Retirement Villages Form 3

QUEENSLAND GOVERNMENT

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 February 2019

Pelican Waters

OAK TREE
RETIREMENT VILLAGES

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.oaktreegroup.com.au/retirement-village/queensland/pelican-waters-boat-shed-way
- 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 *August 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: Oak Tree Retirement Village Pelican Waters Street Address: 1 Boat Shed Way Suburb: Pelican Waters State: Queensland Post Code: 4551
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Oak Tree Retirement Village Pelican Waters Pty Ltd Australian Company Number (ACN): 607 830 026 Address: Level 9, 299 Adelaide Street Suburb: Brisbane State: QLD Post Code: 4000
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Oak Tree Retirement Village Pelican Waters Pty Ltd Australian Company Number (ACN): 607 830 026 Address: Level 9, 299 Adelaide Street Suburb: Brisbane State: QLD Post Code: 4000 Date entity became operator: 25 May 2020
1.4 Village management and onsite availability	Name of village management entity and contact details: Oak Tree Retirement Village Pelican Waters Pty Ltd Australian Company Number (ACN): 607 830 026

	Phone: 0408 997 339 Email: vmpelicanwaters@oaktreegroup.com.au An onsite manager (or representative) is available to residents: ☒ Full time Onsite availability includes: Weekdays: 9:00am to 5:00pm Monday to Friday
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 Housing and Public Works 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 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.*
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Subject to the following, a new resident must be at least 65 years old and where there are two residents for one unit, one of those new residents must be at least 65 years old. The Scheme Operator may, in its discretion: • decline an application from a proposed new resident; • change the age limit for the village; and • accept an application from a proposed new resident who does not meet the age limit for the village.
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 60 units in the village comprising, 60 units in 1 multi-storey building with 5 levels

Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio				
- One bedroom				
- Two bedrooms		48 units		
- Three bedrooms		12 units		
Serviced units				
- Studio				
- One bedroom				
- Two bedrooms				
- Three bedrooms				
Other				
Total number of units		60 units		

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: Level access to the retirement village Community Centre

☐ None

Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?

☒ All units with own car park space separate from the unit

4.2 Is parking in the village available for visitors?
If yes, parking restrictions include:

☒ Yes ☐ No

- Visitor parking bays are provided throughout the retirement village to members of the public visiting a hosting resident.
- Visitors are required to park in the designated visitor parking bays provided.

	• Visitors must not park in other residents' bays and parking on roadways is strictly prohibited.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started: 2019 ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.	Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the *Planning Act 2016:* Not Applicable
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 Housing and Public Works.* **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 ☐ Arts and crafts room ☐ Auditorium ☒ BBQ area outdoors ☐ Billiards room ☐ Bowling green [indoor/outdoor] ☐ Medical consultation room ☐ Restaurant ☐ Shop ☒ Swimming pool [outdoor/solar heated] ☒ Separate lounge in community centre

	☐ Business centre (e.g. computers, printers, internet access) ☐ Chapel / prayer room ☐ Communal laundries ☒ Community room or centre ☐ Dining room ☐ Gardens ☒ Gym ☒ Hairdressing or beauty room ☒ Library	☐ Spa [indoor/outdoor] ☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☐ Village bus or transport ☐ Workshop ☒ Other: Open plan dining zone with kitchen, Rooftop Sky Garden
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): Hairdressing/Beauty Services by user pay basis		
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)?	'General Services' provided to all residents include: • Operating the village for the benefit and enjoyment of residents. • Providing and managing the community facilities. • Gardening and landscaping. • Managing security at the village. • Maintaining the emergency help system and/or safety equipment (if any). • Maintaining fire-fighting and protection equipment. • Maintaining and updating safety and emergency procedures for the village. • Cleaning, maintenance, repairs and replacements of and to the community facilities. • Maintenance, repairs and replacements of units and items in, on or attached to units (except where this is the responsibility of a resident).	

	• Monitoring and eradicating pests (except where this is the responsibility of a resident). • Engaging necessary staff and contractors, which may include a village manager, cleaning and maintenance personnel, security personnel, personal care and nursing personnel and/or relief personnel. • Arranging for administrative, book-keeping, accounting and legal services necessary for the operation of the village. • Maintaining any licences required in relation to the village. • Paying operating costs for the village. • Maintaining insurances relating to the village that are required by the *Retirement Villages Act 1999* (Qld) or contemplated by a residence contract, or that the scheme operator otherwise deems appropriate. • Complying with the *Retirement Villages Act 1999* (Qld). • Any other general services funded by via a budget for the general services charges fund for a financial year.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No Some personal services such as visiting hair and beauty providers are available from time to time on a user pays basis.
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:) ☐ Yes, home care is provided in association with an Approved Provider: ☒ No, the operator does not provide home care services, residents can arrange their own home care services
Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth).* These home care services are not covered by the *Retirement Villages Act 1999* (Qld). **Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.**	
Part 8 – Security and emergency systems	
8.1 Does the village have a security system? If yes: • the security system details are: • the security system is monitored between:	☒ Yes ☐ No The village is secured by electric doors with after-hours access permitted to those who hold keyless remotes or have permission to enter the village to visit a resident or service the village. Recorded CCTV security system - not actively monitored.

