Retirement Villages Form 3

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 September 2026

ABN: 86

Name of village: **IRT THE PALMS**

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 https://www.irt.org.au/location/irt-the-palms/
- All amounts in this document are GST-inclusive, unless stated otherwise where that is permitted by law.

Notice for prospective residents

Before you decide whether to live in a retirement village, you should:

- Seek independent legal advice about the retirement village contract – there are different types of contracts and they can be complex
- Find out the financial commitments involved – in particular, you should understand and consider ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:
  - Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.
  - The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

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

The information in this Village Comparison Document is correct as at *1/9/2026* 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: IRT The Palms Street Address: 22 Power Road, Buderim QLD 4556
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Illawarra Retirement Trust t/a IRT Group Australian Company Number (ACN): 000 726 536 Address: Level 3, 77 Market Street, Wollongong NSW 2500
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Illawarra Retirement Trust t/a IRT Group Australian Company Number (ACN): 000 726 536 Address: Level 3, 77 Market Street, Wollongong NSW 2500 Date entity became operator: 3 October 2012
1.4 Village management and onsite availability	Name of village management entity and contact details: Illawarra Retirement Trust t/a IRT Group Australian Company Number (ACN): 000 726 536 Phone: 134 478 Email: customerservice@irt.org.au An onsite manager (or representative) is available to residents: ☒ Full time Onsite availability includes: Weekdays: 8.30am to 4.00pm (excluding public holidays) Weekends: Not available
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No *A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.*

	Is there an approved closure plan for the village? ☐ Yes ☒ No *A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.*

Part 2 – Age limits

2.1 What age limits apply to residents in this village?	The age applicable to this retirement village are: the resident, or in the case of joint residents, must be at least 55 years of age. IRT may in its absolute and unfettered discretion, approve an Application to reside in the village by joint residents where only one resident is 55 years of age or older.

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) ☒ Lease (non-owner resident) ☐ Licence (non-owner resident) ☐ Share in company title entity (non-owner resident) ☐ Unit in unit trust (non-owner resident) ☐ Rental (non-owner resident) ☐ Other

Accommodation types

3.2 Number of units by accommodation type and tenure

There are 189 single storey units in the village

Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio				
- One bedroom		4		
- Two bedroom		150		
- Three bedroom		35		
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other				
Total number of units		189		

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 ☒ 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 ☐ None
Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	☒ Some units have own garage or carport attached or adjacent to the unit ☒ Some units with own garage or carport separate from ☒ General car parking for residents in the village ☒ Other parking e.g. caravan or boat: limited spaces are available Restrictions on resident's car parking include: Where the Unit does not have a garage or carport, the resident shall not keep or frequently or regularly bring or park in or about the Unit or any part of the Village any motor vehicle or motorcycle without the prior written consent of the Scheme Operator. No parking on the grass.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No Visitors are to park in designated visitor parking spaces or may park in the driveway of the resident's premises, where space permits. Visitors are not permitted to park on the grass.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started: 2005 ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals	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*

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 *The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment 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:

☐	Activities or games room	☐	Medical consultation room
☐	Arts and crafts room	☐	Restaurant
☐	Auditorium	☐	Shop
☒	BBQ area outdoors	☒	Swimming pool [outdoor] [heated]
☒	Billiard table	☐	Separate lounge in community centre
☒	Bowling green [indoor]	☒	Spa [outdoor] [heated]
☐	Business centre (e.g. computers, printers, internet access)	☒	Storage area for boats / caravans
		☐	Tennis court [full/half]
☐	Chapel / prayer room	☒	Village bus or transport
☐	Communal laundries	☒	Workshop
☒	Community room or centre	☒	Other: Bar
☒	Dining room		
☒	Gardens		
☐	Gym		
☐	Hairdressing or beauty room		
☒	Library		

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).

Restrictions

Residents shall not hold or permit to be held any gathering within the community centre which exceed 5 persons in number or which is a meeting of an outside club or organisation without the consent of the Scheme Operator in its sole discretion.

