

# Retirement Village Information Statement

*Retirement Villages Act 1986*, section 19

Retirement Village Regulations 2026, regulations 11-12

**This form is approved by the Director, Consumer Affairs Victoria under section 19 of the *Retirement Villages Act 1986*. All retirement village information statements must be in this form.**

## What is a Retirement Village Information Statement?

Every retirement village in Victoria must provide it in the same standardised format. Prospective residents can use information statements to compare retirement villages on a like-for-like basis.

It is designed to provide prospective residents information to make an informed decision about whether to move into this village. It covers the costs of entering, living in and leaving; the services and facilities available; and important details about how the village operates.

Information statements must be updated at least every 12 months and as soon as possible after any change to the information provided.

## How to access information statements for different villages?

Every retirement village must publish their information statement on their village's website.

The operator of a retirement village must also provide the information statement:

- at the request of a prospective resident within seven days,
- with any targeted promotional material, and
- at least 21 days before a resident enters into a residence or management contract in respect of the village.

## Navigating the information statement

### Part A: Village-level information

Provides information about the village and operator including about any owners corporation, types of contracts and tenure, village facilities and services, the number and types of residential premises, future developments, security and emergency assistance systems, insurance arrangements, financial management, residents committee and village rules.

### Part B: Village fees and charges

Provides information on fees and charges to be paid on entry, while living in the village, and when you leave.

Attachments to the information statement provide:

- A list of village services and facilities with associated fees (Attachment 1)
- Details of village insurance information (Attachment 2)
- A glossary of fees to help prospective residents understand the terms used throughout the statement (Attachment 3).

## **Finding more information**

Other documents and information are available to help inform prospective residents. Operators must provide the following documents to prospective residents at least 21 days before entering into a management contract:

- a draft residence contract and management contract for the village
- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

Prospective residents may also wish to ask for information on the specific fees and charges for a residence they are considering in an easy to understand form. A suggested form for this purpose can be found on the Consumer Affairs Victoria website [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au).

## **Understanding the financial commitment**

Entering a retirement village is a significant financial decision.

The financial structure of retirement village living is different from conventional home ownership or renting, and the net financial outcome can vary significantly depending on the length of stay and the terms of contracts. It is important that residents understand how the costs interact and what they will ultimately receive when they permanently depart the village.

Before signing any contract, you are strongly encouraged to read all documents carefully, ask questions of the operator, and seek advice from an independent financial adviser to ensure you have a full understanding of your financial obligations and entitlements.

## **Where can prospective residents get help or more information?**

If prospective residents need help understanding this statement or want more details about retirement village living in Victoria, they can contact Consumer Affairs Victoria for information and assistance by visiting [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) or calling 1300 55 81 81.

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- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

## Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at [www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting) or call the Consumer Affairs Victoria Helpline on **1300 55 81 81**.

## Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

### Arabic

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 1300 55 81 81.

**Turkish** İngilizce anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numaralı telefondan Victoria Tüketici İşleri'ni aramalarını ve size bir Danışma Memuru ile görüşturmelerini isteyiniz.

**Vietnamese** Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xirii Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha Fiktooriya tel: 1300 55 81 81.

**Chinese** 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（祇花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

**Serbian** Ako vam je teško da razumete engleski, nazovite Službu prevodilaца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

**Amharic** በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪ.ኤ.ቲ.ቲ. ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

### Dari

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS) به شماره 131 450 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 1300 55 81 81 ارتباط دهد.

**Croatian** Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

**Italian** Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.

## Part A: Village-level information

The following information applies to the village as a whole and is relevant to all prospective and current residents.

### 1. Village information

Village name

Village street address

Village postal address

Is the village accredited by a recognised industry association  Yes  No

If yes, name of accreditation

Website for information about the accreditation

### 2. Proprietor and operator details

Proprietor name

ABN / ACN

Address for service

Operator name

ABN / ACN

Address for service

Telephone  Email

Date current operator commenced in that role

### 3. Operator representative

Name of representative	Kathryn Swan		
Position of representative	Retirement Living Manager		
Location within village	On Site		
Times available	Monday to Friday 9am -1pm (excluding public holidays)		
Telephone	03 5461 1443	Email	adminschoollhousevillage@mecwacare.org.au

### 4. Number and types of residential premises

The village has the following number and types of accommodation units:

Accommodation type	Owner resident	Leasehold	Licence	Other
Independent living units		44 (two bedroom)		
Serviced apartments				
Villas or townhouses				

Garages, carports or carparks:

Each unit has its own garage or carport attached to the unit, with space in front of the garage for an extra car
Each unit has its own car park space adjacent to the unit
The village car park is available for general parking of residents and visitors

### 5. Residents committee

Has a residents committee been established at the village under the *Retirement Villages Act 1986*?  Yes  No

Under the *Retirement Villages Act 1986*, residents of a village may elect to establish a residents committee to represent their interests and participate in village decision-making.

