

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 August 2024



forest view care

Forest View Childers Inc. (trading as Forest View Care – Retirement Village)

Important information for the Prospective Resident

- The Village Comparison Document gives general information about the Retirement Village Accommodation, Facilities and Services, including the general costs of moving into, living in and leaving the Retirement Village. This makes it easier for you to compare Retirement Villages.
- The *Retirement Villages Act 1999* requires a Retirement Village Scheme Operator to:
 - Provide a copy of the Village Comparison Document to a Prospective Resident of the Retirement Village within seven (7) 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://forestviewcare.com.au>
- 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 ongoing 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 documentation.
- 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 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 of 1 August 2024 and applies to Prospective Residents.

Some of the information in this document may not apply to existing Residential Contracts.

Part 1 – Operator and Management details

1.1 Retirement Village Location	Retirement Village Name: Forest View Childers Inc. (<i>trading as Forest View Care – Retirement Village</i>) Street Address: 3 Morgan Street Suburb: Childers State: QLD Post Code: 4660
1.2 Owner of the land on which the Retirement Village Scheme is located	Name of landowner: Forest View Childers Incorporated Australian Company Number (ACN): Not Applicable Address: 4 Morgan Street Suburb: Childers State: QLD Post Code: 4660
1.3 Village Operator	Name of entity that operates the Retirement Village (Scheme Operator): Forest View Childers Incorporated Australian Company Number (ACN): Not Applicable Address: 4 Morgan Street Suburb: Childers State: QLD Post Code: 4660 Date entity became operator: 16/03/1976

<p>1.4 Village Management and onsite availability</p>	<p>Name of Village Management Entity and contact details: Forest View Childers Incorporated</p> <p>Australian Company Number (ACN): Not Applicable</p> <p>Phone: (07) 4126 2455 Email: ceo@forestviewchilders.com</p> <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 8:30am – 4.00pm</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 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 if it is temporary.</i></p>
<p>1.6 Statutory Charge over Retirement Village Land</p>	<p><i>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.</i></p> <p><i>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. If 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 tenure offered meets your requirements.</i></p> <p>Is a statutory charge registered on the certificate tile for the Retirement Village Land?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, provide details of the registered statutory charge: Statutory Charge 710015165</p>

Part 2 – Age Limits

2.1 What age limits applies to Residents within this Village?	55+
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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 are:	<input type="checkbox"/> Freehold (owner resident) <input type="checkbox"/> Lease (non-owner resident) <input checked="" type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident) <input checked="" type="checkbox"/> Rental (non-owner resident) <input type="checkbox"/> Other
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Accommodation Types

3.2 Number of Units by Accommodation Type and Tenure	There are 34 Units in the Village, comprising of 34 single story units; 0 Units are multi-story.
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Accommodation Unit	Freehold	Leasehold	Licence	Rental
Independent Living Units				
Studio				
One Bedroom			3	20
Two Bedrooms			11	
Three Bedrooms				
Serviced Units				
Studio				
One Bedroom				
Two Bedrooms				
Three Bedrooms				
Other				
Total Number of Units			14	20

Access and Design

3.3 What Disability Access and design features do the Units and	<input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps/stairs)
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<p>the Village contain?</p>	<p><input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into some of the units.</p> <p><input checked="" type="checkbox"/> Step-free (hobless) shower in some of the units.</p> <p><input checked="" type="checkbox"/> Width of doorways widened to allow wheelchair access into some of the units.</p> <p><input checked="" type="checkbox"/> Toilet is accessible by wheelchair in some of the units.</p>
<p>Part 4 – Parking for Residents and Visitors</p>	
<p>4.1 What Car Parking in the Village is available for Residents?</p>	<p><input checked="" type="checkbox"/> All Units with own garage or carport are attached or adjacent to the Unit.</p> <p><input checked="" type="checkbox"/> General car parking for Residents available throughout the Village.</p>
<p>4.2 Is Carparking in the Village available for Visitors?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Part 5 – Planning and Development</p>	
<p>5.1 Is construction or development of the Village complete?</p>	<p>Year Village construction started: 1976</p> <p><input checked="" type="checkbox"/> Fully developed / completed.</p>
<p>5.2 Construction, development applications and developmental approvals. Provide details and timeframe of developments or proposed developments, including the final number of types of units and any new facilities.</p>	<p>Provide details 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>:</p> <p>N/A</p>
<p>5.3 Redevelopment Plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment place for the Village under the <i>Retirement Villages Act 1999</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>The Retirement Villages Act 1999 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 (passed by a specialised resolution at the Residents Meeting) or by the Department</i></p>

