# Retirement Villages Form 3

QUEENSLAND GOVERNMENT

## Village Comparison Document

*Retirement Villages Act 1999 (Section 74)*

**This form is effective from 1 February 2019**

**ABN: 86 504 771 740**

Odyssey LIFESTYLE CARE COMMUNITIES

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.odysseycommunities.com.au/community/robina/
- 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 30 September 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

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

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| | ☐ By appointment only<br>☐ None available<br>☐ Other ……<br><br>Onsite availability includes:<br>Weekdays: 8:30am to 5pm<br>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?<br>☐ Yes ☒ No<br>*A written transition plan approved by the Department of Housing and Public Works is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.*<br><br>Is there an approved closure plan for the village?<br>☐ Yes ☒ No<br>*A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works 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.*<br>*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.*<br>Is a statutory charge registered on the certificate of title for the retirement village land?<br>☒ Yes ☐ No<br><br>If yes, provide details of the registered statutory charge<br>724086577<br><br>***Note from Operator:*** *The Operator has recently transitioned from a leasehold scheme to a licence scheme and has requested the Department register a Statutory Charge over the village land.* |
| **Part 2 – Age limits** | |
| **2.1 What age limits apply to residents in this village?** | 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** | |
| **3.1 Resident ownership or tenure of the units in the village is:** | ☐ Freehold (owner resident)<br>☒ Lease (non-owner resident)<br>☒ Licence (non-owner resident)<br>☐ Share in company title entity (non-owner resident)<br>☐ Unit in unit trust (non-owner resident)<br>☐ Rental (non-owner resident)<br>☐ Other |
| **Accommodation types** | |
| **3.2 Number of units by accommodation type and tenure** | There are 221 units in the village**,** comprising 0 single story units; 221 units in 4 multi-story buildings with 6-8 levels |

| Accommodation unit | Freehold | Leasehold | Licence | Other |
|---|---|---|---|---|
| Independent living units | | | | |
| - Studio | | 14 | 2 | |
| - One bedroom | | 65 | 54 | |
| - Two bedroom | | 34 | 25 | |
| - Three bedroom | | 1 | 9 | |
| Serviced units | | | | |
| - Studio | | | | |
| - One bedroom | | | | |
| - Two bedroom | | | | |
| - Three bedroom | | | | |
| Other: Special Disability Support Units | | 5 | | |
| Other: Cognitive impairment support apartment (Memory Lane) | | 8 | 4 | |
| Total number of units | | 127 | 94 | |

***Note from Operator:*** *The cognitive impairment support apartments may be provided on a rental basis, or any other basis deemed appropriate by us on a case by case basis – including existing retirement village unit contract options. There is no guarantee that any residents of the Village will be provided with the opportunity to secure accommodation in Memory Lane, although if an existing resident of the Village does wish to make an application for residence, all reasonable attempts to*

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| | *accommodate that application will be made. If any resident or prospective resident has queries about Memory Lane, those queries should be directed to us.* |
| **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<br>☒ Alternatively, a ramp, elevator or lift allows entry into ☒ all ☐ some units<br>***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.*<br>☒ Step-free (hobless) shower in ☒ all ☐ some units<br>☒ Width of doorways allow for wheelchair access in ☒ all ☐ some units<br>☒ Toilet is accessible in a wheelchair in ☒ all ☐ some units<br>☒ Other key features in the units or village that cater for people with disability or assist residents to age in place<br>*All units have been constructed in accordance with resident accessibility design principles which incorporate:*<br>• *step free design in the entire unit, including onto any balcony areas;*<br>• *level entrance to the unit;*<br>• *sufficient room for mobility devices;*<br>• *some reinforced walls for the installation of grab rails as required;*<br>• *modular bedroom cupboard which allows later installation of a hoist (if required)*<br>• *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<br>☐ Some units with own garage or carport separate from the unit<br>☐ Some units with own car park space adjacent to the unit<br>☒ Some units with own car park space separate from the unit<br>☐ General car parking for residents in the village<br>☐ Other parking e.g. caravan or boat<br>Restrictions on resident's car parking include:<br>***Note from Operator:*** *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 allocated for staff.* |
| **4.2 Is parking in the village available for visitors?**<br>If yes, parking restrictions include | ☒ Yes ☐ No<br>Visitors are required to park in spaces that are designated for visitors. |

