

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740



benevolent
on west
retirement living

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.benevolent.com.au/vcd>
- 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 17 April 2023 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 <u>Benevolent on West</u> Street Address <u>60 West Street</u> Suburb <u>Rockhampton</u> State <u>Queensland</u> Post Code <u>4700</u>
1.2 Owner of the land on which the retirement village scheme is located	Name of landowner <u>Benevolent Aged Care Ltd trading as Benevolent Living</u> Australian Company Number (ACN) <u>625 531 697</u> Street Address <u>60 West Street</u> Suburb <u>Rockhampton</u> State <u>Queensland</u> Post Code <u>4700</u>
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) <u>Benevolent Aged Care Ltd trading as Benevolent Living</u> Australian Company Number (ACN) <u>625 531 697</u> Address <u>60 West Street</u> Suburb <u>Rockhampton</u> State <u>Queensland</u> Post Code <u>4700</u> Date entity became operator <u>3 August 2023</u>
1.4 Village management and onsite availability	Name of village management entity and contact details <u>Benevolent Aged Care Ltd trading as Benevolent Living</u> Australian Company Number (ACN) <u>625 531 697</u> Phone <u>07 4837 0300</u> Email <u>BoW@benevolent.com.au</u> An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time Onsite availability includes: Weekdays <u>Business Hours</u> Weekends <u>Not available, Emergency calls only</u>

<p>1.5 Approved closure plan or transition plan for the retirement village</p>	<p>Is there an approved transition plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
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<p>1.6 Statutory Charge over retirement village land.</p>	<p><i>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.</i></p> <p><i>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. If 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.</i></p> <p>Is a statutory charge registered on the certificate of title for the retirement village land? <input checked="" type="checkbox"/> Yes, on Lot 2 on SP329080 <input type="checkbox"/> No</p> <p>Statutory Charge No. 722673509</p>
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Part 2 – Age limits

<p>2.1 What age limits apply to residents in this village?</p>	<p>Prospective residents must be 75 years of age or over. The scheme operator reserves the right to vary the age requirement for residents in no and in the future per CEO discretion.</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) <input type="checkbox"/> Lease (non-owner resident) <input checked="" type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident) <input type="checkbox"/> Rental (non-owner resident)</p>
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Other

Accommodation types

3.2 Number of units by accommodation type and tenure

There are 40 units in the village, comprising 0 single story units; 40 units in multi-story building with 5 levels

Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- One bedroom			<u>0</u>	
- Two bedroom			<u>26</u>	
- Three bedroom			<u>14</u>	
Total number of units			<u>40</u>	

Access and design

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

- Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in all some units
- Alternatively, a ramp, elevator or lift allows entry into all some units
- Step-free (hobless) shower in all some units
- Width of doorways allow for wheelchair access in all some units
- Toilet is accessible in a wheelchair in all some units
- Other key features in the units or village that cater for people with disability or assist residents to age in place
- All apartments are built to Liveable Housing Design Guidelines Gold Living Standard. This does not include the second bathrooms [only] which are built to a Silver Living Standard.
 - Disability parking is available in the resident basement carpark.
- None

Part 4 – Parking for residents and visitors

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

- All units with own car park space separate from the unit
- Exception – one apartment does not have a car park
- Restrictions on resident's car parking include:
- Residents may only park in allocated unit carparks.

	<ul style="list-style-type: none"> • Car parking is subject to the terms of a separate licence agreement.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <ul style="list-style-type: none"> • Visitors are not permitted to park in roadways or designated 'resident only' car spaces. • Visitors are required to park in public on-street parking or designated parking areas.

Part 5 – Planning and development

5.1 Is construction or development of the village complete?	Year village construction started <u>2021</u> . <input type="checkbox"/> Fully developed / completed <input checked="" type="checkbox"/> Partially developed / completed <ul style="list-style-type: none"> • Retirement Living Building <i>Benevolent on West</i> (40 units) partially completed. Completion expected early 2024. <input type="checkbox"/> Construction yet to commence
5.2 Construction, development applications and development approvals	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> <ul style="list-style-type: none"> • Development Approval – RRC reference – D/128-2020 • Practical Completion – expected early 2024
5.3 Redevelopment plan under the Retirement Villages Act 1999	Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i> ? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <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> Note: see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:	<input checked="" type="checkbox"/> Activities or games room <input checked="" type="checkbox"/> Arts and crafts room (Artist Workshop)* <input type="checkbox"/> Auditorium <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" type="checkbox"/> Billiards room	<input checked="" type="checkbox"/> Medical therapies room <input type="checkbox"/> Restaurant <input checked="" type="checkbox"/> Shop (coffee shop)* <input type="checkbox"/> Swimming pool <input checked="" type="checkbox"/> Separate lounge in community centre
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	<input checked="" type="checkbox"/> Bowling green outdoor <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input checked="" type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens* <input checked="" type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room* <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Spa <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court <input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> • Art Gallery* • Art Workshop* • Cinema* • Bar facility • Demonstration Kitchen • Outdoor stage* <p>Note: *facility is shared with Aged Care Facility</p>
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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).