of Communities, Housing and Digital Economy.

NOTE: See notice at the end of this document regarding inspections of the Developmental Approval documents.

Part 6 – Facilities available onsite at the Village

<p>6.1 The following facilities are currently available to the Residents:</p>	<input checked="" type="checkbox"/> Activities/games room <input checked="" type="checkbox"/> Arts/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 etc) <input type="checkbox"/> Chapel/Prayer Room <input type="checkbox"/> Communal Laundries <input checked="" type="checkbox"/> Community Room/Centre <input type="checkbox"/> Dining Room <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing/Beauty Room <input type="checkbox"/> Library	<input type="checkbox"/> Medical Consultation Room <input checked="" type="checkbox"/> Restaurant/Café <input type="checkbox"/> Shop <input type="checkbox"/> Swimming Pool (indoor/outdoor) (heated/not heated) <input type="checkbox"/> Separate lounge in the Community Centre <input type="checkbox"/> Spa (indoor/outdoor) (heated/not heated) <input checked="" type="checkbox"/> Storage area for boats/caravans <input type="checkbox"/> Tennis Court (half/full) <input checked="" type="checkbox"/> Village bus/transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: View and Green Space.
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Details about any facility that is not funded from the General Services Charge that is paid by Residents or if there are any restrictions on access or sharing of the Facilities (e.g. with an Aged Care Facility):
 Not applicable.

<p>6.2 Does the Village have an onsite, attached, adjacent or co-located Residential Aged Care Facility?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>Name of Residential Aged Care Facility and name of the approved Provider: Forest View Childers Incorporated</p>
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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"> • Management and administration services, including staff and contractor costs. • Security services and safety equipment (First Aid Kit). • Cleaning, maintaining and operating communal, administrative or shared areas and facilities, including the gardening/landscaping costs. • Administrative, secretarial, accounting, audit and legal services necessary for the operation of the Village. • Administrative costs, including the printing, postage and bank charges. • Maintaining Village insurances, including payment of premiums and excesses. • Rates, Taxes and Charges for the Village or land used for the Village. • Charges for services supplied to or for communal, administrative or shared areas of the facilities including electricity, gas, power, fuel, water, phone, air conditioning, heating, sewerage and garbage. • Regular maintenance/servicing completed on a short-term cycle and minor cost repairs, where the items are accounted for in the General Services Charge Budget, rather than the Maintenance Reserve Fund Budget. • Any other general service or operating costs funded under the General Services Charge Budget.
<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>Meals are available at the Forest View Care Café – Lonies Café</p> <p>Cleaning - \$74.80 (per hour)</p> <p>Personal Assistance - \$74.80 (per hour)</p> <p>Home Care Package Recipients are charged at the current package rate.</p> <p>Simple Maintenance is carried out by the Forest View Care Maintenance Team members.</p>
<p>7.3 Does the Retirement Village Operator provide Government</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please provide the details:</p>

