

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: Jeta Gardens at Bethania

Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
 - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
 - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
 - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at www.jetagardens.com.
- 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 3 April 2024 and applies to prospective residents.

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

Part 1 – Operator and management details

1.1 Retirement village location	Retirement Village Name: Jeta Gardens at Bethania Street Address: 27 Clarendon Avenue Suburb: Bethania State: Qld Post Code: 4205
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Al Aqar Australia Pty Ltd Australian Company Number (ACN): 147 981 548 Address: 27 Clarendon Avenue Suburb: Bethania State: Qld Post Code: 4205
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Jeta Gardens (Qld) Pty Ltd Australian Company Number (ACN): 102 975 182 Address: 27 Clarendon Avenue Suburb: Bethania State: Qld Post Code: 4205 Date entity became operator: 26 July 2004 Al Aqar Australia Pty Ltd ACN 147 981 548 (Head Lessor) is the registered owner of the village land. The Head Lessor has granted a 99 year lease of the land to Jeta Gardens (Qld) Pty Ltd, who is the scheme operator. The scheme operator, in turn, grants subleases to the residents of the village.
1.4 Village management and onsite availability	Name of village management entity and contact details Jeta Gardens (Qld) Pty Ltd

	<p>Australian Company Number (ACN): 102 975 182</p> <p>Phone: 0404 903 947 Email: enquiry@jetagardens.com</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time</p> <p>Onsite availability includes:</p> <p>Weekdays: 9am – 4pm</p> <p>Weekends: For sales only</p>
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<p>1.5 Approved closure plan or transition plan for the retirement village</p>	<p>Is there an approved transition plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
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Part 2 – Age limits

<p>2.1 What age limits apply to residents in this village?</p>	<p>Applicants must be 55 years of age or over.</p> <p>If there are joint applicants, at least one of them must be 55 years or over and they must hold the lease as joint tenants.</p>
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ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

<p>3.1 Resident ownership or tenure of the units in the village is:</p>	<p><input type="checkbox"/> Freehold (owner resident)</p> <p><input checked="" type="checkbox"/> Lease (non-owner resident) - residents are granted a sublease – see item 1.3</p> <p><input type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input checked="" type="checkbox"/> Rental (non-owner resident)</p> <p><input type="checkbox"/> Other</p>
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are 65 units in the village, comprising 33 independent living units (of various configurations) and 32 apartments (of various configurations) in a multi-story building across 2 levels.			
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Accommodation unit	Freehold	Leasehold	Licence	Other
Villas				
- Two bedroom (Type D, Db, E, EbV26, EbV27, F and Fb)		16		
- Two bedroom plus study (Type Ma, Mb and MbV25)		7		
- Three bedroom (Type H, Hb and Hc)		10		
Apartments				
- Studio (Type B and B2)		12		
- One bedroom plus study (Type A and A3)		14		
- Two bedroom (Type A2)		6		
Other				
Total number of units		65		

Access and design

3.3 What disability access and design features do the units and the village contain?	<input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input type="checkbox"/> some units <input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input checked="" type="checkbox"/> some units <input checked="" type="checkbox"/> Step-free (hobless) shower in <input checked="" type="checkbox"/> all units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/> all units
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	<p><input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input checked="" type="checkbox"/> all units</p> <p><input checked="" type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place:</p> <ul style="list-style-type: none"> • External areas of the village have disability access. • There are two lifts in the apartment building. The back service lift has access to basement carpark. • Shower chairs are available for use. • Residents' emergency call button links to 24 hour call centre. <p><input type="checkbox"/> None</p>
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Part 4 – Parking for residents and visitors

<p>4.1 What car parking in the village is available for residents?</p>	<p><input checked="" type="checkbox"/> Some independent living units with own garage or carport attached or adjacent to the unit</p> <p><input checked="" type="checkbox"/> Some independent living units with own car park space separate from the unit</p> <p><input checked="" type="checkbox"/> Other parking</p> <ul style="list-style-type: none"> • caravan or boat: subject to availability and applicable fees. • An underground secure car park space place may be made available to residents that do not have access to parking as part of their occupancy of a unit: subject to availability and applicable fees. <p>Restrictions on resident's car parking include:</p> <ul style="list-style-type: none"> • Residents must park in designated spaces. • A resident may only use their garage/carport/car space for the purpose of parking the resident's motor vehicle. • The scheme operator reserves the right to impose other restrictions in the course of administering the village.
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<p>4.2 Is parking in the village available for visitors?</p> <p>If yes, parking restrictions include</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Visitors must park in designated spaces.</p>
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Part 5 – Planning and development

