

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: Glenfield Grange 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.glenfieldgrange.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 **01.07.2026** 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

1.1 Retirement village location	Retirement Village Name Glenfield Grange Retirement Village Street Address 12 Glenfield Court Suburb Middle Ridge State QLD Post Code 4350
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner Glenfield Grange Estates Pty Ltd Australian Company Number (ACN) 052 433 262 Address 12 Glenfield Court Suburb Middle Ridge State QLD Post Code 4350
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Glenfield Grange Estates Pty Ltd Australian Company Number (ACN) 052 433 262 Address 12 Glenfield Court Suburb Middle Ridge State QLD Post Code 4350 Date entity became operator 1991
1.4 Village management and onsite availability	Name of village management entity and contact details Toowoomba Retirement Services Pty Ltd Trading as Inspire Management Services Australian Company Number (ACN) 010 867 213 Phone (07) 4636 4945 Email sales@glenfieldgrange.com.au

	An onsite manager (or representative) is available to residents: ☒ Full time ☒ Other – if called to the village after office hours Onsite availability includes: Weekdays 8.30am to 3.00pm Weekends On Call
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No Is there an approved closure plan for the village? ☐ Yes ☒ No
1.6 Statutory Charge over retirement village land.	<i>Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.</i>

Part 2 – Age limits

2.1 What age limits apply to residents in this village?	65 years of age entry level
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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:	☒ Freehold (owner resident)
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are 64 units in the village, comprising 62 single story units; 2 units in multi-story building with 2 levels.			
Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units	64			
- Studio	2			
- One bedroom	3			
- Two bedroom	58			
- Three bedroom	1			
Total number of units	64			

Access and design

3.3 What disability access and design features do the units and the village contain?	☒ Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in ☐ all ☒ some units ☒ Alternatively, a ramp, elevator or lift allows entry into ☐ all ☒ some units ☒ Step-free (hobless) shower in ☐ all ☐ some units ☒ Width of doorways allow for wheelchair access in ☐ all ☐ some units ☒ Toilet is accessible in a wheelchair in ☐ all ☒ some units ☐ Other key features in the units or village that cater for people with disability or assist residents to age in place ☐ None
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Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?	☒ Some units with own garage or carport attached or adjacent to the unit (1 car policy for resident/s) ☒ Some units with own garage or carport separate from the unit (1 car policy for resident/s) ☒ Some units with own car park space adjacent to the unit (1 car policy for resident/s) ☒ Some units with own car park space separate from the unit (1 car policy for resident/s) ☒ General car parking for residents in the village ☒ 2x one bedroom units with no car parking for residents (no other car parking spaces are available in the village for the Lot owner/Resident of these villas) ☐ No car parking for residents in the village Restrictions on resident's car parking include: Parking is not permitted in driveways or in front of Lot Owners villas due to the Body Corporate By Laws Parking is not permitted on the footpath/park land as this is council land and subject to local council bylaws.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No Visitors/Contractors/In home care providers are to park in the visitor's car parks provided in each block or otherwise they can park at the office car park and designated visitor carparks as signed (2 hour limit) 1. Parking is not permitted in driveways or in front of Lot Owners villas due to the Body Corporate By Laws

	2. Parking is not permitted on the footpath as this is council land and subject to local council bylaws	
Part 5 – Planning and development		
5.1 Is construction or development of the village complete?	Year village construction started 1990 ☒ Fully developed / completed	
5.2 Construction, development applications and development approvals	Not Applicable	
5.3 Redevelopment plan under the Retirement Villages Act 1999	Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i> ? ☐ Yes ☒ No	
Part 6 – Facilities onsite at the village		
6.1 The following facilities are currently available to residents:	☒ Activities or games room ☒ Arts and crafts room ☒ BBQ area outdoors ☒ Billiards room ☒ Community room or centre ☒ Dining room ☒ Gardens/ Vegetable Garden outside Community Block ☒ Library	☒ Separate lounge in community centre
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?	☐ Yes ☒ No	

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)?

The General Service Charge funds the following services:

- Management and administration of Glenfield Grange Retirement Village including manager and support team salaries, printing, stationary, telephone, accountancy
- Facilitating maintenance and repair of the communal facilities
- Lights and power costs for communal facilities
- Taxes and government statutory charges for communal facilities and land specifically rates, water, insurance and waste management
- Pest control for communal facilities
- Insurance of communal facilities
- Cleaning and communal facilities upkeep
- Security
- Village garden maintenance

7.2 Are optional personal services provided or made available to residents on a user-pays basis?

☒ Yes ☐ No

Gardening in the Body Corporate Exclusive Use Area (back yard) that attaches to the Villa and any other small maintenance jobs in and around the villa. Gardening and Maintenance service currently \$60.00 per hour inclusive. Small repair jobs inside the unit. Eg light bulbs etc

7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?

