

## Village Comparison Document

*Retirement Villages Act 1999 (Section 74)*

This form is effective from 1 February 2019

ABN: 86 504 771 740



Name of village: 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 [www.cooloolawatersretirementvillage.com.au/comparison](http://www.cooloolawatersretirementvillage.com.au/comparison)
- 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](http://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](http://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 [23/01/2026](#) 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

<b>1.1 Retirement village location</b>	Retirement Village Name: Cooloola Waters Retirement Village  Street Address: 34 Toolara Road  Suburb: Tin Can Bay State: Queensland Post Code: 4580
<b>1.2 Owner of the land on which the retirement village scheme is located</b>	Name of landowner: Cooloola Waters Holdings Pty Ltd  Australian Company Number (ACN) 656 040 612 and  Cooloola Waters No.1 Pty Ltd (ACN 656 804 054) and  Cooloola Waters No. 2 Pty Ltd (ACN 656 804 376)  Address: Suite 31, Level 19, 10 Eagle Street  Suburb: Brisbane State: Queensland Post Code: 4000
<b>1.3 Village operator</b>	Name of entity that operates the retirement village (scheme operator)  Cooloola Waters Holdings Pty Ltd  Australian Company Number (ACN): 656 040 612  Address: Suite 31, (Level 19), 10 Eagle Street Brisbane City 4000  Date entity became operator: 05/03/2022
<b>1.4 Village management and onsite availability</b>	Name of village management entity and contact details  Cooloola Waters Retirement Village Pty Ltd

	<p>Australian Company Number (ACN): 656 559 894</p> <p>Phone: 0438-331-116 Email: <a href="mailto:gary@cooloolawaters.com.au">gary@cooloolawaters.com.au</a></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: Monday – Friday 9am-4pm</p> <p>Weekends: Saturday: By Appointment Sunday: By Appointment</p>
<b>1.5 Approved closure plan or transition plan for the retirement village</b>	<p>Is there an approved transition plan for the village?  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Is there an approved closure plan for the village?  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<b>1.6 Statutory Charge over retirement village land.</b>	<p>Is a statutory charge registered on the certificate of title for the retirement village land?  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<b>Part 2 – Age limits</b>	
<b>2.1 What age limits apply to residents in this village?</b>	<p>If one resident, then the resident is to be at least 55 years old.</p> <p>If two residents at least one of the residents must be 55 years old or older.</p>
<b>ACCOMMODATION, FACILITIES AND SERVICES</b>	
<b>Part 3 – Accommodation units: Nature of ownership or tenure</b>	
<b>3.1 Resident ownership or tenure of the units in the village is:</b>	<p><input checked="" type="checkbox"/> Freehold (owner resident)</p> <p><input checked="" type="checkbox"/> Lease (non-owner resident)</p> <p><input type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input checked="" type="checkbox"/> Rental (non-owner resident)</p> <p><input type="checkbox"/> Other .....</p>
<b>Accommodation types</b>	
<b>3.2 Number of units by accommodation type and tenure</b>	<p>There are 83 units in the village, comprising 83 single story units</p>

Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio				
- One bedroom		4		
- Two bedroom	12	30		
- Three bedroom	1	36		
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other				
Total number of units	13	70		

### Access and design

#### 3.3 What disability access and design features do the units and the village contain?

- ☒ Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in ☒ all units
- ☒ Alternatively, a ramp, elevator or lift allows entry into ☐ all ☒ some units
- ☒ Step-free (hobless) shower in ☐ all ☒ some units
- ☒ Width of doorways allow for wheelchair access in ☐ all ☒ some units
- ☒ Toilet is accessible in a wheelchair in ☐ all ☒ some units
- ☒ Other key features in the units or village that cater for people with disability or assist residents to age in place
- Handrails in some units and can be installed if required in any unit.
  - Some units have specified key features and will be discussed on inspection.
  - The Scheme Operator will consider the alteration of a unit at the cost to the resident to suite specific needs of the resident.
  - The Scheme Operator can organise the work to be done for the resident with onsite maintenance team or contractors. To be paid for by the resident.

