Retirement Villages Form 3

QUEENSLAND GOVERNMENT

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019 **ABN: 86 504 771 740**

The Verge at Burleigh G.C.

- 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://retireaustralia.com.au/communities/the-verge-at-burleigh-g-c
- 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 1 September 2026 and applies to prospective residents.

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

Part 1 – Operator and management details

1.1 Retirement village location	Retirement Village Name: The Verge at Burleigh G.C. Street Address: 61 Hillcrest Parade Suburb Miami State: QLD Post Code: 4220
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Gold Coast Burleigh Golf Club Ltd Australian Company Number: 010 198 044 Address: Hillcrest Parade Suburb Miami State QLD P
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Retire Australia (Burleigh) Pty Ltd Australian Company Number: 616 531 401 Address: C/- Retire Australia, Level 4, 200 Mary Street Suburb Brisbane State QLD P Date entity became operator 17 March 2020
1.4 Village management and onsite availability	Name of village management entity and contact details: Retire Australia (Burleigh) Pty Ltd Australian Company Number (ACN): 616 531 401 Phone 07 5619 3000 Email: Tarmar.Christensen@retireaustralia.com.au

	An onsite manager (or representative) is available to residents: ☒ Full time ☐ Part time ☐ By appointment only ☐ None available ☐ Other Onsite availability includes: Weekdays 8.30am to 4.30pm (After hours by appointment)
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No *A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.* Is there an approved closure plan for the village? ☐ Yes ☒ No *A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.*
1.6 Statutory Charge over retirement village land.	*Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.* *In relation to licence schemes, a statutory charge over the land is normally registered on the certificate of title by the chief executive of the department administering the Act. It there is no statutory charge registered on a licence scheme, which may be the case for some religious, charitable or community purpose organisations, you should check if the security of tenure offered meets your requirements.* Is a statutory charge registered on the certificate of title for the retirement village land? ☐ Yes ☒ No If yes, provide details of the registered statutory charge: NA
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Occupants must be at least 65
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 are178 units in the village, comprising 0 single storey units; 178 units in multi-storey building with 6 levels

Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio	-	-	-	-
- One bedroom	-	15	-	-
- Two bedroom	-	125	-	-
- Three bedroom	-	28	-	-
- Care suites			10	
Total number of units		168	-	-

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 - Livable Housing Design ☐ None

Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	☐ Some units with own garage or carport attached or adjacent to the unit ☐ Some units with own garage or carport separate from the unit ☐ Some units with own car park space adjacent to the unit ☒ Some units with own car park space separate from the unit ☐ General car parking for residents in the village ☐ Other parking e.g. caravan or boat ☐ Units with no car parking for residents ☐ No car parking for residents in the village Restrictions on resident's car parking include: ***Note from the scheme operator:*** *Car parking will be made available to independent living unit residents by a car parking licence between the resident and the operator. Residents will be required to pay a licence fee of $1,000 to the operator, which is fully refundable to the resident following termination of the car parking licence.*
4.2 Is parking in the village available for visitors?	☒ Yes ☐ No Visitors may only park in designated visitor parking areas.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started 2019 ☒ 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 Communities, Housing and Digital Economy.* **Note:** see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:	☒ Activities or games room* ☐ Arts and crafts room ☒ Auditorium ☒ BBQ area outdoors ☐ Billiards room ☐ Bowling green [indoor/outdoor] ☐ Business centre (e.g. computers, printers, internet access) ☐ Chapel / prayer room ☐ Communal laundries ☒ Community room or centre* ☐ Dining room ☒ Gardens ☒ Gym ☐ Hairdressing or beauty room ☒ Library	☒ Medical consultation room ☐ Restaurant ☐ Shop ☐ Swimming pool [indoor / outdoor] [heated / not heated] ☐ Separate lounge in community centre ☐ Spa [indoor / outdoor] [heated / not heated ☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☒ Village bus or transport ☒ Workshop (activity room/Men's Shed) ☒ Other • Café • Pool Table • Resident Bar ****Note from Operator** – these areas are the same multi-use space.* *See part 5 for details of future facilities and development of the village.*
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).		