### 6. Onsite or attached residential or aged care home

Is there a residential or aged care home onsite or attached with the village?  Yes  No

If there is a residential or aged care home onsite or attached, entry is dependent on a resident being assessed as eligible for entry in accordance with the *Aged Care Act 2024* (Cth).

This assessment is conducted independently and eligibility for aged care services is determined according to the criteria set out in the *Aged Care Act 2024* (Cth). The registered provider of the residential or aged care home cannot set places aside for residents of the village.

## 7. Village facilities and services

The list of services and facilities provided at the village and how they are funded is set out in Attachment 1 to this information statement.

The attachment includes details of:

- services and facilities funded by maintenance charges
- optional services, which are not funded by maintenance charges or rent and can be provided for an additional fee. The attachment must include costs of and restrictions on availability of optional services, and
- any other services or facilities available to residents and how they are funded.

## 8. Lifestyle and village rules

This section sets out key aspects of daily life in the village, including pets, gardening, and social activities, as influenced by the by-laws of the village. The full by-laws of the village are attached to a resident's contract.

Are there any restrictions on residents keeping pets?

Yes  No

If yes, provide details on restrictions below:

Subject to management approval and compliance with the pet policy.

Note: under Victorian law operators cannot unreasonably refuse consent for residents to keep pets.

Are residents permitted to undertake gardening in areas adjacent to their premises-

Yes  No

Subject to management approval

Does the village organise regular social activities and events for residents- Via the Social Residents Committee

Yes  No

Additional details:

Residents must not park on lawns and gardens, restricted access along internal roads. Visitors to park in the main car park in front of the School House.

## 9. Planning permission for future developments

Are there any current planning permissions or approvals for future development, expansion or redevelopment of the village?

Yes  No

*If yes:*

Description of development

Additional units to be constructed

Construction timeframes (anticipated start and finish dates)

None to date

## 10. Security and emergency assistance systems

The village is equipped with the following security system

Video Cameras internal in the Community Centre as well as strategically placed in the grounds. Not monitored but operational 24 hours per day.

The village is equipped with the following emergency assistance system

External Emergency call monitoring company. Monitored 24 hours per day, seven (7) days a week.

## 11. Operator and proprietor exemptions

Is the operator or proprietor exempt from any of the provisions of the *Retirement Villages Act 1986* in relation to this village?  Yes  No

If yes:

Provision the exemption applies to	Description of the obligation the exemption applies to

## 12. Contracts and tenure

To become a resident of this village, a resident will be required to enter into one or more of the following contracts:

**Residence contract**

This contract grants a resident the right to occupy a unit within the village.

**Management contract**

This contract relates to the provision of services by the operator to a resident.

**Combined residence and management contract**

This is a contract comprising both a residence and a management contract.

**Optional services agreement**

A contract for additional services a resident may choose to receive (such as meals, cleaning, or personal care to the extent not funded by maintenance charges). This may be incorporated into a residence or management contract (or combined residence and management contract).

**Other**

(for example, a contract for sale of land).

If other, please describe

The village offers the following rights to occupy:

<input type="checkbox"/> <b>Owner Resident</b> An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	<input checked="" type="checkbox"/> <b>Non-Owner Resident</b> The resident does not own the premises but is granted a right to occupy the premises on the following basis:
<input type="checkbox"/> <b>Estate in fee simple:</b> A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.  <input type="checkbox"/> <b>Company title:</b> A resident purchases shares in a company that owns the village. That shareholding gives the resident the right to occupy a specific unit in the village.  <input type="checkbox"/> <b>Unit trust:</b> A resident purchases units in a unit trust that owns the village. That unitholding gives the resident the right to occupy a specific unit in the village.	<input type="checkbox"/> <b>Licence:</b> <input type="checkbox"/> term..... or <input type="checkbox"/> periodic tenancy  A resident has a licence to occupy a unit. The resident does not own the unit or land, but has a contractual right to reside there.  <input checked="" type="checkbox"/> <b>Lease –</b> <input checked="" type="checkbox"/> 49 years term or <input type="checkbox"/> periodic tenancy  A resident has a leasehold interest, but does not own the unit or the land.  <input type="checkbox"/> <b>Other</b> .....

