

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 February 2019

Cooloola Waters

RETIREMENT RESORT



Name of village: COOLOOLA WATERS 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 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 <http://www.cooloolawaters.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 ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:

- Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.
- The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

- If you decide to move into a retirement village, the operator will provide you with a Prospective Costs Document for your selected unit, a residence contract and other legal documents.
- By law, you must have a copy of the Village Comparison Document, the Prospective Costs Document, the village by-laws, your residence contract and all attachments to your residence contract for at least 21 days before you and the operator enter into the residence contract. This is to give you time to read these documents carefully and seek professional advice about your legal and financial interests. You have the right to waive the 21-day period if you get legal advice from a Queensland lawyer about your contract.

The information in this Village Comparison Document is correct as at 1 February 2019 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: Cooloola Waters Retirement Village Street Address: 34 Toolara Road Suburb: Tin Can Bay State: Queensland Post Code: 4580
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Cooloola Waters Retirement Village Pty Ltd Australian Company Number (ACN): 010 977 849 Street Address: 34 Toolara Road Suburb: Tin Can Bay State: Queensland Post Code: 4580
1.3 Village operator	Name of entity that operates the retirement village (Scheme Operator): Cooloola Waters Management Pty Ltd Australian Company Number (ACN) 011 032 787 Street Address: 34 Toolara Road Suburb: Tin Can Bay State: Queensland Post Code: 4580 Date entity became operator 11 April 1990
1.4 Village management and onsite availability	Name of village management entity and contact details: Cooloola Waters Management Pty Ltd Australian Company Number (ACN) 011 032 787 Phone: (07) 5486 4752 Email: coolwaters51@westnet.com.au An onsite manager (or representative) is available to residents: <input type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time

	<input type="checkbox"/> By appointment only <input type="checkbox"/> None available <input type="checkbox"/> Other Onsite availability includes: Weekdays: <ul style="list-style-type: none"> • 8.30am to 12.30pm • all other hours not on site but on call by telephone on 0418 721 343 Weekends: <ul style="list-style-type: none"> • not on site but on call by telephone on 0418 721 343
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Part 2 – Age limits

2.1 What age limits apply to residents in this village?	If one Resident then the Resident is to be at least 50 years of age If two Residents then at least one Resident is to be at least 50 years of age
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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 is:	<input checked="" type="checkbox"/> Freehold (owner resident) <input checked="" type="checkbox"/> Lease (non-owner resident) <input 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 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 44 units in the village, comprising 44 single story units; 0 units in multi-story building with 0 levels
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Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
Studio				
One bedroom		4		
Two bedrooms	15	22		
Three bedrooms		3		

Serviced units				
Studio				
One bedroom				
Two bedrooms				
Three bedrooms				
Other				
Total number of units	15	29		

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 some units
- Alternatively, a ramp, elevator or lift allows entry into some units
- Step-free (hobless) shower in some units
- Width of doorways allow for wheelchair access in some units
- Toilet is accessible in a wheelchair in some units

Other key features in the units or village that cater for people with disability or assist residents to age in place:

While there are not any other key features, the Scheme Operator will give consideration to the alteration of a Unit at the cost of a Resident to suit any special needs of the Resident.

If the Scheme Operator consents to a requested alteration the Scheme Operator can also help the Resident with referral to tradesmen preferred by the Scheme Operator (if the Scheme Operator has one for the type of work required).

The Resident shall be responsible for the making of all other arrangements for the work and all financial and other obligations for the work.

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
- Other parking e.g. caravan or boat –
 - There are currently six (6) caravan or boat parking bays.
 - All aspects of allocation of and regulation of use of the bays is at the discretion of the Scheme Operator.
 - The Scheme Operator currently adopts a waiting list style arrangement to manage the use of those bays.
 - Once a right to use is granted to a Resident there is an expectation that the bay will be used for the keeping of a caravan or boat that is in active use by the Resident personally.