8.2 Does the village have an emergency help system? If yes or optional: • the emergency help system details are • the emergency help system is monitored between:	☒ Yes - all residents ☐ Optional ☐ No Each unit has the option to include Tunstall 24-hour emergency facilities. 24 hours per day, 7 days per week.
8.3 Does the village have equipment that provides for the safety or medical emergency of residents? If yes: list or provide details e.g. first aid kit, defibrillator	☒ Yes ☐ No The retirement village Community Centre is equipped with a first aid kit and an Automated External Defibrillator (AED). All units have the option to be equipped with a monitored Tunstall emergency call management system.

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	
- One bedroom	
- Two bedrooms	$950,000.00 to $1,100,000.00
- Three bedrooms	$1,100,000.00 to $1,300,000.00
Serviced units	
- Studio	
- One bedroom	
- Two bedrooms	
- Three bedrooms	
Other	
Full range of ingoing contributions for all unit types	$950,000.00 to $1,300,000.00

9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and	☐ Yes ☒ No

charges under a residence contract?	
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: Establishment Fee of $2,500.00

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	$134.09	$45.91

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 -)*
2024/25	$115.12	+5.00%	$41.36	+6.38%
2025/26	$118.23	+2.7%	$43.78	+5.9%
2026/27	$134.09	+13.41	$45.91	+4.9%

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 & public liability insurance ☐ Home insurance (freehold units only) ☒ Electricity ☐ Gas	☐ Water ☒ Telephone ☒ Internet ☒ Pay TV ☒ Other: Upgraded Tunstall support services
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: Residents are responsible for: • items they own or bring into the unit; • alterations or additions they make to the unit; and • damage and accelerated wear they cause to the unit. The scheme operator will be responsible for all other maintenance, repairs and replacements.	
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.	☒ Yes ☐ No The operator can provide residents with a list of preferred suppliers as an option for repairs and maintenance of items that the resident is responsible for on a user pays basis. For items that the operator is responsible to repair and maintain, the resident can complete a maintenance request form.	

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? If yes: list all exit fee options that may apply to new contracts	☒ Yes – all residents pay an exit fee calculated using the same formula ☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract ☐ No exit fee ☐ Other
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on: **your ingoing contribution**

1 year	7% of your ingoing contribution
2 years	14% of your ingoing contribution
3 years	21% of your ingoing contribution
4 years	28% of your ingoing contribution
5 years	35% of your ingoing contribution
6 years	35% of your ingoing contribution
10 years	35% of your ingoing contribution

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

The maximum (or capped) exit fee is 35% of the ingoing contribution after 5 years of residence.

The minimum exit fee is: 7% of your ingoing contribution x 1/365 (for 1 day of residence).

11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☐ Legal costs ☐ 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 The resident will be responsible for Resident Caused Damage as defined in the lease. 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?	The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident, subject to set-offs for the exit fee and other amounts payable by the resident as set out in the resident's Lease.
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 ➢ six months after the termination date • 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?	1 accommodation unit was vacant as at the end of the last financial year. 1 accommodation unit was resold during the last financial year 10 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
2022/23	$0	$31,641	-26%
2023/24	$0	$79,470	151%
2024/25	$14,590	$109,279	38%

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$109,279
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$189,268
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$174,386
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	N/A (amounts are paid each year as recommended by the

	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.	quantity surveyor's report)

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 (for the resident's property in the unit); • Public liability insurance (for incidents occurring in the resident's unit); • Workers' compensation insurance (for the resident's employees or contractors); and • Third-party insurance (for the resident's motor vehicles or mobility devices).

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 Residents are afforded a six month settling in period pursuant toth e terms of the Lease. If the resident wishes to leave during that time; • their ingoing contribution will be returned to them in full within 14 days of vacating the unit; • the resident will be refunded any weekly fees paid during their period of occupation; and • the resident must pay an amount of fair market rent for their length of stay.

Pets

17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Residents intending to house a pet must apply for the scheme operator's prior consent and must observe the Pet Policy for the retirement village. A copy of the Pet Policy is available for review upon request.

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 Visitors may stay with a resident for up to 28 days (in total) in any 12 month period. Longer stays are allowed with the scheme operator's prior consent. The resident must stay in the unit at the same time as their visitor and must inform the scheme operator if a visitor stays 2 nights or for longer. Residents intending for a visitor to stay in their unit must observe the Visitor Policy for the retirement village. A copy of the Visitor Policy is available for review upon request.
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: A copy of the village rules is available from the operator 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 from operator***: *The village is not currently accredited, however Oak Tree Group is a signatory to the Retirement Living Code of Conduct. A copy of the Code is available from the operator on request.*
Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.	
Part 19 – Waiting list	

19.1 Does the village maintain a waiting list for entry?	☒ Yes ☐ No ☒ No fee

Access to documents

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

☒ Certificate of registration for the retirement village scheme
☒ Certificate of title or current title search for the retirement village land
☒ Village site plan
☒ Plans showing the location, floor plan or dimensions of accommodation units in the village
☐ Plans of any units or facilities under construction
☐ Development or planning approvals for any further development of the village
☐ An approved redevelopment plan for the village under the *Retirement Villages Act*
☐ An approved transition plan for the village
☐ An approved closure plan for the village
☐ 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 Housing and Public Works on 13 QGOV (13 74 68) or visit our website at **www.hpw.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 3008 3450
Email: regulatoryservices@hpw.qld.gov.au
Website: www.hpw.qld.gov.au/housing

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: 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

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: 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
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/