### 13. Financial management

Details of the surplus/deficit in the annual accounts for the last 3 financial years:

Financial year ending	Surplus / deficit (and amount)	Comments
30 June 2025	N/A	Acquired 2 February 2026
30 June 2024	N/A	Acquired 2 February 2026
30 June 2023	N/A	Acquired 2 February 2026

### 14. Capital maintenance fund

Does the village have a capital maintenance plan?  Yes  No

Does the village have a capital maintenance fund?  Yes  No

If yes, balance at end of last financial year

\$28,940.27

## 15. Owners corporation

Is any of the common property in the village vested in an owners corporation?  Yes  No

*If yes, complete the following:*

Name of owners corporation

Address for service of owners corporation

Description of common property

Does the owners corporation have a maintenance plan?  Yes  No

Does the owners corporation have a maintenance fund?  Yes  No

If yes, balance at end of last financial year

## 16. Insurance arrangements

The operator has provided details of the following insurance policies in respect of the village at Attachment 2 and attached certificates of currency:

- Public Liability Insurance
- Building Insurance
- Other insurances (please specify):

Personal accident  
Professional indemnity  
Volunteer care givers property damage (limited circumstances only)  
Industrial special risk – property and interruption  
Damage to property and interruption to business  
Cyber liability  
Comprehensive crime  
Commercial motor vehicle

The operator recommends that residents take out their own insurance policies in relation to the following:

- The contents of their unit
- Public liability claims brought as a result of any incident occurring in a resident's unit
- Any motorised mobility aid (mobility scooter or power wheelchair) that the resident uses

Other (please specify)

Does the operator have any funds set aside to insure against potential damage to the village? (self-insurance)  Yes  No

*If yes:*

Amount of funds set aside

\$

Nature of risk for which funds have been set aside

### 17. Additional documents

The following documents are attached to this information statement:

Certificates of currency for the insurances held by the operator in respect of the village (mandatory)

## Part B: Village fees and charges

The fees outlined in this section apply to new residents. The purpose of this information is to inform prospective residents of the arrangements they would enter if they moved into the village.

**A retirement village cannot charge new residents any fee that was not disclosed in the information statement.**

Fee or charge	Owner-resident	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
<b>Entry costs: paid before or on entering the village</b>					
Waiting list fee		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		On joining waiting list	
Is the waiting list fee refunded on entry?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	N/A		
Holding deposit		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Initial reservation deposit of \$1,000	On reserving a unit	Balance of 10% deposit on signing of contract held in trust
Entry payment		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$360,000 to \$400,000	On entry	(as of 25 <sup>th</sup> March 2025)
Other entry fees or charges – specify:					
Maintenance fee in advance		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$510.42		One month's maintenance fee in advance. Annual increase of RVA CPI on 1 <sup>st</sup> October each year.
Non Refundable Entry Fee		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$5,000	On Entry	.

Ongoing costs: paid while residing in the village					
Rent		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	
Maintenance charges		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$510.42	<input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Annually	Annual increase of RVA CPI on 1 <sup>st</sup> October each year
Owners corporation fees		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	
Optional services charges		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Capital maintenance fund contribution		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$7,200 to \$8,000 range	On exit	2% of ingoing contribution on exit is deducted for the Capital Maintenance Fund
Utility charges		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	As per independent provider charges	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	Resident is responsible for gas and electricity with own choice of provider for connection and usage.
Council rates		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	As per council & water authority	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	Resident is responsible for municipal rates, and water rates and usage.
Land taxes		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Other ongoing fees or charges – specify:		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			

### Costs and entitlements on exit: when permanently leaving the village

Deferred management fee (% of entry payment per year)		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5% per year, capped after five (5) years (total of 25%)	On exit	5% in the 1 <sup>st</sup> year 5% in the 2 <sup>nd</sup> year 5% in the 3 <sup>rd</sup> year 5% in the 4 <sup>th</sup> year 5% in the 5 <sup>th</sup> year Capped at 25%
Resident receives a share of capital gain on exit		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Resident is liable for a share of capital loss on exit		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Other ongoing fees or charges – specify:					
Capital maintenance fund (one off)		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$7,200 to \$8,000 range	On exit	2% of the ingoing contribution is deducted on exit.
Reinstatement &/or refurbishment works		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			If any damages have occurred these charges will apply. Otherwise no other costs are associated.
Real estate agent engaged by resident for resale and marketing of the premises		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	As negotiated with the agent for sales & marketing plus a \$2,000 administration fee	As negotiated with agent and paid direct to the agent. Administration fee deducted at settlement.	When engaging your own real estate agent, the associated costs, including any marketing costs, are agreed and negotiated independently and paid directly to the agent. mecwacare charge a fixed cost administration fee for the purposes of providing the agent appropriate guidance to ensure they comply with the Retirement Villages Act.