## 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
- ☒ Some units with own car park space separate from the unit
- ☐ General car parking for residents in the village
- ☒ Other parking e.g. caravan or boat
  - There are currently 5 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 these bays.
  - Once a right to use is granted to a Resident, there is an expectation that the bay will be used for keeping of a caravan or boat that is in active use by the Resident personally.
  - The grant to use is reviewed on a 6 monthly basis.
  - The Scheme Operator reserves the right to withdraw and reallocate the right to use the bay at any time.
  - A fee will be charged for the allocated spot.

Restrictions on resident car parking include:

- Vehicles must not be parked in driveways except for the purpose of loading and unloading.

If a moving truck or long delivery truck is required, please inform the office so we can advise the other residents.

### 4.2 Is parking in the village available for visitors?

If yes, parking restrictions include:

☒ Yes   ☐ No

Visitors may use the designated visitor car parking provided in driveways 1,2 and 3 for temporary parking while visiting residents. First come first served basis.

Parking in driveway 1 is for visitors for 2A residents and visitors only.

Caravans, boats and trailers are not to park in the visitors designated parking bays.

The Manager's Permission is required for any parking requirement that extend beyond 2 days in duration.

Tradesmen may use the designated visitor car parking while doing work at the Village, but vehicles must not be left overnight.

## Part 5 – Planning and development

### 5.1 Is construction or development of the village complete?

Year village construction started: 1990

- ☒ Fully developed / completed  
☐ Partially developed / completed  
☐ Construction yet to commence

### 5.2 Construction, development applications and development approvals

Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.

Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the *Planning Act 2016*

39 New 2/3 Bedroom villa units have been built between 2022 and December 2025.

Roadside kerb and gutters, footpaths and driveways to be completed February 2026.

### 5.3 Redevelopment plan under the Retirement Villages Act 1999

Is there an approved redevelopment plan for the village under the *Retirement Villages Act*?

☒ Yes ☐ No

Short description of the redevelopment plan: Construction of 39 new independent living units, storage facilities, additional parking spaces, additional letterboxes, waste bin storage, water gardens for water management, upgrades to the clubhouse, and construction of new pathways, roads and greenspaces. Note that the development is due to be completed in February 2026.

Declaration date for the redevelopment plan: 19/05/2022

*The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopments of the village, and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy.*

**Note:** see notice at end of document regarding inspection of the development approval documents.

## Part 6 – Facilities onsite at the village

### 6.1 The following facilities are currently available to residents:

- |   |  |
|---|--|
| <input type="checkbox"/> Activities or games room     | <input type="checkbox"/> Medical consultation room |
| <input type="checkbox"/> Arts and crafts room         | <input type="checkbox"/> Restaurant                |
| <input checked="" type="checkbox"/> Auditorium        | <input type="checkbox"/> Shop                      |
| <input checked="" type="checkbox"/> BBQ area outdoors |  |

	<input checked="" type="checkbox"/> Billiards room <input checked="" type="checkbox"/> Bowling green [indoor] <input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input checked="" type="checkbox"/> Swimming pool [heated indoor & non-heated outdoor] <input checked="" type="checkbox"/> Separate lounge in community centre <input checked="" type="checkbox"/> Spa [outdoor - not heated] <input checked="" type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input checked="" type="checkbox"/> Village bus or transport <input checked="" type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> <li>• Croquet Lawn</li> <li>• Car, Boat and Caravan Wash Area</li> </ul>
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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).