<p>5.1 Is construction or development of the village complete?</p>	<p>Year village construction started: 2003</p> <p><input type="checkbox"/> Fully developed / completed</p> <p><input checked="" type="checkbox"/> Partially developed / completed</p> <p><input type="checkbox"/> Construction yet to commence</p>
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<p>5.2 Construction, development applications and development approvals Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.</p>	<p>Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the <i>Planning Act 2016</i>:</p> <ul style="list-style-type: none"> • There are no current development approvals or development applications in accordance with the <i>Planning Act 2016</i>. • Any further development is subject to the operator’s assessment of market demand, economic and other factors such as the availability of funding, general market conditions and business strategy. • The scheme operator is currently progressing a proposed redevelopment plan relating to realignment of the boundary of the retirement village and co-located residential aged care. • A shared piece of infrastructure that is physically attached to the co-located residential aged care facility containing the kitchen for the aged care facility, a public café and common infrastructure enjoyed by both residents of the aged care facility and the Retirement Village (the Clubhouse) currently is located on the Retirement Village title. The boundaries are being realigned so that this building is on the title of the residential aged care building and business it is attached to. • The owner of the co-located residential aged care facility, the Land Owner and the scheme operator have agreed that after the proposed boundary alignment is complete, the retirement village residents will continue to enjoy the same shared use and access to the Clubhouse that they currently enjoy. • Under the proposed realignment, one or more new easements may also be granted, for purposes such as access and/or services, in favour of the landowner, the operator and/or one or more authorities. • The scheme operator will lodge the relevant applications for approval as required to give effect to the proposed boundary realignment.
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<p>5.3 Redevelopment plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy.</i></p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>
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Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<p><input checked="" type="checkbox"/> Activities or games room</p> <p><input checked="" type="checkbox"/> Arts and crafts room</p> <p><input checked="" type="checkbox"/> Auditorium</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p> <p><input type="checkbox"/> Billiards room</p>	<p><input checked="" type="checkbox"/> Medical consultation room</p> <p><input checked="" type="checkbox"/> Restaurant</p> <p><input type="checkbox"/> Shop</p> <p><input type="checkbox"/> Swimming pool [indoor / outdoor]</p> <p>— [heated / not heated]</p>
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<input checked="" type="checkbox"/> Bowling green [indoor/outdoor] <input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input checked="" type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor] — [heated / not heated] <input checked="" type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input checked="" type="checkbox"/> Village bus or transport <input checked="" type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: <ul style="list-style-type: none"> • Café (with Wi-fi hotspot) • Raised Vegetable garden (seniors friendly) • Chinese garden and lake with pedestrian tracks • Multipurpose gazebo • Outdoor seating • Outdoor gym • Mah-Jong table • Residents' kiosk computer • Satellite and cable TV • Golf swing practice net
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Details about any facility that is not funded from the General Services Charge paid by residents or if there are any restrictions on access or sharing of facilities (e.g. with an aged care facility).

Visiting medical consultants, allied health service providers, food and beverages at the café, and catering for events (apart from events organised by the operator) are available on site on a user pays basis provided by the neighbouring Residential Aged Care facility. The majority of communal spaces being the restaurant, café, indoor bowling, library, indoor gym and lounge are in a building called the Clubhouse which is shared with the neighbouring Residential Aged Care Facility. The **Clubhouse** is currently located on the Retirement Village title and the retirement village residents have a right of access and shared use of these areas.

The scheme operator is currently progressing a proposed redevelopment plan relating to realignment of the boundary of the retirement village and co-located aged care. The boundaries are being realigned so that the Clubhouse is on the title of the Residential Aged Care building and business it is attached to.

The owner of the co-located residential aged care facility, the Land Owner and the scheme operator have agreed that after the proposed boundary alignment is complete, the retirement village residents will continue to enjoy the same shared use and access to the Clubhouse that they currently enjoy.

The medical consultant/s and vending machines are within the neighbouring residential aged care facility and services are on a user pay basis. The workshop is a shared workshop with the neighbouring Residential Aged Care facility. It is not part of the Clubhouse.

<p>6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Name of residential aged care facility and name of the approved provider:</p> <p>Facility name: Bethania Parklands Care Community</p> <p>Approved Provider: DPG Services Pty Ltd (Trading as Opal HealthCare)</p> <p>ACN: 090 007 999</p> <p>RACS ID: 3061</p>
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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.

Operator Note: The scheme operator and Bethania Parklands Care Community have an agreement that affords priority placement, to retirement village residents who are on the waiting list for a place in the aged care facility, subject to availability, the requirements of the Aged Care Act, the resident's needs and the operational restrictions and requirements of the aged care approved provider.

