Retirement Villages Form 3

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

Queensland Government

ABN: 86 504 771 740

THE AURELIAN

by Bolton Clarke

Name of village: The Aurelian New Farm by Bolton Clarke

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 [Retirement Living | Bolton Clarke]
- 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 *[insert date]* 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 Aurelian New Farm by Bolton Clarke Street Address: 7 Sargent Street Suburb: New Farm State: QLD Post Code: 4005
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: RSL Care RDNS Limited Australian Company Number (ACN): 010 488 454 Address: Level 3, 44 Musk Avenue Suburb: Kelvin Grove State: QLD Post Code: 4059
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) RSL Care RDNS Limited Australian Company Number (ACN): 010 488 454 Address: Level 3, 44 Musk Avenue Suburb: Kelvin Grove State: QLD Post Code: 4059 Date entity became operator - 2026
1.4 Village management and onsite availability	Name of village management entity and contact details: RSL Care RDNS Limited

	Australian Company Number (ACN): 010 488 454 Phone: 1300 221 122 Email: theaurelian@boltonclarke.com.au An onsite manager (or representative) is available to residents: ☒ Full time Onsite availability Includes: Weekdays: Monday to Friday: 8:00am to 4:00pm Weekends: 10:00am to 3:00pm
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 Not applicable.
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Generally, residents are required to be a minimum of 65 years old, but the scheme operator may approve residents who are not yet 65. Applications for persons not meeting the minimum age are considered on a case by case basis.

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	On completion of construction there will be 40 units in the village, comprising 0 single story units; 40 units in one multi-storey building with 4 levels. ***Note from the scheme operator:*** *There are currently no accommodation units at the retirement village. A total of 40 accommodation units are intended to be constructed by the scheme operator. Please refer to part 5.1 for an outline of the development.*

Accommodation	**Freehold**	**Leasehold**	**Licence**	**Other**
Independent living units				
- Studio	-	-	-	-
- One bedroom	-	-	-	-
- Two bedroom	-	-	27	-
- Three bedroom	-	-	13	-
Serviced units	-	-	-	-
- Studio	-	-	-	-
- One bedroom	-	-	-	-
- Two bedroom	-	-	-	-
- Three bedroom	-	-	-	-
Total number of units			40	

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 • Units are designed to be adaptable to changing needs of residents. Units can be fitted with certain fixtures (i.e. grabrails) should these be required. • The building has been designed in accordance with the Liveable Housing Design Guidelines and is anticipated to achieve Gold Level compliance where practicable. ☐ None
Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	☒ All units with own car park space separate from the unit Restrictions on resident's car parking include: Residents may only park in the Village if they have a designated or approved parking bay. Visitor parking is for visitors only.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No The building comprises 12 visitor car parks within the basement car park. Basement access is controlled via an intercom located at the centre of the basement driveway, which visitors must use to contact residents or staff to gain access. Additional detail on restrictions is available upon request.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started: 2026 ☐ Fully developed / completed ☒ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals	Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the *Planning Act 2016*

Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.	The scheme operator lodged a development application with Brisbane City Council (**Council)** on 23 July 2021. The application (Carry Out Building Work; Material Change of Use) was approved by Council on 21 December 2023 (**Development Approval)**. A minor change application comprised a slight increase in building height (approx 300mm), the addition of two apartments (38 to 40), some layout changes to the initial scheme, change to balustrading on the southern portion of apartments, decrease in size of the basement, changes to landscaping in terms of deep planting. It is anticipated that approval will be provided in June/July 2026. The scheme operator intends to construct 40 independent living units. When construction is complete the Village may comprise of: • A mix of 2 and 3 bedroom independent living units; • Facilities including the following: o multipurpose room for activities such as: ▪ arts and crafts room; ▪ fitness classes (yoga/pilates/tai chi); ▪ general activities; and ▪ larger meetings and events; o gardens; o gym; o library; o medical consultation room; o swimming pool; o spa; o village bus / transport; o sauna o steam room o rooftop terrace including the following communal areas; ▪ vegetable gardens; ▪ outdoor BBQ area; ▪ undercover seating and dining area; ▪ semi-private seating areas; ▪ kitchenette; and ▪ walking track; o communal entertaining kitchen; o bar area; o lounge area; o walk through wine cellar; o private dining room; and o separate BBQ area. **Dealings with Village Land** The Development Approval requires the operator to grant certain access and maintenance easements over Village Land in favour of Council and/or utility providers. The details of these easements are available on request or in a prospective costs document.