Funded Home Care Services under the Aged Care Act 1997 (CWTH)	The Retirement Village Operator is an Approved Provider of Home Care under the <i>Aged Care Act 1997</i> .
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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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the Security System details are: Security Patrols commence from 6pm, 7 days per week.
8.2 Does the Village have an Emergency Help System?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes or optional, provide the Emergency Help System Details and hours they are monitored: Not applicable.
8.3 Does the Village have equipment that provides for the Safety or Medical Emergency of the Residents.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, list or provide details (e.g. First Aid Kit, Defibrillator) First Aid Kit, Defibrillator, Fire Blanket

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 within the Retirement Village. The ingoing contribution is also referred to as the Sale Price or the 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 within the Village?	Accommodation Unit	Range of ingoing Contribution
	Independent Living Units	
	One Bedroom	\$ 94,500 to \$ 270,000
	Two Bedrooms	\$ 105,000 to \$300,000
	Two Bedrooms with standalone rooms	\$ 112,000 to \$320,000

<p>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?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The Ingoing Contribution and Exit Fee Payable differs, depending on which option is chosen.</p> <p>Classic Exit Fee Model – Exit Fee in total is 40%, composed of 12% paid upfront and the remainder is paid over 5 years (5.6% per year, which is calculated daily).</p> <p>Reduced Exit Fee Model – Exit Fee in total is 37%, compose of 12% paid upfront and the remainder is paid over 3 years (8.33% per year, which is calculated daily).</p> <p>Upfront Payment Model – Ingoing Contribution represents a significant reduction of the usual Market Value of the Unit and is payable upfront. The total Ingoing Contribution is non-refundable and there is no additional Exit Fee.</p>
<p>9.3 What other Entry Costs are Residents needing to pay?</p>	<p><input type="checkbox"/> Transfer or Stamp Duty.</p> <p><input type="checkbox"/> Costs related to your Residence Contract.</p> <p><input type="checkbox"/> Costs related to any other Contract (e.g.)</p> <p><input checked="" type="checkbox"/> Advance payment of General Services Charge</p> <p><input checked="" type="checkbox"/> Administration Fee of \$500.00</p>

Part 10 – Ongoing Costs – Costs while living in the Retirement Village

General Services Charge: Residents pay this charge for the General Servies supplies or that are made available to Residences in the Village, which may include Management and Administration, Gardening/Landscaping and General Maintenance, and other services or facilities for recreation and entertainment describes 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 Fun 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 Periods for these amounts may not be weekly.

<p>10.1 Current Weekly Rates of General Services Charge and Maintenance Reserved Fund contribution</p>	<p>Type of Unit</p>	<p>General Services Charge (weekly)</p>	<p>Maintenance Reserve Fund Contribution (weekly)</p>
	<p>Independent Living Units</p>		
	<p>One Bedroom</p>		

	Two Bedroom		
	All Units pay a Flat Rate	\$79.30	\$21.70

Last 3 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 (+ / -)
2022/23	\$59.85	0%	\$16.37	0%
2023/24	\$59.85 to \$76.69	21.95%	\$16.37 to \$20.98	+ 21.97%
2024/25	\$76.70 to \$79.30	3.2%	\$21.00 to \$21.70	+ 3.2%

<p>10.2 What costs relating to the Units are not covered by the General Services Charge? (Residents will need to pay these costs separately).</p>	<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
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<p>10.3 What other ongoing or occasional costs for repair, maintenance and replacement items in, on or attached to the Units are Residents responsible for and pay for while residing in the Unit?</p>	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances <input checked="" type="checkbox"/> Alternations or additions (by negotiation). <input type="checkbox"/> None <p>Additional information </p>
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<p>10.4 Does the Operator offer a maintenance service or help Residents arrange repairs and maintenance for their Unit?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, provide details, including any charges for this service:</p> <p>Full-time maintenance staff onsite - \$52.00 per hour (minimum half hour booking) for minor maintenance work, plus costs of parts and/or equipment. Contractors for large maintenance works can be arranged via the Scheme Operator.</p>
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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><input 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 Residency Contract.</p> <p><input type="checkbox"/> No Exit Fee</p> <p><input checked="" type="checkbox"/> Other – the Exit Fee varies depending on the option chosen: Classic Exit Fee Model – Exit Fee in total is 40%, composed of 12% paid upfront and the remainder is paid over 5 years (5.6% per year, which is calculated daily).</p> <p>Reduced Exit Fee Model – Exit Fee in total is 37%, composed of 12% paid upfront and the remainder is paid over 3 years (8.33% per year, which is calculated daily).</p> <p>Upfront Payment Model – Ingoing Contribution represents a significant reduction of the usual Market Value of the Unit and is payable upfront. The total Ingoing Contribution is non-refundable and there is no additional Exit Fee.</p>
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Classic Exit Fee Model