- Hairdresser, coffee shop, art gallery, artist workshop, cinema and chapel form part of the adjacent Aged Care facility but may be accessed by retirement village residents at no charge.

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

Yes No

Name of residential aged care facility and name of the approved provider

Aged care facility: Benevolent Living

Approved provider: Benevolent Aged Care Ltd trading as Benevolent Living

Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services

- Staffing costs
- Costs of management and administration
- Gardening and day to day maintenance

Charge fund paid by residents)?	<ul style="list-style-type: none"> • Government rates and charges including water (for communal areas only) and sewerage. • General insurance on units, community buildings, facilities, equipment, and furnishings (other than resident's contents). • Community area electricity accounts. • Cleaning all common area buildings, facilities and equipment. • Minor repairs and maintenance to exterior and interior of residents' units, all common buildings, facilities and equipment.
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7.2 Are optional personal services provided or made available to residents on a user-pays basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> • Minor maintenance requests \$15.00 per 15 minutes labour charge plus materials. Subject to availability. • Domestic services including meals, laundry and cleaning– Fee for Service to the resident Subject to availability. • For full details of terms and conditions which apply to the provision of these services, please ask the village manager. • Details of other personal services and their cost which are available from time to time are available from the village manager. • Note from the scheme operator: The above prices are current as at the date of this document but are subject to change and are reviewed at a minimum on an annual basis.
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7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?	<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, residents can arrange their own home care services
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Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.
Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider if one is offered.

Part 8 – Security and emergency systems

8.1 Does the village have a security system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> • CCTV installed in common areas and entrances to the building.
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	<ul style="list-style-type: none"> Fobbed entry points and intercom for visitors.
8.2 Does the village have an emergency help system?	<input type="checkbox"/> Yes - all residents <input checked="" type="checkbox"/> Optional <input type="checkbox"/> No <ul style="list-style-type: none"> Optional Emergency help system (base unit and pendant) monitored by external third party.
8.3 Does the village have equipment that provides for the safety or medical emergency of residents?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No First aid kit and defibrillator.

COSTS AND FINANCIAL MANAGEMENT
Part 9 – Ingoing contribution - entry costs to live in the village

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

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village	Accommodation Unit	Range of ingoing contribution
	Independent living units	
	- One bedroom	<i>Not applicable</i>
	- Two bedrooms	<u>\$295,000</u> to <u>\$680,000</u>
	- Three bedrooms	<u>\$640,000</u> to <u>\$890,000</u>
	Full range of ingoing contributions for all unit types	<u>\$295,000</u> to <u>\$890,000</u>

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Residents may have the option to pay more upfront to reduce the exit fee or pay less to move in with a higher exit fee upon departure if approved by Benevolent on West Management. The standard Exit Fee for all apartments is 30% accrued over 5 years. Please speak with our Sales Manager to discuss your financial options.
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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 <input checked="" type="checkbox"/> Advance payment of General Services Charge Fortnightly in advance <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		
- Two bedrooms	\$125.10	\$42.00
- Three bedrooms	\$131.40 – \$143.90	\$44.10 - \$48.30

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 -)
n/a	\$..... to \$.....%	\$..... to \$.....%
n/a	\$..... to \$.....%	\$..... to \$.....%
n/a	\$..... to \$.....%	\$.....to \$.....%

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 checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone	<input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input checked="" type="checkbox"/> OtherEmergency Call System
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<p>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?</p>	<p> <input type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input type="checkbox"/> Unit appliances <input type="checkbox"/> None </p> <p>Additional information</p> <ul style="list-style-type: none"> You must keep the Apartment clean, well maintained and in good repair. You must pay the costs we incur (including but not limited to any insurance excess) for replacing things in the Village that: <ul style="list-style-type: none"> you deliberately damage or destroy; or are damaged or destroyed as a result of your negligent acts or omissions; or are subjected to accelerated wear because of your actions.
<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</p>	<p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p> <ul style="list-style-type: none"> Minor maintenance is available as an optional personal service. See part 7.2 for further details.

