QUEENSLAND GOVERNMENT

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 February 2019

Name of village: **Twin Waters Retirement Village**

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.livingchoice.com.au follow link to "Our Villages"
- 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 *October 2026* and applies to prospective residents.

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

Part 1 – Operator and management details

1.1 Retirement village location	Retirement Village Name **Twin Waters Retirement Village** Street Address **21 Baywater Drive** Suburb **TWIN WATERS** State **QLD** Post Code **4564**
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner **Twin Waters Retirement Village Pty Limited** Australian Company Number (ACN) **091 038 461** Address **79 Avoca Drive** Suburb **KINCUMBER** State **NSW** Post Code **2251**
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) **Twin Waters Retirement Village Pty Limited** Australian Company Number (ACN) **091 038 461** Address **79 Avoca Drive** Suburb **KINCUMBER** State **NSW** Post Code **2251** Date entity became operator **23 November 2001**

1.4 Village management and onsite availability	Name of village management entity and contact details **Living Choice Australia Pty Ltd** Australian Company Number (ACN) **054 602 309** Phone **07 5450 7833** Email **twinwaters@livingchoice.com.au** An onsite manager (or representative) is available to residents: ☒ Full time Onsite availability includes: Weekdays **8.00 a.m. to 4.00 p.m.** Weekends **n/a**
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No *A written transition plan approved by the Department of Housing and Public Works is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.* Is there an approved closure plan for the village? ☐ Yes ☒ No *A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.*
1.6 Statutory Charge over retirement village land	*Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.*
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Residents must be 55 years of age or over or, in the case of more than one resident, one resident must be 55 years of age or over. The Scheme Operator reserves the right to: 1. request the prospective resident to submit a medical report confirming that the resident is able to live independently; 2. decline an application; and 3. change the age limitation criteria applicable for entry into the retirement village scheme.

ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

3.1 Resident ownership or tenure of the units in the village is:	☐ Freehold (owner resident) ☒ Lease (non-owner resident) ☐ Licence (non-owner resident) ☐ Share in company title entity (non-owner resident) ☐ Unit in unit trust (non-owner resident) ☐ Rental (non-owner resident) ☐ Other

Accommodation types

3.2 Number of units by accommodation type and tenure	There are **152** units in the village**,** comprising **130** single & two storey Villas; **22** apartments in multi-story building with **2** levels

Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
Studio		0		
- One bedroom		0		
- Two bedrooms		50		
- Three bedrooms		94		
- Four bedrooms		8		
Total number of units		152		

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 - Tactile buttons to stairs - Pedestrian crossing - Leisure Centre & Club House amenities include grab rails and wheel chair access - Indoor pool includes ramp and grab rail access ☐ None

Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	☒ 130 villas with own garage attached or adjacent to the unit ☒ 22 apartments with own garage separate from the apartment Restrictions on resident's car parking include: - No parking on the roadway of the Village or any of the grassed areas.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No - Short term visitor parking whilst visiting Village residents - Village residents are not permitted to park their vehicles in areas allocated for visitor parking
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started 2001 ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
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	Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the *Planning Act 2016* Not applicable
5.3 Redevelopment plan under the *Retirement Villages Act 1999*	Is there an approved redevelopment plan for the village under the *Retirement Villages Act?* ☒ Yes ☐ No *The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.* **Note:** see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:	☒ Activities or games room ☒ Arts and crafts room ☒ Auditorium * ☒ BBQ area outdoors ☒ Billiards room * ☒ Bowling green outdoor ☒ Business centre (e.g. computers, printers, internet access) * ☐ Chapel / prayer room ☐ Communal laundries ☒ Leisure Centre ☒ Dining room * ☒ Gardens ☒ Gym * ☒ Hairdressing or beauty room * ☒ Library *	☒ Medical consultation room * ☐ Restaurant ☐ Shop ☒ Swimming pool - *indoor is heated – outdoor is not heated ☒ Separate lounge in leisure centre * ☒ Spa – indoor is heated* ☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☒ Village bus or transport ☒ Workshop * ☒ Other – - Cinema* - Resident's Bar* - Club House with bar - Functions kitchen* - Car washing bay *denotes facility is located in the Leisure Centre

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).