☒ No, the operator does not provide home care services, residents can arrange their own home care services

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

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

Part 8 – Security and emergency systems

8.1 Does the village have a security system?

If yes:

☒ Yes ☐ No

Garden City Security

the security system details are:	Security License No: SFM40166
the security system is monitored between:	3.00pm to 6.00am
8.2 Does the village have an emergency help system?	☐ Yes - all residents ☒ Optional ☐ No Residents are guided by their Dr's if they require a medical device
8.3 Does the village have equipment that provides for the safety or medical emergency of residents?	☒ Yes ☐ No First Aid Kit

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	From \$350,000
	- One bedroom with study	From \$370,000
	- Two bedrooms	From \$450,000
	- Three bedrooms	From \$530,000.00
	Full range of ingoing contributions for all unit types	\$ 350,000 to \$600,000
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	
9.3 What other entry costs do residents need to pay?	☒ Transfer or stamp duty ☒ Costs related to your residence contract ☒ Costs related to any other contract e.g. Services Agreement ☒ Advance payment of General Services Charge, Maintenance Reserve Fund Charge, Administration Fund & Sinking Fund ☒ Other costs	

	1. Application fee payable to the manager \$2,200 (inc GST) 2. The village's legal fees and expenses, currently estimated as follows: a. For preparation and signing of Service Agreement, consent caveat and ancillary documents, and registration of caveat \$1,750 inc GST b. Check title search \$36.20 c. Registration fees (caveat) \$282.85 (**add \$90 for each purchaser and mortgagee) d. Registration fees (mortgage) \$238.14 (if applicable) 3. Your Solicitor's fees, outlays and expenses (if any) 4. Your miscellaneous costs including contents insurance and utilities. 5. Toowoomba Regional Council rates and water rates and fire levy for the villa from the date of settlement for the relevant period.
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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)
Independent Living Units		
- One bedroom UE4	\$57.81	\$1.83
One Bedroom with Study - UE5	\$72.26	\$2.29
- Two bedrooms UE5	\$72.26	\$2.29
- Three bedrooms UE6 UE7	\$86.72 \$101.17	\$2.75 \$3.21

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 -)
2023/2024	\$51.91 to \$90.84	6.81%	\$1.30 to \$2.27	8.33%
2024/2025	\$53.60 to \$93.80	3.25%	\$1.58 to \$2.76	21.5%
2025/2026	\$55.29 to \$96.76	3.155%	\$1.75 to \$3.06	10.9%

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		
- One bedroom UE4	\$53.21	\$22.39
One Bedroom with Study - UE5	\$66.51	\$27.99
- Two bedrooms UE5	\$66.51	\$27.99
- Three bedrooms UE6 UE7	\$79.81 \$93.12	\$33.59 \$39.19

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 -)
2023/24	\$49.23 to \$86.15	4.23%	\$18.15 to 31.77	2.6%
2024/25	\$51.83 to \$90.71	5.3%	\$18.15 to \$31.77	3.5%
2025/26	\$52.47 to \$91.83	1.2%	\$18.78 to \$32.88	6.2%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)

- ☒ Contents insurance
- ☒ Home insurance (freehold units only, this is paid for via the Body Corporate)
- ☒ Electricity
- ☒ Gas

- ☒ Water
- ☒ Telephone
- ☒ Internet
- ☒ Pay TV
- ☐ Other

10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	☒ Unit fixtures ☒ Unit fittings ☒ Unit appliances ☐ None	
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	☒ Yes ☐ No Gardening and Maintenance service currently \$60.00 per hour inclusive	
Part 11 – Exit fees – when you leave the village		
<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>		
11.1 Do residents pay an exit fee when they permanently leave their unit?	☒ 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	
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on purchase price paid by the next resident	
1 year	3.3% (inc GST) of the purchase price paid by the next resident	
2 years	6.6% (inc GST) of the purchase price paid by the next resident	
5 years	16.5% (inc GST) of the purchase price paid by the next resident	
10 years	33% (inc GST) of the purchase price paid by the next resident	
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 33% of the purchase price paid by the next resident after 10 years of residence. The minimum exit fee is a prorated amount based on the yearly exit fee of 3.3% per year.		