Facilities on the village land shared with others

The street level of the Wellness Centre is available to members of the Burleigh Golf Club, including the cafe. The scheme operator contributes to the operating costs and repair and maintenance costs on a proportionate basis calculated on the area of the Wellness Centre that is available for the exclusive use of residents versus the area of the Wellness Centre that is available to both residents and members of the Burleigh Golf Club.

Certain village facilities may involve a commercial arrangement between the scheme operator and a third party provider, including treatment rooms and the cafe. These arrangements may involve the use of certain village facilities by the relevant providers and their employees, agents, contractors, visitors and members of the public.

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 N/A

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

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	'General Services' provided to all residents are:
	
	• Operating the retirement village for the benefit and enjoyment of residents.
	• Providing, operating and managing the community areas and facilities.
	• Gardening and landscaping.
	• Managing security at the village.
	• Maintaining the security system, emergency help system and/or safety equipment (if any).
	• Weekly rubbish collection.
	• Weekly transport service for shopping and social outgoings.
	• Maintaining fire-fighting and protection equipment.
	• Cleaning, maintenance, repairs and replacements of and to the community areas and facilities including electricity and infrastructure.
	• To the extent that in the future;
	    o a third party fails to supply; and
	    o the Scheme Operator must supply,
	hot water and air conditioning to units
	• Maintenance, repairs and replacements of and to units and items in, on or attached to units (except where this is the responsibility of a resident).

	• Monitoring and eradicating pests in the communal areas of the village. • Engaging necessary staff and contractors, which may include a village manager, cleaning and maintenance personnel, security personnel, personal care and nursing personnel and/or relief personnel. • Arranging for relevant administrative, secretarial, book-keeping, accounting and legal services. • Maintaining licences required in relation to the retirement village. • Paying operating costs of the retirement village. • Maintaining insurances relating to the retirement village that are required by the *Retirement Villages Act 1999* or contemplated by a residence contract or that the scheme operator otherwise deems appropriate. • Complying with the *Retirement Villages Act 1999*. • Any other general services funded via a general services charges budget for a financial year.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No ***Note from scheme operator:*** *A resident of a care suite receives meals, cleaning and laundry services. A list of other personal services is available from the operator on request.* *A new resident of a care suite must enter into a Care Services Agreement relating to the particular personal services to be provided to that resident. Please contact the operator for further information.*
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 (***RetireAustralia Care and Services Pty Ltd – RACS ID no 9207***) ☐ 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? If yes: • the security system details are:	☒ Yes ☐ No External CCTV and fob entry access to carpark and resident units.

the security system is monitored between:	24 hours per day, 7 days per week.
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 Personal Emergency Response System – the cost of this service is included in the general services charge 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 kit, Personal Emergency Response System

COSTS AND FINANCIAL MANAGEMENT

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

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

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

Accommodation Unit	Range of ingoing contribution
Independent living units	
- Studio	-
- One bedroom	$735,000 to $889,000
- Two bedrooms	$940,000 to $1,594,000
- Three bedrooms	$1,411,000 to $2,300,000
Serviced units	

	- Studio	-
	- One bedroom	-
	- Two bedrooms	-
	- Three bedrooms	-
	Other	-
	- Care suite	$670,000.00
	Full range of ingoing contributions for all unit types	$670,000 to $2,300,000
	Note from the scheme operator*: The range of ingoing contributions noted above are the 'standard ingoing contributions'. The standard ingoing contribution is the ingoing contribution for the* ***Postpaid*** *and* ***Prepaid*** *contract options.* *For the* ***Refundable*** *contract, the ingoing contribution is 140% of the standard ingoing contribution and the establishment fee is 3% of the standard ingoing contribution.*	

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 Residents of independent living units are able to select one of the following 3 contract options. The Postpaid contract option is the only contract option available to residents of care suites.

Contract option	Description
Postpaid	The resident pays the ingoing contribution on the commencement date of the residence contract. When the resident leaves the Village, the resident pays an exit fee. The maximum exit fee if the resident lives in the Village for more than 3 years is 35% of the ingoing contribution. If the resident lives in the Village for less than 3 years, the exit fee is prorated. When the resident leaves the Village, the exit fee is deducted from the refund of the ingoing contribution See Part 14 for other deductions that may apply. ***Note from the scheme operator****: For residents of care suites, different exit fee options may apply depending on personal circumstances. Please contact the scheme operator for further information.*