Part 7 – Services

<p>7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?</p>	<p>General Services are the services provided, or made available, to all residents of the village, associated with the Operating Expenses. "Operating Expenses" means the total of all outgoings, costs and expenses of the Village Operator, including any GST payable by or to the scheme operator, in connection with the ownership, operation, management and administration of the village and the retirement village scheme and may include:</p> <ul style="list-style-type: none"> • Rates, taxes, water and electricity (common areas). • Insurance premiums payable by the operator. • Minor repairs and day to day maintenance of the village, gardening, caretaking and pest control. • General running costs/outgoings of the village and facilities including, but not limited to security, cleaning, accounting, staff expenses, village bus, refuse collection and disposal. <p>but excluding:</p> <ul style="list-style-type: none"> • amounts payable directly by residents of the village under their residence contracts or the Retirement Villages Act 1999 (Qld); • the direct costs of providing any personal services; • costs for maintaining and repairing the village's capital items that are payable out of the Maintenance Reserve Fund; and • costs for capital items that are payable out of the Capital Replacement Fund.
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<p>7.2 Are optional personal services provided or made available to</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Personal services are not directly available but the village manager may be able to support procurement upon request.</p>
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residents on a user-pays basis?	
7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i> ?	<input type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier – RACS ID number) <input type="checkbox"/> Yes, home care is provided in association with an Approved Provider <input checked="" type="checkbox"/> No, the operator does not provide home care services. The scheme operator will assist residents to identify a home care provider that delivers home care services in the area and to enable residents to arrange their own home care services.

Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.

Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.

Part 8 – Security and emergency systems

<p>8.1 Does the village have a security system?</p> <p>If yes:</p> <ul style="list-style-type: none"> the security system details are: <p>the security system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Fully gated community monitored by access control system.</p> <p>Private security to provide random mobile patrol checks at night on a daily basis.</p> <p>The site is monitored by CCTV cameras in common areas.</p>
<p>8.2 Does the village have an emergency help system?</p> <p>If yes or optional:</p> <ul style="list-style-type: none"> the emergency help system details are: <p>the emergency help system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input type="checkbox"/> No</p> <p>24 hour emergency call system is installed in all accommodation units, connected to the administration centre (for the apartments), and connected to an external call centre or the administration centre (for the villas) i.e. Tunstall Australia.</p> <p>24 hours 7 days per week.</p>

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

Yes No

Villas have smoke detectors hardwired with battery backup and these batteries were upgraded to photo optical rechargeable battery, linked and monitored with 24 hours emergency response call centre. response call centre.

- Flashing lights
- Fire blankets
- Assembly areas

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

The Apartments and the common areas have smoke detectors that are hardwired with battery backup and linked to a fire indicator panel. These trigger mandatory attendance of QFES.

- Fire hose reels & fire hydrant
- Flashing lights
- Fire tone sounds
- Emergency lights
- Emergency exit signs
- Emergency stairs
- Assembly areas

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	Range of ingoing contribution				
	Accommodation Unit	Participating Contract	Assured Contract	Prepaid Contract	Reduced Contract
Villas					
Two bedrooms (Type D, Db, E, EbV26, EbV27, F and Fb)	\$260,000 to \$360,000	\$260,000 to \$360,000	\$325,000 to \$450,000	\$247,000 to \$342,000	\$3,000.00 to \$3,230.80 Bond Amount, plus Ongoing Instalment Amount (rent) ranging from \$375.00 to \$403.85

	Two bedroom plus study (Type Ma, Mb and MbV25)	\$350,000 to \$375,000	\$350,000 to \$375,000	\$437,500 to \$468,750	\$332,500 to \$356,250	\$3,230.80 to \$3,461.52 Bond Amount, plus Ongoing Weekly Instalment Amount ranging from \$403.85 to \$432.69
	Three bedrooms (Type H, Hb and Hc)	\$480,000 to \$560,000	\$480,000 to \$560,000	\$600,000 to \$700,000	\$456,000 to \$532,000	\$4,800.00 to \$5,030.80 Bond Amount, plus Ongoing Weekly Instalment Amount ranging from \$600.00 to \$628.85
	Serviced units					
	— Studio	\$..... to \$.....	\$..... to \$..... ...	\$..... to \$..... ...		\$..... to \$.....
	— One bedroom	\$..... to \$.....	\$..... to \$..... ...	\$..... to \$..... ...		\$..... to \$.....
	— Two bedrooms	\$..... to \$.....	\$..... to \$..... ...	\$..... to \$..... ...		\$..... to \$.....
	— Three bedrooms	\$..... to \$.....	\$..... to \$..... ...	\$..... to \$..... ...		\$..... to \$.....
	Apartments					
	Studio (Type B and B2)	\$180,000 to \$230,000	\$180,000 to \$230,000	\$225,000 to \$287,500	\$171,000 to \$218,500	\$2,000 to \$2,400