	<ul style="list-style-type: none"> • The grant of use is reviewed on an approximately six (6) monthly basis. • The Scheme Operator reserves the right to withdraw and reallocate the right to use a bay. <p>Restrictions on resident's car parking include:</p> <ul style="list-style-type: none"> • Residents are not to use designated visitor car parking • vehicles must not be parked in driveways except for the purpose of loading and unloading
<p>4.2 Is parking in the village available for visitors?</p> <p>If yes, parking restrictions include</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Visitors may use the designated visitor car parking provided in driveways 1, 2 and 3 for temporary parking while visiting Residents. Caravans, boats and trailers are not to use the designated visitor car parking.</p> <p>The Manager's permission is required for any parking requirement that might extend beyond 2 days in duration.</p> <p>Tradesmen may use the designated visitor car parking while doing work at the Village but vehicles must not be left overnight.</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: 1990</p> <p><input type="checkbox"/> Fully developed / completed</p> <p><input checked="" type="checkbox"/> Partially developed / completed</p> <p><input type="checkbox"/> Construction yet to commence</p>
<p>5.2 Is there development approval or a development application pending for further development or redevelopment of the village?</p> <p>If yes to either:</p> <ul style="list-style-type: none"> • Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities. 	<p>Development approval granted</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The existing development approval is for 8 units. Matters including but not limited to the following have been determined with a degree of finality but are subject to change:</p> <ul style="list-style-type: none"> • the number of stages for that development although it is currently intended to be one stage; • if more than one stage then the order in which the stages shall be constructed; • the number of units in each stage; • the types of units although it is currently intended that there be: <ul style="list-style-type: none"> ○ three (3) double storey units with two (2) bathrooms; two (2) bedrooms, study and living areas; ○ four (4) single storey units with one (1) bathroom; two (2) bedrooms and living areas; ○ one (1) single storey unit with two (2) bathrooms; two (2) bedrooms, study and living areas; • the building plans for the units; • the number of units offering a freehold based right to reside; • the number of units offering a leasehold based right to reside; • whether and, if so, then what additional facilities will be provided although it is currently intended that there be necessary roadways, gardens and landscaping;

	<ul style="list-style-type: none"> the period of time over which a stage or stages are to be constructed; <p>and decisions about each of these matters will be made as the Scheme Operator sees fit after considering construction factors, economic factors, general commercial factors and other factors or circumstances relevant to the Scheme Operator.</p> <p>Development application pending</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>While a Development Application is not pending, planning is under way for a further stage or stages currently intended to be comprised of a total of 31 Units.</p> <p>Land has been acquired for purposes of that extension of the Village.</p> <p>Matters including but not limited to the following have yet to be determined:</p> <ul style="list-style-type: none"> the number of stages; if more than one stage then the order in which the stages shall be constructed; the number of units in each stage; the number of units overall; the types of units; the building plans for the units; the number of units offering a freehold based right to reside the number of units offering a leasehold based right to reside whether and, if so, then what additional facilities will be provided; the period of time over which a stage or stages are to be constructed; <p>and decisions about each of these matters will be made as the Scheme Operator sees fit after considering construction factors, economic factors, general commercial factors and other factors or circumstances relevant to the Scheme Operator.</p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>
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Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<p><input checked="" type="checkbox"/> Activities or games room (this is an area in a multipurpose building)</p> <p><input checked="" type="checkbox"/> Arts and crafts room (this is an area in a multipurpose building)</p> <p><input checked="" type="checkbox"/> Auditorium (this is an area in a multipurpose building)</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p>	<p><input type="checkbox"/> Medical consultation room</p> <p><input type="checkbox"/> Restaurant</p> <p><input type="checkbox"/> Shop</p> <p><input checked="" type="checkbox"/> Swimming pool [heated indoor & not heated outdoor]</p> <p><input type="checkbox"/> Separate lounge in community centre</p>
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	<input checked="" type="checkbox"/> Billiards room (this is an area in a multipurpose building) <input checked="" type="checkbox"/> Bowling green [indoor] (this is an area in a multipurpose building) <input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access) (this is a room in the multipurpose building) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room (this is an area in a multipurpose building) <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library (this is an area in a multipurpose building)	<input checked="" type="checkbox"/> Spa [outdoor and not heated] <input checked="" type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input type="checkbox"/> Village bus or transport <input checked="" type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> • Croquet lawn • Boat and car wash area
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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).