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| **Part 5 – Planning and development** | |
| **5.1 Is construction or development of the village complete?** | Year village construction started 2019<br>☐ Fully developed / completed<br>☒ Partially developed / completed<br>☐ Construction yet to commence |
| **5.2 Construction, development applications and development approvals**<br>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 *Planning Act 2016*<br><br>***Village land***<br><br>The village land comprises Lot 3 on survey plan 358778.<br><br>***Development of retirement village***<br><br>The operator may develop the village further in the future by developing more accommodation units and community facilities (which may include hairdressing/beauty facilities, billiards room, bar, gym etc) on the land adjoining the village land.<br><br>The operator may, from time to time, change the use of the Memory Lane units or the SDA units to the 'standard' retirement village units and may also reinstate the use back to SDA or Memory Lane. In addition, some retirement village units may be converted to SDA units or Memory Lane units from time to time.<br><br>**Note:** in July 2022 the operator commenced the process of changing the use of the SDA units to retirement village units. As each SDA tenancy agreement ends the SDA unit is re-utilised as a retirement village unit.<br><br>The Operator reserves the right to:<br><br>• Construct further accommodation units;<br>• Remove, add, relocate, reconfigure, renovate, extend and/or improve any facilities;<br>• Subdivide or further subdivide the village land;<br>• 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;<br>• 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<br>• 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*? |

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| | ☒ Yes ☐ No<br><br>Short description of the redevelopment plan:<br><br>It is proposed that a fourth building, named Biarritz, will be constructed on a separate lot of land adjacent to the current village land. Biarritz will be an 8-storey building which will add 68 additional units to the village, and will introduce a number of new facilities that may be utilised by all village residents, including: Gymnasium, Medical Consultation Rooms, Indoor Activity Area, Hair Salon, Outdoor Activity Area.<br><br>Declaration date for the redevelopment plan: 22 September 2023.<br><br>*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 Housing and Public Works.*<br><br>**Note:** see notice at end of document regarding inspection of the development approval documents. |

## Part 6 – Facilities onsite at the village

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| **6.1 The following facilities are currently available to residents**: | ☒ Activities or games room<br>☒ Arts and crafts room<br>☐ Auditorium<br>☒ BBQ area outdoors<br>☐ Billiards room<br>☐ Bowling green [indoor/outdoor]<br>☐ Business centre (e.g. computers, printers, internet access)<br>☐ Chapel / prayer room<br>☐ Communal laundries<br>☒ Community room or centre<br>☒ Dining room<br>☒ Gardens<br>☒ Gym | ☒ Medical consultation room<br>☒ Restaurant<br>☐ Shop<br>☐ Swimming pool [indoor / outdoor] [heated / not heated]<br>☒ Separate lounge in community centre<br>☐ Spa [indoor / outdoor] [heated / not heated<br>☐ Storage area for boats / caravans<br>☐ Tennis court [full/half]<br>☒ Village bus or transport<br>☐ Workshop<br>☒ Other: Indoor activity area; Outdoor activity area; Cinema, Piano Lounge, Concierge, Wine Cellar, Transition Rooms; Communal vegetable garden; Resident's bar; Resident's coffee shop; Foyer reception area for family and friends; |

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| | ☒ Hairdressing or beauty room<br>☒ Library | Alfresco area (undercover); Sky gardens; Sky Bridges and Car parking |

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 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.*

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| **6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?** | ☐ Yes ☒ No<br><br>***Note from operator:*** *As noted above, there is a dedicated cognitive impairment support unit ('Memory Lane').* |

**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

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| **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;<br>▪ providing, operating and managing the community areas and facilities;<br>▪ daily provision of breakfast (which will comprise a light continental breakfast) and morning tea;<br>▪ access to lunch and dinner through the onsite restaurant (at an additional 'per meal' cost for the food purchased);<br>▪ heavy laundry services;<br>▪ providing a resident orientation, which may include information and resources specific to the relevant resident from time to time;<br>▪ 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;<br>▪ gardening and landscaping;<br>▪ arranging and coordinating activities;<br>▪ managing security at the village;<br>▪ maintaining and testing the security system, emergency help system and safety equipment (including fire equipment);<br>▪ maintaining and updating safety and emergency procedures for the village;<br>▪ cleaning, maintenance, repairs and replacements of and to the community areas and facilities;<br>▪ maintenance, repairs and replacements of and to units and items inside units (except where this is the responsibility of a Resident);<br>▪ monitoring and exterminating pests (except to the extent that a resident is required to do so);<br>▪ 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** | **Visitor Price** |
|---|---|---|---|
| **Breakfast** | Gourmet Breakfast | $13.00 | $21.00 |
| **Lunch/Dinner** | Lite Bite | $12.00 | $20.00 |
| | Entrée & Dessert Combo | $12.00 | $20.00 |
| | One Course | $16.00 | $24.00 |
| | Two Course | $19.00 | $27.00 |
| | Three Course | $21.00 | $29.00 |
| | Gourmet Weekly Special (One Course) | $25.00 | $33.00 |
| | Gourmet Weekly Special (Two Course) | $27.00 | $35.00 |
| | Gourmet Weekly Special (Three Course) | $30.00 | $38.00 |
| | Event | $37.00 | $45.00 |
| **Odyssey Eats** | | $4.00 | $4.00 |

