

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740

Name of village: MEILENE COURT

Important information for the prospective resident

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

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

Part 1 – Operator and management details

1.1 Retirement village location

Retirement Village Name: MEILENE COURT

Street Address: Meilene Street

Suburb: BUNDABERG State: QLD Post Code 4670

1.2 Owner of the land on which the retirement village scheme is located

Name of land owner : The Corporation of the Synod of the Diocese of Brisbane

Australian Business Number (ABN) : 39 906 010 979

Address : 373 Ann Street

Suburb : BRISBANE State : QLD Post Code : 4000

1.3 Village operator

Name of entity that operates the retirement village (scheme operator)

The Corporation of the Synod of the Diocese of Brisbane

Australian Business Number (ABN) : 39 906 010 979

Address : 373 Ann Street

Suburb : BRISBANE State : QLD Post Code 4000

Date entity became operator : 7 October 2002

1.4 Village management and onsite availability

Name of village management entity and contact details

Chief Operating Officer Aged & Community, Anglicare Southern Qld

Australian Business Number (ABN) : 39 906 010 979

Phone : (07) 4151 7527 Email : meilene@anglicaresq.org.au

An onsite manager (or representative) is available to residents:

Full time

	<p>Onsite availability includes:</p> <p>Weekdays : 9:00am – 4:30pm</p> <p>Weekends : Not available</p>
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<p>1.5 Approved closure plan or transition plan for the retirement village</p>	<p>Is there an approved transition plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
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Part 2 – Age limits

<p>2.1 What age limits apply to residents in this village?</p>	<p>Applicants for residence in the Village must be 65 years or over. In the case of joint applicant, one of them at least must be seventy years of age. The Scheme Operator has the discretion to accept or refuse any application for residence in the Village and must be satisfied that each applicant is a suitable resident. In exercising its discretion, the Scheme Operator may accept a person as a resident who does not satisfy the age criteria but who the Scheme Operator considers would be a suitable resident for the Village.</p> <p>The Scheme Operator reserves the right in the future to vary (by increasing or decreasing) the age limit for residents in the Village.</p> <p>As well as meeting the age limit criteria, applicants must be able to live independently.</p>
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ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

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

3.2 Number of units by accommodation type and tenure There are units in the village, comprisingsingle story units; units in multi-story building with levels

Accommodation unit	Freehold	Leasehold	Licence	Other [name]
Independent living units				
- Studio				
- One bedroom				
- Two bedroom			27	
- Three bedroom				
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other				
Total number of units			27	

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

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None

Part 4 – Parking for residents and visitors

4.1 What car parking in the village is All units with own garage or carport attached or adjacent to the unit

available for residents?	
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Limited visitor parking available in signed areas

Part 5 – Planning and development

5.1 Is construction or development of the village complete?	Year village construction started : 1995 <input checked="" type="checkbox"/> Fully developed / completed <input type="checkbox"/> Partially developed / completed <input type="checkbox"/> 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 <i>Planning Act 2016</i>
5.3 Redevelopment plan under the Retirement Villages Act 1999	Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i> ? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:	<input type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input type="checkbox"/> BBQ area outdoors <input type="checkbox"/> Billiards room <input type="checkbox"/> Bowling green [indoor/outdoor]	<input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input type="checkbox"/> Swimming pool [indoor / outdoor] [heated / not heated] <input type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor]
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	<input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input type="checkbox"/> Library	[heated / not heated] <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input checked="" type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input type="checkbox"/> Other
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Details about any facility that is not funded from the General Services Charge paid by residents or if there are any restrictions on access or sharing of facilities (e.g. with an aged care facility).

Village bus is shared with the adjoining aged care facility.

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:

Anglicare Southern Queensland Meilene Home

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)?