						Bond Amount, plus Ongoing Weekly Instalment Amount of \$200 to \$300
	One bedroom plus study (Type A and A3)	\$260,000 to \$320,000	\$260,000 to \$320,000	\$325,000 to \$400,000	\$247,000 to \$304,000	\$2,400 to \$2,800 Bond Amount, plus Ongoing Weekly Instalment Amount of \$300 to \$350
	Two bedroom (Type A2)	\$300,000	\$300,000	\$375,000	\$285,000	\$2,800 to \$3,200 Bond Amount, plus Ongoing Weekly Instalment Amount ranging from \$350 to \$400
	Full range of ingoing contributions for all unit types	\$180,000 to \$560,000	\$180,000 to \$560,000	\$225,000 to \$700,000	\$171,000 to \$532,000	\$1,661.52 to \$5,030.80 Bond Amount, plus Ongoing Weekly Instalment Amount ranging from \$250 to \$628.85
	<p>Note</p> <p>The total ingoing contribution paid under a Pay As You Go is made up of a Bond Amount (which is refundable on exit) and an Ongoing Weekly Instalment Amount (rent) which represents an ongoing instalment contribution to the ingoing contribution.</p>					

The Bond Amount is not a bond for the purposes of the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld).

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

Yes No

There are a number of financial options available which will be offered at the scheme operator's sole discretion. Whether a new resident pays an exit fee depends on the financial option in their Residence Contract.

Subject to availability, residents may choose one of the following financial options:

Financial option/ model	Ingoing Contribution	Exit Fee	Exit Fee method
Participating Contract	Ingoing contribution based on the advertised price for the accommodation unit	Year 1 – 5% Year 2 – 10% Year 3 – 15% Year 4 – 20% Year 5 – 25% Year 6 – 30% Year 7 – 35%	Based on your ingoing contribution, up to a maximum amount of 35% if you reside in the village for 7 or more years
Assured Contract	Ingoing contribution based on the advertised price for the accommodation unit (the Scheme operator may, in its, sole discretion and subject to the agreement of the parties, accept a lesser amount as the Ingoing Contribution).	Year 1 – 5% Year 2 – 10% Year 3 – 15% Year 4 – 20% Year 5 – 25% Year 6 – 30%	Based on your ingoing contribution, up to a maximum amount of 30% if you reside in the village for 5 or more years.
Prepaid Contract	Ingoing contribution which is comprised of: <ul style="list-style-type: none"> a Non-Refundable Contract Premium; and 	N/a.	You are not required to pay an Exit Fee on termination. The fee payable by you is incorporated in the amount of your ingoing contribution.

		<ul style="list-style-type: none"> a loan amount that is refundable to you when you leave, subject to any amounts that may be deducted under the residence contract. 		
	Reduced Option	Ingoing contribution based on a 5% reduction of the advertised price for the accommodation unit (the Scheme operator may, in its, sole discretion and subject to the agreement of the parties, accept a lesser amount as the Ingoing Contribution).	Year 1 – 8% Year 2 – 16% Year 3 – 24% Year 4 – 32% Year 5 – 40%	Based on your ingoing contribution, up to a maximum amount of 40% if you reside in the village for 5 or more years.
	Pay as you Go Contract	Ingoing contribution which is comprised of: <ul style="list-style-type: none"> a bond amount which is repayable to you when you leave, subject to any amounts that may be deducted under the Residence 	N/a.	You are not required to pay an Exit Fee on termination. The fee payable by you is incorporated in the amount of your ingoing contribution.

		Contract; and <ul style="list-style-type: none"> • an ingoing contribution that is payable in weekly instalments (Ongoing Weekly Instalment Amount) 		
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Notes

The Scheme operator reserves the right at any time to vary the financial options available to new residents of the village.

The total ingoing contribution paid under a Pay As You Go is made up of a Bond Amount (which is refundable on exit) and an Ongoing Weekly Instalment Amount (rent) which represents an ongoing instalment contribution to the ingoing contribution. The Bond Amount is not a bond for the purposes of the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld).