<p>Time period from date of occupation of your Unit to the date you cease to reside in your Unit.</p>	<p>Exit Fee calculation is based on: The Exit Fee is paid in two (2) components:</p> <ul style="list-style-type: none"> a) 12% of the ingoing contribution is paid as a non-refundable contract premium. This amount is paid upfront and does not accrue daily. b) The remainder of the Exit Fee (28%) accrues daily over a period of five (5) years in accordance with the percentages set out below.
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1 Year	5.6% of your ingoing contribution
2 Years	5.6% of your ingoing contribution
3 Years	5.6% of your ingoing contribution
4 Years	5.6% of your ingoing contribution
5 Years	5.6% of your ingoing contribution

NOTE: If your period of occupation is not a whole number of years, your Exit Fee will be worked out daily.
 The maximum (or capped) Exit Fee is 40% of your ingoing contribution after five (5) years of Residence.
 The minimum Exit Fee is NIL.

Reduced Exit Fee Model	
Time period from the date of occupation of your Unit to the date you cease to reside in your Unit.	Exit Fee calculation is based on: The Exit Fee is paid in two (2) components: a) 12% of the ingoing contribution is paid as a non-refundable contract premium. This amount is paid upfront and does not accrue daily. b) The remainder of the Exit Fee (25%) accrues daily over a period of three (3) years in accordance with the percentages set out below.
1 Year	8.33% of your ingoing contribution
2 Years	8.33% of your ingoing contribution
3 Years	8.33% of your ingoing contribution
<p>NOTE: if your period of occupation is not a whole number of years, your Exit Fee will be worked out daily.</p> <p>The maximum (or capped) Exit Fee is 37% of your ingoing contribution after three (3) years of residence.</p> <p>The minimum Exit Fee is NIL.</p>	
Upfront Payment Model	
Ingoing Contribution represents a significant reduction of the usual Market Value of the Unit and is payable upfront. The total Ingoing Contribution is non-refundable and there is no additional Exit Fee.	
11.2 What other Exit Costs do Residents need to pay or contribute to?	<input type="checkbox"/> Sale Costs for the Unit. <input type="checkbox"/> Legal Costs. <input checked="" type="checkbox"/> Other Cost: - Reinstatement Costs.
Part 12 – Reinstatement and Renovation of the Unit	
12.1 Is the Resident responsible for reinstatement of the Unit when they leave?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>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:</i> <ul style="list-style-type: none"> • Fair wear and tear; and • Renovations and other changes to the condition of the Unit carried out with the agreement of the Resident and Operator. <p><i>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.</i></p>

	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?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>Renovation means replacements or repairs other than reinstatement work.</i> By Law, the Operator is responsible for the cost of any renovation work on a former Residents Unit, unless the Residence Contract provides for the Resident to share in the Capital Gain on the sale of the Residents interest in the Unit. Renovation costs are shared between the former Resident and Operator in the same proportion as any Captain Gain is to be shared under the Residence Contract.