**Ad Hoc fees and fees for service**

Other one-off or ad-hoc fees or charges – specify:					
mecwacare home support services			Depending on services		
Meal services			Depending on services		Can be provided in line with CHSP or Support at Home funding

## 21. Attestation

<b>Operator attestation</b>	The operator attests that, to the best of the operator's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Operator	
Print name	
Date	

<b>Proprietor attestation</b>	The proprietor attests that, to the best of the proprietor's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Proprietor	
Print name	
Date	

# Attachment 1: Services and facilities

<b>Service or facility</b>	<b>Optional or mandatory</b>	<b>Fee for use (dollar figure or inc. in maintenance charge)</b>	<b>Further information and any restrictions</b>
Annual auditing of village accounts		Included in maintenance charge	
Cleaning & maintenance of communal areas		Included in maintenance charge	
Maintenance & care of exiting communal lawns & gardens, & residents' front lawns.		Included in maintenance charge	
Management & administration services		Included in maintenance charge	
Emergency call service 24 hours, seven days a week		Included in maintenance charge	
Rates, taxes & utilities of communal areas & the community centre		Included in maintenance charge	
Activities or games room		Included in maintenance charge	
Arts & crafts room		Included in maintenance charge	
Community centre		Included in maintenance charge	
Lounge		Included in maintenance charge	
Billiards & table tennis room		Included in maintenance charge	
Carpet bowls		Included in maintenance charge	
Exercise equipment		Included in maintenance charge	
Theatre room		Included in maintenance charge	
Library		Included in maintenance charge	
Reading room		Included in maintenance charge	
Residents' Kitchen		Included in maintenance charge	

Dining room		Included in maintenance charge	
2 x BBQ areas outdoors		Included in maintenance charge	
2 x Pétanque pistes		Included in maintenance charge	
Village bus		Included in maintenance charge	
Mecwacare home support services	Optional	Depending on services engaged	
Total mandatory service and facility charges		\$510.42	
Total optional and mandatory services and facilities charges		Optional User Pay on a separate agreement or from time to time ad hoc	Annual increase of RVA CPI on 1st October

# Attachment 2: Details of insurance policies

## Public liability insurance

- The nature of the risk insured against
- Injury to residents in common areas of the retirement village
  - Injury to visitors or other third parties in common areas of the village
  - Injury arising from the operation or management of the village (for example, maintenance works, services or activities organised by the operator)
  - Damage to third party personal property in common areas of the village
  - Injury or property damage occurring within a resident's private unit
  - Other risks covered (please specify):

Name of insurer

VMIA (Victorian Managed Insurance Authority)

Amount insured

\$20,000,000

Period of cover

1/07/2025 at 12am to 30/06/2026 at 11.59pm

Premium

\$0

Excess

\$0

Exclusions

Other information:

## Building insurance

The nature of the risk insured against

Sudden damage to village property and shared buildings caused by insured events

Sudden damage to residents' private units caused by insured event

Insured events include:

Fire

Burst pipes or sudden water leaks

Storm, wind or hail

Vandalism

Rainwater damage

Flood

Other risks covered (please specify):