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)?	Management and administration services including staff costs Village bus expenses, including fuel, registration, insurance and minor repairs. Cleaning & maintenance of communal areas Council rates Power rates for communal areas Water Rates Audit fees Village Insurance Gardening costs for communal areas
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No IRT Home Care: For information, access and current prices to these Optional Personal Services please call 134 478.
7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?	☒ Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* Registered Accredited Care Supplier – RACS ID number: IRT Home Care Sunshine Coast NAPS ID No. 19412) ☒ Yes, home care is provided in association with an Approved Provider, IRT Home Care. ☐ 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?	☐ Yes ☒ No
8.2 Does the village have an emergency help system?	☐ Yes - all residents ☐ Optional ☒ No
8.3 Does the village have equipment that provides for the safety or medical emergency of residents?	☒ Yes ☐ No First aid kit and fire safety equipment in community centre. CTV cameras in the community centre. Defibrillator located in the community centre

COSTS AND FINANCIAL MANAGEMENT

Part 9 – Ingoing contribution - entry costs to live in the village

An ingoing contribution is the amount a prospective resident must pay under a residence contract to secure a right to reside in the retirement village. The ingoing contribution is also referred to as the sale price or purchase price. It does not include ongoing charges such as rent or other recurring fees.

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village

Accommodation Unit	Range of ingoing contribution
Independent living units	
- Studio	$ …… to $……
- One bedroom	**$506,000 to $748,500**
- Two bedrooms + study	**$648,500 to $1,372,000**
- Three bedrooms	**$944,000 to $1,446,000**
Serviced units	
- Studio	$…… to $…….
- One bedroom	$…… to $…….
- Two bedrooms	$…… to $…….
- Three bedrooms	$…… to $…….
Other	$…… to $…….
Full range of ingoing contributions for all unit types	**$506,000 to $1,446,000**

9.2 Are there different financial options	☒ Yes ☐ No The ingoing contribution payable differs depending on which option is chosen.

available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?	Option A: Exit fee is charged at 5% each year for seven (7) years of the Ingoing contribution advanced by you for each year you reside in your unit (and in respect of any part year the exit fee will be calculated on a daily basis) provided that the exit fee will not exceed 35% of the ingoing contribution advanced by you. Option B: Exit Fee is charged at 2.5% each year for seven (7) years of the ingoing contribution advanced by you for each year you reside in your unit (and in respect of any part year the exit fee will be calculated on a daily basis) provided that the exit fee will not exceed 17.5% of the ingoing contribution advanced by you. Option C: There is no Exit Fee as the Ingoing Contribution is fully refundable.
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 ☐ Advance payment of General Services Charge ☒ Other costs – Lease Registration costs, Survey Plan 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)*
All units pay a flat rate (2026-2027)	$88.16 add prior year surplus $0.05 = $88.21	$24.46

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 -)*
2026	$85.68	2.90%	$23.19	5.50%
2025	$83.50	2.60%	$21.12	9.80%
2024	$77.05	1.93%	$19.62	8.00%

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) ☒ 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

Additional information

You are responsible for, and must, at your own expense:

- keep and maintain your premises and any *maintainable items* in a state of good repair, having regard to their condition at the commencement date and fair wear and tear;
- keep the inside of your windows and the interior surfaces of your premises clean;
- keep and maintain pipes, drains and water closets in your premises in a clean and working condition; and
- store garbage in proper receptacles and put it in the bins that we provide.

"*maintainable items*" means all carpets, stoves, dishwashers, cupboards, internal walls, fans, air-conditioners, lights, fittings, pergolas, fly screens, laundry tubs, hot water system, bathroom vanity, bath, shower screens, taps and kitchen sink, fences, gardens and plants and any other capital items, fittings and fixtures which are owned by us and located within your premises, garage, private yard or gardens.

The only exception to this is that we will be responsible for any repairs and maintenance relating to the valves, anodes and thermostats of the hot water system for your premises, which are necessary due to fair wear and tear, the costs of which will be paid out of the maintenance reserve fund.

10.4 Does the operator offer a maintenance service or help residents arrange

☒ Yes ☐ No

repairs and maintenance for their unit?	As soon as residents become aware of the need for maintenance or repairs to be carried out, they are required to notify us by calling our maintenance hotline to log a request. This excludes any items of capital owned by the resident and any items listed as "maintainable items" under the resident's responsibility.

Part 11 – Exit fees – when you leave the village

A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).

11.1 Do residents pay an exit fee when they permanently leave their unit?

☐ Yes – all residents pay an exit fee calculated using the same formula

☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract

☐ No exit fee

☒ Other: The exit fee varies, depending on the option chosen:

Option A: Exit fee is charged at 5% each year for seven (7) years of the Ingoing contribution advanced by you for each year you reside in your unit (and in respect of any part year the exit fee will be calculated on a daily basis) provided that the exit fee will not exceed 35% of the ingoing contribution advanced by you.

