

## Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 February 2019



Name of village: Bernborough Ascot

### Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
  - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
  - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
  - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at [www.retirementbylendlease.com.au/bernborough-ascot/](http://www.retirementbylendlease.com.au/bernborough-ascot/)
- 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 Parks Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement villages. See [www.caxton.org.au](http://www.caxton.org.au) or phone 07 3214 6333.
  - The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See [www.qls.com.au](http://www.qls.com.au) or phone: 1300 367 757.

**More information**

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

**The information in this Village Comparison Document is correct as at 1 July 2021 and applies to prospective residents.  
Some of the information in this document may not apply to existing residence contracts.**

**Part 1 - Operator and management details**

<b>1.1 Retirement village location</b>	Retirement Village Name: Bernborough Ascot Street address: 48 Hampden Street Suburb Ascot State QLD Postcode 4007
<b>1.2 Owner of the land on which the retirement village scheme is located</b>	Name of land owner: Brisbane Racing Club Limited Australian Company Number: 133 679 786 Address: PO Box 817 Suburb Hamilton Central State QLD Postcode 4007
<b>1.3 Village operator</b>	Name of entity that operates the retirement village (scheme operator) Lendlease BRC Holding Pty Ltd ACN 618 156 862 as trustee for Lendlease BRC Trust ABN 73 267 818 024 Australian Company Number: As above Address: Level 14, Tower 3 International Towers, Exchange Place Suburb Barangaroo State NSW Postcode 2000 Date entity became operator 13 September 2019
<b>1.4 Village management and onsite availability</b>	Name of village management entity and contact details Lendlease BRC Holding Pty Ltd ACN 618 156 862 as trustee for Lendlease BRC Trust ABN 73 267 818 024 Australian Company Number: As above Phone 0409 938 477 Email bernboroughascot.reception@lendlease.com An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> By appointment only <input type="checkbox"/> None available <input type="checkbox"/> Other

	<p>Onsite availability includes:</p> <p>Weekdays 8.00 am to 6.00 pm</p> <p>Weekends 8.00 am to 6.00 pm</p> <p><b>Note from the scheme operator:</b> <i>An onsite manager (or representative) will not be available on public holidays and other select dates throughout holiday periods, Relevant select dates of unavailability will be advised to residents in advance.</i></p>
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<p><b>1.5 Approved closure plan or transition plan for the retirement village</b></p>	<p>Is there an approved transition plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written transition plan approved by the Department of Housing and Public Works is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
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**Part 2 - Age limits**

<p><b>2.1 What age limits apply to residents in this village?</b></p>	<p>The occupant (or if there is more than one occupant, at least one of them) must be at least 55 years of age.</p>
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**ACCOMMODATION, FACILITIES AND SERVICES**

**Part 3 - Accommodation units: Nature of ownership or tenure**

<p><b>3.1 Resident ownership or tenure of the units in the village is:</b></p>	<p><input type="checkbox"/> Freehold (owner resident)</p> <p><input checked="" type="checkbox"/> Lease (non-owner resident)</p> <p><input type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input type="checkbox"/> Rental (non-owner resident)</p> <p><input type="checkbox"/> Other</p>
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## Accommodation types

### 3.2 Number of units by accommodation type and tenure

There are presently 69 units in the village, comprising 0 single storey units; 0 split level or low set design units; 69 units in 1 multi-storey building with 7 levels, plus a basement level which includes the car spaces and storage cages.

On completion it is anticipated there will be 300 units in the village, comprising 0 single storey units; 0 split level or low set design units; 300 units in 4 multi-storey buildings with between 5 and 7 levels each

**Note from the scheme operator:** While there are currently 69 accommodation units at the retirement village, a total of 300 accommodation units are intended to be constructed by the scheme operator. Please refer to part 5.2 for a detailed outline of the development.

Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units		69	-	-
- Studio	-	-	-	-
- One bedroom	-	6	-	-
- Two bedrooms	-	48	-	-
- Three bedrooms	-	15	-	-
Serviced units	-	-	-	-
- Studio	-	-	-	-
- One bedroom	-	-	-	-
- Two bedrooms	-	-	-	-
- Three bedrooms	-	-	-	-
Other	-	-	-	-
Total number of units	-	69	-	-

## 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

## Part 4 - Parking for residents and visitors

<p><b>4.1 What car parking in the village is available for residents?</b></p>	<p> <input type="checkbox"/> some units with own garage or carport attached or adjacent to the unit  <input type="checkbox"/> some units with own garage or carport separate from the unit  <input type="checkbox"/> some units with own car park space adjacent to the unit  <input checked="" type="checkbox"/> all units with own car park space separate from the unit  <input checked="" type="checkbox"/> General car parking for residents in the village  <input type="checkbox"/> Other parking e.g. caravan or boat  <input type="checkbox"/> some units with no car parking for residents  <input type="checkbox"/> No car parking for residents in the village                      Restrictions on resident's car parking include: Nil.                 </p>
<p><b>4.2 Is parking in the village available for visitors?</b> If yes, parking restrictions include e.g. time limit, swipe card/code; [or are available on request]</p>	<p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                      Visitor parking in designated areas only.                 </p>

## Part 5 - Planning and development

<p><b>5.1 Is construction or development of the village complete?</b></p>	<p>                     Year village construction started: 2019  <input type="checkbox"/> Fully developed / completed  <input checked="" type="checkbox"/> Partially developed / completed  <input type="checkbox"/> Construction yet to commence                 </p>
<p><b>5.2 Construction, development applications and development approvals</b> Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.</p>	<p>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 <i>Planning Act 2016</i>:</p> <p>The operator intends to develop the village in multiple stages:</p> <ol style="list-style-type: none"> <li>1. Stage 1 (Building A) was completed in September 2020. Stage 1 included 69 accommodation units, a resident's lounge and master club, BBQ area, art studio, library and theatre.</li> <li>2. Stage 2 (Building B) to include approximately 87 accommodation units, and a rooftop terrace.</li> <li>3. Stage 3 (Building D) to include approximately 55 accommodation units and various facilities which may include, without limitation, an outdoor mixed-use recreational area, private dining room, bar and cafe, lobby, gym and exercise studio, day spa and consultation rooms, indoor swimming pool and village office.</li> <li>4. Stage 4 (Building C) to include approximately 89 accommodation units.</li> </ol> <p>Some or all of the above work will constitute 'redevelopment' for the purposes of section 113C of the <i>Retirement Villages Act 1999</i>.</p> <p>Further information regarding development of the village is available on request. A proposed master plan for the retirement village is available</p>

	<p>for inspection on request. The master plan shows the accommodation units and facilities to be constructed.</p> <p>Refer to the 'Access to documents' section of this Village Comparison Document for more details regarding documents relating to the development of the village which are available for inspection.</p> <p>Construction of the retirement village commenced in 2019 and is planned to be completed by 2025. The operator is not able to guarantee that construction of the retirement village will be commenced or completed by these dates.</p> <p>The operator reserves the right at its discretion to:</p> <ul style="list-style-type: none"> <li>• construct the village in stages;</li> <li>• construct further accommodation units, including as part of future stages at the village;</li> <li>• alter the type, size, configuration or design of the units;</li> <li>• relocate, reconfigure, renovate, redevelop, extend and/or improve any facilities;</li> <li>• subdivide or further subdivide a lot comprising the village land;</li> <li>• surrender or partially surrender any head lease and enter into a head lease over a smaller area;</li> <li>• construct additional rooms or areas in the retirement village to be used for the purpose of office, temporary accommodation or administration; and</li> <li>• alter the size of the village, by incorporating additional or adjoining land into the village or disposing of, or removing, land forming part of the village.</li> </ul>
<p><b>5.3 Redevelopment plan under the Retirement Villages Act 1999</b></p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>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 Housing and Public Works.</i></p> <p><b>Note:</b> see notice at end of document regarding inspection of the development approval documents.</p>