	Timing Construction commenced in late 2025. It is anticipated that construction will be completed between January 2028 and March 2028. ***Note from the scheme operator:*** *The above dates are an estimate only as at the date of this document and the scheme operator does not guarantee that completion will occur during this date range*.
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	☒ Medical consultation room ☐ Restaurant ☐ Shop ☒ Swimming pool [indoor] [heated] ☐ Separate lounge in community centre ☒ Spa [Semi-indoor] [heated ☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☒ Village bus or transport ☐ Workshop ☒ Other

<table>
<tr><td></td><td>☒ Gardens
☒ Gym
☒ Hairdressing or beauty room
☒ Library</td><td>• Multi-Purpose Room (for fitness classes and larger community events);
• Sauna;
• Steam Room;
• Rooftop terrace including communal vegetable garden, BBQ area, undercover seating and dining area, semi-private seating areas, kitchenette and walking track;
• Communal entertaining kitchen;
• Bar area;
• Lounge area;
• Walk through wine room;
• Private dining room; and
• Separate BBQ area.
Note from the scheme operator: The scheme operator proposes to provide the above facilities. See part 5.1 for details of the facilities and development of the village</td></tr>
<tr><td colspan="3">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).
Not applicable.</td></tr>
<tr><td>6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?</td><td colspan="2">☐ Yes ☒ No</td></tr>
<tr><td colspan="3">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.</td></tr>
<tr><td colspan="3">Part 7 – Services</td></tr>
<tr><td>7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)</td><td colspan="2">General Services' provided to all residents are:
• Operating the retirement village for the benefit and enjoyment of residents.
• Managing the community areas, facilities and social activities within the village.
• Maintaining the security system and/or safety equipment (except where this is payable from the maintenance reserve fund).
• Maintaining fire-fighting and protection equipment (except where this is payable from the maintenance reserve fund).
• Maintaining Lift equipment and operation (except where this is payable from the maintenance reserve fund).
• Maintaining and updating safety and emergency procedures for the retirement village.</td></tr>
</table>

	• Cleaning of community areas, facilities and independent living apartments on a set time allocation rotational basis • Maintaining, repairing and replacing units and items in, on or attached to the units (except where this is a resident's responsibility or payable from the maintenance reserve fund). • Maintaining, monitoring and responding to the emergency call system and any other security services and emergency care services in the retirement village, including ongoing staff training and accreditation in its use. • Pest control that is not the responsibility of the resident. • Engaging staff and contractors necessary for the operation of the retirement village. • Arranging for administrative, secretarial, book-keeping, accounting and legal services necessary for the operation of the retirement village. • Maintaining any licences required in relation to the retirement village. • Paying operating costs in connection with the ownership and operation 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 service fund
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No A full list of available services and their associated costs can be obtained from the village management team. Home and Community Support operated by RSL Care RDNS Limited is also available as an optional personal service, a full list of user pays services can be obtained from the village management team
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* (Registered Accredited Care Supplier – RACS ID number 1599) ☐ Yes, home care is provided in association with an Approved Provider ☐ No, the operator does not provide home care services, residents can arrange their own home care services

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

Part 8 – Security and emergency systems

8.1 Does the village have a security system? If yes: • the security system details are:	☒ Yes ☐ No Access control and CCTV cameras to all access points and within some community spaces.

the security system is monitored between:	The security system is monitored during site staff operating hours and after hours as required.
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 Emergency call system hardware is supplied by the scheme operator. Emergency call monitoring services are provided by a third-party monitoring service provider, 24 hours per day, seven 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 Emergency Call System (as outlined above), First Aid Kit, Fire Fighting Equipment, Emergency Lighting and Defibrillator.