Option B: Exit Fee is charged at 2.5% each year for seven (7) years of the ingoing contribution advanced by you for each year you reside in your unit (and in respect of any part year the exit fee will be calculated on a daily basis) provided that the exit fee will not exceed 17.5% of the ingoing contribution advanced by you.

Option C: There is no Exit Fee as the Ingoing Contribution is fully refundable.

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on: Option A: your ingoing contribution Option B: your ingoing contribution Option C: not applicable
Years **1** to Year **7**	Option A: 5% of your ingoing contribution per year Option B: 2.5% of your ingoing contribution per year Option C: not applicable

Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.

For Option A

The maximum (or capped) exit fee is 35% of the ingoing contribution after 7 years of residence.

The minimum exit fee is 1/365 x 5% of the ingoing contribution.

For Option B The maximum (or capped) exit fee is 17.5% of the ingoing contribution after 7 years of residence. The minimum exit fee is 1/365 x 2.5% of the ingoing contribution. For Option C Not applicable – there is no exit fee.	
11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☒ Legal costs ☒ Other costs: Registration costs
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 *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:* • *fair wear and tear; and* • *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.* *Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.* Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ No
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?	☒ No
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?	After termination of the lease: 1. We will repay you the ingoing contribution. 2. You must pay us (or we may set off and deduct from the amounts we must pay you in 1 above): • the exit fee; • any amounts that you owe to us under the lease or the retirement villages laws; and the amount by which the agreed resale value exceeds an offer you accept for the premises (if any).
14.2 When is the exit entitlement payable?	By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days: • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). 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.
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. **3** accommodation units were resold during the last financial year. Approximately **3 - 4** months was the average length of time to sell a unit over the last three financial years.

Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the *Retirement Villages Act 1999?*

General Services Charges Fund for the last 3 years

Financial Year	Deficit/ Surplus	Balance	Change from previous year
2026	-$762	-$38,553	15%
2025	-$6,104	-$37,976	2.0%
2024	$1,939	-$23,063	36%

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	-$38,553
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$227,391
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	$512,884
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.	3.15% (2026/2027)

OR ☐ the village is not yet operating.

Part 15– Financial management of the Body Corporate (Not Applicable)

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 Insurance
- Solar Panel Insurance (if applicable)

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	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Residents shall not keep any animal in or about any Unit or the Common Areas without the prior written consent of the Scheme Operator which consent may be revoked at any time. Residents are reminded that pets owned prior to their entry date into the Village and subsequent replacement pets may only be kept in the Village with the written permission of the Manager. Where written permission has been given to bring a pet into the Village, the pet may not be replaced. Dogs which are permitted must be on a leash whilst in the Village Common Areas and roadways. Pets are to be prevented from fouling the Common Areas and gardens in the Village. All animal owners are reminded of the Council By-Laws in the matter of fouling footpaths.
Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	☒ Yes ☐ No The resident will not without the prior written consent of the Scheme Operator allow or permit any persons other than the Resident and the spouse of the Resident to remain or reside in the Unit for any period in excess of three (3) consecutive weeks at a time or a total of six (6) weeks in any twelve (12) month period nor will the Resident without such consent permit any person to occupy the Unit whilst the Resident is absent.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☒ Yes ☐ No *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.* *Note: See notice at end of document regarding inspection of village by-laws*
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 *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.* *You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*

Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☒ No, village is not accredited ☐ Yes, village is voluntarily accredited through

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? If yes, • what is the fee to join the waiting list?	☒ Yes ☐ No *No fee to join the waitlist*

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
Find a solicitor
Law Society House
179 Ann Street, Brisbane, QLD 4000
Phone: 1300 367 757
Email: info@qls.com.au
Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)
This independent decision-making body helps resolve disputes and reviews administrative decisions.
GPO Box 1639, Brisbane, QLD 4001
Phone: 1300 753 228
Email: enquiries@qcat.qld.gov.au
Website: www.qcat.qld.gov.au

Department of Justice and Attorney-General
Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.
Phone: 07 3006 2518
Toll free: 1800 017 288
Website: www.justice.qld.gov.au

Livable Housing Australia (LHA)
The Livable Housing Guidelines and standards have been developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, as well as more cost effective to adapt when life's circumstances change.
Website: www.livablehousingaustralia.org.au/