## Part 6 - Facilities onsite at the village

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

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Activities or games room<br><input checked="" type="checkbox"/> Arts and crafts room<br><input type="checkbox"/> Auditorium<br><input checked="" type="checkbox"/> BBQ area outdoors<br><input checked="" type="checkbox"/> Billiards room<br><input type="checkbox"/> Bowling green<br><input type="checkbox"/> indoor <input type="checkbox"/> outdoor<br><input type="checkbox"/> Business centre (e.g. computers, printers, internet access)<br><input type="checkbox"/> Chapel/prayer room<br><input type="checkbox"/> Communal laundries<br><input checked="" type="checkbox"/> Community room or centre<br><input type="checkbox"/> Dining room<br><input checked="" type="checkbox"/> Gardens<br><input type="checkbox"/> Gym<br><input type="checkbox"/> Hairdressing or beauty room<br><input checked="" type="checkbox"/> Library | <input type="checkbox"/> Medical consultation room<br><input type="checkbox"/> Restaurant<br><input type="checkbox"/> Shop<br><input type="checkbox"/> Swimming pool<br><input type="checkbox"/> indoor <input type="checkbox"/> outdoor<br><input type="checkbox"/> heated <input type="checkbox"/> not heated<br><input checked="" type="checkbox"/> Separate lounge in community centre<br><input type="checkbox"/> Spa<br><input type="checkbox"/> indoor <input type="checkbox"/> outdoor<br><input type="checkbox"/> heated <input type="checkbox"/> not heated<br><input type="checkbox"/> Storage area for boats/caravans<br><input type="checkbox"/> Tennis court <input type="checkbox"/> full <input type="checkbox"/> half<br><input checked="" type="checkbox"/> Village bus or transport<br><input type="checkbox"/> Workshop<br><input type="checkbox"/> Other: Theatre and Café. |
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**Note from the scheme operator:**  
*These facilities are currently available as part of the completion of the Stage 1 development. See part 5.2 for details of future facilities and development of the village.*

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).

#### **Facilities on the village land shared with others**

*Some of the village facilities may be shared with the employees, agents, contractors, visitors or occupiers of the proposed residential aged care facility (if built). Arrangements relating to the access and use by residents of the village and the employees, agents, contractors, visitors and occupiers of the proposed residential aged care facility (if any) are yet to be finalised.*

*Certain proposed village facilities (if put in place) may involve a commercial arrangement with a third party provider, including:*

1. *Medical consultation rooms / hairdresser*
2. *Restaurant and cafe*

*The above arrangements may involve the use of certain village facilities by the relevant providers and their employees, agents, contractors, visitors and members of the public. Any arrangements relating to the access and use of the village facilities in relation to the above) are yet to be finalised and remain subject to change.*

#### **Facilities on the proposed residential aged care facility land shared with residents**

*Residents of the village may have rights of access over certain parts of the land upon which the proposed residential aged care facility will be located (if built). Any arrangements relating to the access and use of the proposed residential aged care facility by residents (if any) are yet to be finalised.*

**Note: The scheme operator does not make any promise or assurance regarding the construction or operation of the proposed aged care facility. Refer to part 6.2 below for more details regarding the proposed aged care facility.**

**Management Facilities**

Residents will not have access to or use of management facilities, being those parts of the village that the operator reserves for the operator's use in operating, managing and administering the village (e.g. administration office/s) or set aside as an area for future development of units.

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

Yes  No

Name of residential aged care facility and name of the approved provider:

**Note from the scheme operator:** As noted above, it is proposed that a residential aged care facility will be constructed on lot 952 on SP303686 which is adjacent to the village. The scheme operator does not make any promise or assurance regarding the construction or operation of the aged care facility.

Further details regarding the proposed residential aged care facility are available from the scheme operator on request.

**Note:** Aged care facilities are not covered by the *Retirement Villages Act 1999* (Qld). The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997* (Cwth).

Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.



**Part 7 - Services**

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

'General Services' provided to all residents are:

- Operating the retirement village for the benefit and enjoyment of residents.
- Providing, operating and managing the community areas and facilities.
- Providing a village concierge.
- Managing security at the retirement village.
- Maintaining any emergency help system and/or safety equipment.
- Maintaining fire-fighting and protection equipment.
- Providing, operating and maintaining any lifts in the retirement village.
- Maintaining safety and emergency procedures for the retirement village.
- Cleaning, maintenance, repairs and replacements of and to the community areas and facilities.
- Cleaning, maintenance, repairs and replacements to units and items in, on or attached to the units (except where this is a resident's responsibility).
- Pest control, including termite inspections.
- Engaging staff and contractors for the operation of the retirement village, which may include a village manager, village concierge, cleaning, maintenance and security personnel and/or relief personnel.
- Arranging for administrative, book-keeping, accounting and legal services necessary for the operation of the retirement village.
- Maintaining any licences required in relation to the retirement village and otherwise complying with all applicable laws.
- Paying operating costs in connection with the ownership and operation of the retirement village.
- Maintaining insurances relating to the retirement village, whether required by legislation, contemplated by a residence contract or otherwise deemed appropriate by the scheme operator.
- Providing, operating and maintaining an embedded electricity network.
- Various other general services budgeted from time to time.

