Retirement Village Information Statement

Retirement Villages Act 1986, section 19
Retirement Village Regulations 2026, regulations 11-12

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

What is a Retirement Village Information Statement?

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

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

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

How to access information statements for different villages?

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

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

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

Navigating the information statement

Part A: Village-level information	Provides information about the village and operator including about any owners corporation, types of contracts and tenure, village facilities and services, the number and types of residential premises, future developments, security and emergency assistance systems, insurance arrangements, financial management, residents committee and village rules.
Part B: Village fees and charges	Provides information on fees and charges to be paid on entry, while living in the village, and when you leave.

Attachments to the information statement provide:

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

Finding more information

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

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

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

Understanding the financial commitment

Entering a retirement village is a significant financial decision.

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

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

Where can prospective residents get help or more information?

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

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- financial statements as presented at the most recent annual meeting of the residents.

Help or further information

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

Telephone interpreter service

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

Arabic

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

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

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

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

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

Serbian Ако вам је тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

Amharic □□□□□□□ □□□ □□□□□ □□□ □□□□ □□□□□□□ □□□□□□□ (TIS) □□□□ □□□ 131 450 (□□□□□ □□□ □□ □□□) □□□□□ □□□□□□ □□□□□ □□□ □□ □□□□ □□□ 1300 55 81 81 □□□ □□□□ □□□□ □□□□ □□ □□□□□□□□□□ □□□□□.

Dari

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

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

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

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

Part A: Village-level information

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

1. Village information

Village name	Mernda Retirement Village
Village street address	89 Galloway Drive, Mernda Victoria 3754
Village postal address	As above

Is the village accredited by a recognised industry association? ☐ Yes ☒ No

If yes, name of accreditation	
Website for information about the accreditation	

2. Proprietor and operator details

Proprietor name	Mernda Retirement Village Pty Limited (being a member of the Levande Group)
ABN / ACN	81 164 088 304
Address for service	C/- Levande Contract Services Level 21, 8 Exhibition Street, Melbourne, Victoria 3000
Operator name	Mernda Retirement Village Pty Limited (being a member of the Levande Group)
ABN / ACN	81 164 088 304
Address for service	C/- Levande Contract Services Level 21, 8 Exhibition Street, Melbourne, Victoria 3000

Telephone	1800 72 71 70	Email	contractservices2@levande.com.au

Date current operator commenced in that role	June 2014

3. Operator representative

Name of representative	Rod Woodcock
Position of representative	Village Manager
Location within village	Village Office
Times available	Monday to Friday from 9:00am to 5:00pm

Telephone	1800 72 71 70	Email	rod.woodcock@levande.com.au

4. Number and types of residential premises

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

Accommodation type	Owner resident	Leasehold	Licence	Other
Independent living units	N/A	N/A	275	N/A
Serviced apartments	N/A	N/A	N/A	N/A
Villas or townhouses	N/A	N/A	N/A	N/A

5. Residents committee

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

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

6. Onsite or attached residential or aged care home

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

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

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

7. Village facilities and services

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

The attachment includes details of:

- services and facilities funded by maintenance charges

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

8. Lifestyle and village rules

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

Are there any restrictions on residents keeping pets? ☒ Yes ☐ No

If yes, provide details on restrictions below:

Please refer to clause 40 of the Residence and Management Contract and the By-Laws, a copy of which is contained in Annexure C of the Residence and Management Contract.

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

Are residents permitted to undertake gardening in areas adjacent to their premises? ☒ Yes ☐ No

Does the village organise regular social activities and events for residents? ☒ Yes ☐ No

Additional details:

For additional details on regular social activities and events, please contact the Village Manager.

Note from Operator: *Please note that under the terms of your residence and management contract, you and your visitors will not be permitted to smoke or vape anywhere in the village, including in your unit.*

9. Planning permission for future developments

Are there any current planning permissions or approvals for future development, expansion or redevelopment of the village? ☐ Yes ☒ No

If yes:

Description of development	N/A
Construction timeframes (anticipated start and finish dates)	N/A

10. Security and emergency assistance systems

The village is equipped with the following security system

CCTV

The village is equipped with the following emergency assistance system

Emergency call system to each unit and various locations throughout the community centre. Calls are answered by a trained individual who responds to the emergency appropriately and notifies the emergency services or village management where appropriate.

11. Operator and proprietor exemptions

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

If yes:

Provision the exemption applies to	Description of the obligation the exemption applies to
N/A	N/A

12. Contracts and tenure

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

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

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

☒ **Combined residence and management contract**
This is a contract comprising both a residence and a management contract.