- all rates and taxes;
- all charges of water, electricity (common areas), sewerage, waste disposal and other services supplied to the Village and for the maintenance and repair of all electrical, plumbing, filtration, sewerage and other installation located in the Village;
- all insurance premiums payable by the scheme operator;
- the costs of minor repairs and day to day maintenance (including preventative maintenance) necessary to keep the Village in good order and condition;

	<ul style="list-style-type: none"> • all costs of the day to day maintenance of the exterior of all accommodation units in the Village and the interior and exterior of all buildings (except where this is the responsibility of the resident) and other improvements in common use by residents of the Village; • all costs of the day to day maintenance and caretaking of the gardens, landscaped areas, lawns, pathways, roads and other parts of the common areas of the Village; • all costs of the control and eradication of pests in the common areas of the Village; • the costs of management, secretarial, legal audit, bookkeeping, accounting and banking services provided in connection with the Village; • any costs associated with refuse collection and disposal, including refuse collection from Village bin enclosures and disposal off site; • any other expenditure properly incurred in respect of the operation, management or administration of the Village; • any costs of maintenance of cables and conduits for Village telephone and communication systems; • any other general service funded via a general services charges budget; and • any other costs permitted or required by legislation and included in schedule item 8 of the resident agreement.
<p>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?</p>	<p><input checked="" type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier – RACS ID number 23404)</p> <p><input type="checkbox"/> Yes, home care is provided in association with an Approved Provider</p> <p><input type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>

Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.
Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.

Part 8 – Security and emergency systems

<p>8.1 Does the village have a security system?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>8.2 Does the village have an emergency help system?</p> <p>If yes or optional:</p> <ul style="list-style-type: none"> the emergency help system details are: <p>the emergency help system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input type="checkbox"/> No</p> <p>A waterproof remote radio pendant and a call point are installed in units to be triggered by residents in the event of an emergency. The emergency call system is operated and administered by an external provider who will call an ambulance for the resident (if required). The cost of this service is included in the general services charge.</p> <p>24 hours per day, seven days per week.</p>
<p>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</p> <p>If yes, list or provide details e.g. first aid kit, defibrillator</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>.....</p> <p>Smoke detectors</p>

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.

<p>9.1 What is the estimated ingoing contribution (sale price) range for all</p>	<p>Accommodation Unit</p>	<p>Range of ingoing contribution</p>
	<p>Independent living units</p>	
	<p>- Studio</p>	<p>\$ to \$.....</p>
	<p>- One bedroom</p>	<p>\$ to \$.....</p>

types of units in the village	- Two bedrooms	\$230,000
	- Three bedrooms	\$ to \$.....
	Serviced units	
	- Studio	\$ to \$.....
	- One bedroom	\$ to \$.....
	- Two bedrooms	\$ to \$.....
	- Three bedrooms	\$ to \$.....
	Other	\$ to \$.....
	Full range of ingoing contributions for all unit types	\$ to \$.....

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

Yes No

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
 Advance payment of General Services Charge

Other costs : Legal fees associated with holding deposit in solicitor's trust account

Part 10 – Ongoing Costs - costs while living in the retirement village

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

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

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

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

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution		
Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)

Independent Living Units		
- Two bedrooms	\$74.50	\$35.26

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

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2022-23	\$66.22	0%	\$35.26	23.2%
2021-22	\$66.22	0%	\$28.61	4.5%
2020-21	\$66.22	0%	\$27.38	3.7%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	<input checked="" type="checkbox"/> Contents insurance <input type="checkbox"/> Home insurance (freehold units only) <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other : Maintenance of fixtures installed by resident (with scheme operator approval)
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10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances <input type="checkbox"/> None Additional information You must regularly maintain and repair and replace any alterations or additions and the cost of all such repairs, maintenance or replacement must be paid for by you. When the licence is terminated, you must, unless otherwise approved by us in writing with such approval being at our sole discretion, remove all alterations or additions from the Unit and restore the Unit to its original condition. The cost of such removal and restoration must be paid for by you.
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10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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If yes: provide details, including any charges for this service.	Onsite maintenance officer
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Part 11 – Exit fees – when you leave the village