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

Yes  No

Electricity supply.

It is intended that various other optional personal services will be available to residents when the village is completed. Services that may be available include:

- Beauty services
- Home care services
- Allied health services

	The above services are subject to change and, if available, may be provided by an independent contractor.
<p><b>7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997</i> (Cwth)?</b></p>	<p><input type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier - RACS ID number)</p> <p><input type="checkbox"/> Yes, home care is provided in association with an Approved Provider</p> <p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>
<p><b>Note:</b> 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 <i>Aged Care Act 1997</i> (Cwth). These home care services are not covered by the <i>Retirement Villages Act 1999</i> (Qld).</p> <p><b>Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.</b></p>	
<p><b>Part 8 - Security and emergency systems</b></p>	
<p><b>8.1 Does the village have a security system?</b> If yes:</p> <ul style="list-style-type: none"> <li>• the security system details are:</li> <li>• the security system is monitored between:</li> </ul>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>In the completed Stage 1, security cameras are installed and operating in the basement level and at main entries and exits to the building. The entries and exits to the basement level and the main building are secured.</p> <p>Specific details of the security system for Stages 2, 3 and 4 are yet to be finalised. Further information will be made available to residents once determined.</p> <p>The security systems operate 24 hours per day, 7 days per week.</p>
<p><b>8.2 Does the village have an emergency help system?</b> If yes or optional:</p> <ul style="list-style-type: none"> <li>• the emergency help system details are:</li> <li>• the emergency help system is monitored between:</li> </ul>	<p><input checked="" type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input type="checkbox"/> No</p> <p>Tunstall (external monitoring service)</p> <p>24 hours per day, 7 days per week</p>

**8.3 Does the village have equipment that provides for the safety or medical emergency of residents?**

Yes  No

If yes, list or provide details e.g. first aid kit, defibrillator:

First aid kit, defibrillator.

## **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**

<b>Accommodation Unit</b>	<b>Range of ingoing contribution</b>
Independent living units	
- Studio	-
- One bedroom	\$480,000 to \$555,000
- Two bedrooms	\$650,000 to \$925,000
- Three bedrooms	\$960,000 to \$1,412,500
Serviced units	
- Studio	-
- One bedroom	-
- Two bedrooms	-
- Three bedrooms	-
Other	-
<b>Full range of ingoing contributions for all unit types</b>	<b>\$480,000 to \$1,412,500</b>

**Note from the scheme operator:**

- The above amounts relate to the accommodation units available for occupation in stage 1 only – sale prices for units in following stages will be available at a later time.
- The above ranges are for a **Base Contract (Participating)**.
- The price payable for other contract types is worked out as a percentage of the **Base Contract (Participating)** price for the relevant unit as follows:

<b>Base Contract (Non-Participating)</b>	90%
<b>Prepaid Plan Contract</b>	119% - The ingoing contribution for a <b>Prepaid Plan Contract</b> comprises the <b>Loan Amount</b> being 100% of the <b>Base Contract (Participating)</b> price (which is fully refundable when you leave) and the non-refundable <b>Upfront Management Fee</b> which is 19% of the <b>Loan Amount</b> (see also part 14.1 below)
<b>Refundable Contribution Contract</b>	130%

- The above amounts exclude any **Establishment Fee** (see part 9.3 below).

**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

If yes: specify or set out in a table how the contract options work e.g. pay a higher ingoing contribution and less or no exit fee.

Residents are able to select one of the following 4 contract options:

- **Base Contract (Participating)**  
*Defer your management fee and share in capital gain when you leave.*
- **Base Contract (Non-Participating)**  
*Defer your management fee and make the most of your retirement now.*
- **Prepaid Plan Contract**  
*Pay your management fee upfront, and share in capital gain when you leave.*
- **Refundable Contribution Contract**  
*Pay more upfront, with no management fee on exit.*

Details of how each contract option works are set out in the following sections of this document, with further information available from our village team.