6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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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

7.1 What services are provided to all village residents (funded from the General Services Charge paid by residents)?

General Services for Leasehold Rights to Reside

General Services for Leasehold Rights to Reside **include**:

- management and administration
- gardening and maintenance
- recreation or entertainment facilities
- use of community facilities
- rent of unit site
- maintenance and repair of a day to day nature or that is not otherwise properly payable from the Maintenance Reserve Fund, which maintenance and repair includes items such as:
 - repair of common facilities
 - repainting of the clubhouse when determined by the Manager
 - repairs to pools and pool heater
 - repairs to sewerage pumps and water mains
 - repairs to electricity transformer and village and common facility distribution boxes
 - repainting of verandahs, gutters, down pipes, eaves, surfeits and exterior of external doors of Leasehold units with full gloss and enamel paint to the exterior of external doors and full gloss acrylic paint to all other surfaces at time intervals determined by the Manager
 - repair and maintenance of all boundary fences of Leasehold units
 - repair and maintenance of front paths of Leasehold units to the front door of the unit and of paths in common areas
 - plumbing from the stopcock in front of units to the mains
 - electrical and phone line distribution from the distribution box to the main boards
 - sewerage pumps and mains
 - clubhouse, workshop, swimming pools and office shared adjacent to the workshop
 - letterboxes on common property only
 - common area driveways
 - clubhouse television antenna and community television antenna
 - structural repairs to gutters, down pipes, verandah posts and rails, verandah gates and lattice and repairs to roofing iron or tiles for the community facilities and Leasehold units
 - repainting of all community facilities as and when determined by the Manager
- power, light, telephone, water sewerage, rates, charges and assessments levied on the village and common property but not for individual units
- Federal and State Land Tax and any other tax or levy in respect of the Village (excluding any capital gains, income or gift tax but including Goods and Services Tax)
- equipment for the use of all residents in the community facilities only
- management fees, administration costs, wages for administrator and/or care taker, wages for other employees and contractor

	<p>payments incurred in the management and maintenance of the Village</p> <ul style="list-style-type: none"> • secretarial, legal and accounting charges reasonably incurred in the administration of the Village • fire and all risks and plate glass insurance for Leasehold units and community facilities • public liability insurance for the Village • Workers Compensation Insurance and such other insurances as the Manager may determine • cleaning of all community facilities including: <ul style="list-style-type: none"> ○ collection, placing out and cleaning of communal garbage bins ○ cleaning of toilets and showers in the clubhouse ○ general cleaning of the clubhouse and workshop • mowing, watering and maintenance of the landscaping and gardens in the common areas including: <ul style="list-style-type: none"> ○ all lawns ○ all gardens in common areas ○ gardens in the front of the Leasehold units where the resident elects not to care for the garden ○ checking and if necessary annual cleaning of the gutters • miscellaneous expenses incurred in the running and maintenance of the village • costs of any arbitration proceedings between the residents committee and the Manager • annual pest control in the clubhouse • eradication of pests, vermin or termites in common facilities • any items of expenditure carried forward from a previous accounting period • provision for future outgoings and expenditure as determined by the Manager • insurance excess in the case of a claim relating to damage to a Leasehold unit provided that the claim was not caused or contributed to by the resident • the matters referable to the following operating costs described at clauses 4.1(a) to 4.1(k) of the Lease, namely: <ul style="list-style-type: none"> (a) all rates and taxes (including land tax present and future, at the rate payable by the Scheme Operator), charges, assessments, duties and fees of any public, municipal, governmental or semi-governmental body authority or demand, levied, assessed or charged in respect of the Land or the Retirement Village; (b) all insurance premiums payable by the Scheme Operator in respect of the Scheme Operator's Scheme Operatorship or interest in the Retirement Village against such risks as the Scheme Operator may deem necessary or desirable; (c) all insurance premiums payable by the Manager in respect of the Manager's business of managing the Retirement Village against such risks as the Manager may deem necessary or desirable; (d) the cost of all services supplied to the Retirement Village including, but without limiting the generality of the foregoing, all charges for electricity, gas, water, oil, telephone, sewerage, garbage and trade waste disposal
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services (other than such charges separately rated, taxed, charged, assessed or imposed on the Residential Unit and all other Residential Units forming part of the Retirement Village);