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

☐ **Other**
(for example, a contract for sale of land).

If other, please describe	

The village offers the following rights to occupy:

☐ **Owner Resident** An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	☒ **Non-Owner Resident** The resident does not own the premises but is granted a right to occupy the premises on the following basis:

☐ **Estate in fee simple**: A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor. ☐ **Company title:** A resident purchases shares in a company that owns the village. That shareholding gives the resident the right to occupy a specific unit in the village. ☐ **Unit trust**: A resident purchases units in a unit trust that owns the village. That unitholding gives the resident the right to occupy a specific unit in the village.	☒ **Licence:** ☐ term……. or ☒ periodic tenancy (being for the life of the resident, unless terminated earlier) A resident has a licence to occupy a unit. The resident does not own the unit or land, but has a contractual right to reside there. ☐ **Lease –** ☐ term……..or ☐ periodic tenancy A resident has a leasehold interest, but does not own the unit or the land. ☐ **Other**…….

13. Financial management

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

Financial year ending	Surplus / deficit (and amount)	Comments
FY24	Deficit - $14,629	
FY25	Surplus - $21,796	
FY26	Surplus - $22,421	

14. Capital maintenance fund

Does the village have a capital maintenance plan? ☒ Yes ☐ No

Does the village have a capital maintenance fund? ☒ Yes ☐ No

If yes, balance at end of last financial year $134,484.00

15. Owners corporation

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

If yes, complete the following:

Name of owners corporation	
Address for service of owners corporation	
Description of common property	

Does the owners corporation have a maintenance plan? ☐ Yes ☐ No

Does the owners corporation have a maintenance fund? ☐ Yes ☐ No

If yes, balance at end of last financial year	$

16. Insurance arrangements

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

☒ Public Liability Insurance

☒ Building Insurance

☒ Other insurances (please specify):

Voluntary Workers Insurance, Motor Fleet Insurance

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

☒ The contents of their unit

☒ Public liability claims brought as a result of any incident occurring in a resident's unit

☒ Any motorised mobility aid (mobility scooter or power wheelchair) that the resident uses

☒ Other (please specify)

Workers compensation insurance brought by an employee or contractor engaged by a resident to carry out work or provide services on a resident's unit

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

If yes:

Amount of funds set	$1,000,000 across all 59 villages in Australia

aside	
Nature of risk for which funds have been set aside	Levande operates a self insurance (escrow) account of $1 million to fund claims of up to $50,000 across all villages in Australia, with only higher value claims transferred to the insurers

17. Additional documents

The following documents are attached to this information statement:

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

Part B: Village fees and charges

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

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

Fee or charge	Owner-resident	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Entry costs: paid before or on entering the village					
Waiting list fee	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ No	N/A	N/A	
Is the waiting list fee refunded on entry?	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ No	N/A	N/A	
Holding deposit	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ No	N/A	N/A	
Refundable proportion of the Entry payment	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No	$484,000 to $922,000	*On entry*	
Other entry fees or charges – specify:					
For *Pay Upfront* contract types only, the Upfront Fee	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No	22.5% of the refundable proportion of the entry payment	*On entry*	Residents under the *Pay Upfront* contract option do not pay a deferred management fee.
Ongoing costs: paid while residing in the village					
Rent	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Maintenance charges	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No	$435.91	☐ Weekly ☒ Monthly	

				☐ Annually	
Owners corporation fees	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Optional services charges	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No		☐ Weekly ☐ Monthly ☐ Annually	Optional services are not offered at the Village at this time
Capital maintenance fund contribution	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No	$30.67		This cost is included within the maintenance charge.
Utility charges	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No	Gas usage charges are based upon the unit's specific usage and are determined by the third-party provider. Water services and usage charges are determined by a third-party provider who invoice the resident directly for payment. These costs are a separate cost paid in addition to your maintenance charge. Telephone line rental is determined by the Operator which is estimated at $12.50 per month as at the date of this document. Telephone services are an additional cost which is separate from your monthly maintenance charges. Internet charges are $39.95 per month which is an optional		Please note these costs are levied directly against the premises by a third-party. Telephone line rental is a separate charge which is paid in addition to your monthly maintenance charge.

			cost and if selected is a separate cost paid in addition to your monthly maintenance charge. These costs are determined by a third-party provider who invoice the Village for payment. The Village will seek to recover the costs accordingly from those residents who have opted for the service. The village provides electricity to units through 'embedded networks' that the embedded network operator will own and operate. Levande have engaged a third-party to issue invoices and collect payments from residents. The availability, operation, maintenance and costs of these services may differ from standard utility arrangements. For information on embedded networks, see https://www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers		
Council rates	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No	Council rates are determined by a third-party provider who invoice the unit directly for payment. These costs are a separate cost paid in addition to your maintenance charge. The costs are calculated by the Council for your specific unit.		Please note these costs are levied directly against the premises by a third-party.