**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.
- Advance payment of General Services Charge
- Other costs:

<b>Base Contract (Participating) &amp; Base Contract (Non-Participating)</b>	<ul style="list-style-type: none"> <li>• an <b>Establishment Fee</b> of \$5,000. This is not refundable, unless the resident changes their mind and leaves within the first 6 months under the <b>Lendlease Change of Mind Guarantee</b>.</li> </ul>
<b>Prepaid Plan Contract</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Refundable Contribution Contract</b>	<ul style="list-style-type: none"> <li>• an <b>Establishment Fee</b>, equal to 3% of the ingoing contribution. This is not refundable.</li> </ul>

## 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		
- Studio	-	-
- One bedroom	\$118.56	\$21.23
- Two bedrooms	\$135.03	\$21.23
- Three bedrooms	\$150.90	\$21.23
Serviced Units		
- Studio	-	-
- One bedroom	-	-
- Two bedrooms	-	-
- Three bedrooms	-	-
Other – penthouse	\$161.93	\$21.23
All units pay a flat rate		

#### **Notes from scheme operator:**

*The above General Services Charge amounts exclude the above Maintenance Reserve Fund contribution amounts listed.*

*The general services and Maintenance Reserve Fund budgets are prepared on the basis of 1 full year of operation. However, in the 2020/2021 financial year, being the first year of operation, the retirement village will operate for less than 1 full year of operation.*

*The scheme operator will subsidise the general services and Maintenance Reserve Fund budgets by paying the portion of General Services Charges and Maintenance Reserve Fund contributions that are payable in respect of any units that are completed but not yet occupied. The subsidy will be provided by the scheme operator until the relevant accommodation units are occupied by residents.*

The General Services Charge and Maintenance Reserve Fund contributions will increase from time to time in the manner allowed under the Act.

The figures are based on the number of units anticipated to be constructed at the retirement village (i.e. 300 units) once the village is completed.

The General Services Charge is calculated by dividing the initial annual forecast contribution required on completion of the village, determined by the scheme operator by the number of units on village completion and then applying an adjustment factor depending upon the unit type. The Maintenance Reserve Fund contribution is calculated by dividing the initial annual forecast contribution, determined by the scheme operator in conjunction with forecasts provided by a quantity surveyor, by the number of units on village completion.

The General Services Charge and Maintenance Reserve Fund contributions are payable on a monthly basis, or such other period as notified by the scheme operator from time to time.

**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 -)
2020/21	\$116.58 - \$159.44	N/A	\$20.88 - \$20.88	N/A
2019/20	N/A	N/A	N/A	N/A
2018/19	N/A	N/A	N/A	N/A

<b>10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)</b>	<input checked="" type="checkbox"/> Contents insurance <input type="checkbox"/> Home insurance (freehold units only) <input checked="" type="checkbox"/> Electricity <input type="checkbox"/> Gas	<input type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other:
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<b>10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?</b>	<input type="checkbox"/> Unit fixtures <input type="checkbox"/> Unit fittings <input type="checkbox"/> Unit appliances <input checked="" type="checkbox"/> None*  Additional information:  <p><b>*Note from the scheme operator:</b> Residents are responsible for:</p> <ul style="list-style-type: none"> <li>cleaning the inside and outside of their accommodation unit (including the walls, floors, ceilings and windows), except for any external balustrades or window surfaces that the scheme operator determines (acting reasonably) are not reasonably accessible; and</li> <li>maintaining, repairing and replacing all items they own or bring into their units.</li> </ul>
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<p><b>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</b></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><b>Note from the scheme operator:</b> The scheme operator will carry out all maintenance and repairs of the unit that are not the responsibility of the resident under the Lease or the Retirement Villages Act 1999 (QLD).</p>
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**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).