- (e) the cost of all services provided by the Scheme Operator for Residents and other occupants in the Retirement Village and visitors to the Retirement Village including cleaning, lighting, heating and servicing the Land and the common areas;
- (f) all costs for or in connection with the maintenance operation renovation and upkeep of the Retirement Village excluding the costs of any structural work and the cost of any work the payment for which is the responsibility of a particular Resident;
- (g) all reasonable auditing, accounting and book-keeping expenses of and associated with the Retirement Village;
- (h) all reasonable management administration, control, caretaking and security costs (including any fees payable to the resident manager of the Retirement Village and including costs incurred in the resolutions of any disputes with Residents or any of them) in connection with the Retirement Village including, but without limiting the generality of the foregoing, salaries, wages, superannuation and pension payments and workers' compensation insurance premiums;
- (i) the cost of the maintenance, repair and testing of all fire fighting and protection equipment including sprinkler installations, hydrants, fire extinguishers, smoke detectors and fire fighting equipment installed by the Scheme Operator throughout the Retirement Village together with charges rendered by any authority in the supply, maintenance, servicing and monitoring of fire alarms;
- (j) all costs incurred in the repair and maintenance of all garden areas and landscaped areas in the common areas including wages and overheads paid to gardening staff;
- (k) all costs incurred in the lease, hire, repair, maintenance and running of all public address, background music systems, and any central television and video projection systems in the Retirement Village (if installed).

General Services **do not include:**

- plumbing from the stopcock in front of the unit into the unit
- electrical and phone lines from the junction box into the unit
- maintenance of toilets and plumbing inside the units
- maintenance of the unit save for the items which are specifically referred to above as being included in the general services charge
- replacement of television and aerials and hot water systems
- any internal maintenance, repair or replacement inside a unit
- internal fences
- maintenance or repair of alterations or additions to individual units requested by the resident (past or present)
- maintenance of paving
- maintenance of letter boxes not on the common property

- cleaning of units or courtyards (the Manager will clean, free of charge, a courtyard once a year of any mould which has grown on the pavers or concrete)
- maintenance of garages and carports
- care of pot plants and gardens in the rear courtyard and gardens in the front of the unit which the resident elects to care for
- reinstatement costs prior to sale of the unit
- costs of repairing or reinstating the unit where the resident's actions have lead to an insurance claim being refused
- termite damage to units where the resident has failed to carry out the recommendations of a licenced pest controller after the annual inspection of the unit such as placing timber adjacent to the unit, placing garden beds against the walls of the unit. If a resident wishes to have a garden bed adjacent to a wall of their unit removed and replaced with turf then management will carry out this work free of charge upon receipt of a written request. New garden beds adjacent to unit walls are prohibited
- leaky showers and dripping taps
- use of office equipment and consumables
- newspapers and magazines
- individual services such as charges for laundry, meals or cleaning accommodation units
- any other item not specifically referred to in the inclusions above

General Services for Freehold Rights to Reside

General Services for Freehold Rights to Reside **include:**

- management and administration
- gardening and maintenance
- recreation or entertainment facilities
- use of community facilities
- maintenance and repair of a day to day nature or that is not otherwise properly payable from the Maintenance Reserve Fund, which maintenance and repair includes items such as:
 - repair of common facilities
 - repainting of the clubhouse when determined by the Manager
 - repairs to pools and pool heater
 - repairs to sewerage pumps and water mains
 - repairs to electricity transformer and village and common facility distribution boxes
 - plumbing from the stopcock in front of the unit to the mains
 - electrical and phone line distribution from the distribution box to the main boards
 - sewerage pumps and mains
 - clubhouse, workshop, swimming pools and office shared adjacent to the workshop
 - common area driveways
 - clubhouse television antenna and community television antenna
 - structural repairs to gutters, down pipes, verandah posts and rails, verandah gates and lattice and repairs to roofing iron or tiles for the community facilities only