***Note:*** In memory lane, additional fees are payable. At the date of this disclosure, the additional fees are $450.00 per day comprised of $410 per day for care and $40.00 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'.

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| **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<br><br>***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. The operator may become an approved provider in the future. |

**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

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| **8.1 Does the village have a security system?**<br>If yes:<br>• the security system details are:<br><br>the security system is monitored between: | ☒ Yes ☐ No<br><br>The front gate is locked every evening.<br><br>The building is secured via access pass, card or code and there are CCTV cameras.<br><br>Access to floors is restricted to residents, or persons provided with access by residents, after hours.<br><br>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?**<br>If yes or optional:<br>• the emergency help system details are:<br><br>the emergency help system is monitored between: | ☒ Yes - all residents ☐ Optional ☐ No<br><br>Emergency response system equipment is installed in each accommodation unit and in all common areas which allows residents to activate an emergency call.<br><br>An onsite representative will assess and deal with calls in accordance with protocols developed by Odyssey.<br><br>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?**<br>If yes, list or provide details e.g. first aid kit, defibrillator | ☒ Yes ☐ No<br><br>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 | |
| - Studio | $780,000 to 950,000 |
| - One bedroom | $880,000 to $1,120,000 |
| - Two bedrooms | $1,120,000 to $1,240,000.00 |
| - Three bedrooms | $1,600,000 to $1,600,000 |
| Other<br>**Note from operator:** SDA units are offered on a 'rental' basis. 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. | $600,000 - $680,000 |
| **Full range of ingoing contributions for all unit types** | $600,000.00 to $1,600,000.00 |

**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.<br>• **Fixed and Simple Prepaid Contract:** prepay all (or part) of your management fee and secure a lower deferred management fee.<br>• **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, Two bedroom and Three bedroom | • **Fixed and Simple Prepaid Contract:** prepay all (or part) of your management fee and secure a lower deferred management fee.<br>• **Traditional DMF Contract:** defer your management fee and collect 50% of the capital gain when you leave.<br>• **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.

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| | 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<br>☒ Costs related to your residence contract<br>☐ Costs related to any other contract e.g. ……<br>☐ Advance payment of General Services Charge<br><br>☒ Other costs<br><br>The resident is required to pay:<br>(a) The operator's costs and expenses relating to the signing and settlement of the residence contract; and<br>(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. 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 | $379 one occupant<br>$489 couples | $ |
| All units pay a flat rate | $ | $36 |

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

- $415 for one resident
- $525 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)** | **Overall % change from previous year** |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| | | | *(weekly)* | *(+ or -)* |
| 2025/26 | $366 - $476 | +5.17% | $34 | +6.25% |
| 2024/25 | $348 - $458 | +10.14% - +7.50% | $32 | +15.02 |
| 2023/24 | $316.04- $426.04 | +4.5% | $28.96 | +6.2% |

| | | |
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| **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<br>☐ Home insurance (freehold units only)<br>☒ Electricity<br>☐ Gas | ☒ Water*<br>☒ Telephone<br>☒ Internet<br>☒ Pay TV<br>☒ Other:<br><br>*This fee is for hot water usage, which is explained in the contract.<br><br>**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<br>☒ Unit fittings<br>☒ Unit appliances<br>☐ None<br><br>Additional information<br>Residents are responsible for maintenance and repairs. The scheme operator is responsible for replacements.<br><br>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 service or help residents arrange repairs and maintenance for their unit?**<br>If yes: provide details, including any charges for this service. | ☒ Yes ☐ No<br><br>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

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| **Fixed and Simple Prepaid Contract** | 15% for the first year, 12.5% in the second year, 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 you 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 your ingoing contribution |
|---|---|
| 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).