Part 13 – Capital Gain or Losses

13.1 When the Residents 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?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Part 14 – Exit Entitlement or Buyback of Freehold Units

<i>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.</i>	
14.1 How is the Exit Entitlement which the Operator will pay to the Resident worked out?	You will receive: a) Your Ingoing Contribution (for all models except for the Upfront Payment Model) Less any/all the following: a) The Exit Fee, b) The costs of/or associated with, Reinstatement Work to the Unit, as provided for in your Residence Contract, c) Any amounts you owe to us under any other Agreements we have with you about the provision of Services or Goods to you in the Village, d) The costs and expenses we incur with respect to the Termination of your Residence Contract, e) Any outstanding Personal Services, General Services Charges or Maintenance Reserve Fund Charges as provided for in your Residence Contract, and,

	f) Any other amounts payable by you to the Scheme Operator as stated in your Residence Contract.
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. • Fourteen (14) days after the Settlement of the sale of the Right to Reside in the Unit to the next Resident or the Operator. • Eighteen (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 the payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an Operator is entitled to see probate or letter 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?	None in the last Financial Year.

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
	2023	\$13,755.09	\$35,535.70	- 76.43%
	2022	\$58,346.39	\$9.92	+ 22.17%
	2021	\$47,759.61	\$9.91	+ 839.26%
	Balance of General Services Charges Fund for last Financial Year		\$35,535.70	
	Balance of Maintenance Reserve Fund for last Financial Year		\$89,855.15	
	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 apart of the General Services Charge.

16.1 Is the Resident responsible for	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the resident is responsible for these Insurance Policies:
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arranging any Insurance Cover?	<ul style="list-style-type: none"> • Contents Insurance
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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Visitors	
17.3 Is there restrictions on Visitors staying with Residents or Visiting?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Must be within reason, in accordance with the Residence Contract.
Village By-Laws and Village Rules	
17.4 Does the Village have Village By-Laws?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>By Law, Residents may, by Special Resolution at the Residents Meeting and with agreement of the Operator, make, change or revoke By-Laws for the Village.</i> NOTE: See Notice at the end of the Document regarding inspections of the Village By-Laws.
17.5 Does the Operator have other rules for the Village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>Rules may be available for perusal from the Operator on request.</i>
Resident Input	
17.6 Does the Village have a Residents Committee established under the <i>Retirement Village Act 1999</i> ?	<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 the Residents.</i> <i>You may like to ask the Village Manager about an opportunity to talk with the Members of the Resident Committee about living within the Village.</i>
Part 18 – Accreditation	

18.1 Is the Village voluntarily Accredited through an Industry-Based Accreditation Scheme?	<input checked="" type="checkbox"/> No – The Village is no Accredited <input type="checkbox"/> Yes – The Village is voluntarily Accredited through:
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NOTE: Retirement Village Accreditation Schemes are an Industry-Based Scheme. 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, is there a fee involved? <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 as prospective Resident or Residents may make a written request through 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 (7) days after the Request has been provided).

- 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 that are 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.
- The Annual Financial Statements and Reports presented to the previous Annual Meeting of the Retirement Village.
- Statements of the Balance for the Capital Replacement Fund, and/or, Maintenance Reserve Fund, and/or, General Services Charges Fund (or Income and Expenditure for General Service), at the end of the previous three (3) Financial Years of the Retirement Village.
- Statement of the balance of any Body Corporate Administrative Fund or Sinking Fund at the end of the previous three (3) years of the Retirement Village.
- Examples of Contracts that Residents may have to enter in to.
- 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 of the 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 their 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 Senior Living options:
www.qld.gov.au/seniorsliving

Regulatory Services, Department of Communities, Housing and Digital Economy

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD, 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

Specialist service that provides free information and Legal assistance for Residents and Prospective Residents of the Retirement Village and Manufactured Home Parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD, 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

Department of Human Services (Australian Government)

Information on planning for Retirement and how moving into a Retirement Village can affect your Pension.

Phone: 132 300

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

Seniors Legal and Support Service

These Centres provide free Legal and Support services for Seniors who are 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: www.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 access, navigate and to reside in, as well as being more cost effective to adapt too when life's circumstances change.

Website: www.livablehousingaustralia.org.au