- Dining Room is for residents' functions and is funded by the residents
- Residents' Bar – the bar stock is funded by the residents
- Workshop Access – for the safety of residents, the key for access is available, upon request, from the Village Manager and residents must follow the Village Resident Workshop Conditions of Entry
- Residents may request exclusive use of a Common Facility for private functions and will pay a fee determined by Management and the Residents' Committee

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 - Estia Aged Care

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

Part 7 – Services	
7.1 What services are provided to all village residents (funded from the General Services Charge paid by residents)?	- Management and administration; - All gardening and lawn maintenance; - Property maintenance of communal areas and external area of units; - Swimming pool maintenance; - Cleaning of Village facilities; - Operation of Village transport; - Emergency call system operation and monitoring; - Water and sewerage charges; - Council rates; - Insurances as set out in the Prospective Costs Document - Energy costs to the communal areas; and - Other services as detailed each year in the operating budget for the village.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No - Social programs as arranged from time to time – the charge for which will depend on the nature of the program. - There is both a Government Funded Program (Home Care Packages) and a private User Pays Service. Both services are managed by a Case Manager and are delivered by Aged Care Workers – o **User Pays Services** - Further information in respect to applicable rates can be obtained from the Case Manager. This service includes assistance with – ▪ Personal Care, Meal Preparation, Transport, Domestic Assistance/Spring Cleaning, Social Support, Wellness checks, In Home respite. o **Home Care packages** are also available to eligible residents and information relating to the services provided can be obtained from the Case Manager. Your Village Manager will arrange for the Case Manager to discuss your care needs further. - Maintenance and administrative assistance provided by Village staff is charged at an hourly rate and a schedule of fees can be obtained from the Village Manager. All other services arranged for you are charged at the prevailing market rate.
7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?	☐ Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* ☒ Yes, home care is provided in association with an Approved Provider ☐ No, the operator does not provide home care services, residents can 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	
8.1 Does the village have a security system?	☐ Yes ☒ No
8.2 Does the village have an emergency help system? If yes or optional: • the emergency help system details are: • the emergency help system is monitored between:	☒ Yes - all residents ☐ Optional ☐ No • the emergency help system details are back to base emergency call unit (in every unit and the leisure centre) and pendant or bracelet if required. • the emergency help system is monitored 24 hours per day 7 days per week.
8.3 Does the village have equipment that provides for the safety or medical emergency of residents? If yes, list or provide details e.g. first aid kit, defibrillator	☒ Yes ☐ No - first aid kits are located in the communal facilities and in Village transport vehicles - defibrillators for use by medical emergency response team

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	
- Two bedrooms	$720,000 to $860,000
- Three bedrooms	$820,000 to $1,600,000
- Four bedrooms	$950,000 to $1,500,000
Full range of ingoing contributions for all unit types	$720,000 to $1,600,000

9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?
If yes: specify or set out in a table how the contract options work e.g. pay a higher ingoing contribution and less or no exit fee.

☒ Yes ☐ No

Everyday Choice either

- Exit Fee – 5% per year of next ingoing contribution x 7 years (maximum exit fee 35% of next ingoing contribution or agreed value)
- Reinstatement costs/minor renovation costs – 100% payable by resident
- Capital gain – 100% payable to resident on Resale
- Capital loss – 100% payable by resident on Resale
- General Services Charge and Maintenance Reserve Fund contribution payable until the earlier of re-sale or 9 months from the provision of vacant possession
- Payment of selling fee and marketing expenses to Licenced Real Estate Agent
- Exit entitlement payable earlier of 14 days after re-sale or 18 months from the provision of vacant possession

Or if the Operator elects to carry out Major Renovation Works the following will apply

- Exit Fee – 5% per year of As Is Value x 7 years (maximum exit fee 35% of As Is Value
- Reinstatement costs if you have caused damage to the unit or carried out additional works without the Operator's approval
- Capital gain 100% of the difference between the Ingoing Contribution and the As Is Value payable to resident
- Capital loss 100% of the difference between the As is Value and Ingoing Contribution (if applicable)
- General Services Charge and Maintenance Reserve Fund contribution payable until the earlier of re-sale or 6 months from the provision of vacant possession
- Exit entitlement payable earlier of 14 days after re-sale or 6 months from the provision of vacant possession.