- repainting of all community facilities as and when determined by the Manager;
- power, light, telephone, water sewerage, rates, charges and assessments levied on the village and common property but not for individual units;
- Federal and State Land Tax and any other tax or levy in respect of the Village (excluding any capital gains, income or gift tax but including Goods and Services Tax);
- Equipment for the use of all residents in the community facilities;
- Management fees, administration costs, wages for administrator and/or care taker, wages for other employees and contractor payments incurred in the management and maintenance of the Village
- secretarial, legal and accounting charges reasonably incurred in the administration of the Village
- fire and all risks and plate glass insurance for community facilities
- public liability insurance for the Village
- Workers Compensation Insurance and such other insurances as the Manager may determine
- Cleaning of all community facilities including:-
 - collection, placing out and cleaning of communal garbage bins
 - cleaning of toilets and showers in the clubhouse
 - general cleaning of the clubhouse and workshop
- mowing, watering and maintenance of the landscaping and gardens in the common areas including:
 - all lawns in common areas
 - all gardens in common areas
- miscellaneous expenses incurred in the running and maintenance of the village
- costs of any arbitration proceedings between the residents committee and the Manager;
- annual pest control in the clubhouse
- eradication of pests, vermin or termites in common facilities where infestation is found
- any items of expenditure carried forward from a previous accounting period
- provision for future outgoings and expenditure as determined by the Manager

General Services for Freehold Rights to Reside **do not include:**

- maintenance and repair of the exterior and interior of the unit
- insurance for the unit including building insurance and public liability insurance
- pest control including inspections and treatment
- damage to units caused by termites or pests
- any insurance excess
- any costs or repair or replacement of the unit not covered by the resident's insurance
- individual services such as charges for laundry, meals or cleaning accommodation units
- any other item not specifically referred to in the inclusions above

<p>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?</p>	<p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>

Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.

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

Part 8 – Security and emergency systems

<p>8.1 Does the village have a security system?</p> <p>If yes:</p> <ul style="list-style-type: none"> the security system details are: the security system is monitored between: 	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>A video monitoring/recording unit provides limited surveillance of the Clubhouse building on a twenty four hour seven day basis.</p> <p>The security system is not personally monitored but:</p> <ul style="list-style-type: none"> it is in operation on a twenty four hour seven day basis; the monitors are in the Manager’s office area and accessible to the Manager’s view when in attendance; and as and when necessary, the Scheme Operator has the security system monitored and/or its relevant recordings viewed.
<p>8.2 Does the village have an emergency help system?</p>	<p><input type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input checked="" type="checkbox"/> No</p>
<p>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</p> <p>If yes, list or provide details e.g. first aid kit, defibrillator</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Two (2) First Aid Kits are maintained with one (1) stored in the Clubhouse building and one (1) in the Workshop.</p> <p>Regulatory fire safety equipment is installed and maintained and this currently consists of:</p> <ul style="list-style-type: none"> eleven (11) fire extinguishers; and one (1) 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 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	\$ 100,000 to \$135,000
	Two bedrooms	\$ 168,000 to \$255,000
	Three bedrooms	\$ 200,000 to \$350,000
	Serviced units	
	Studio	
	One bedroom	
	Two bedrooms	
	Three bedrooms	
	Other	
	Full range of ingoing contributions for all unit types	\$ 100,000 to \$350,000
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<p>If yes: specify or set out in a table how the contract options work e.g. pay a higher ingoing contribution and less or no exit fee.</p>	<p>The Resident may elect to pay an upfront fixed sum exit fee of 30% of the Leasehold Purchase Price or Freehold Purchase Price (as applicable) paid by the Resident and for clarity a Purchase Price does not include the Entry Fee payable by the Resident at the same time as the Purchase Price.</p>	
9.3 What other entry costs do residents need to pay?	<input checked="" type="checkbox"/> Transfer or stamp duty <input checked="" type="checkbox"/> Costs related to your residence contract	

- Costs related to any other contract e.g.
- Advance payment of General Services Charge
- Other costs
 - Queensland Land Registry Registration fees
 - Local Authority Consent fees (*if applicable*)

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 Charge and the Maintenance Reserve Fund are set each financial year and these amounts can increase each year. The amount to be held in the Maintenance Reserve Fund is determined by the operator using a quantity surveyor’s report.

