

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: Sir James Terrace Villas

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.sirjamesterrace.com.au/retirement-villas.
- 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 22 March 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: Sir James Terrace Villas Street Address: 11 Stamp Street Suburb: DECEPTION BAY State QLD Post Code 4508
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: SJT Aged Care Services Pty Ltd Australian Company Number (ACN): 115 435 017 Address: 11 Stamp Street Suburb: DECEPTION BAY State: QLD Post Code: 4508
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) SJT Aged Care Services Pty Ltd Australian Company Number (ACN): 115 435 017 Address: 11 Stamp Street Suburb: DECEPTION BAY State: QLD Post Code: 4508 Date entity became operator: 01/11/2005
1.4 Village management and onsite availability	Name of village management entity and contact details SJT Aged Care Services Pty Ltd Australian Company Number (ACN): 115 435 017 Phone: 07 3204 7911 Email: ktompson@sirjamesterrace.com.au

	<p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time</p> <p>Onsite availability includes:</p> <p>Weekdays 0830 – 1630 Administration/Management and after hours RN available for emergencies 1630-0830</p> <p>Weekends Access to RN for emergencies 24 hours and on-call Administration/Management available</p>
<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.</i></p> <p><i>This includes winding down or stopping to operate the village, even temporarily.</i></p>
<p>Part 2 – Age limits</p>	
<p>2.1 What age limits apply to residents in this village?</p>	<p>Applicants must be 60 years of age or over and the Scheme Operator must be satisfied that all applicants are appropriate persons to reside in the village and capable of independent living. However, the Scheme Operator may exercise its sole discretion to accept the application of a person who is less than 60 years of age, whom it considers is an appropriate person to reside in the village. The Scheme Operator reserves the right in the future to vary (by increasing or decreasing) the age limit for residents of the village.</p>
<p>ACCOMMODATION, FACILITIES AND SERVICES</p>	
<p>Part 3 – Accommodation units: Nature of ownership or tenure</p>	
<p>3.1 Resident ownership or tenure of the units in the village is:</p>	<p><input type="checkbox"/> Freehold (owner resident)</p> <p><input checked="" type="checkbox"/> Lease (non-owner resident)</p> <p><input type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input type="checkbox"/> Rental (non-owner resident)</p>

		<input type="checkbox"/> Other			
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
	Independent living units				
	- Studio				
	- One bedroom				
	- Two bedroom		15		
	- Three bedroom				
	Serviced units				
	- Studio				
	- One bedroom				
	- Two bedroom				
	- Three bedroom				
	Other				
	Total number of units		15		
Access and design					
3.3 What disability access and design features do the units and the village contain?		<input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input type="checkbox"/> all <input checked="" type="checkbox"/> some units <input type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input type="checkbox"/> all <input type="checkbox"/> some units <input type="checkbox"/> Step-free (hobless) shower in <input type="checkbox"/> all <input type="checkbox"/> some units <input type="checkbox"/> Width of doorways allow for wheelchair access in <input type="checkbox"/> all <input type="checkbox"/> some units <input type="checkbox"/> Toilet is accessible in a wheelchair in <input type="checkbox"/> all <input type="checkbox"/> some units <input type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place <input type="checkbox"/> None			

Part 4 – Parking for residents and visitors

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

☒ All units with own garage or carport attached or adjacent to the unit

4.2 Is parking in the village available for visitors?

☒ Yes ☐ No

Designated visitor parking is available on-site.

If yes, parking restrictions include

Part 5 – Planning and development

5.1 Is construction or development of the village complete?

☒ 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*.

There are no current development approvals or development applications in accordance with the *Planning Act 2016* (Qld). Any further development is subject to the operator's assessment of market demand, economic and other factors such as the availability of funding, general market conditions and business strategy.

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 redevelopments 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

☐ Medical consultation room

	<input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input checked="" type="checkbox"/> BBQ area outdoors <input type="checkbox"/> Billiards room <input type="checkbox"/> Bowling green [indoor/outdoor] <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input 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	<input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input checked="" type="checkbox"/> Swimming pool [indoor / outdoor] [not heated] <input type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor] [heated / not heated] <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> • Emergency call access facilities; • Children's playground
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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).

There is an adjoining Residential Aged Care facility (Sir James Terrace Aged Care) that is on a separate title . The facility is not funded from the General Services Charge and does not share any facilities with the Village.