	Confident Choice – **available on certain Units and on application to the Operator** - Exit Fee – 5% per year of your ingoing contribution paid x 7 years (maximum exit fee 35% of your ingoing contribution) - Reinstatement costs which is payable by the resident as a result of damage or accelerated wear and tear caused to the residence by the resident and variations caused to the residence by the resident which have not been approved by the Operator - Resident receives no Capital Gain and pays no Capital Loss - General Services Charge and Maintenance Reserve Fund contribution payable until the earlier of re-sale of the residence or 90 days from the provision of vacant possession - Exit entitlement payable earlier of 14 days after re-sale or 6 months from the provision of vacant possession **No Exit Fee Choice – available on certain Units and on application to the Operator** - In addition to the Ingoing Contribution residents pay a Non-refundable Establishment fee = 19.5% of the Ingoing Contribution - No Exit Fee - Reinstatement costs which is payable by the resident as a result of damage or accelerated wear and tear caused to the residence by the resident and variations caused to the residence by the resident which have not been approved by the Operator - Resident receives no Capital Gain and pays no Capital Loss - General Service Charge and Maintenance Reserve Fund contribution payable up until and including the day of vacant possession. Exit entitlement payable earlier of 10 days after registration of a Surrender of Lease and if applicable, receipt of a certified copy of a Grant of Probate
9.3 What other entry costs do residents need to pay?	☐ Transfer or stamp duty ☒ Costs related to your residence contract ☒ Costs related to any other contract e.g. Deed of Loan (if applicable) ☒ Advance payment of General Services Charge and Maintenance Reserve Fund contribution ☒ Other costs include Mortgagee's consent fee and Survey fee (if applicable)

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 Charge 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	$147.69 to $166.15	$41.31
- Three bedrooms	$159.23 to $217.38	$41.31 to $60.46
- Four bedrooms	$205.62 to $206.31	$41.31

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 -)*
2026	$118.15 to $201	-0.31%	$40.62 to $59.77	8.49%
2025	$110.03 to $210.10	11.81%	$36.23 to $56.30	8.37%
2024	$101.8 to $184.52	20.3%	$33.69 to $51.69	11.09%

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

☒ Contents insurance

☐ Home insurance (freehold units only)

☒ Electricity

☒ Gas

☐ Water

☒ Telephone

☒ Internet

☒ Pay TV

☒ Other – All costs of heating water to apartments in apartment blocks; any other utility costs not referred to above

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?

☒ All unit fixtures

☒ All unit fittings

☒ All unit appliances

☐ None

Additional information – maintenance and repair of any variations the resident has made to the unit

10.4 Does the operator offer a maintenance

☒ Yes ☐ No

service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.	A maintenance person is available at the Village on a user pays basis for basic general maintenance assistance – residents must complete a maintenance request form and pay the applicable hourly rate for maintenance assistance. This does not include electrical, plumbing or services requiring a qualified trades person.

Part 11– Exit fees - when you leave the village

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

11.1 Do residents pay an exit fee when they permanently leave their unit? If yes: list all exit fee options that may apply to new contracts	☐ Yes – all residents pay an exit fee calculated using the same formula ☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract ☐ No exit fee ☒ Other Everyday Choice 5% per year of the next ingoing contribution x 7 years (as noted below calculated on a daily basis) or 5% per year of the As Is Value x 7 years if the Operator elects to carry out Major Renovation Works Confident Choice 5% per year of your ingoing contribution x 7 years (as noted below calculated on a daily basis) No Exit Fee Lease No exit fee

Everyday Choice where Minor Renovation Works are required to be carried out

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	For an Everyday Choice the Exit Fee calculation based on the next ingoing contribution (i.e. the ingoing contribution paid by the next resident or the agreed value)
1 year	5% of the next ingoing contribution
2 years	10% of the next ingoing contribution
5 years	25% of the next ingoing contribution
10 years	35% of the next 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 next ingoing contribution after **7** years of residence.

The minimum exit fee is 5% of the next ingoing contribution (pro-rated on a daily basis)	
Everyday Choice where Operator elects to carry out Major Renovation Works	
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	For an Everyday Choice the Exit Fee calculation based on the As Is Value (ie the value determined on the date the Lease is terminated)
1 year	5% of the As Is Value
2 years	10% of the As Is Value
5 years	25% of the As Is Value
10 years	35% if the As Is Value
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 As Is Value after 7 years of residence. The minimum exit fee is **5**% of the As Is Value (pro-rated on a daily basis)	
Confident Choice available on some Units and on application to the Operator	
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	For a Confident Choice the Exit fee calculation based on your ingoing contribution
1 year	5% of your ingoing contribution
2 years	10% of your ingoing contribution
5 years	25% of your ingoing contribution
10 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 next ingoing contribution after **7** years of residence. The minimum exit fee is **5%** of the next ingoing contribution (pro-rated on a daily basis)	
No Exit Fee Choice available on some Unit and on application to the Operator	

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit Fee is not applicable for this Lease type
1 year	N/A
2 years	N/A
5 years	N/A
10 years	N/A

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 **nil%** of the ingoing contribution.