9.3 What other entry costs do residents need to pay?	<input type="checkbox"/> Transfer or stamp duty <input checked="" type="checkbox"/> Costs related to your residence contract <input type="checkbox"/> Costs related to any other contract e.g. <input type="checkbox"/> Advance payment of General Services Charge <input type="checkbox"/> Other costs
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Part 10 – Ongoing Costs - costs while living in the retirement village

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

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

The budgets for the General Services Charges Fund and the Maintenance Reserve Fund are set each financial year and these amounts can increase each year. The amount to be held in the Maintenance Reserve Fund is determined by the operator using a quantity surveyor’s report.

Note: The following ongoing costs are all stated as weekly amounts to help you compare the costs of different villages. However, the billing period for these amounts may not be weekly.

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution		
Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Independent Living Units		
— Studio	\$	\$

— One bedroom	\$		\$	
— Two bedrooms	\$		\$	
— Three bedrooms	\$		\$	
Serviced Units				
— Studio	\$		\$	
— One bedroom	\$		\$	
— Two bedrooms	\$		\$	
— Three bedrooms	\$		\$	
Other	\$		\$	
Villas				
Two bedrooms (Type D, Db, E, EbV26, EbV27, F and Fb)	Type D	\$127.69	Type D	\$18.03
	Type Db	\$114.92	Type Db	\$16.23
	Type E	\$127.69	Type E	\$18.03
	Type EbV26	\$117.66	Type EbV26	\$16.61
	Type EbV27	\$118.57	Type EbV27	\$16.74
	Type F	\$126.78	Type F	\$17.90
	Type Fb	\$118.57	Type Fb	\$16.74
Two bedrooms plus study (Type Ma, Mb and MbV25)	Type Ma	\$126.78	Type Ma	\$17.90
	Type Mb	\$120.44	Type Mb	\$17.01
	Type MbV25	\$121.36	Type MbV25	\$17.14
Three bedrooms (Type H, Hb and Hc)	Type H	\$162.50	Type H	\$22.95
	Type Hb	\$164.09	Type Hb	\$23.17
	Type Hc	\$181.77	Type Hc	\$25.67
Apartments				
Studio (Type B and B2)	Type B	\$73.12	Type B	\$10.32
	Type B2	\$73.12	Type B2	\$10.32
One bedroom plus study	Type A	\$79.12	Type A	\$11.17
	Type A3	\$79.12	Type A3	\$11.17

(Type A and A3)				
Two bedrooms (Type A2)	\$86.80		\$12.26	

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

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2020/2021	\$69.56 to \$172.94	0%	\$11.62 to \$28.88	0%
2021/2022	\$69.56 to \$172.94	0%	\$11.62 to \$28.88	0%
2022/2023	\$69.30 to \$172.13	0%	\$9.73 to \$24.29	-16%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	<input checked="" type="checkbox"/> Contents insurance <input type="checkbox"/> Home insurance (freehold units only) <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other
--	---	---

10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances <input type="checkbox"/> None Additional information Residents are responsible for maintaining at their expense on a day to day basis or to pay the scheme operator to maintain on a day to day basis the accommodation unit and every part thereof including fixtures, fittings and electrical or mechanical appliances, air-conditioning and hot water system, whether provided by the scheme operator or installed by the Resident or a previous resident and purchased from the previous resident, in good working order and in a state of good repair.
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10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If residents would like the operator to assist with repairs or maintenance to any fixture, fitting, appliance or item that the resident is liable for, the operator will use reasonable endeavours to provide that assistance. The operator will on-charge to the resident any costs incurred (e.g. cost of parts or costs of labour of outside tradesperson) but will not charge a village service fee.
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Part 11 – Exit fees – when you leave the village

A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).

11.1 Do residents pay an exit fee when they permanently leave their unit?

- 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

Whether a new resident pays an exit fee depends on the financial option in their Residence Contract.

The options for calculating the exit fee under all models that may apply to new Residence Contracts are:

Participating 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	5% of your ingoing contribution
2 years	10% of your ingoing contribution
3 years	15% of your ingoing contribution
4 years	20% of your ingoing contribution
5 years	25% of your ingoing contribution
6 years	30% of your ingoing contribution
7 Years	35% 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 35% of the of your ingoing contribution after 7 years of residence.

The minimum exit fee is 1 day/365 days (1 day/366 days in a leap year) of 5% of your ingoing contribution, if the period of occupation is 1 day.