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**6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?**

☒ Yes    ☐ No

Dillons Aged Care facility is directly adjacent to the Village and located on the corner of the Esplanade & Coral Trout Drive, Tin Can Bay

**Note:** Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

## Part 7 – Services

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

General Services Fee for Rights to Reside **INCLUDE:**

- Management and Administration of the village
- Gardening and Maintenance of the common areas of the village (to boundary of unit occupied land).
- Recreation or entertainment facilities
- Use of Community Facilities
- Rent of Unit site (lease hold)

- 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 capital gains, income or gift tax but including GST)
- Equipment for the use of all residents in community facilities only.
- Management Fees, administration costs, wages for administration and/or caretaker, wages for the other employees and contractors incurred in the management and maintenance of the common areas only within the village.
- Administration, legal, and accounting charges reasonably incurred in the management of the village.
- Fire and all risks and plate-glass insurance for Leasehold units and community facilities.
- Public Liability Insurance
- Workers Compensation Insurance and such other insurances as the Manager may determine
- Cleaning of all community facilities
- Miscellaneous expenses incurred in the running and maintenance of the village
- Costs of arbitration proceedings between the residents committee and the Manager costs to be shared equally.
- Annual Pest Control in the common areas.

General Service Fees **DO NOT INCLUDE:**

- Plumbing from the stopcock in the 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 ariels.
- Any internal maintenance, repair, or replacement inside a unit
- Internal Fences
- Maintenance or repair of alternations or additions to individual units requested by the resident (past or present)
- Maintenance of paving inside unit private area
- Maintenance of letter boxes not on the common property
- Cleaning of courtyards
- Maintenance of garages and carports within unit area
- Care of plants and gardens within unit area
- Reinstatement costs prior to the sale of the unit
- Costs of repairing or reinstating the unit where the president's action have led to an insurance claim being refused
- Termite Damage to units
- Leaky showers and dripping taps
- Use of office equipment and consumables by resident
- Newspapers and Magazines
- Individual services such as charges for laundry, meals, care, or cleaning services done by village staff or contractors.

Any other item not specifically referred to in the inclusions above



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

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

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

## Part 8 – Security and emergency systems

<b>8.1 Does the village have a security system?</b> If yes: <ul style="list-style-type: none"> <li>the security system details are:</li> </ul> the security system is monitored between:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  Cameras are located in the indoor pool and outdoor BBQ / pool area. Monitor is in Village Administrators office and only available to the management team and / or law enforcement officers for police investigation purposes.  8:00 am and 4:00 pm 5 days per week.
<b>8.2 Does the village have an emergency help system?</b>	<input type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input checked="" type="checkbox"/> No
<b>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</b>  If yes, list or provide details e.g. first aid kit, defibrillator	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  There are 2 (two) first aid kits available to staff and residents stored in the Clubhouse building and in the workshop.  Automated Emergency Defibrillator located in the Clubhouse building  Regulatory fire safety equipment is installed and maintained.

## 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	
	- One bedroom	\$ 300,000 to \$350,000
	- Two bedrooms	\$ 380,000 to \$460,000
	- Three-Four bedrooms	\$ 480,000 to \$650,000
	<b>Full range of ingoing contributions for all unit types</b>	\$ 300,000 to \$650,000

**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?**

☒ Yes ☐ No

To make the village accessible to all different types of people we would like to offer funding options to all residents wanting to move into the village.

These options are negotiated between the parties at the time of entry.

Options may also include paying exit fees upfront

**9.3 What other entry costs do residents need to pay?**

- ☒ \$1,200 Registration of lease fee for your residence contract
- ☒ Costs related to agreed building upgrades or unit modifications
- ☒ Advance payment for payment of monthly General Services Charge and Maintenance Reserve Fees

☐ Other costs .....

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

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

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

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

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

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

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Leasehold Living Units		
- One bedroom	\$ 96.37	\$ 34.54
- Two bedrooms	\$ 96.37	\$ 34.54
- Three bedrooms	\$ 96.37	\$ 34.54
Freehold Living Units		
- Two bedrooms	\$ 49.41	\$ 8.58
- Three bedrooms	\$ 49.41	\$ 8.58

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

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2025	\$48.90 to \$119.33	22.83%	\$7.78 to \$40.64	-30.93%
2024	\$97.15	0.28%	\$58.84	0.29%
2023	96.88	45%	\$58.68	-23.05%