COSTS AND FINANCIAL MANAGEMENT

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

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

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

Accommodation Unit	Range of ingoing contribution
Independent living units	
- Studio	-
- One bedroom	-
- Two bedrooms	$1,825,000.00 to $1,995,000.00
- Three bedrooms	$2,495,000.00 to $3,150,000.00
Serviced units	
- Studio	-
- One bedroom	-
- Two bedrooms	-
- Three bedrooms	-
- Other	-
Full range of ingoing contributions for all unit types	$1,825,000.00 to $3,150,000.00

***Note from the scheme operator:** The ingoing contribution above reflects the **standard ingoing contribution**.*

The ingoing contribution for a Standard Licence is the standard ingoing contribution.

	The ingoing contribution for a Flexi Licence is the standard ingoing contribution plus a Flexi Percentage nominated by the resident (see Part 9.2 below). *The ingoing contribution for the Bond Licence is 140% 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?	☒ Yes ☐ No Residents are able to select one of the following 3 contract options:

Contract option	Description
Option 1 – Standard Licence	The resident pays the standard ingoing contribution (**Standard 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 5 years is 25% of the Standard Ingoing Contribution. If the resident lives in the Village for less than 5 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).
Option 2 – Flexi Licence	The resident can nominate an additional ingoing contribution of between 1% and 35% of the standard ingoing contribution (**Flexi Percentage**). The resident pays: • the standard ingoing contribution; plus • the Flexi Percentage multiplied by the standard ingoing contribution (**Flexi Payment**). The sum of the standard ingoing contribution plus the Flexi Payment is the **Flexi Ingoing Contribution**. The resident determines the Flexi Payment that suits their circumstances. The Flexi Ingoing Contribution is paid on the commencement date of the residence contract. When the resident leaves the village, the resident pays a reduced exit fee. The maximum exit fee is 25% of the Flexi Ingoing Contribution, reduced by an exit fee discount determined by the Flexi Percentage selected by the resident. The exit fee discount is determined on a linear basis, such that:

		• a Flexi Percentage of 0% results in a maximum exit fee of 25% (Standard Licence); and • a premium of 40% results in a maximum exit fee of 0% (Bond Licence); and • for Flexi Percentages between these points, the exit fee is reduced proportionally. For the Flexi Licence, where the Flexi Percentage is between 1% and 35%, the applicable exit fee will be reduced proportionally within this range. The calculated exit fee percentage is rounded to the nearest 0.5%. The maximum exit fee applies if the resident lives in the Village for more than 5 years. If the resident lives in the Village for less than 5 years, the exit fee is prorated. When the resident leaves the village, the exit fee is deducted from a refund of the Flexi Ingoing Contribution.
	Option 3 – Bond Licence	The resident pays an ingoing contribution that is 140% of the standard ingoing contribution (**Bond Ingoing Contribution**). The Bond Ingoing Contribution is paid on the commencement date of the residence contract. When the resident leaves the village, the resident does not pay an exit fee. The Bond Ingoing Contribution is refunded to the resident.

Note from the scheme operator: *All residents pay an entry administration fee and an exit administration fee. Refer to Part 11 for details regarding the exit fees payable when the resident leaves the village.*

An illustrative example of each contract option is contained in the table below. Examples are based on the minimum standard ingoing contribution of $1,825,000 for a two-bedroom apartment. The Flexi Licence and Bonded Licence examples illustrate how higher ingoing contributions impact the deferred management fee. Actual amounts will vary depending on the unit selected and residence contract agreed.