	Prepaid	The resident pays the ingoing contribution on the commencement date of the residence contract. In addition to the ingoing contribution, the resident pays a prepaid fee of 20% of the ingoing contribution (**Prepaid Fee**). If the resident leaves the Village within three years of the occupation date, a proportion of the Prepaid Fee that has not yet accrued will be refunded to the resident (see Part 14 below). If the resident leaves the Village after the third anniversary of the occupation date, the resident is not entitled to a refund of a proportion of the Prepaid Fee.
	Refundable	The resident pays an ingoing contribution that is 140% of the standard ingoing contribution (**Refundable Contract Ingoing Contribution**). The resident pays an **Establishment Fee** that is 3% of the standard ingoing contribution. The Refundable Contract Ingoing Contribution and Establishment Fee are paid on the commencement date of the residence contract. The Establishment Fee is not refunded when the resident leaves the Village, except in the circumstances described in Part 14 below. When the resident leaves the village, the Refundable Contract Ingoing Contribution is refunded to the resident. The resident does not pay an exit fee. See Part 14 for other deductions that may apply.
9.3 What other entry costs do residents need to pay?	☒ Transfer or stamp duty (plus any additional foreign acquirer duty (if any) if the contract is a **Prepaid** contract or **Refundable** contract) ***Note from the scheme operator:*** *The scheme operator may elect to pay any stamp duty applicable under the* ***Prepaid*** *contract or* ***Refundable*** *contract. If the scheme operator elects to pay the stamp duty, you will still be responsible for any additional foreign acquirer duty that may be payable (if applicable).* ☒ Costs related to your residence contract ☐ Costs related to any other contract ☐ Advance payment of General Services Charge ☒ Other costs: • lease registration and survey plan costs (excluding care suites) • Prepaid Fee (if the contract is a **Prepaid** contract). This amount is not refundable, except in the circumstances described in Part 14.1 • Establishment Fee (if the contract is a **Refundable** contract). This amount is not refundable, except in the circumstances described in Part 14.1	

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	$162.96	$37.45
- One bedroom plus study	$162.96	$37.45
- Two bedrooms	$171.92	$44.31
- Three bedrooms	$196.56	$63.17
Serviced Units		
- Studio	-	-
- One bedroom	-	-
- Two bedrooms	-	-
- Three bedrooms	-	-
Other	-	-
- Care suite	$94.25	$24.44
All units pay a flat rate		

* The General Services Charge excludes the Maintenance Reserve Fund Contribution

The General Services Charge and Maintenance Reserve Fund contributions will increase from time to time in the manner allowed under the Act.

The General Services Charge and Maintenance Reserve Fund contributions are payable on a monthly basis, or such other period as notified by the scheme operator from time to time.

Note from scheme operator: *In addition to the above amounts, residents of care hub suites may be required to pay a daily accommodation fee as well as personal services charges. Please contact the operator for further information.*

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

Financial year	**General Services Charge (range)** *(weekly)*	**Overall % change from previous year**	**Maintenance Reserve Fund contribution (range)** *(weekly)*	**Overall % change from previous year** *(+ or -)*
2025/26	$93.31 to $194.61	-0.43%	$25.80 to $64.89	9.69%
2024/25	$93.72 to $195.45	0%	$23.52 to $59.15	38.2%
2023/24	$162.05 to $195.45	2.6%	$25.38 to $42.80	0%

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 consumption ☒ Telephone ☒ Internet ☒ Pay TV ☒ Other: • Hot water supply; and • Air conditioning supply. ***Note from the scheme operator:*** *Hot water and air conditioning supply to units is managed and invoiced by a third party. Residents enter into an agreement with that third party (on the third party's required terms) and receive those services pursuant to the terms of that agreement.* *Residents of care suites will not be required to pay utilities separately*.
10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	☒ Unit fixtures* ☒ Unit fittings* ☒ Unit appliances* ☐ None *Residents are only responsible for costs of repair, maintenance and replacement when damage caused by accelerated wear and tear or deliberate damage. ***Note from the scheme operator:*** *Residents are responsible for, and must pay the costs of:* • *replacing consumables in their unit, including alarm batteries and light globes;*	