<p><b>11.1 Do residents pay an exit fee when they permanently leave their unit?</b></p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<p><input type="checkbox"/> Yes - all residents pay an exit fee calculated using the same formula</p> <p><input type="checkbox"/> Yes - all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract</p> <p><input type="checkbox"/> No exit fee</p> <p><input checked="" type="checkbox"/> Other: See below</p> <table border="1" data-bbox="491 779 1481 1449"> <tr> <td data-bbox="491 779 759 1151"> <p><b>Base Contract (Participating)</b></p> </td> <td data-bbox="759 779 1481 1151"> <p>3% per year of residence, up to a maximum of 10 years (30%), of the <b>Base Unit Price</b>.</p> <p>The <b>Base Unit Price</b> is the ingoing contribution paid, or that would have been paid, by the next resident under a <b>Base Contract</b>.</p> <p>A <b>Base Contract</b> is a standard 100% capital gain participating exit fee contract for the resident's type of unit at the village.</p> </td> </tr> <tr> <td data-bbox="491 1151 759 1261"> <p><b>Base Contract (Non-Participating)</b></p> </td> <td data-bbox="759 1151 1481 1261"> <p>3% per year of residence, up to a maximum of 10 years (30%), of the ingoing contribution paid by the resident.</p> </td> </tr> <tr> <td data-bbox="491 1261 759 1339"> <p><b>Prepaid Plan Contract</b></p> </td> <td data-bbox="759 1261 1481 1339"> <p>No exit fee applies.</p> </td> </tr> <tr> <td data-bbox="491 1339 759 1449"> <p><b>Refundable Contribution Contract</b></p> </td> <td data-bbox="759 1339 1481 1449"> <p>No exit fee applies.</p> </td> </tr> </table>	<p><b>Base Contract (Participating)</b></p>	<p>3% per year of residence, up to a maximum of 10 years (30%), of the <b>Base Unit Price</b>.</p> <p>The <b>Base Unit Price</b> is the ingoing contribution paid, or that would have been paid, by the next resident under a <b>Base Contract</b>.</p> <p>A <b>Base Contract</b> is a standard 100% capital gain participating exit fee contract for the resident's type of unit at the village.</p>	<p><b>Base Contract (Non-Participating)</b></p>	<p>3% per year of residence, up to a maximum of 10 years (30%), of the ingoing contribution paid by the resident.</p>	<p><b>Prepaid Plan Contract</b></p>	<p>No exit fee applies.</p>	<p><b>Refundable Contribution Contract</b></p>	<p>No exit fee applies.</p>
<p><b>Base Contract (Participating)</b></p>	<p>3% per year of residence, up to a maximum of 10 years (30%), of the <b>Base Unit Price</b>.</p> <p>The <b>Base Unit Price</b> is the ingoing contribution paid, or that would have been paid, by the next resident under a <b>Base Contract</b>.</p> <p>A <b>Base Contract</b> is a standard 100% capital gain participating exit fee contract for the resident's type of unit at the village.</p>								
<p><b>Base Contract (Non-Participating)</b></p>	<p>3% per year of residence, up to a maximum of 10 years (30%), of the ingoing contribution paid by the resident.</p>								
<p><b>Prepaid Plan Contract</b></p>	<p>No exit fee applies.</p>								
<p><b>Refundable Contribution Contract</b></p>	<p>No exit fee applies.</p>								

	<p><b>Base Contract (Participating)</b></p>
<p>Time period from date of occupation of unit to the date the resident ceases to reside in the unit</p>	<p>Exit fee calculation based on: the <b>Base Unit Price</b></p> <p><b>Note from the scheme operator:</b> The <b>Base Unit Price</b> is the ingoing contribution paid, or that would have been paid, by the next resident under a Base Contract. A <b>Base Contract</b> is a standard 100% capital gain participating exit fee contract for the resident's type of unit at the village.</p>
<p>1 year</p>	<p>3% of the <b>Base Unit Price</b></p>
<p>2 years</p>	<p>6% of the <b>Base Unit Price</b></p>
<p>3 years</p>	<p>9% of the <b>Base Unit Price</b></p>
<p>4 years</p>	<p>12% of the <b>Base Unit Price</b></p>
<p>5 years</p>	<p>15% of the <b>Base Unit Price</b></p>
<p>6 years</p>	<p>18% of the <b>Base Unit Price</b></p>



7 years	21% of the <b>Base Unit Price</b>
8 years	24% of the <b>Base Unit Price</b>
9 years	27% of the <b>Base Unit Price</b>
10 years	30% of the <b>Base Unit Price</b>
<p><b>Note:</b> if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.  The maximum (or capped) exit fee is 30% of the <b>Base Unit Price</b> after 10 years of residence.  The minimum exit fee is 3% of the <b>Base Unit Price</b> x 1/365 (for 1 day of residence).</p>	
	<b>Base Contract (Non-Participating)</b>
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on: your ingoing contribution
1 year	3% of your ingoing contribution
2 years	6% of your ingoing contribution
3 years	9% of your ingoing contribution
4 years	12% of your ingoing contribution
5 years	15% of your ingoing contribution
6 years	18% of your ingoing contribution
7 years	21% of your ingoing contribution
8 years	24% of your ingoing contribution
9 years	27% of your ingoing contribution
10 years	30% of your ingoing contribution
<p><b>Note:</b> if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.  The maximum (or capped) exit fee is 30% of your ingoing contribution after 10 years of residence.  The minimum exit fee is 3% of your ingoing contribution x 1/365 (for 1 day of residence).</p>	
	<b>Prepaid Plan Contract</b>
	N/A (there is no exit fee)
	<b>Refundable Contribution Contract</b>
	N/A (there is no exit fee)
<b>11.2 What other exit costs do residents need to pay or contribute to?</b>	<input type="checkbox"/> Sale costs for the unit <input type="checkbox"/> Legal costs <input type="checkbox"/> Other 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?**

- Yes, all residents pay % of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit)
- Optional, only applies to residents who share in the capital gain on the sale of their unit, and the resident pays 100% of any renovation costs
- No

*Renovation means replacements or repairs other than reinstatement work.*

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.