Contract Option	***Example Ingoing Contribution***	***Exit fee***
Standard Licence	*$1,825,000*	*Up to 25% (accrued at 5% per year over 5 years)*
Flexi Licence	*$2,190,000 (example at 20% above the standard ingoing contribution)*	*Up to 35% maximum, reducing based on the ingoing contribution paid above the standard ingoing contribution*

	Bond Licence	*$2,555,000 (example at 40% above the standard ingoing contribution)*	*0% (no exit fee)*

9.3 What other entry costs do residents need to pay?	☐ Transfer or stamp duty ☐ Costs related to your residence contract ☐ Costs related to any other contract e.g. …………………… ☐ Advance payment of General Services Charge ☒ Other costs - Entry Administration Fee of $1,600.00.

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 *Fortnightly*	Maintenance Reserve Fund contribution *Fortnightly*
Independent Living Units		
- Studio	-	-
- One bedroom	-	-
- Two bedrooms	-	-
- Three bedrooms	-	-
Serviced Units		
- Studio	-	-
- One bedroom	-	-
- Two bedrooms	-	-
- Three bedrooms	-	-
Other	-	-
All units pay a flat rate	$813.36	$104.85

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	N/A	N/A	N/A	N/A
2024/25	N/A	N/A	N/A	N/A
2023/24	N/A	N/A	N/A	N/A

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

…………………………[specify]

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

Additional information

Note from the scheme operator:

Further information in relation to certain costs is set out below:

Costs	***How are costs paid?***
Maintaining, repairing and servicing of capital items such as unit fixtures, fittings and appliances	*Resident contributes to costs through Maintenance Reserve Fund contribution*
Minor repairs and day to day maintenance for non-capital items	*Resident contributes to costs through General Services Charge*
Pest control treatments (other than termite treatments)	*Resident pays*
Consumables (e.g. batteries and lightbulbs)	*Resident pays*
Maintenance and repair of resident's personal possessions	*Resident pays*

	Repair, maintenance and insurance of any approved alteration or addition to the unit	*Resident pays*
	Repairing or replacing items in, on or attached to the unit and in the Village that the resident or their visitors damage or destroy, or are subject to accelerated wear because of their actions	*Resident pays*
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	☒ Yes ☐ No Maintenance requests are lodged with the Village Manager and undertaken by maintenance staff or appropriately qualified contractors. This service is included in the general services charge and maintenance reserve fund contribution (except where the resident is responsible for that cost in item 10.3).	

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 – see below

Option 1 - Standard Licence

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	5% of your ingoing contribution
2 years	10% of your ingoing contribution
3 years	15% of your ingoing contribution
4 years	20% of your ingoing contribution
5 years	25% 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 25% of the ingoing contribution after 5 years of residence.

	The minimum exit fee is 5% of your ingoing contribution x 1/365 (for 1 day of residence). **Option 2 - Flexi Licence**

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 Flexi Ingoing Contribution**
1 year	Up to 4.9% of the Flexi Ingoing Contribution, depending on the Flexi Percentage the resident nominates.
2 years	Up to 9.8% of the Flexi Ingoing Contribution, depending on the Flexi Percentage the resident nominates.
3 years	Up to 14.7% of the Flexi Ingoing Contribution, depending on the Flexi Percentage the resident nominates.
4 years	Up to 19.6% of the Flexi Ingoing Contribution, depending on the Flexi Percentage the resident nominates.
5+ years	Up to 24.5% (maximum) of the Flexi Ingoing Contribution, depending on the Flexi Percentage the resident nominates.

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 24.5% of the Flexi Ingoing Contribution after 5 years of residence (as the minimum Flexi Percentage is 1%).

The exit fee payable for a Flexi Licence depends on the Flexi Percentage the resident elects (between 1% and 35%). The higher the Flexi Percentage, the lower the exit fee will be.