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

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Independent Living Units		
Leasehold (LH)	\$ 104.91	\$20.07
Freehold (FH)	\$ 48.58	\$4.83

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 -)	
	LH	FH	LH	FH	LH	FH	LH	FH
2015/2016	LH	98.71	LH		LH	17.71	LH	
	FH	43.91	FH		FH	6.56	FH	
2016/2017	LH	99.95	LH	1.3%	LH	18.45	LH	4.2%
	FH	46.02	FH	1.05%	FH	5.3	FH	-9.2%
2017/2018	LH	102.98	LH	3%	LH	19.88	LH	7.8%
	FH	47.70	FH	3.7%	FH	4.81	FH	-9.1%

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	Body Corporate Administrative Fund fee (weekly)	Body Corporate Sinking Fund contribution (weekly)
Independent Living Units		
Body Corporate 2A	\$9.92	\$34.62
Body Corporate 2B	\$9.46	\$20.77

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 -)	
	2A	2B	2A	2B	2A	2B	2A	2B
2015/2016	\$9.23	\$9.30	+0.47%	+1.06%	\$30.00	\$19.60	0.95%	0.99%
2016/2017	\$10.73	\$9.30	+1.5%	nil	\$29.30	\$19.61	1.5%	0.99%
2017/2018	\$9.92	\$9.46	-0.81%	+0.98%	\$31.61	\$20.27	0.81%	+0.94%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	<input checked="" type="checkbox"/> Contents insurance <input checked="" 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 checked="" type="checkbox"/> Other
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10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances
	Additional responsibilities for Leasehold Rights to Reside <ul style="list-style-type: none"> plumbing from the stopcock in front of the unit into the unit electrical and phone lines from the junction box into the unit maintenance of toilets and plumbing inside the units maintenance of the unit save for the items which are specifically included in the general services charge

	<ul style="list-style-type: none"> • television and aerials and hot water systems • any internal maintenance, repair or replacement inside a unit • internal fences • maintenance or repair of alterations or additions to individual units requested by the resident (past or present) • maintenance of paving • maintenance of letter boxes not on the common property • cleaning of units or courtyards (the Manager will clean, free of charge, a courtyard once a year of any mould which has grown on the pavers or concrete) • maintenance of garages and carports • care of pot plants and gardens in the rear courtyard and gardens in the front of the unit which the resident elects to care for • costs of repairing or reinstating the unit where the resident's actions have led to an insurance claim being refused • termite damage to units where the resident has failed to carry out the recommendations of a licenced pest controller after the annual inspection of the unit such as placing timber adjacent to the unit, placing garden beds against the walls of the unit. If a resident wishes to have a garden bed adjacent to a wall of their unit removed and replaced with turf then management will carry out this work free of charge upon receipt of a written request. New garden beds adjacent to unit walls are prohibited • leaky showers and dripping taps <p>In the event of the Residential Unit being furnished by the Scheme Operator, to keep and preserve all such furniture and effects therein clean and in as good repair and condition as they were at the commencement of the lease replacing with articles of the same kind and value and equally making good any furniture and effects which may be missing or destroyed or extensively injured or damaged and not removing any furniture and effects from the Residential Unit without the previous approval in writing of the Scheme Operator and at the expiration or termination of the lease delivering up possession of all such furniture and effects in the same condition in which the same were situated at the commencement of the lease (fair wear and tear excepted).</p>
	<p>Additional responsibilities for Freehold Rights to Reside:</p> <ul style="list-style-type: none"> • maintenance and repair of the exterior and interior of the unit • pest control including inspections and treatment • damage to units caused by termites or pests • any costs or repair or replacement of the unit not covered by the resident's insurance • any other item not specifically included in the general services charge
<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>While the Scheme Operator does not offer a maintenance service or help residents arrange repairs and maintenance for their unit the Scheme Operator can help the Resident with referral to tradesmen preferred by the Scheme Operator (if the Scheme Operator has one for the type of work required). The Resident shall be responsible for all financial and other obligations to those engaged to do the work.</p>