Land taxes	☐ ~~Yes~~ ☐ ~~No~~	☒ Yes ☐ No	As separately assessed against the premises		You will need to seek independent financial advice in respect of your liability to pay land tax as this is dependent upon your individual circumstances.
Other ongoing fees or charges – specify:					
Costs and entitlements on exit: when permanently leaving the village					
Deferred management fee (% of entry payment per year)	☐ ~~Yes~~ ☐ ~~No~~	☒ Yes ☐ No	7% per year of the refundable proportion of the entry payment, up to a maximum of 35% over 5 years	*On exit*	The deferred management fee structure currently offered at the village is calculated as follows: **For Pay Later contract types:** The percentages/amounts specified. **For Pay Upfront contract types:** Under this contract structure, residents pay an Upfront Fee equal to 22.5% of the refundable proportion of their entry payment. Residents under the *Pay Upfront* contract option do not pay a deferred management fee. However, if you have selected the *Pay Upfront* contract option and the period from the Entry Date to the termination date (inclusive) is:

					• 1 year or less, we will repay you part of the Upfront Fee equal to 11.5% of the refundable proportion of the entry payment; • 2 years or less, but more than 1 year, we will repay you part of the Upfront Fee equal to 4% of the refundable proportion of the entry payment; or • more than 2 years, no part of the Upfront Fee is refundable. *Note from Operator: If you depart under the "Change of Mind Guarantee", different financial arrangements apply.*
Resident receives a share of capital gain on exit	☐ ~~Yes~~ ☐ ~~No~~	☐ Yes ☒ No	N/A	*N/A*	
Resident is liable for a share of capital loss on exit	☐ ~~Yes~~ ☐ ~~No~~	☐ Yes ☒ No	N/A	*N/A*	
Other exit fees or charges – specify:					
Any other costs set out under Item K of the Financial Terms in the Residence Contract	☐ ~~Yes~~ ☐ ~~No~~	☒ Yes ☐ No			
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:					

Fees for user-pays services which may be made available in the village from time to time	~~☐ Yes~~ ~~☐ No~~	☒ Yes ☐ No			

*[**Note from operator**: The information in this Information Statement is correct as at August 2026.]*

21. Attestation

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

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

Attachment 1: Services and facilities

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
General Services	Mandatory	Included in maintenance charge	Full list of General Services specified in the Residence and Management Contract and can be provided on request.
Optional Services	Optional	Optional services are not offered at the Village at this time	
User-Pays Services	Optional	User-pays services may be offered in the Village from time to time by third-parties who are not associated with the operator	
Total mandatory service and facility charges		Included in maintenance charges	
Total optional and mandatory services and facilities charges		N/A	

Attachment 2: Details of insurance policies

Public liability insurance

The nature of the risk insured against	☒ Injury to residents in common areas of the retirement village ☒ Injury to visitors or other third parties in common areas of the village ☒ Injury arising from the operation or management of the village (for example, maintenance works, services or activities organised by the operator) ☐ Damage to third party personal property in common areas of the village ☐ Injury or property damage occurring within a resident's private unit ☐ Other risks covered (please specify):
Name of insurer	CGU Australia Pty Ltd trading as CGU Insurance
Amount insured	$20,000,000 any one occurrence (subject to policy sub-limits)
Period of cover	31 January 2026 to 31 January 2027 (4:00pm local time)
Premium	$4,183.60
Excess	$2,500.00 each occurrence (higher excesses apply to certain claims such as worker-to-worker and extension covers)
Exclusions	• Personal liability by residents, visitors or contractors are not covered, unless in connection with the Operator's business and approved by Operator. It does not cover for private resident liability or Injury or property damage occurring within a resident's private unit • Professional advice, medical treatment, clinical care or health services • Communicable diseases: Pandemics, epidemics or infectious diseases (including COVID-type events) • Blood-borne conditions: HIV, AIDS or other blood-borne diseases or related conditions • Hazardous materials and contamination: Asbestos, silica, pollution or nuclear risks

	• Transport risks: Motor vehicles, aircraft or watercraft • Construction and building works: Demolition, construction, renovation, structural alteration or similar works (where cover is intended to be provided under a separate construction/contract works policy) • Cyber and data risks: Cyber incidents, data loss or privacy breaches • Contractual liabilities: Contractual obligations beyond those imposed by law • Financial penalties; Fines, penalties or punitive or exemplary damages • Intentional or criminal acts; Deliberate, dishonest or criminal acts • Sanctions; Claims that would breach trade, economic or United Nations sanctions laws Refer to the full policy wording for complete exclusions.
Other information:	Insurance is primarily for the operator’s assets and legal liabilities, not for protection of individual residents