Part 11 – Exit fees – when you leave the village

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

<p>11.1 Do residents pay an exit fee when they permanently leave their unit?</p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<p> <input type="checkbox"/> Yes – all residents pay an exit fee calculated using the same formula. <input checked="" type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract. <input type="checkbox"/> No exit fee <input type="checkbox"/> Other </p>
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Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Base/standard exit fee calculation based on:
1 year	6%
2 years	6% + 6% = 12%
5 years	30%
10 years	30%
<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>	

The maximum (or capped) exit fee for the base/standard option is 30% of the ingoing contribution after 5 years of residence.

The minimum exit fee for the base/standard option is 6% of the Ingoing Contribution divided by 365 (daily rate).

Note: the above information applies to the base/standard option only. The exit fee may differ depending on the option chosen.

<p>11.2 What other exit costs do residents need to pay or contribute to?</p>	<p><input type="checkbox"/> Sale costs for the unit</p> <p><input checked="" type="checkbox"/> Legal costs</p> <p><input checked="" type="checkbox"/> Other costs</p> <ul style="list-style-type: none"> • Any General Services Charges, Personal Services Charges, Maintenance Reserve Fund Contribution or other monies due and payable by you to the Operator under the Residence Contract at the exit entitlement date. • The cost of any reinstatement works to the unit in accordance with the Residence Contract and the Act. • Such other costs (if any) that may be payable by the resident under the Resident Contract or the Act at the time of exit.
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Part 12 – Reinstatement and renovation of the unit

<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>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:</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>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/accidental damages the item or causes accelerated wear.</p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
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<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> No</p> <p><i>Renovation means replacements or repairs other than reinstatement work.</i></p>
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Part 13 – Capital gain or losses

<p>13.1 When the resident's interest or</p>	<p><input checked="" type="checkbox"/> No</p>
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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?	
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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?	<p>The exit entitlement for the unit is equal to the ingoing contribution paid by the resident, LESS:</p> <ul style="list-style-type: none"> • the exit fee; • any outstanding personal services or general services charges; • any outstanding maintenance reserve fund contributions; • any reinstatement costs payable by the resident; • any costs of storage of the resident's contents; and • any other monies which are owing to the operator by the resident including under the residence contract and any car park licence.
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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"> ➤ no date is 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>
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14.3 What is the turnover of units for sale in the village?	<p><input checked="" type="checkbox"/> Retirement village has been registered for less than one year so average length of time to sell a unit cannot be provided.</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	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/ Surplus	Balance	Change from previous year
			%

Retirement Villages Act 1999?		%
		%
	Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available		\$.....
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available		\$.....
Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available		\$.....	
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	%	
The operator pays a percentage of a resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.			
OR <input checked="" type="checkbox"/> the village is not yet operating.			

Part 16 – Insurance

The village operator must take out general insurance, to full replacement value, for the retirement village, including for:

- communal facilities; and
- the accommodation units, other than accommodation units owned by residents.

Residents contribute towards the cost of this insurance as part of the General Services Charge.

16.1 Is the resident responsible for arranging any insurance cover?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the resident is responsible for these insurance policies: <ul style="list-style-type: none"> • The resident can choose to insure the contents of the unit against loss, theft, damage or destruction.
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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?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Pets

<p>17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> Residents must not keep any pets in the unit or the village without the operator's prior written consent, which the operator may give or refuse at its absolute discretion. If the operator gives its consent, then the resident must comply with any conditions on that consent and any pet policy in place to deal with pet ownership or control of pets in the village.
<p>Visitors</p>	
<p>17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> Residents are free to invite family and friends to visit them at the Village at any time. Family and friends may stay with Residents in their Residence within the parameters of any conditions in that regard in the Residence Contract. Residents are responsible for ensuring that their Visitors and House Guests respect the rights of all other Residents and meet the expectations set out in the contract.
<p>Village by-laws and village rules</p>	
<p>17.4 Does the village have village by-laws?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> 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.
<p>17.5 Does the operator have other rules for the village.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes: Rules may be made available on request</p>
<p>Resident input</p>	
<p>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <ul style="list-style-type: none"> Village is not yet occupied. By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents. You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.
<p>Part 18 – Accreditation</p>	
<p>18.1 Is the village voluntarily accredited through an industry-</p>	<p><input checked="" type="checkbox"/> No, village is not accredited. <input type="checkbox"/> Yes, village is voluntarily accredited through:</p>

based accreditation scheme?	
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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? If yes,</p> <ul style="list-style-type: none"> • what is the fee to join the waiting list? 	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> No fee</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 237I of the Act (this applies to existing residence contracts)

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

Further Information

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

General Information

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

Regulatory Services, Department of Communities, Housing and Digital Economy

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Department of Human Services (Australian Government)

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

Phone: 132 300

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

Seniors Legal and Support Service

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: info@qls.com.au

Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

Retirement Villages Act 1999 • Section 74 • Form 3 • V9 • December 2022

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/