#### Units within a community title scheme only

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

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

Type of Unit	Body Corporate Administrative Fund fee (weekly)	Body Corporate Sinking Fund contribution (weekly)
Independent Living Units 2A		
- Two bedrooms	\$39.23	\$42.39
- Three bedrooms	\$39.23	\$42.39
Independent Living Units 2B		
- Two bedrooms	\$47.16	\$21.02

#### 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 -)
2025	2A: \$51.73	100%	2A: \$51.56	-12.38%
	2B: 85.08	100%	2B: \$18.22	-69.04%
2024	2A: all in Sinking Fund	-100%	2A: \$58.85	95.45%
	2B: all in Sinking Fund	-100%	2B: \$58.85	95.45%

2023	2A: \$46.15 2B: \$46.15	365.22% 189.89%	2A: \$30.11 2B: \$30.11	-15.80% 29.74%
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<b>10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)</b>	<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 checked="" type="checkbox"/> Water (freehold units only) <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other .....
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<b>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?</b>	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances Additional information <ul style="list-style-type: none"> <li>• Plumbing from the stopcock in front of the unit to the unit</li> <li>• Electrical and phone lines from the junction box to the unit</li> <li>• Maintenance of toilets and plumbing inside the units</li> <li>• Maintenance of the unit save for the items which are specifically included in the general services charge</li> <li>• Television and aerials</li> <li>• Solar panels, inverters and batteries</li> <li>• Any internal maintenance, repair, or replacement inside a unit</li> <li>• Internal Fences</li> <li>• Maintenance or repair of alterations or additions to individual units requested by the resident (past or present)</li> <li>• Maintenance of paving</li> <li>• Maintenance of letter boxes not on the common property</li> <li>• Cleaning of units or courtyards.</li> <li>• Maintenance of garages and carports</li> <li>• Care of Pot Plants and gardens in the rear or front courtyard and gardens in the front of the unit which the resident elects to care for</li> <li>• Costs of repairing or reinstating the unit where the residents action have led to an insurance claim being refused.</li> <li>• Termite Damage when the resident did not complete the yearly pest inspection.</li> <li>• Leaky shower and dripping taps.</li> <li>• In the event of the Residential Unit being furnished by the Scheme Operator, the 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 insured or damaged and not removing any furniture and effects from the Residential Unit without the previous approval in wiring of the scheme operation 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</li> </ul>
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	<p>were situated at the commencement of the lease (fair wear and tear excepted).</p> <p>Some Additional Responsibilities for Freehold Rights to reside:</p> <ul style="list-style-type: none"> <li>• Maintenance and Repair of the exterior and interior of the unit</li> <li>• Pest Control including inspections and treatment</li> <li>• Damage to units caused by termites or pests</li> <li>• Any costs or repair to replacement of the unit not covered by the resident's insurance.</li> </ul> <p>Any other item not specified in the general services charge.</p>
<p><b>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</b> If yes: provide details, including any charges for this service.</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>General Repair of items is provided at a cost to the resident for items that are not covered by the MRF or CRF (Maintenance Funds).</p> <p>The village management team can help the resident employ other contractors that are out of the general repair specification of our maintenance team.</p> <p>Please refer to the current service fees and charges sheets for current fees and charges for all services not included in the General Service Fee or Maintenance Funds.</p>
<p><b>Part 11 – Exit fees – when you leave the village</b></p>	
<p><i>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).</i></p>	
<p><b>11.1 Do residents pay an exit fee when they permanently leave their unit?</b></p>	<p><input checked="" type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract. NOTE: all new contracts are calculated as below. The Exit Fee is an amount calculated as follows: -</p> <p>(a) By multiplying the ingoing contribution (the amount paid by the outgoing resident) by the percentage set out in clause (b) below.</p> <p>(b) For the purpose of Clause (a) the percentage is: -</p> <p>(i) 10% for up to one year of residence.</p> <p>(ii) 20% for one to two years of residence.</p> <p>(iii) 25% for up to three years of residence.</p> <p>(iv) 25% for more than three years of residence.</p> <p>(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.</p> <p>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 paid by the resident multiplied by 25%. 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.</p>
<p>Time period from date of occupation of unit to the date the resident ceases to reside in the unit</p>	<p>Exit fee calculation based on</p> <ul style="list-style-type: none"> <li>• On the ingoing contribution</li> </ul>