Assured 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

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

	1 year	5% of your ingoing contribution
	2 years	10% of your ingoing contribution
	3 years	15% of your ingoing contribution
	4 years	20% of your ingoing contribution
	5 years	25% of your ingoing contribution
	6 years	30% of your ingoing contribution
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 30% of your ingoing contribution after 6 years of residence.</p> <p>The minimum exit fee is 1 day/365 days (1 day/366 days in a leap year) of 5% of your ingoing contribution, if the period of occupation is 1 day.</p>		
<p>Prepaid Contract</p>		
<p>You are not required to pay an Exit Fee on termination. The fee payable by you is incorporated in the amount of your ingoing contribution.</p>		
<p>Reduced Contract</p>		
	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	8% of your ingoing contribution
	2 years	16% of your ingoing contribution
	3 years	24% of your ingoing contribution
	4 years	32% of your ingoing contribution
	5 years	40% of your ingoing contribution
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 40% of your ingoing contribution after 5 years of residence.</p>		

	<p>The minimum exit fee is 1 day/365 days (1 day/366 days in a leap year) of 5% of your ingoing contribution, if the period of occupation is 1 day.</p> <p>Pay as you Go Contract</p> <p>You are not required to pay an Exit Fee on termination. The fee payable by you is incorporated in the amount of your ingoing contribution.</p> <p>Note</p> <p>The scheme operator reserves the right at any time to vary the exit fee options available to new residents of the village.</p>			
<p>11.2 What other exit costs do residents need to pay or contribute to?</p>	<p><input checked="" type="checkbox"/> Sale costs for the unit</p> <p><input checked="" type="checkbox"/> Legal costs</p> <p><input type="checkbox"/> Other costs</p>			
<p>Part 12 – Reinstatement and renovation of the unit</p>				
<p>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i></p> <ul style="list-style-type: none"> • fair wear and tear; and • renovations and other changes to the condition of the unit carried out with agreement of the resident and operator. <p><i>Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.</i></p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>			
<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input type="checkbox"/> Yes, all residents pay 50 % of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit)</p> <p><input checked="" type="checkbox"/> Optional, only applies to residents who share in the capital gain on the sale of their unit. The resident pays a percentage of renovation costs (in same proportion as the share of the capital gain on the sale of their unit) as set out below.</p> <table border="1" data-bbox="373 2024 1382 2063"> <tr> <td style="width: 50%;">Model</td> <td style="width: 50%;">Renovation</td> </tr> </table>	Model	Renovation	
Model	Renovation			

	Participating Contract	50% renovation costs.
	Assured Contract	0% renovation costs.
	Prepaid Contract	100% renovation costs.
	Reduced Contract	0% renovation costs.
	Pay as you Go Contract	0% renovation costs.

Renovation means replacements or repairs other than reinstatement work.

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 <i>gain</i> or capital <i>loss</i> on the resale of their unit?	<input checked="" type="checkbox"/> Yes, the resident's share of the capital gain and loss varies depending on the financial option for their unit. A resident's share of capital gains and loss for each model is set out below:	
	Model	Capital Gain and Capital Loss
	Participating Contract	50% capital gain 50% capital loss
	Assured Contract	0% capital gain and loss
	Prepaid Contract	100% capital gain 100% capital loss
	Reduced Contract	0% capital gain and loss
	Pay as you Go Contract	0% capital gain and loss

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?	Model	Exit Model Calculation
	Participating Contract	The exit entitlement is equal to your ingoing contribution: <ul style="list-style-type: none"> • <u>Less</u> the exit fee (see item 11.1) • <u>Plus</u> 50% of the amount of any Capital Gain (if any) • <u>Less</u> 50% of the amount of any Capital Loss (if any)

		<ul style="list-style-type: none"> • <u>Less</u> the cost (if any) of reinstatement work • <u>Less</u> your share of any renovation costs (if any) (see item 12.2) • <u>Less</u> any accrued or outstanding General Services Charges, Personal Services Charges and Maintenance Reserve Fund Contributions • <u>Less</u> any Administration costs incurred by the scheme operator in relation to the termination of the residence contract • <u>Less</u> any other amount payable by the resident pursuant to the residence contract or the <i>Retirement Villages Act 1999</i> (Qld). 	
	Assured Contract	<p>The exit entitlement is equal to your ingoing contribution:</p> <ul style="list-style-type: none"> • <u>Less</u> the exit fee (see item 11.1) • <u>Less</u> the cost (if any) of reinstatement work • <u>Less</u> any accrued or outstanding General Services Charges, Personal Services Charges and Maintenance Reserve Fund Contributions • <u>Less</u> any Administration costs incurred by the scheme operator in relation to the termination of the residence contract • <u>Less</u> any other amount payable by the resident pursuant to the residence contract or the <i>Retirement Villages Act 1999</i> (Qld). 	
	Prepaid Contract	<p>The exit entitlement is equal to your ingoing contribution:</p> <ul style="list-style-type: none"> • <u>Less</u> Non-Refundable Contract Premium paid as part of your ingoing contribution • <u>Plus</u> 100% of the amount of any Capital Gain (if any) • <u>Less</u> 100% of the amount of any Capital Loss (if any) • <u>Less</u> the cost (if any) of reinstatement work • <u>Less</u> your share of any renovation costs (if any) (see item 12.2) • <u>Less</u> any accrued or outstanding General Services Charges, Personal Services Charges and Maintenance Reserve Fund Contributions • <u>Less</u> any Administration costs incurred by the scheme operator in relation to the termination of the residence contract 	