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

The Exit Fee is an amount calculated as follows:-

- (a) By multiplying the sale price by the percentage set out in clause (b) below.
- (b) For the purposes of Clause (a) the percentage is:-
 - (i) 15% for up to one year of residence;
 - (ii) 25% for more than one year of residence but less than two years of residence;
 - (iii) 27.5% for more than two years of residence but less than three years of residence;
 - (iv) 30% for more than three years of residence.
- (c) The scheme operator may specify a percentage in the residence contract being not more than the percentage set out in the paragraph (b) hereof.
- (d) The sale price for the purposes of clause (a) is to be as follows:-
 - (i) if the unit is sold to a new ingoing resident – on the purchase price (excluding entry fee) paid by the ingoing resident or the original purchase price paid by the outgoing resident whichever is the greater amount;
 - (ii) if the unit is transferred to an ingoing resident by way of gift or exchange of property – on the market value of the unit at the time of the transfer or the original purchase price paid by the outgoing resident whichever is the greater amount;
 - (iii) if the unit is transmitted to an ingoing resident by will or operation of law – the market value at the time of transmission of title or the original purchase price paid by the outgoing resident whichever is the greater amount.
- (e) The Resident may elect to pay the Exit Fee upon commencement of the residence contract. In the event of the Resident electing to pay the Exit Fee upon commencement of the residence contract then the Exit Fee shall be an amount equal to the purchase price (excluding entry fee) paid by the Resident multiplied by 30%. If the Exit Fee is paid in full on commencement of the residence contract then no further Exit Fee is payable on termination of the residence contract.

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on the Sale Price as defined above:
1 year	15% of the Sale Price
2 years	25% of the Sale Price
5 years	30% of the Sale Price
10 years	30% of the Sale Price

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 30% of the Sale Price after 4 years of residence.

The minimum exit fee is 1/365 of 15% of the Sale Price

11.2 What other exit costs do residents need to pay or contribute to?	<input checked="" type="checkbox"/> Sale costs for the unit <input checked="" type="checkbox"/> Legal costs (Resident's own and those of the Scheme Operator) <input type="checkbox"/> Other costs
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Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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: <ul style="list-style-type: none"> • 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.
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12.2 Is the resident responsible for renovation of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes, all residents pay 100 % of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit) <input type="checkbox"/> Optional, only applies to residents who share in the capital gain on the sale of their unit, and the resident pays% of any renovation
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	<p>costs</p> <p><input type="checkbox"/> No</p> <p>Renovation means replacements or repairs other than reinstatement work.</p> <p>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.</p>
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Part 13– Capital gain or losses

<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> Yes, the resident's share of the capital gain is 100 %</p> <p>the resident's share of the capital loss is 100 %</p>
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Part 14 – Exit entitlement

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

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>Calculation of Exit Entitlement</p> <p>Lease Purchase Price / Freehold Purchase Price (as applicable) payable by the new resident (excluding entry fee)</p> <p>Less exit fee</p> <p>Less cost of Reinstatement Work</p> <p>Less cost of Renovation Work</p> <p>Less any other moneys owing to the Manager or Scheme Operator</p> <p>Less Legal Costs (Scheme Operators and own)</p>
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<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract <ul style="list-style-type: none"> ➤ no date is 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 • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
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14.3 What is the turnover of units for sale in the village?	<p>9 accommodation units were vacant as at the end of the last financial year</p> <p>3 accommodation units were resold during the last financial year</p> <p>24 months was the average length of time to sell a unit over the last three financial years</p>
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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 for the last 3 years		
	Financial Year	Deficit/Surplus	Change from previous year
	2015/2016	\$5,952.09	+60.96%
	2016/2017	(\$4,106.23)	-60.99%
	2017/2018	\$6,388.23	+64.27%
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available		\$34,889
	Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available		\$ 66,899
	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.		2.5 % of the <ul style="list-style-type: none"> • Lease Purchase Price or <ul style="list-style-type: none"> • Freehold Purchase Price component of the Ingoing Contribution
OR <input type="checkbox"/> the village is not yet operating.			

Part 15– Financial management of the Body Corporate

Note: All freehold community title scheme residents who own their unit are members of the body corporate.