11.2 What other exit costs do residents need to pay or contribute to?	☒ Sale costs for the unit ☒ Legal 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?	☒ Yes ☐ No <i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i> <i>• fair wear and tear; and</i> <i>• renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i> <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> Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ 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) By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.

Part 13– Capital gain or losses

13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital gain or capital loss on the resale of their unit?	☒ Yes, the resident's share of the capital gain is 100 % the resident's share of the capital loss is 100 % The resident's share of the capital gain/loss is based on the purchase price paid by the next resident
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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.

14.1 How is the exit entitlement which the operator will pay the resident worked out?	No exit entitlement is payable by the manager or scheme operator. At settlement of a sale of the unit by or on behalf of the owner (or the owner's mortgagee, charge, personal representative or administrator, if any): a. The sale price is payable by the purchaser to the vendor or as the vendor directs, in exchange for: i. A transfer of the unit by the vendor to the purchaser, in registrable form save for stamping; ii. Release by the manager of the mortgages, charges and caveats referred to in paragraph b below; and iii. Release of all other mortgages, charges and caveats over the unit (if any); and b. The manager releases the mortgages, charges and caveats held by it as security over the unit upon payment of all money owing or payable to it by the owner under the Service Agreement entered into between the owner and the manager, including but not limited to: i. Any outstanding general services charges (including maintenance reserve fund contributions) and contributions towards capital replacement payable by the owner; ii. Any costs and expenses incurred by the manager to restore the accommodation unit and its fixtures and fittings to a good and saleable condition; iii. The deferred management fee (exit fee) iv. The manager's legal fees and expenses pertaining to the sale; v. The manager's sales commission (if any); vi. The manager's consent fee pertaining to the sale (if any); and GST in respect of any supply, to or by the manager, referred to in this paragraph b.
14.2 When is the exit entitlement payable?	Not Applicable
Freehold units only 14.2 Operator buyback of freehold units	<i>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.</i> <i>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</i>

14.3 What is the turnover of units for sale in the village?	3 accommodation units were vacant as at the end of the last financial year 4 accommodation units were resold during the last financial year 3 months was the average length of time to sell a unit over the last three financial years
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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 <i>Retirement Villages Act 1999</i>?	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/ Surplus	Balance	Change from previous year
	2023-2024	Nil	\$215,934.95	6.8%
	2024-2025	Nil	\$223,289.57	3.4%
	2025 - 2026	Nil	\$240,497.00	7.7%
	Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$442.23
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$11,866.45
	Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available 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.			\$78,689.58 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
	2023-2024	\$23,692.19	\$38,363.21	249%
	2024-2025	\$25,456.63	\$58,470.87	52.4%
	2025-2026	\$31,448.43	\$89,066.33	52.32%
	Balance of the Sinking Fund to cover spending of a capital or non-recurrent nature for the last financial year <i>OR last quarter if no full financial year available</i>			\$337,847.17

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 and Body Corporate Fees.

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 Insurance Please note that the Body Corporate covers the Building Insurance.
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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
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Pets

17.2 Are residents allowed to keep pets?	☒ Yes ☐ No Residents must obtain the body corporate and scheme manager's consent in writing before keeping or permitting to be kept in any villa any animal or bird. The body corporate or scheme manager may revoke or withdraw its consent.
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Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting?	☒ Yes ☐ No Management must be notified of visitors staying so that Security can be informed of extra cars, etc. No caravans or mobile homes are permitted in the village, as there is nowhere to park them. Additionally, residents must not permit any visitor, au pair, personal or domestic assistant or other person to reside at the Unit for any period exceeding one week without the prior consent in writing of the scheme manager which consent shall not be unreasonably withheld in the case of visitors who are relatives or friends of the Owner.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☒ Yes ☐ No <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>
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No If yes: Rules may be made available on request
Resident input	
17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	☐ Yes ☒ No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by 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>
Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☒ No, village is not accredited
Note: Retirement village accreditation schemes are industry-based schemes. The <i>Retirement Villages Act 1999</i> 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

☐ Fee of \$..... which is

☐ refundable on entry to the village

☐ non-refundable

Access to documents

The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).

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

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

Further Information

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

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages
For more information on retirement villages and other seniors living options:
www.qld.gov.au/seniorsliving

Regulatory Services, Department of Housing and Public Works

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@housing.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Services Australia (Australian Government)

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

Phone: 132 300

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

Seniors Legal and Support Service

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Queensland Law Society

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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/