The minimum exit fee is **nil%** of the ingoing contribution

11.2 What other exit costs do residents need to pay or contribute to?	☒ Sale costs for the unit if you enter an Everyday Choice unless the Operator elects to undertake Major Renovation Works – not applicable for Confident Choice or No Exit Fee Choice ☒ Legal costs - not applicable for No Exit Fee Choice Lease ☒ Other costs - reinstatement costs - General Services Charge - Maintenance Reserve Fund contribution - outstanding personal service charge - 100% of Minor Renovation Costs if you enter an Everyday Choice Lease. Please note that the cost of Minor Renovation Works will not be payable where the Operator elects to undertake Major Renovation Works as set out in the Lease.

Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	☒ Yes ☐ No *Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:* • *fair wear and tear; and* • *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.* *Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.*

	Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ Yes - For an Everyday Choice only - residents pay 100% of Minor Renovation Works unless the Operator elects to undertake Major Renovation Works in which case the resident is not required to carry out the Minor Renovation Works as set out in the Lease. ☒ No – For a Confident Choice and No Exit Fee Choice *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 *gain* or capital *loss* on the resale of their unit?	☒ Optional – residents can elect to share in a capital **gain** or **loss** option – if they select a **Everyday Choice** Lease the resident's share of the capital **gain** is 100% the resident's share of the capital **loss** is 100% - If the Operator elects to carry our Major Renovation Works the resident's share is 100% of the capital gain between the Ingoing Contribution and the As Is Value the resident's share is 100% of the capital loss between the Ingoing Contribution and the As Is Value. ☒ No – residents can select a **Confident Choice and No Exit Fee Choice** where there is **no** capital gain or loss sharing.

Part 14 – Exit entitlement

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?	**For an Everyday Choice** – Ingoing contribution paid by you Plus, any capital gain (if any) achieved on re-sale unless the Operator elects to carry out Major Renovation Works Less - Exit Fee (5% per year x maximum 7 years of next ingoing contribution) - Capital Loss (if any) - Cost of finding a new Resident - General Services Charge until the earlier of re-sale or 9 months from vacant possession - Maintenance Reserve Fund contribution until the earlier of re-sale or 9 months from vacant possession - Reinstatement costs - Minor renovation costs unless the Operator elects to undertake Major Renovation Works - Any outstanding General Services Charge, Maintenance Reserve Fund contribution or personal services charges - Legal costs in respect to the Surrender of Lease **If the Operator elects to carry out Major Renovation Works** Ingoing Contribution paid by you Plus, capital gain between the Ingoing Contribution and the As Is Value determined on termination Less - Exit Fee (5% per year x maximum 7 years of the As Is Value) - Capital Loss between the Ingoing Contribution and the As Is Value (if any) - General Services Charge until the earlier of re-sale or 6 months from Vacant Possession - Maintenance Reserve Fund contribution until the earlier of re-sale or 6 months from Vacant Possession - Reinstatement costs if you have caused damage or carried out additions or alterations without the consent of the Operator - Any outstanding General Services Charge, Maintenance Reserve Fund contribution or personal services charges Legal costs in respect to the Surrender of Lease

	For a Confident Choice – only available on certain units and on application to the Operator Ingoing contribution paid by you Less - Exit fee (5% per year x maximum 7 years of the Ingoing Contribution you paid) - General Services Charge until the earlier of re-sale or 90 days from vacant possession - Maintenance Reserve Fund contribution until the earlier of re-sale or 90 days from vacant possession - Reinstatement costs to the extent you cause accelerated wear or deliberate damage to your Unit - Any costs associated with renovations or changes to the condition of the Unit carried out without the approval of the operator - Any outstanding General Services Charge, Maintenance Reserve Fund contribution or personal services charges - Legal costs in respect to the Surrender of Lease - No cost of finding a new Resident **For a No Exit Fee Choice** only available on certain units and on application to the Operator Ingoing Contribution paid by you (the Establishment fee paid on entry is non-refundable) Less - General Services Charge up to the date of Vacant Possession - Maintenance Reserve Fund contribution up to the date of Vacant Possession - Reinstatement costs to the extent you cause accelerated wear or deliberate damage to your Unit. - Any costs associated with renovations or changes to the condition of the Unit carried out without the approval of the operator - No Legal costs in respect to the Surrender of Lease - No cost of finding a new Resident
14.2 When is the exit entitlement payable?	By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days: **For an Everyday Choice**:- • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator; or • 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) or • If the Operator elects to carry out Major Renovation Works - 6 months after the As Is Value has been determined under the residence contract, even if the unit has not been resold.