0-1 year	10% of your ingoing contribution
1-2 years	20% of your ingoing contribution
2-3 years	25% of your ingoing contribution
3+ years	25% of your ingoing contribution
<p><b>Note:</b> if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 25% of the ingoing contribution after 3 years of residence.</p> <p>The minimum exit fee is 10% of the ingoing contribution</p>	
<b>11.2 What other exit costs do residents need to pay or contribute to?</b>	<input checked="" type="checkbox"/> Sale costs for the unit – any marketing and commissions <input checked="" type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Management and Administration Fee
<b>Part 12 – Reinstatement and renovation of the unit</b>	
<b>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <p><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></p> <ul style="list-style-type: none"> <li><i>• fair wear and tear; and</i></li> <li><i>• renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i></li> </ul> <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> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
<b>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</b>	<input checked="" type="checkbox"/> No  <p><i>Renovation means replacements or repairs other than reinstatement work.</i></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</p>

	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.
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### Part 13– Capital gain or losses

<b>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?</b>	<input checked="" type="checkbox"/> Yes, the resident's share of the the resident's share of the	<b>capital gain</b> is 100 % <b>capital loss</b> is 100 %
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### Part 14 – Exit entitlement or buyback of freehold units

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

<b>14.1 How is the exit entitlement which the operator will pay the resident worked out?</b>	<p>Calculation of Exit Entitlement:</p> <p>New Sale Price / Freehold Sale Price (as applicable) payable by the new resident (excluding entry fee)</p> <p>Less Exit Fee</p> <p>Less costs of Reinstatement Work carried out on resident's behalf</p> <p>Less any other monies owing to the Scheme Operator</p> <p>Less Legal Costs</p> <p>Less Management &amp; Administration Costs</p> <p>Less any Marketing and Commissions to agent</p>
<b>14.2 When is the exit entitlement payable?</b>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the <b>earliest</b> of the following days:</p> <ul style="list-style-type: none"> <li>the day stated in the residence contract</li> <li>14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator</li> <li>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).</li> </ul> <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>

<b>Freehold units only</b>  <b>14.2 Operator buyback of freehold units</b>	<p>When a resident sells a freehold unit, the resident is entitled to receive the resale price from the person who purchases the unit. At that time the resident must pay any exit fee to the operator.</p> <p>By law, the operator must purchase the freehold unit from the former resident if it has not sold to a new resident within 18 months after the termination of the residence contract, unless the operator has been granted an extension for payment by QCAT</p>
<b>14.3 What is the turnover of units for sale in the village?</b>	<p>3 accommodation units were vacant as at the end of the last financial year</p> <p>1 accommodation units were resold during the last financial year</p> <p>9 months was the average length of time to sell a unit over the last three financial years</p>

## Part 15 – Financial management of the village

<b>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</b>	<b>General Services Charges Fund</b> for the last 3 years			
	Financial Year	Deficit/ Surplus	Balance	Change from previous year
	2025	\$194,147	\$98,571	11,634.64%
	2024	(\$11,118)	\$840	-90.27%
	2023	(\$184,011)	\$8636	
	Balance of <b>General Services Charges Fund</b> for last financial year			\$ 98,571.36
	Balance of <b>Maintenance Reserve Fund</b> for last financial year			\$ 78,110.13
	Balance of <b>Capital Replacement Fund</b> for the last financial year			\$313,894.93
	Percentage of a resident ingoing contribution applied to the Capital Replacement Fund			2.5 %
	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.			