**Note from the scheme operator:** Residents who select a **Base Contract (Participating)** or a **Prepaid Plan Contract** receive 100% of any capital gain and therefore pay 100% of any renovation costs. Residents on other contract options do not receive any share of capital gain and therefore do not pay any share of renovation costs.

## 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 %  
the resident's share of the **capital loss** is %  
OR is based on a formula (specify)
- Optional- residents can elect to share in a capital gain or loss option  
the resident's share of the **capital gain** is 100%  
the resident's share of the **capital loss** is 100%  
OR is based on a formula (specify)

**Note from the scheme operator:**

- To participate in capital gain or capital loss, residents must select a **Base Contract (Participating)** or a **Prepaid Plan Contract**.
- 'Capital gain' is the amount by which the **Base Unit Price** exceeds the resident's ingoing contribution (or **Loan Amount** for a **Prepaid Plan Contract**).
- 'Capital loss' is the amount by which the resident's ingoing contribution (or **Loan Amount** for a **Prepaid Plan Contract**) exceeds the **Base Unit Price**.
- '**Base Unit Price**' is defined above in part 11.1.
- Under a **Base Contract (Participating)**, the resident's entitlement to capital gain (if any) is offset by the exit fee and other amounts payable on leaving the village.
- Under a **Prepaid Plan Contract**, the resident's entitlement to capital gain (if any) is offset by any amounts payable on leaving the village.

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?

The resident will receive a refund of:

<p><b>Base Contract (Participating) &amp; Base Contract (Non-Participating)</b></p>	<ul style="list-style-type: none"> <li>• the ingoing contribution</li> <li>• the <b>Establishment Fee</b>, if the resident changes their mind and leaves within the first 6 months under the <b>Lendlease Change of Mind Guarantee</b></li> </ul>
<p><b>Prepaid Plan Contract</b></p>	<ul style="list-style-type: none"> <li>• the <b>Loan Amount</b></li> <li>• the <b>Upfront Management Fee</b> is non-refundable, except in the following circumstances:             <ul style="list-style-type: none"> <li>○ 50% of the <b>Upfront Management Fee</b> if the resident leaves the village within the first 12 months; or</li> <li>○ 100% if the resident changes their mind and leaves within the first 6 months under the <b>Lendlease Change of Mind Guarantee</b></li> </ul> </li> </ul>
<p><b>Refundable Contribution Contract</b></p>	<ul style="list-style-type: none"> <li>• the ingoing contribution</li> </ul>

**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:

- the day stated in the residence contract
  - ☒ which may range from 60 days to 18 months (or any shorter period of time required by law) after the termination of the residence contract, depending on your contract option and accommodation unit type

**Note from the scheme operator:**

*With the **Lendlease Change of Mind Guarantee**, if the resident changes their mind and leaves the village within the first 6 months, payment will be made 90 days after the resident leaves. Otherwise, the residence contract requires payment at the following times after termination of the residence contract:*

<b>Base Contract (Participating)</b>	18 months (or any shorter period of time required by law)
<b>Base Contract (Non-Participating)</b>	6 months after vacant possession (or, if the resident does not give vacant possession at the time required by the residence contract, 5 years)
<b>Prepaid Plan Contract</b>	18 months (or any shorter period of time required by law)
<b>Refundable Contribution Contract</b>	60 days (or, if the resident does not give vacant possession at the time required by the residence contract, 90 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?**

\_\_\_ accommodation units were vacant as at the end of the last financial year  
 \_\_\_ accommodation units were resold during the last financial year  
 \_\_\_ was the average length of time to sell a unit over the last three financial years  
 N/A months was the average length of time to sell a unit over the last 1 financial years (where retirement village has been registered for at least 1, but less than 3 years).  
 Retirement village has been registered for less than one year so average length of time to sell a unit cannot be provided.