Building insurance

The nature of the risk insured against	☒ Sudden damage to village property and shared buildings caused by insured events ☒ Sudden damage to residents' private units caused by insured event ☒ Insured events include: ☒ Fire ☒ Burst pipes or sudden water leaks ☒ Storm, wind or hail ☒ Vandalism ☒ Rainwater damage ☒ Flood ☐ Other risks covered (please specify):
Name of insurer	XL Insurance Company SE; Chubb Insurance Australia Limited; Vero Insurance; HDI Global SE Australia; CGU Insurance
Amount insured	$134,399,000 (subject to policy sub-limits)
Period of cover	31 January 2026 to 31 January 2027 (4:00pm local time)
Premium	$91,354.44
Excess	From $50,000 per claim (higher excesses apply for flood, storm, cyclone and bushfire)
Exclusions	The insurance does not cover loss or damage of Resident personal property • Personal property of residents, visitors or contractors is not covered, unless: o it is used in connection with the operator's business, and o its use has been approved by the operator. • Private resident property is not insured, including: o damage occurring inside a resident's private unit Residents are responsible for arranging their own contents insurance. No cover for loss or damage to residents' contents in common areas (e.g. storage cages, mobility scooter rooms, communal spaces) No cover for damage caused by residents or their visitors (unless legally recoverable) No cover for consequential loss suffered by residents, even where village property is damaged and loss of amenity, inconvenience or temporary loss of services to residents Resident's must insure their own belongings wherever located The insurance does not cover loss or damage of property that is the responsibility of an Owners Corporation or Body Corporate unless specifically insured by the operator

The insurance does not cover loss or damage caused by:

- wear and tear, ageing or gradual deterioration
- electronic data loss or corruption
- construction works that exceed the policy's construction value threshold
- mould, damp or water ingress developing over time
- deferred maintenance or known defects

The insurance does not cover loss or damage to:

- money, including where it is:
  - carried by professional carriers
  - stolen from an unattended or unlocked vehicle
  - stolen from a safe or strong room
  - not discovered within 15 working days
  - lost due to extortion, kidnapping, bomb threats or hoaxes
- jewellery, furs, bullion, precious metals or stones
- aircraft, watercraft, locomotives or rolling stock
- registered motor vehicles or trailers
- livestock, animals, birds or fish
- standing timber, crops or pastures
- land, or unmined oil, gas or minerals
- bridges, roads, tunnels, dams, canals or reservoirs (other than tanks)
- docks, wharves or piers not forming part of a building
- underground mining property
- property being processed
- residents' property under construction, renovation or demolition
- operators' property under construction, renovation or demolition where works exceed $2,000,000
- empty buildings where demolition has commenced
- offshore oil or gas drilling or production rigs
- paths, paved areas, fences or retaining walls damaged by erosion or ground movement
- overhead transmission and distribution lines owned by utility providers

The insurance does not cover loss or damage caused by:

- war, invasion, foreign enemy action or hostilities
- acts of terrorism
- confiscation or damage ordered by a government authority
- nuclear or radioactive materials or contamination
- faulty design, faulty workmanship or incorrect building siting
- demolition ordered due to regulatory non-compliance
- unexplained shortages or accounting errors
- heating or processes involving direct application of heat
- pollution or contamination (unless caused by an insured event)
- electrical, electronic or mechanical breakdown (subject to policy endorsements)
- erosion, subsidence or earth movement
- action of the sea, tidal wave or high water
- insects, vermin, mould, corrosion, rot or inherent defects
- normal maintenance issues
- strikes, labour disturbances or work stoppages

	• fraud, dishonesty, data manipulation or unauthorised system access • any liability not specifically insured under the policy The insurance does **not cover** claims arising from: • professional advice, medical treatment or personal care • pandemics, epidemics or communicable diseases (except limited specified cover) • HIV, AIDS or other blood-borne diseases • asbestos or silica exposure • cyber incidents, hacking or privacy breaches • use or ownership of motor vehicles, aircraft or watercraft • fines, penalties or punitive damages • unlawful activity or deliberate or criminal acts • any claim that cannot legally be paid due to Australian or international sanctions Summary only, refer to policy wording for full description of exclusions.
Other information	Insurance is primarily for the operator's assets and legal liabilities, not for protection of individual residents. Insurance does not guarantee how quickly repairs or reinstatement occur

