the amount of your deferred management fee on entry.

	All contracts are subject to a 'disembarking fee' of $6,000 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 and settlement of the residence contract; and b) if the contract type is a 'Pay as you go: DMF', an establishment fee equal to 3 months' rent, 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, 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)*
Other – Based on number of occupants	$386 one occupant $506 couples	
All units pay a flat rate		$34

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

- $420 for one resident
- $540 for two residents

In some circumstances, we may agree to 'fix' Service Fees at the rate they are when you enter into the Lease This generally does not apply to the occupation of Memory Lane and Rental Contracts.

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 -)*
2025/26	$386 – $506		$34.00	
N/A	N/A	N/A	N/A	N/A
N/A	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 in their unit. The scheme operator is responsible for replacements. • The Operator will pay for repairs and maintenance of the air conditioning units. 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.	
10.4 Does the operator offer a maintenance	☒ Yes ☐ No	

service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.	Details available from village manager.

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 permanently leave their unit?

If yes: list all exit fee options that may apply to new contracts

☐Yes – all residents pay an exit fee calculated using the same formula

☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract

☐ No exit fee

☒ Other

Fixed and Simple Prepaid Contract	15% for the first year, 12.5% in the second year of the ingoing contribution, 2% accrued each year from years 11-15 of the ingoing contribution.
Traditional DMF Contract	20% for the first year, 17.5% in the second year, 2.5% accrued each year from years 11-15 of the ingoing contribution.
Fixed and Simple	15% for the first year, 15% in the second year, 2% accrued each year from years 11-15 of the ingoing contribution.
Pay as you Go – DMF	No exit fee applies.

Fixed and Simple Prepaid Contract	
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
1 year	15% of your ingoing contribution
2 years	27.5% of your ingoing contribution
5 years	27.5% of your ingoing contribution
10 years	27.5% of your ingoing contribution

11 years	29.5% of your ingoing contribution
12 years	31.5% of your ingoing contribution
13 years	33.5% of your ingoing contribution
14 years	35.5% of your ingoing contribution
15 years	37.5% of your ingoing contribution

Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.

The maximum (or capped) exit fee is 37.5% of your ingoing contribution after 15 years of residence.
The minimum exit fee is 15% of your ingoing contribution x 1/365 (for 1 day of residence).

Traditional DMF Contract

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
1 year	20% of your ingoing contribution
2 years	37.5% of your ingoing contribution
5 years	37.5% of your ingoing contribution
10 years	37.5% of your ingoing contribution
11 years	40% of your ingoing contribution
12 years	42.5% of your ingoing contribution
13 years	45% of your ingoing contribution
14 years	47.5% of your ingoing contribution
15 years	50% of your ingoing contribution

Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.
The maximum (or capped) exit fee is 50% of your ingoing contribution after 15 years of residence.

The minimum exit fee is 20% of your ingoing contribution x 1/365 (for 1 day of residence).

Fixed and Simple

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

5 years	30% of your ingoing contribution
10 years	30% of your ingoing contribution
11 years	32% of your ingoing contribution
12 years	34% of your ingoing contribution
13 years	36% of your ingoing contribution
14 years	38% of your ingoing contribution
15 years	40% of your ingoing contribution

Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.

The maximum (or capped) exit fee is 40% of your ingoing contribution after 15 years of residence.
The minimum exit fee is 15% of your ingoing contribution x 1/365 (for 1 day of residence).

11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☒ Legal costs ☒ Other costs: Disembarking Fee (currently $6,000); and other costs related to the termination of the residence contract.

Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	☒ Yes ☐ No *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:* • *fair wear and tear; and* • *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.* *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.* Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒Optional, only applies to residents who share in the capital gain on the sale of their unit. *Renovation means replacements or repairs other than reinstatement work.*

	By law, the operator is responsible for the cost of any renovation work in 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.

Part 13– Capital gain or losses

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?

☒ Optional - residents can elect to share in a capital **gain** or **loss** option depending on which of the following contracts is selected:

	Resident's share of **capital gain**	Resident's share of **capital loss**
Traditional DMF Contract	50%	50%
Fixed and Simple Prepaid Contract	0%	0%
Fixed and Simple	0%	0%
Pay as you Go – DMF	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.

14.1 How is the exit entitlement which the operator will pay the resident worked out?

The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident less the following amounts:

- the Deferred Management Fee (except for a 'Pay as you go: DMF' Contract Option);
- 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;
- any costs and expenses incurred in connection with the termination of the residence contract (including the Disembarking Fee); and
- any other amounts a resident 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.

14.2 When is the exit entitlement payable?

By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days:

- the day stated in the residence contract
- 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).

	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. ***Note from Operator:*** *In the case of a Pay as You Go DMF Contract, the Operator has agreed to pay the exit entitlement within 30 days from termination of the residence contract and vacant possession of the unit.*
14.3 What is the turnover of units for sale in the village?	☒ Retirement village has been registered for less than one year so average length of time to sell a unit cannot be provided.

Part 15 – Financial management of the village

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

General Services Charges Fund for the last 3 years

Financial Year	Deficit/ Surplus	Balance	Change from previous year
			…….....%
			…….....%
			…….....%

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$262,264
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$253,363
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$0.00
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.	

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: • 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 or a settling in period in the village? If yes: provide details including, length of period, relevant time frames and any costs or conditions	☐ Yes ☒ No
Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Pets are welcome with the scheme operator's prior consent.
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 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.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☐ Yes ☒ No *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.*

	Note: See notice at end of document regarding inspection of village by-laws
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No If yes: Rules may be made available on request
Resident input	
17.6 Does the village have a residents committee established under the *Retirement Villages Act 1999*?	☐ Yes ☒ No *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.* *You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*
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
☒ A capital replacement quantity surveyor report
☒ A maintenance and repair quantity surveyor report
☐ 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 Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at **www.housing.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 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 3013 2666
Email: regulatoryservices@housing.qld.gov.au
Website: www.housing.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

Services Australia (Australian Government)
Information on planning for retirement and how moving into a retirement village can affect your pension
Phone: 132 300
Website: https://www.servicesaustralia.gov.au/retirement-years

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.
Website: www.livablehousingaustralia.org.au/