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

Name: Sir James Terrace Aged Care, on adjacent site

Approved provider: SJT Aged Care Services Pty Ltd

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

<p>7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?</p>	<ul style="list-style-type: none"> (a) water, gas, oil, electricity, telecommunications, sewerage, waste disposal; (b) maintenance and repair of all electrical plumbing, filtration, sewerage and other installation located in the Retirement Village; (c) insurance premiums payable by the Scheme Operator in respect of the Retirement Village and the Scheme including but not limited to public risk and liability, fire, lightning, storm, tempest, water, earthquake, malicious act, explosion, impact and riot or civil commotion; (d) manager and/or caretaker to look after the village; (e) minor repairs and day to day maintenance (including preventative maintenance) necessary to keep the Village in good order and condition; (f) maintenance of the exterior of all accommodation units in the Retirement Village and the interior and exterior of all buildings and other improvements in common use by residents; (g) day to day maintenance and caretaking of the gardens, landscaped areas, lawns, pathways, roads and other parts of the Common Property; (h) control and eradication of pests in the Common Property; (i) day to day maintenance, testing and monitoring of firefighting and protection equipment installed in the Retirement village; (j) day to day maintenance, monitoring and responding to the emergency alarm system and the other security services and emergency care services; (k) maintenance of the swimming pool, including all chemicals materials, gas, electricity; (l) refuse collection and disposal, including refuse collection from village bin enclosures and disposal off site; (m) maintenance of cables and conduits for village telephone and communication systems.
<p>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Catering/meals</p> <p>Laundry/cleaning/maintenance services</p> <p>Leisure/lifestyle activities</p> <p>Basic clinical care/assistance</p> <p>Fees apply – please see handbook.</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 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)</p> <p><input type="checkbox"/> Yes, home care is provided in association with SJT Aged Care Services Pty Ltd and approved provider or aged care.</p>

	<input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services
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Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.

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

Part 8 – Security and emergency systems

8.1 Does the village have a security system?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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:	<input checked="" type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input type="checkbox"/> No Nurse call button in bedroom, bathroom and toilet for emergency assistance. 24 hours/7 days a 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Access to general first aid only.

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	\$ to \$
	— One bedroom	\$ to \$
	- Two bedrooms	\$ 320 000 to \$ 420 000

	— 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	\$ 320 000 to \$ 420 000

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?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
9.3 What other entry costs do residents need to pay?	<input type="checkbox"/> Transfer or stamp duty <input type="checkbox"/> Costs related to your residence contract <input type="checkbox"/> Costs related to any other contract e.g. <input type="checkbox"/> Advance payment of General Services Charge <input checked="" type="checkbox"/> Other costs: the Scheme operator's legal fees.

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)
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Independent Living Units		
— Studio	\$	\$
— One bedroom	\$	\$
- Two bedrooms	\$123.06	\$17.53
— Three bedrooms	\$	\$
Serviced Units		
— Studio	\$	\$
— One bedroom	\$	\$
— Two bedrooms	\$	\$
— Three bedrooms	\$	\$
Other	\$	\$
All units pay a flat rate	\$	\$

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 -)
2023/2024	\$119.92	+0.06	\$20.80	-1.0
2024/2025	\$117.67	-0.02	\$16.76	-0.22
2025/2026	\$123.06	+0.05	\$17.53	+0.05

~~Units within a community title scheme only~~

~~Body Corporate fees and contributions are payable by residents in units that are within a community title scheme only. Where the resident owns the freehold unit, the body corporate fees are payable by the resident to the body corporate. For leasehold units, the body corporate fees may be passed on under the terms of the lease with the operator.~~

~~Current weekly rates of Body Corporate fees and sinking fund~~

Type of Unit <i>[Note: Delete all types of units that do not apply]</i>	Body Corporate Administrative Fund fee (weekly)	Body Corporate Sinking Fund contribution (weekly)
Independent Living Units		
— Studio	\$	\$
— One bedroom	\$	\$
— Two bedrooms	\$	\$
— Three bedrooms	\$	\$
Serviced Units		
— Studio	\$	\$
— One bedroom	\$	\$
— Two bedrooms	\$	\$
— Three bedrooms	\$	\$
Other <i>[specify]</i>	\$	\$

Last three years of Body Corporate Administrative Fund Fee and Sinking Fund contribution

Financial year	Body Corporate Administrative Fund fee (weekly)	Overall % change from previous year (+ or -)	Sinking Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
	\$.....to \$.....%	\$..... to \$.....%
	\$.....to \$.....%	\$..... to \$.....%
	\$.....to \$.....%	\$..... to \$.....%

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

- ☒ Contents insurance
☐ Home insurance (freehold units only)
☒ Electricity
☒ Gas

- ☐ Water
☒ Telephone
☒ Internet
☒ Pay TV
☒ Other – water usage for individual villas (not common areas)

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

10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?
If yes: provide details, including any charges for this service.

☒ Yes ☐ No

Charges apply, refer to Villa handbook or Management for charges.

User pays basis.

An hourly rate for small maintenance items and quotes for larger services.