	For a Confident Choice by policy decision of the Operator the earlier of:- • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator; or • 6 months from the provision of vacant possession following termination of the resident's right to reside under the residence contract. **For a No Exit Fee Choice** by policy decision of the Operator the earlier of:- • 10 days after registration of a Surrender of Lease or Request to Record Death 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.
14.3 What is the turnover of units for sale in the village?	1 accommodation units were vacant as at the end of the last financial year 9 accommodation units were resold during the last financial year 4.9 months was the average length of time to sell a unit over the last three financial years

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 for the last 3 years

Financial Year	(Deficit)/Surplus	Balance	Change from previous year
2026@audit	$55,284	$21,558	163%
2025@audit	$45,927	$(33,726)	-58%
2024@audit	$(95,572)	$(79,653)	600%

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$21,558
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$846,926
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$861,621
Percentage of a resident's ingoing contribution applied to the Capital Replacement Fund	0.1%
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.	
The operator will ensure that an appropriate amount is contributed into the Fund from the sale of units in the Village.	

Part 16 – Insurance

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

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

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

16.1 Is the resident responsible for arranging any insurance cover?
If yes, the resident is responsible for these insurance policies:

☒ Yes ☐ No

If yes, the resident is responsible for these insurance policies:

- Contents insurance
- Any Additions and Alterations to the Unit
- Motor vehicle (including mobility scooters) insurance
- Public Liability insurance
- Any other insurance not covered by Village insurance policies

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?	☐ Yes ☒ No
Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Subject to the approval of the Village Manager and complying with the Village By-laws in respect to Pets.
Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	☒ Yes ☐ No Residents should notify the Village Manager if they are having short-stay visitors - that is, a visitor who stays overnight for up to 1 month in any 12 month period. Residents must obtain the consent of the Village Manager if they are having a visitor who intends to stay for a prolonged period or who will live with them on a temporary basis.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☒ Yes ☐ No *By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.* *Note: See notice at end of document regarding inspection of village by-laws*
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No If yes: Codes of Conduct which apply to the use of various communal facilities may be made available on request.
Resident input	
17.6 Does the village have a residents committee established under the *Retirement Villages Act 1999*?	☒ Yes ☐ No *By law, residents are entitled to elect and form a residents committee to liaise with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.* *You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*

Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☐ No, village is not accredited ☒ Yes, village is voluntarily accredited through: Australian Retirement Village Accreditation Scheme expires 26 April 2025

Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.

Part 19 – Waiting list	
19.1 Does the village maintain a waiting list for entry? If yes, • what is the fee to join the waiting list?	☒ Yes ☐ No ☒ No fee

Access to documents

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

- ☒ Certificate of registration for the retirement village scheme
- ☒ Certificate of title or current title search for the retirement village land
- ☒ Village site plan
- ☒ Plans showing the location, floor plan or dimensions of accommodation units in the village
- ☐ Plans of any units or facilities under construction
- ☐ Development or planning approvals for any further development of the village
- ☒ An approved redevelopment plan for the village under the *Retirement Villages Act*
- ☐ An approved transition plan for the village
- ☐ An approved closure plan for the village
- ☒ The annual financial statements and report presented to the previous annual meeting of the retirement village
- ☒ Statements of the balance of the capital replacement fund or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
- ☐ Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
- ☒ Examples of contracts that residents may have to enter into
- ☒ Village dispute resolution process
- ☒ Village by-laws
- ☒ Village insurance policies and certificates of currency
- ☐ A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of Housing and Public Works website.

Further Information

If you would like more information, contact the Department of 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 3008 3450
Email: regulatoryservices@hpw.qld.gov.au
Website: www.chde.qld.gov.au/housing

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

Department of Human Services (Australian Government)
Information on planning for retirement and how moving into a retirement village can affect your pension
Phone: 132 300
Website: www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement

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

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

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

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

Livable Housing Australia (LHA)

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