Name of insurer

AON

Amount insured

\$60,000,000

Period of cover

From 4.00 pm 30/06/2024 to 4.00 pm 30/06/2025

Premium

\$448,000, covered under ISR

Excess

Dependent on event. Range: \$1,000 to \$10,000

Exclusions

Other information

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Personal accident
Name of insurer	VMIA
Amount insured	\$5,000,000 in respect of all claims in any one period of insurance, except \$1,000,000 in respect of non-scheduled aircraft or charter flights
Period of cover	From 1/07/2025 at 12am to 30/06/2026 at 11.59pm
Premium	\$0
Excess	\$0
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Professional indemnity
Name of insurer	VMIA
Amount insured	\$20,000,000
Period of cover	From 1/07/2025 at 12am to 30/06/2026 at 11.59pm
Premium	\$0
Excess	\$0
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Volunteer care givers property damage (limited circumstances only)
Name of insurer	VMIA
Amount insured	\$1,000,000
Period of cover	From 1/07/2025 at 12am to 30/06/2026 at 11.59pm
Premium	\$0
Excess	\$0
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Industrial special risk – property insurance and interruption insurance
Name of insurer	AON
Amount insured	\$95,000,000
Period of cover	30 June 2025 to 30 June 2026 4pm Or any further period for which renewal has been agreed
Premium	\$448,000, covered under ISR
Excess	Dependent on event. Range: \$1,000 to \$10,000
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Damage occurring to property insured including additional costs, and Loss resulting from the interruption or interference to the business
Name of insurer	AON
Amount insured	\$60,000,000
Period of cover	From 4pm 30/06/2025 to 4pm 30/06/2026
Premium	\$448,000, covered under ISR
Excess	Dependent on event. Range: \$1,000 to \$10,000
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Cyber liability
Name of insurer	AON
Amount insured	\$5,000,000
Period of cover	4pm 30/06/2025 to 4pm 30/06/2026
Premium	\$78,000
Excess	\$50,000
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Comprehensive crime
Name of insurer	AON
Amount insured	\$2,000,000
Period of cover	4pm 30/06/2025 to 4pm 30/06/2026
Premium	\$15,000
Excess	\$75,000
Exclusions	
Other information	

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Commercial motor vehicle
Name of insurer	AON
Amount insured	\$30,000,000
Period of cover	4pm 30/06/2025 to 4pm 30/06/2026
Premium	\$355,000
Excess	\$500
Exclusions	
Other information	

# Attachment 3: Glossary of fees

**Capital maintenance fund contribution:** A portion of resident payments is set aside by the operator into a dedicated fund for future major repairs and maintenance of village infrastructure. The operator determines the required portion.

**Contract check fee:** The annual contract check, which summarises fees and exit position, must be provided free. An on-demand check is also free where the resident gives 28 or more days written notice of intention to leave.

**Deferred management fee:** A fee payable on exit, as a contribution toward the cost of services provided to the resident during their time in the village. It is calculated as a percentage of the entry payment, accruing daily based on length of residence. It cannot be charged where the resident leaves during the settling-in period or moves to another unit within the same village.

**Entry payment:** The main upfront payment for the right to live in the village. It may be a lump sum or fixed instalments. It may be fully or partly refunded when you leave (a repayable entry payment) or it may be non-refundable. It does not include rent, maintenance charges or optional service fees.

**Exit entitlement:** The amount paid back to the resident on exit. For non-owner residents, it starts with the repayable entry payment. For owner residents, it starts with the sale price of the unit. Any fees, outstanding charges and other deductible amounts are subtracted to give the final figure.

**Holding deposit:** A payment to reserve a specific unit before a residence contract is signed. It falls outside the standard entry payment rules and is regulated under the Sale of Land Act 1962 instead.

**Maintenance charge:** A regular fee, usually weekly, fortnightly or monthly, covering village management, staff, facilities and common areas. It is capped each year in line with the all groups Consumer Price Index (CPI) for Melbourne in original terms published by the Australian Bureau of Statistics; and can only exceed that cap if residents approve a higher amount by special resolution.

**Optional services charge:** A fee for extra services a resident elects to use, such as meals or personal care, that are not part of the standard village offering. These charges cease on vacation of the premises or on the resident's death.

**Owners corporation fee (owner residents only):** Where the village has an owners corporation, owner residents pay a separate fee covering common property upkeep and insurance. This is in addition to the maintenance charge.

**Rates and taxes:** Government charges such as council rates and land tax on the village land. These may be passed on through the maintenance charge or charged separately, as set out in the contract.

**Reinstatement costs (non-owner residents):** non-owner residents must return the unit reasonably clean and in the same condition as when they moved in, allowing for fair wear and tear. Where this has not occurred, the operator may issue a written notice specifying the required works and their estimated cost. If not disputed within 21 days, the operator may carry out the works and charge the resident the reasonable cost.

**Rent (non-owner residents):** Some non-owner residents pay ongoing rent for the right to occupy their unit, in place of or in addition to an entry payment. Rent is treated separately from entry payments under the legislation.

**Special levy:** A one-off charge for unexpected major expenses. No more than one special levy may be charged in any 12-month period, and only where required by law, approved by residents by special resolution, or covered by the contract.

**Utility charges:** Charges for electricity, gas and water consumed by the resident. The method of calculation varies between villages and is set out in the contract.

**Waiting list fee:** A fee charged to join the village waiting list. It may or may not be refundable. The operator is required to state in the information statement whether a waiting list fee applies and whether it is refundable on entry.