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 payable by a resident is calculated according to the formula set out below.</p>	
<p>Time period from date of occupation of unit to the date the resident ceases to reside in the unit</p>	<p>The exit fee is calculated based on the ingoing contribution paid by the next resident.</p>	
<p>1 year or less</p>	<p>5% of the ingoing contribution paid by the next resident calculated daily.</p>	
<p>More than one year and up to and including two years.</p>	<p>5% of the ingoing contribution paid by the next resident for the first year, plus 5.0% per annum calculated daily during the 2nd year.</p>	
<p>More than two years and up to and including three years</p>	<p>10% of the ingoing contribution paid by the next resident, plus 5% per annum calculated daily during the 3rd year.</p>	
<p>More than three years and up to and including four years</p>	<p>15% of the ingoing contribution paid by the next resident for the first 3 years plus 5% per annum calculated daily during the 4th year.</p>	
<p>More than four years and up to and including five years</p>	<p>20% of the ingoing contribution paid by the next resident for the first 4 years plus 5% per annum calculated daily during the 5th year</p>	
<p>More than five years and up to and including six years</p>	<p>25% of the ingoing contribution paid by the next resident, plus 5% per annum calculated daily during the sixth year.</p>	
<p>Six years or more</p>	<p>30% of the ingoing contribution paid by the next resident.</p>	
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 30% of the ingoing contribution after 6 years of residence.</p> <p>The minimum exit fee is $\frac{1}{365} \times 5\%$ of the Resale Price, for 1 day of residence.</p>		

capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?	
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Part 14 – Exit entitlement or buyback of freehold units

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

14.1 How is the exit entitlement which the operator will pay the resident worked out?	<p>Exit entitlement =</p> <ul style="list-style-type: none"> • Ingoing contribution you paid. • Less exit fee. • Plus 50% of any capital gain on the resale or Less 100% of any capital loss on the resale. • Less reinstatement costs. • Less 50% of renovation costs. • Less operator's legal fees. • Less resident's share of selling costs. • Less outstanding charges.
14.2 When is the exit entitlement payable?	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract; • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator; and • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
14.3 What is the turnover of units for sale in the village?	<p>1 accommodation units were vacant as at the end of the last financial year.</p> <p>0 accommodation units were resold during the last financial year.</p> <p>12 months was the average length of time to sell a unit over the last three financial years.</p>

Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/Surplus	Balance	Change from previous year

operator is required to maintain under the Retirement Villages Act 1999?	2021/2022	\$3,126	\$86,855	
	2022/2023	\$6,023	\$86,228	
	2023/2024	\$6,876	\$92,288	
	Balance of General Services Charges Fund for last financial year OR last quarter if no full financial year available			TBA
	Balance of Maintenance Reserve Fund for last financial year OR last quarter if no full financial year available			\$78,235 at 12 May 2025.
	Balance of Capital Replacement Fund for the last financial year OR last quarter if no full financial year available			\$17,330 at 12 May 2025.
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund			N/A%	
The operator pays a fixed amount of \$2,500 from each resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.				
OR <input type="checkbox"/> the village is not yet operating.				

Part 16 – Insurance

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

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

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

16.1 Is the resident responsible for arranging any insurance cover?

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

☒ Yes ☐ No

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

Home and contents

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
Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Small pets only
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)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No You must not have a Visitor live in your Unit with you for longer than one month in any 12 month period without our consent which we may give or deny in our absolute discretion. If we consent to a Visitor staying for longer than one month then we can revoke that consent at any time at our absolute discretion. You must not allow a Visitor to use your Unit if you are not staying there at the same 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.</i> <i>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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes: Rules may be made available on request
Resident input	
17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i> <i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i>

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?

- ☐ Yes ☒ 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/

Attachment 1 – Access to documents

Example request form

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

Retirement Villages Act 1999 and Retirement Villages Regulation 2018

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

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

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

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

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

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

For more information, please contact:

Regulatory Services

Department of Housing, Communities and Digital Economy

Telephone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au



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

Access to retirement village operational documents form

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

	Note: you must give the village operator a reasonable time, at least 7 days after giving your request, before accessing the documents.
<p>I / we are requesting access to inspect or take a copy of the following operational documents held by the operator</p> <p>Please tick the relevant documents:</p> <p><input type="checkbox"/> Certificate of registration for the retirement village scheme</p> <p><input type="checkbox"/> Certificate of title or current title search for the retirement village land</p> <p><input type="checkbox"/> Village site plan</p> <p><input type="checkbox"/> Plans showing the location, floor plan or dimensions of accommodation units in the Village</p> <p><input type="checkbox"/> Plans of any units or facilities under construction</p> <p><input type="checkbox"/> Development or planning approvals for any further development of the village</p> <p><input type="checkbox"/> The annual financial statements and report presented to the previous annual meeting of the retirement village</p> <p><input type="checkbox"/> Statements of the balance of the capital replacement fund or maintenance reserve fund or income and expenditure for general services at the end of the previous three financial years of the retirement village</p> <p><input type="checkbox"/> 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</p> <p><input type="checkbox"/> Examples of contracts that residents may have to enter into</p> <p><input type="checkbox"/> Village dispute resolution process</p> <p><input type="checkbox"/> Village by-laws</p> <p><input type="checkbox"/> Village insurance policies and certificates of currency</p> <p><input type="checkbox"/> A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)</p> <p><i>The operational documents held by the operator are listed in the Village Comparison Document.</i></p>	