Other insurance – Motor Vehicle

The nature of the risk insured against	Own damage to insured vehicles and third-party personal injury and property damage arising from the use of insured vehicles. Motor insurance applies only to authorised vehicles used for business purposes. It does not cover private resident vehicles
Name of insurer	AAI Limited trading as Vero Insurance
Amount insured	**Section 1 - Own Damage:** Market Value or Sum Insured shown on the Schedule of Motor Vehicles **Section 2 and 3 Combined Limit any one event:** $50,000,000 **Sections 2 and 3 are Subject to Carriage of Dangerous Goods Limit any one Event:** $1,000,000 (subject to policy sub-limits)
Period of cover	31 January 2026 to 31 January 2027 (4:00pm local time)
Premium	$1,834.36
Excess	• Basic Excess $500 • Inexperienced Excess $250 • Age Excess - 21 to 24 Years of Age $300
Exclusions	• Private vehicles owned by residents, visitors or contractors are not covered, unless the vehicle qualifies under the *Employees' Vehicles* extension and is being used for the Operator's business and approved by Operator. Motor insurance applies only to authorised vehicles used for business purposes. It does not cover private resident vehicles • The insurance applies only to vehicles owned, leased or operated by the village operator for village-related purposes • No cover applies where a vehicle is used for hire, fare or reward, other than approved car-pool arrangements (as defined in the policy) • Loss or liability arising from unlawful use, including driving while over the legal alcohol limit, under the influence of illegal drugs, or by an unlicensed driver (where known), is excluded • Damage caused by mechanical breakdown, wear and tear, rust, corrosion or pre-existing damage is excluded (except for resulting damage otherwise covered) • Cover does not apply where a vehicle is unroadworthy or unsafe, and that condition caused or contributed to the incident • Losses arising from war, terrorism, nuclear, chemical, biological or communicable disease events are excluded • No cover applies for fines, penalties or statutory liabilities required to be insured separately • Cover is subject to policy terms and exclusions and does not extend beyond village operations Refer to policy wording for full description of exclusions

Other information	Insurance is primarily for vehicles owned, leased or operated by the village operator for village-related purposes. The operator’s motor vehicle and legal liabilities not for protection of individual residents private vehicles. The insurance applies only to vehicles owned, leased or operated by the village operator for village-related purposes

Other insurance – Volunteer Workers

The nature of the risk insured against	Personal accident and sickness cover for voluntary workers while engaged in authorised village activities, including travel directly to and from those activities.
Name of insurer	Accident & Health International Underwriting Pty Ltd (on behalf of Tokio Marine & Nichido Fire Insurance Co., Ltd)
Amount insured	Aggregate Limits of Liability: (A) Any one Period of Insurance $ 5,000,000 (B) Non-scheduled aircraft $ 100,000 (subject to policy sub-limits)
Period of cover	31 January 2026 to 31 January 2027 (4:00pm local time)
Premium	$136.16
Excess	• Basic Excess $500 • Inexperienced Excess $250 • Age Excess - 21 to 24 Years of Age $300
Exclusions	Voluntary Workers insurance applies only to authorised volunteer activities that are organised and controlled by the operator, including direct travel to and from those activities. Cover excludes personal activities, unlawful or intentional acts, professional sports, pre-existing medical conditions, and incidents involving alcohol or drugs (other than as medically prescribed). • Cover applies only while a Covered Person is engaged in voluntary work officially organised and controlled by the Operator, including direct travel to and from such activities. • No cover for injury arising from professional sport, illegal or criminal acts, intentional self-injury or suicide (except where the Covered Person is not the perpetrator and did not know or condone the act). • Pre-existing conditions are excluded. • No cover for injury influenced by alcohol or drugs, unless the drug was prescribed by a Doctor and taken in accordance with medical advice. • No cover for injury arising from war, invasion, civil war, nuclear weapons, nuclear material or ionising radiation, other than limited exceptions for hijacking, riot, strike or civil commotion. • Benefits are not payable for expenses covered by Medicare, or where payment would breach Australian health insurance legislation. • No cover where trade or economic sanctions prevent the insurer from providing insurance or paying a claim. • Cover is subject to Age Limitations. All cover ceases or reduces once a Covered Person reaches Age Limitations nominated by the Operator. • Benefits do not apply outside the Scope of Cover or beyond standard policy terms, conditions and exclusions Refer to policy wording for full description of exclusions.

Other information	Insurance is primarily for authorised volunteer activities that are organised and controlled by the operator, including direct travel to and from those activities of approved volunteers insured

Attachment 3: Glossary of fees

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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