	• *maintenance, repairs and replacements of any items they own or bring into their unit, and any alterations or additions made by them or on their behalf; and* • *repair and replacement of furnishings provided in care suites if the resident deliberately damages or causes accelerated wear to those items.*
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	☐ Yes ☒ No ***Note from the scheme operator:*** *A list of preferred contractors is available on request.*
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 **Postpaid** 10% of the ingoing contribution for the first year of residence, plus 12% for the second year, plus 13% for the third year, up to a total maximum of 3 years (35%), calculated on a pro-rata daily basis for any partial years of residence. **Prepaid** contract and **Refundable** contract Not applicable. There is no exit fee. ***Note from the scheme operator****: For residents of care suites, different exit fee options apply depending on personal circumstances. Please contact the operator for further information.*

Postpaid	
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	10% of your ingoing contribution
2 years	22% of your ingoing contribution
3 years	35% of your ingoing contribution
5 years	35% 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 ingoing contribution after 3 years of residence.

The minimum exit fee is 10% of your ingoing contribution x 1/365 (for 1 day of residence).

Prepaid

No exit fee is payable.

Refundable

No exit fee is payable.

11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☒ Legal costs ☒ Other costs: registration fees for surrender of lease (except for care suites)

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, all residents pay ………….. % of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit) ☐ Optional, only applies to residents who share in the capital gain on the sale of their unit, and the resident pays ………% of any renovation costs ☒ No *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?	☐ Yes, the resident's share of the **capital gain** is % the resident's share of the **capital loss** is % OR is based on a formula ☐ Optional - residents can elect to share in a capital **gain** or **loss** option the resident's share of the **capital gain** is ………….. % the resident's share of the **capital loss** is ………….. % OR is based on a formula ☒ No
Part 14 – Exit entitlement or buyback of freehold units	
An exit entitlement is the amount the operator may be required to pay the former resident under a residence contract after the right to reside is terminated and the former resident has left the unit.	

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

The resident receives a repayment of their ingoing contribution.

At this time the money owed by the resident to the operator is set off against this repayment.

The exit entitlement is therefore calculated as follows:

- repayment of ingoing contribution

less

- if the contract is a **Postpaid** contract, the Exit Fee (see Part 11.1)

less

- the cost of the Reinstatement Work (see Part 12)

less

- any other costs (for example, outstanding general services charges) the resident is liable to pay under the residence contract or any other agreements with the scheme operator or a related entity.

If the contract is a **Prepaid** contract:

- the Prepaid Fee is non-refundable;
- if the contract ends and the resident provides vacant possession of the unit within 3 years of the occupation date, the resident will receive a partial refund of the Prepaid Fee that has not yet accrued. The Prepaid Fee accrues to the operator progressively over three years from the Occupation Date at the following rates:

Year	**Portion of Prepaid Fee accrued to operator over the full year**
Year 1 – from the Occupation Date to (but excluding) the first anniversary of the Occupation Date	35% of the Prepaid Fee
Year 2 – from the first anniversary of the Occupation Date to (but excluding) the second anniversary of the Occupation Date	35% of the Prepaid Fee
Year 3 – from the second anniversary of the Occupation Date to (but excluding) the third anniversary of the Occupation Date	30% of the Prepaid Fee

Within each year, the relevant portion accrues to the operator on a daily basis. If the Vacant Possession Date is part-way through a year, the operator retains the proportion of that year's portion (as shown in column 2 in the table above) corresponding to the number of days the resident occupied the unit in that year (including the Vacant Possession Date), divided by the total number of days in that year. The operator also retains the full portion for each earlier completed year.

	Following are worked examples of how the refund of the Prepaid Fee is calculated: • Assume the Prepaid Fee is $180,000 and the Occupation Date is 1 March 2027. • If the Vacant Possession Date is on the last day of Year 1, the operator retains 35% of $180,000, being $63,000. The resident receives a refund of $117,000. • If the Vacant Possession Date is on the date that is 18 months after the Occupation Date (184 days into Year 2), we retain $94,726 calculated as: o 35% of $180,000 for Year 1, plus o 35% of $180,000 x 184/365 days, being $31,726.03. The resident receives a refund of $85,274. • If the Vacant Possession Date is on the last day of Year 2, the operator retains $126,000, being 35% of $180,000 for Year 1 plus 35% of $180,000 for Year 2. The resident receives a refund of $54,000. • If the Vacant Possession Date is after Year 3, the resident does not receive a refund of any of the Prepaid Fee. Capitalised terms used in this section have the same meaning is in the contract. Please contact the operator for more information. If the contract is a **Refundable** contract, the Establishment Fee paid on entry is non-refundable.
14.2 When is the exit entitlement payable?	By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days: • the day stated in the residence contract ☒ which is 18 months after the termination of 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). ***Note from scheme operator:*** *The operator will pay the exit entitlement to a former resident of a care suite on or before the date that is 90 days after termination of the residence contract.* 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?	48 accommodation units were vacant as at the end of the last financial year *(please note that the new development units from Stage 3 of the development released in March 2024 are included in this figure).* 9 accommodation units were resold during the last financial year *(please note in addition to the re-sales 20 new development units were sold).* 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 Fund for the last 3 years