For example:

- If the resident elects a 35% Flexi Percentage, then the Flexi Ingoing Contribution is 135% of the standard ingoing contribution. The resident will pay at most a 3% exit fee over 5 years (06% per annum over 5 years*.
- If the resident elects a 20% Flexi Percentage, then the Flexi Ingoing Contribution is 120% of the standard ingoing contribution. The resident will pay at most a 12.5% exit fee over 5 years (2.5% per annum over 5 years*)..
- If the resident elects a 1% Flexi Percentage, then the Flexi Flexi Ingoing Contribution is 101% of the standard ingoing contribution.

	The resident will pay at most a 24.5% exit fee over 5 years (4.9% per annum over 5 years*). ***Note**: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis. **Option 3 – Bond Licence** Not applicable. There is no exit fee.
11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☐ Legal costs ☒ Other costs - Exit Administration Fee being $3,000.00.
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	
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?	☒ 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?	**Amount the operator pays the resident** **Option 1 – Standard Licence** The resident will receive a refund of the Standard Ingoing Contribution less the exit fee and the Deductions detailed below. **Option 2 - Flexi** The resident will receive a refund of the Flexi Ingoing Contribution less the Discounted Exit Fee and the Deductions detailed below. **Option 3 - Bond** The resident will receive a refund of the Bond Ingoing Contribution less the Deductions detailed below. **Deductions (amount the resident pays the operator)** When the operator refunds the Standard Ingoing Contribution, Flexi Ingoing Contribution or Bond Ingoing Contribution (as applicable), the resident will be required to pay the Operator (by way of set off) the following amounts: 1. 100% of the costs of any reinstatement work; 2. any outstanding general services charges; 3. any outstanding maintenance reserve fund contributions; 4. any outstanding personal services charges; 5. the Exit Administration Fee; and 6. other amounts payable by the resident to the scheme operator under the residence contract or the *Retirement Village Act 1999* (Qld) (if any). If the exit entitlement is a negative amount, the resident must pay that amount to the scheme operator on the relevant exit entitlement date.
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 6 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

	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?	☒ Retirement village has been registered for less than one year so average length of time to sell a unit cannot be provided.

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

Financial Year	Deficit/ Surplus	Balance	Change from previous year
2025/26	N/A	N/A	N/A
2024/25	N/A	N/A	N/A
2023/24	N/A	N/A	N/A

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$N/A
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$N/A
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$N/A
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.	N/A%

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: • Personal contents insurance (for the resident's property in the unit); and • public liability insurance (for incidents occurring in the resident's unit).
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 90 days applies if the resident continuously resides in the unit from the commencement date of the residence contract (**Settling in Period**). The resident may elect to terminate the residence contract by giving notice to the scheme operator not less than 14 days before the end of the Settling in Period (**Notice**).
	
	If the resident gives the scheme operator the Notice, then:
	• the termination date is the earlier of:
	  o the date stated in the Notice; and
	  o 14 days after the date the Notice is received by the scheme operator;
	• the resident will not be required to pay the scheme operator the exit fee identified in Part 11 of this document; and
	• within the timeframes outlined in Part 14.2 of this document, the scheme operator will repay the resident the relevant ingoing contribution less:
	  o 100% of the costs of any reinstatement work;
	  o any outstanding general services charges;
	  o any outstanding maintenance reserve fund contributions;
	  o any outstanding personal services charges; and
	  o other amounts payable by the resident to the scheme operator under the residence contract or the *Retirement Villages Act 1999* (Qld).
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Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Except for assistance animals and fish in a tank, residents may not have pets in the village without the scheme operator's prior written consent. If the scheme operator's consent is given, residents will be required to enter into a separate document with the scheme operator that records additional rights and obligations to allow the pet to reside in the unit with the resident. Please see village management for further details.

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 must: • not stay with a resident for longer than one month in any 12-month period without the scheme operator's prior written consent; • not stay with a resident if the resident is not staying there at the same time; and • comply with the residence agreement and any by-laws.
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
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
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

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 Housing and Public Works website.

Further Information

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