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| **11.2 What other exit costs do residents need to pay or contribute to?** | ☐ Sale costs for the unit<br>☒ Legal costs<br>☒ 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<br><br>*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:*<br>• *fair wear and tear; and*<br>• *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.*<br><br>*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.*<br><br>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.<br><br>Residents will be responsible for the same proportion of any renovation work as they share in capital gain.<br><br>*Renovation means replacements or repairs other than reinstatement work.* |

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| | 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. |

## 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,

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| | unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT).<br><br>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.<br><br>***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?** | 21 accommodation units were vacant as at the end of the last financial year.<br><br>29 accommodation units were resold during the last financial year. |

## 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 |
|---|---|---|---|
| 2024/25 | 0 | $747,528 | +413,730 |
| 2023/24 | 0 | $333,798 | +74,574 |
| 2022/23 | 0 | $259,224 | +200,168 |

| | |
|---|---|
| Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available | $558,002 |
| 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 | $603,544 |
| Percentage of a resident ingoing contribution applied to the Capital Replacement Fund<br><br>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 (amounts are paid each year as recommended by the quantity surveyor's report. |

## 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.

| | |
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| 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?**<br>If yes, the resident is responsible for these insurance policies: | ☒ Yes ☐ No<br><br>If yes, the resident is responsible for these insurance policies:<br><br>• Contents insurance (for the resident's property in the unit)<br>• Public liability insurance (for incidents occurring in the resident's unit)<br>• Workers' compensation insurance (for the resident's employees or contractors)<br>• 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?**<br>If yes:<br>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?**<br>If yes: specify any restrictions or conditions on pet ownership | ☒ Yes ☐ No<br><br>Pets are welcome with the scheme operator's prior consent. |
| ***Visitors*** | |
| **17.3 Are there restrictions on visitors staying with residents or visiting?**<br>If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager) | ☒ Yes ☐ No<br><br>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<br><br>*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<br><br>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<br><br>*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.*<br>*You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*<br><br>*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<br>☐ 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).**<br>☒ Certificate of registration for the retirement village scheme<br>☒ Certificate of title or current title search for the retirement village land<br>☒ Village site plan<br>☒ Plans showing the location, floor plan or dimensions of accommodation units in the village<br>☒ Plans of any units or facilities under construction<br>☒ Development or planning approvals for any further development of the village<br>☐ 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.chde.qld.gov.au**

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

**Regulatory Services, Department of Communities, Housing and Digital Economy**
Regulatory Services administers the *Retirement Villages Act 1999*. This includes investigating complaints and alleged breaches of the Act.
Department of Communities, Housing and Digital Economy
GPO Box 690, Brisbane, QLD 4001
Phone: 07 3013 2666
Email: regulatoryservices@chde.qld.gov.au
Website: www.chde.qld.gov.au/regulatoryservices

**Queensland Retirement Village and Park Advice Service (QRVPAS)**
Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.
Caxton Legal Centre Inc.
1 Manning Street, South Brisbane, QLD 4101
Phone: 07 3214 6333
Email: caxton@caxton.org.au
Website: www.caxton.org.au

**Department of Human Services (Australian Government)**
Information on planning for retirement and how moving into a retirement village can affect your pension
Phone: 132 300

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

**Seniors Legal and Support Service**
These centres provide free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation.
Caxton Legal Centre Inc.
1 Manning Street, South Brisbane, QLD 4101
Phone: 07 3214 6333
Email: caxton@caxton.org.au
Website: https://caxton.org.au

**Queensland Law Society**
Find a solicitor
Law Society House
179 Ann Street, Brisbane, QLD 4000
Phone: 1300 367 757
Email: info@qls.com.au
Website: www.qls.com.au

**Queensland Civil and Administrative Tribunal (QCAT)**
This independent decision-making body helps resolve disputes and reviews administrative decisions.
GPO Box 1639, Brisbane, QLD 4001
Phone: 1300 753 228
Email: enquiries@qcat.qld.gov.au
Website: www.qcat.qld.gov.au

**Department of Justice and Attorney-General**
Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.
Phone: 07 3006 2518
Toll free: 1800 017 288
Website: www.justice.qld.gov.au

**Livable Housing Australia (LHA)**
The Livable Housing Guidelines and standards have been developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, as well as more cost effective to adapt when life's circumstances change.
Website: www.livablehousingaustralia.org.au/