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

<p>11.1 Do residents pay an exit fee when they permanently leave their unit?</p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<p><input checked="" type="checkbox"/> Yes – all residents pay an exit fee calculated using the same formula</p> <p><input type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract</p> <p><input type="checkbox"/> No exit fee</p> <p><input type="checkbox"/> Other</p> <p>The exit fee calculation that applies to all new resident contracts is set out below. All exit fee components are calculated on a pro-rata daily basis for partial years of residence.</p>
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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	7% of your ingoing contribution
2 years	13% of your ingoing contribution
3 years	18% of your ingoing contribution
4 years	22% of your ingoing contribution
5 years	25% of your ingoing contribution
6 years	27% of your ingoing contribution
7 years	29% of your ingoing contribution
8 years	31% of your ingoing contribution
9 years	33% of your ingoing contribution
10 years	34% of your ingoing contribution
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 34% of the ingoing contribution after 10 years of residence.</p>	

The minimum exit fee is 7% of your ingoing contribution x 1/365 (the minimum fee is for 1 day of residence)

11.2 What other exit costs do residents need to pay or contribute to?

- Sale costs for the unit
- Legal costs
- Other costs:
 - Outstanding personal services or general services charges;
 - Outstanding maintenance reserve fund contributions;
 - Costs associated with removal and storage of your contents;
 - Interest on overdue monies;
 - Other monies owing by you to us under the Residence Agreement or the Act

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?

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

<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?</p>	<p><input type="checkbox"/> No</p>
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Part 14 – Exit entitlement or buyback of freehold units

An exit entitlement is the amount the operator may be required to pay the former resident under a residence contract after the right to reside is terminated and the former resident has left the unit.

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident.</p> <p>When the ingoing contribution is repaid to the resident, the resident must pay:</p> <ul style="list-style-type: none"> • the exit fee • the costs of the reinstatement work (if any) • any other costs the resident is liable to pay under the residence contract.
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<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract <ul style="list-style-type: none"> ➤ which is 3 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) <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
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<p>14.3 What is the turnover of units for sale in the village?</p>	<p>NIL accommodation units were vacant as at the end of the last financial year</p> <p>NIL accommodation units were resold during the last financial year</p>
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Part 15 – Financial management of the village

<p>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</p>	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/ Surplus	Balance	Change from previous year
	2022-23	(\$8,739) deficit	\$7,863 surplus	(52.6%)
	2021-22	\$349 surplus	\$16,602 surplus	2.15%
	2020-21	\$9,045 surplus	\$16,253 surplus	125%
	Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$7,863
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$199,253
Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available			\$775,701	
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund			N/A	
<p>The operator pays a percentage of a resident’s ingoing contribution, as determined by a quantity surveyor’s report, to the Capital Replacement Fund. This fund is used for replacing the village’s capital items.</p>				
<p>OR <input type="checkbox"/> the village is not yet operating.</p>				

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.

<p>16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the resident is responsible for these insurance policies:</p> <ul style="list-style-type: none"> • Contents insurance (for the resident’s property in the unit)
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	<ul style="list-style-type: none"> • Worker's compensation insurance (for resident's employees or contractors) • Third-party insurance (for the resident's motor vehicles or mobility devices)
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Part 17 – Living in the village
Trial or settling in period in the village

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

17.2 Are residents allowed to keep pets?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes: specify any restrictions or conditions on pet ownership	Pets are welcome, subject to conditions and scheme operator consent.

Visitors

17.3 Are there restrictions on visitors staying with residents or visiting?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	You may not allow any other person to occupy the unit without our prior written permission, which may be given on such terms as we think fit and withdrawn at any time.

Village by-laws and village rules

17.4 Does the village have village by-laws?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village. Note: See notice at end of document regarding inspection of village by-laws</i>

17.5 Does the operator have other rules for the village.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If yes: Rules may be made available on request

Resident input

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

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

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Access to documents

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

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

Act (this applies to existing residence contracts)

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

Further Information

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

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages

For more information on retirement villages and other seniors living options:

www.qld.gov.au/seniorsliving

Regulatory Services, Department of Communities, Housing and Digital Economy

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Department of Human Services (Australian Government)

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

Phone: 132 300

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

Seniors Legal and Support Service

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000
Phone: 1300 367 757
Email: info@qls.com.au
Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

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/