Note from Operator: *Figures below are based on the most recent audited accounts.*

Financial Year	Deficit/ Surplus	Balance of General Services Income	Change from previous year
2024/25	$320,155	$1,625,145	33.25%
2023/24	$128,071	$1,161,816	196.37%
2022/23	($157,903)	$392,010	(186.22%)

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$491,667
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$480,624
Balance of **Capital Replacement Fund** for the last financial year *OR* 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.	$1,119,445 Each financial year, the operator will determine an amount to be paid into the Capital Replacement Fund having regard to a quantity surveyor's estimate of future costs of replacing capital items. The operator must pay these annual amounts into the Capital Replacement Fund. The operator must hold the Capital Replacement Fund contributions in a separate bank account that complies with the requirements of the Act. The interest earned on this account will be retained in the Capital Replacement Fund.

	OR ☐ the village is not yet operating.
Part 16 – Insurance	
The village operator must take out general insurance, to full replacement value, for the retirement village, including for: • communal facilities; and • the accommodation units, other than accommodation units owned by residents. Residents contribute towards the cost of this insurance as part of the General Services Charge.	
16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:	☒ Yes ☐ No If yes, the resident is responsible for these insurance policies: • Contents insurance (for the resident's property in the unit) • Third-party insurance (for the resident's motor vehicle or mobility device) • Public liability insurance (for incidents occurring in the unit) • Workers' compensation insurance (for the resident's employees or contractors)
Part 17 – Living in the village ***Trial or settling in period in the village***	
17.1 Does the village offer prospective residents a trial period or a settling in period in the village? If yes: provide details including, length of period, relevant time frames and any costs or conditions	☒ Yes ☐ No A settling-in period of **3 months** applies to new residents, starting on the date of settlement of the residence contract or the date the resident starts occupying the unit (whichever happens first). If the resident gives notice of termination their residence contract in this period, the contract will terminate no later than 14 days afterwards, and the exit entitlement will be paid within 30 days after the resident gives vacant possession of the unit. No exit fee will be charged. If the residence contract is a: • **Prepaid** contract, 100% of the Prepaid Fee will be repaid; or • **Refundable** contract, the Establishment Fee will be repaid. All other departure conditions and costs apply. The settling-in period does not apply to residents who enter into a residence contract for a care suite.

Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Residents must seek consent from the scheme operator to keep pets in their unit. The scheme operator may act in its discretion.
Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	☒ Yes ☐ No Visitors may stay with the resident for up to one month (in total) in any 12 month period. Longer stays are allowed with the scheme operator's prior consent. The resident must stay in the unit at the same time as their visitor. Due to the size and nature of the care suites, visitors may stay overnight if approved by the care manager.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☐ Yes ☒ No *By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.* *Note: See notice at end of document regarding inspection of village by-laws*
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No If yes: Please refer to schedule 3 of the residence contract for the village rules.
Resident input	
17.6 Does the village have a residents committee established under the *Retirement Villages Act 1999*?	☒ Yes ☐ No *By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.* *You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*
Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☒ No, village is not accredited ☐ Yes, village is voluntarily accredited through:

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

Part 19 – Waiting list	
19.1 Does the village maintain a waiting list for entry? If yes, • what is the fee to join the waiting list?	☐ Yes ☒ No ☐ No fee ☐ Fee of $………… which is ☐ refundable on entry to the village ☐ non-refundable

Access to documents

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

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

An example request form containing all the necessary information you must include in your request is available on the Department of 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.housing.qld.gov.au**

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

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

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

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

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

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

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

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

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