## 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 from previous year
2025	2A: -\$1,430.56 2B: \$9851.30	2A: \$1,267 2B: \$1,108 (all funds held in one account)	2A: -36.40% 2B: -78.57%
2024	2A: -\$26,693 2B: -\$30,239	2A: \$1,992 2B: \$5171 (all funds held in one account)	2A: -77.59%
2023	2A: -\$10,739 2B: -\$9,244	2A: \$8889 2B: \$9415 (all funds held in one account)	2A: -76.76% 2B: -47.06%
Balance of the <b>Sinking Fund</b> to cover spending of a capital or non-recurrent nature for the last financial year			2A: \$3,574 2B: all funds held in one account

**Part 16 – Insurance**

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

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

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

**16.1 Is the resident responsible for arranging any insurance cover?**

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

☒ Yes ☐ No

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

- Contents and Liability to third parties' insurance policy

**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?**

☐ Yes ☒ No

**Pets**

<p><b>17.2 Are residents allowed to keep pets?</b> If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>Residents may keep as a domestic pet in their unit:  (a) one small or medium dog approved by us as suitable for the unit or a dog used as a guide or hearing dog by the resident; or  (b) one cat; or  (c) small caged birds; or  (d) ornamental fish in a secure aquarium.  Residents may not otherwise keep any animals in their unit without prior written consent of the Scheme Operator.</p>
<p><b>Visitors</b></p>	
<p><b>17.3 Are there restrictions on visitors staying with residents or visiting?</b> 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 14 days without the prior written consent of the Scheme Operator.</p>
<p><b>Village by-laws and village rules</b></p>	
<p><b>17.4 Does the village have village by-laws?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.</i>  <i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
<p><b>17.5 Does the operator have other rules for the village.</b></p>	<p><input type="checkbox"/> Yes   <input checked="" type="checkbox"/> No</p>
<p><b>Resident input</b></p>	
<p><b>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i>  <i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i></p>
<p><b>Part 18 – Accreditation</b></p>	
<p><b>18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?</b></p>	<p><input checked="" type="checkbox"/> No, village is not accredited</p> <p><input type="checkbox"/> Yes, village is voluntarily accredited through:</p>

**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  
☒ 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
- ☒ An approved redevelopment plan for the village under the *Retirement Villages Act*
- ☐ An approved transition plan for the village
- ☐ An approved closure plan for the village
- ☒ A capital replacement quantity surveyor report
- ☒ A maintenance and repair quantity surveyor report
- ☒ The annual financial statements and report presented to the previous annual meeting of the retirement village
- ☒ Statements of the balance of the capital replacement fund, or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
- ☐ Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
- ☒ Examples of contracts that residents may have to enter into
- ☒ Village dispute resolution process
- ☒ Village by-laws
- ☒ Village insurance policies and certificates of currency
- ☒ A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

*An example request form containing all the necessary information you must include in your request is available on the Department of Housing and Public Works website.*

## Further Information

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

## General Information

General information and fact sheets on retirement villages: [www.qld.gov.au/retirementvillages](http://www.qld.gov.au/retirementvillages)

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

[www.qld.gov.au/seniorsliving](http://www.qld.gov.au/seniorsliving)

### **Regulatory Services, Department of Housing and Public Works**

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: [regulatoryservices@housing.qld.gov.au](mailto:regulatoryservices@housing.qld.gov.au)

Website: [www.housing.qld.gov.au/regulatoryservices](http://www.housing.qld.gov.au/regulatoryservices)

### **Queensland Retirement Village and Park Advice Service (QRVPAS)**

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: [caxton@caxton.org.au](mailto:caxton@caxton.org.au)

Website: [caxton.org.au](http://caxton.org.au)

### **Services Australia (Australian Government)**

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

Phone: 132 300

Website: <https://www.servicesaustralia.gov.au/retirement-years>

### **Seniors Legal and Support Service**

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: [caxton@caxton.org.au](mailto:caxton@caxton.org.au)

Website: [caxton.org.au](http://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](mailto:info@qls.com.au)

Website: [www.qls.com.au](http://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](mailto:enquiries@qcat.qld.gov.au)

Website: [www.qcat.qld.gov.au](http://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](http://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/](http://www.livablehousingaustralia.org.au/)