		<ul style="list-style-type: none"> • <u>Less</u> any other amount payable by the resident pursuant to the residence contract or the <i>Retirement Villages Act 1999</i> (Qld). 	
	Reduced Contract	<p>The exit entitlement is equal to your ingoing contribution:</p> <ul style="list-style-type: none"> • <u>Less</u> the exit fee (see item 11.1) • <u>Less</u> the cost (if any) of reinstatement work • <u>Less</u> any accrued or outstanding General Services Charges, Personal Services Charges and Maintenance Reserve Fund Contributions • <u>Less</u> any Administration costs incurred by the scheme operator in relation to the termination of the residence contract • <u>Less</u> any other amount payable by the resident pursuant to the residence contract or the <i>Retirement Villages Act 1999</i> (Qld). 	
	Pay as you Go Contract	<p>The exit entitlement is equal to the bond portion of your ingoing contribution plus any Ongoing Weekly Instalment Amounts that you have prepaid in advance for any period after your permanent departure:</p> <ul style="list-style-type: none"> • <u>Less</u> any Ongoing Weekly Instalment Amounts owing to us for your period of occupation • <u>Less</u> the cost (if any) of reinstatement work • <u>Less</u> any accrued or outstanding General Services Charges, Personal Services Charges and Maintenance Reserve Fund Contributions • <u>Less</u> any Administration costs incurred by the scheme operator in relation to the termination of the residence contract • <u>Less</u> any other amount payable by the resident pursuant to the residence contract or the <i>Retirement Villages Act 1999</i> (Qld). <p>If the deductions exceed the amount of the bond and any prepaid Ongoing Weekly Instalment Amounts you must pay us any additional amounts owing within 14 days of us notifying you of the outstanding amount.</p>	
Notes		<p>Capital Gain has the same meaning as the 'Capital Gain' in the sublease i.e. the amount by which the ingoing contribution paid by a New Resident exceeds the ingoing contribution paid by the Resident under this Lease.</p>	

	Capital Loss has the same meaning as the 'Capital Loss' in the sublease i.e. the amount by which the ingoing contribution paid by the Resident under this Lease exceeds the ingoing contribution paid by a New Resident.
14.2 When is the exit entitlement payable?	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>

14.3 What is the turnover of units for sale in the village?	<p>17 accommodation units were vacant as at the end of the last quarter 31 March 2024.</p> <p>2 accommodation units were resold during the last 12 months to 31 March 2024.</p> <p>8.5 months was the average length of time to sell a unit over the last three financial years.</p>
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Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/Surplus	Balance	Change from previous year
	2020/2021	\$15,723	\$14,305	772%
	2021/2022	-\$3,670	\$13,330	-7%
	2022/2023	\$15,595	\$11,166	-16%
	9 months ending 31 March 2024	-\$2,924	\$16,630	148%
	Disclaimer: Whilst this information is considered to be accurate, it has not been confirmed by an independent audit.			
	Balance of General Services Charges Fund for last financial year OR last quarter if no full financial year available		\$16,269.78 in respect of last three quarters, ending 31 March 2024. Whilst this information is considered to be accurate, it has not been confirmed by an audit.	

	<p>Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available</p>	<p>\$421,150.38 in respect of last three quarters, ending 31 March 2024.</p> <p>Whilst this information is considered to be accurate, it has not been confirmed by an audit.</p>	
	<p>Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available</p> <p>Percentage of a resident ingoing contribution applied to the Capital Replacement Fund</p> <p>The operator pays a percentage of a resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.</p>	<p>\$196,736.49 in respect of last three quarters, ending 31 March 2024.</p> <p>3%</p> <p>Whilst this information is considered to be accurate, it has not been confirmed by an independent audit.</p>	

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Part 16 – Insurance

The scheme 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.