**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?**

<b>General Services Charges Fund</b> for the last 3 years			
Financial Year	Deficit/Surplus	Balance	Change from previous year
2019/20	N/A		
2018/19	N/A		
2017/18	N/A		
<i><b>Note from the scheme operator:</b> The column 'change from previous year' in the table above refers to a change in the deficit/surplus of the General Services Charges Fund.</i>			
Balance of <b>General Services Charges Fund</b> for last financial year OR last quarter if no full financial year available		\$0	
Balance of <b>Maintenance Reserve Fund</b> for last financial year OR last quarter if no full financial year available		\$0	
Balance of <b>Capital Replacement Fund</b> for the last financial year OR last quarter if no full financial year available		\$0	
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund		N/A	
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.			
OR			
<input type="checkbox"/> the village is not yet operating			

## Part 16 - Insurance

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

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

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

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

Yes  No

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

Contents insurance and third-party insurance for any motor vehicle or mobility device

## 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

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

*For a **Base Contract (Participating)**, **Base Contract (Non-Participating)** or a **Prepaid Plan Contract**, with the **Lendlease Change of Mind Guarantee**, if a resident changes their mind and leaves the village within the first 6 months, the scheme operator will refund the following to them within 90 days after they give vacant possession of their unit:*

<b>Base Contract (Participating) &amp; Base Contract (Non-Participating)</b>	<ul style="list-style-type: none"> <li>• the ingoing contribution</li> <li>• the <b>Establishment Fee</b></li> </ul>
<b>Prepaid Plan Contract</b>	<ul style="list-style-type: none"> <li>• the <b>Loan Amount</b></li> <li>• the <b>Upfront Management Fee</b></li> </ul>

*The resident will only need to pay the following on departure:*

- *fair market rent;*
- *general services charges, personal services charges for the resident's time in the village; and*
- *the costs of any reinstatement work.*

### **Pets**

**17.2 Are residents allowed to keep pets?**

Yes  No

If yes, specify any restrictions or conditions on pet ownership	Pets are welcome, with the scheme operator's prior consent.
<b>Visitors</b>	
<b>17.3 Are there restrictions on visitors staying with residents or visiting?</b>  If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  Residents must notify the village manager of a visitor staying with them within 24 hours of their visitor's arrival and must stay in the unit at the same time as their visitor. The scheme operator's prior consent must be obtained for any visitor to stay for longer than 1 month (in total) in any 12 month period.
<b>Village by-laws and village rules</b>	
<b>17.4 Does the village have village by-laws?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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>
<b>17.5 Does the operator have other rules for the village?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  If yes: Rules may be made available on request.
<b>Resident input</b>	
<b>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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>
<b>Part 18 – Accreditation</b>	
<b>18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?</b>	<input checked="" type="checkbox"/> No, village is not accredited  <input type="checkbox"/> Yes, village is voluntarily accredited through:
<b>Note:</b> 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

If yes:

- what is the fee to join the waiting list?

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 available 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
- 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 2371 of the Act (this applies to existing residence contracts)

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

## Further information

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

### General Information

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

For more information on retirement villages and other seniors living options:  
[www.qld.gov.au/seniorsliving](http://www.qld.gov.au/seniorsliving)

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

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

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

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

### Queensland Retirement Village and Parks Advice Service (QRVPAS)

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

### Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

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

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

### Department of Human Services (Australian Government)

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

Phone: 132 300

Website: [www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement](http://www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement)

### Seniors Legal and Support Service

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

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

Website: <https://caxton.org.au>

### **Queensland Law Society**

Find a solicitor  
Law Society House  
179 Ann Street, Brisbane, QLD 4000  
Phone: 1300 367 757  
Email: [info@qls.com.au](mailto:info@qls.com.au)  
Website: [www.qls.com.au](http://www.qls.com.au)

### **Queensland Civil and Administrative Tribunal (QCAT)**

This independent decision-making body helps resolve disputes and reviews administrative decisions.

GPO Box 1639, Brisbane, QLD 4001  
Phone: 1300 753 228  
Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)  
Website: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

### **Department of Justice and Attorney-General**

Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.

Phone: 07 3006 2518  
Toll free: 1800 017 288  
Website: [www.justice.qld.gov.au](http://www.justice.qld.gov.au)

### **Livable Housing Australia (LHA)**

The Livable Housing Guidelines and standards have been developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, as well more cost effective to adapt when life's circumstances change.

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