15.1 What is the financial status of the Body Corporate funds in a freehold village?	Administrative Fund for the last 3 years						
	Financial Year	Deficit / Surplus		Balance		Change in balance from previous year	
		2A	2B	2A	2B	2A	2B
	2015/2016	\$4,761.03	\$2,836.40	\$3,840.00	\$1,579.35	+0.95%%	+0.63%
	2016/2017	\$4,423.34	\$3,498.88	\$4,964.00	\$1,983.70	+0.77%%	+0.8%
	2017/2018	\$6,683.19	\$2,542.92	\$4,128.00	\$2,331.70	-0.83%%	+0.85%
	Balance of the Sinking Fund to cover spending of a capital or non-recurrent nature for the last financial year <i>OR</i> last quarter if no full financial year available					2A	\$29,249.53
					2B	\$18,287.41	
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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, the resident is responsible for these insurance policies:	If yes, the resident is responsible for these insurance policies: Contents and liability to third parties

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
If yes: provide details including, length of period, relevant time frames and any costs or conditions	

Pets

17.2 Are residents allowed to keep pets?

If yes: specify any restrictions or conditions on pet ownership

Yes No

There is a maximum of one (1) pet allowed per unit. A pet is defined as goldfish sufficient for one (1) fish bowl (kept inside the unit) or one (1) large caged bird or two (2) small birds in a single cage (eg budgerigars) or one (1) cat or one (1) small dog. No other animals are allowed to be kept as pets. The Scheme Operator may exercise some discretion concerning number of pets allowed on a case by case basis.

All pets must be well cared for. This includes giving the pet the correct food in the correct amount and frequency, exercising the pet regularly in the case of a dog, providing sufficient love and attention to the pet, and keeping the pet clean, free of disease and in good health (including any vaccinations and veterinary checks that are normally required).

There must be no problems with excessive noise or prolonged noise such as would frequently disturb other residents eg excessive barking or yowling at night. There must be no noise generated by the pet after 9pm or before 7am.

There must not be a hygiene or public health problem as a result of having the pet. Faeces must be disposed of promptly and adequately, so that flies are not able to breed in the droppings. The interior of the unit must be kept in a clean and tidy condition and must be kept free of vermin especially if the pet is allowed inside the unit.

The pet must not display any boisterous or aggressive behaviour to other residents or to its owner eg jumping up on other people, attacking or threatening to attack other people.

All dogs must be on a leash when outside the owner's unit and courtyard. No pet is allowed to roam outside the owner's unit &/or courtyard, whilst not under the direct control of the owner, especially at night. This includes cats.

If the Manager is concerned that one or more of these conditions are not being met, he will contact the owner and speak to the owner about the problem and any possible solutions. If the Manager is concerned there is a hygiene or public health problem, the Manager may also request to inspect the owner's premises at a mutually agreeable time to confirm whether this is the case or not. After discussion with the owner, proposals to correct the problem(s) will be suggested. If a breach of the pet by-laws continues, the owner will be given notice to remove the pet from the Village.

If in the opinion of the Manager these conditions are not being met the Manager may order the removal of the pet from the Village without notice. Notice given may vary from immediate to one (1) week depending on the seriousness of the breach of these conditions. The Scheme Operator will always confirm the removal order before it becomes final. This confirmation will be obtained as soon as possible,

	<p>however in the interim the pet must be removed from the Village as per the Manager's order.</p> <p>Dogs and cats are not allowed inside the Clubhouse, Workshop, storage sheds or in the pool areas. They may accompany you on the verandas of the Clubhouse.</p>
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Visitors

<p>17.3 Are there restrictions on visitors staying with residents or visiting?</p> <p>If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The Resident will not permit a person or visitor to reside at the Resident's Unit for more than one week without the prior written consent of the Scheme Operator.</p>
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Village by-laws and village rules

<p>17.4 Does the village have village by-laws?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>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.</p> <p>Note: See notice at end of document regarding inspection of village by-laws</p>
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<p>17.5 Does the operator have other rules for the village.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes: Rules may be made available on request</p>
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Resident input

<p>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>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.</p> <p>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</p>
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Part 18 – Accreditation

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

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry?

Yes No

If yes,

- what is the fee to join the waiting list?

No fee

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
- 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 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 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 Housing and Public Works on 13 QGOV (13 74 68) or visit our website at www.hpw.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 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

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

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: 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 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: <https://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/