<p>16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the resident is responsible for these insurance policies:</p> <p>Contents insurance</p>
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Part 17 – Living in the village

Trial or settling in period in the village

<p>17.1 Does the village offer prospective</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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<p>residents a trial period or a settling in period in the village?</p>	
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Pets

<p>17.2 Are residents allowed to keep pets?</p> <p>If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Subject always to the consent of the scheme operator and limited to one pet per accommodation unit.</p> <p>No young pets such as puppies or kittens.</p> <p>Pets must be kept on a leash when outside the resident's accommodation unit and cats are to be kept inside at night.</p> <p>No animals are permitted inside the clubhouse.</p>
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Visitors

<p>17.3 Are there restrictions on visitors staying with residents or visiting?</p> <p>If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Residents must notify the operator if intending for visitors to stay for up to eight weeks. Any longer stay or any visitor under the age of 18 years old requires the consent of the operator.</p> <p>Visitors must comply with the village rules and not interfere with the rights and the quiet enjoyment of other residents in the village.</p> <p>Residents must accompany guests when they use the facilities.</p>
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Village by-laws and village rules

<p>17.4 Does the village have village by-laws?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.</i></p> <p><i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
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<p>17.5 Does the operator have other rules for the village.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes: Rules may be made available on request</p>
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Resident input

<p>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i></p> <p><i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i></p>
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Part 18 – Accreditation

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

Part 19 – Waiting list

<p>19.1 Does the village maintain a waiting list for entry?</p> <p>If yes,</p> <ul style="list-style-type: none"> • what is the fee to join the waiting list? 	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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Access to documents

The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).

- Certificate of registration for the retirement village scheme
- Certificate of title or current title search for the retirement village land
- Village site plan
- Plans showing the location, floor plan or dimensions of accommodation units in the village
- Plans of any units or facilities under construction
- Development or planning approvals for any further development of the village
- An approved redevelopment plan for the village under the *Retirement Villages Act*
- An approved transition plan for the village
- An approved closure plan for the village

- The annual financial statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of the capital replacement fund, or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
- Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
- Examples of contracts that residents may have to enter into
- Village dispute resolution process
- Village by-laws
- Village insurance policies and certificates of currency
- A current public information document (PID) continued in effect under section 2371 of the Act (this applies to existing residence contracts)

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

Further Information

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

General Information

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

Regulatory Services, Department of Communities, Housing and Digital Economy

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Department of Human Services (Australian Government)

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

Phone: 132 300

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

Seniors Legal and Support Service

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: info@qls.com.au

Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

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

GPO Box 1639, Brisbane, QLD 4001

Phone: 1300 753 228

Email: enquiries@qcat.qld.gov.au

Website: www.qcat.qld.gov.au

Department of Justice and Attorney-General

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

Phone: 07 3006 2518

Toll free: 1800 017 288

Website: www.justice.qld.gov.au

Livable Housing Australia (LHA)

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

Website: www.livablehousingaustralia.org.au/

Attachment 1 – Access to documents

Example request form

Access to retirement village operational documents form for residents and prospective residents

Retirement Villages Act 1999 and Retirement Villages Regulation 2018

As a resident or prospective resident of a retirement village, you may ask to view or take a copy of selected operational documents for a retirement village. The retirement village scheme operator must supply the documents free of charge.

Your request to the scheme operator must be in writing and you must give the village operator a reasonable time, at least 7 days after giving your request, to supply the documents.

You can use the attached example form to make a request. This example form lists the operational documents you can request.

The operator must comply with the request, except when you have:

- given less than seven days-notice
- accessed the same documents within the last thirty days and there has been no material change to this document since this time
- requested personal information about another person.

If you are a prospective resident, you can also find the list of operational documents held by the operator of your village within the Village Comparison Document and The Prospective Costs Document for your village.

For more information, please contact:

Regulatory Services

Department of Housing, Communities and Digital Economy

Telephone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au



Website: <https://www.chde.qld.gov.au/about/department/business-areas/housing-homelessness/regulatory-services>

Access to retirement village operational documents form

Name of retirement village	
Name and details of person/s making request	First name Last name Address Suburb State Postcode Phone Email <input type="checkbox"/> Resident of the retirement village; OR <input type="checkbox"/> Prospective resident of the retirement village Signature First name Last name Address Suburb State Post Code Phone Email <input type="checkbox"/> Resident of the retirement village; OR <input type="checkbox"/> Prospective resident of the retirement village Signature	
Date request is made in writing	
Date for inspecting or taking a copy of requested documents	

Note: you must give the village operator a reasonable time, at least 7 days after giving your request, before accessing the documents.

I / we are requesting access to inspect or take a copy of the following operational documents held by the operator

Please tick the relevant documents:

- 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
- 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 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 2371 of the Act (this applies to existing residence contracts)

The operational documents held by the operator are listed in the Village Comparison Document.