

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740



Retirement Living @ Con Noi Carindale

Name of village: Elements Retirement Living @ Carindale

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.elementsvillages.com.au
- All amounts in this document are GST-inclusive, unless stated otherwise where that is permitted by law.

Notice for prospective residents

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

- Seek independent legal advice about the retirement village contract – there are different types of contracts and they can be complex
- Find out the financial commitments involved – in particular, you should understand and consider ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:

- Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.
- The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

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

The information in this Village Comparison Document is correct as at **1 July 2025** 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: Elements Retirement Living @ Carindale Street Address: 30 Scrub Road Suburb: CARINDALE State: QLD Post Code: 4152
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Laguna Estate (Aust) Pty Ltd as Trustee for the Barclay Hartnett Trust ACN: 618 075 826 Street Address: 232 Merrylands Road Suburb: Merrylands State: NSW Post Code: 2160
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Laguna Estate (Aust) Pty Ltd as Trustee for the Barclay Hartnett Trust Australian Company Number (ACN) 618 075 826 Street Address: 232 Merrylands Road Suburb: Merrylands State: NSW Post Code: 2160 Date entity became operator: 1 March 2025

1.4 Village management and onsite availability	Name of village management entity and contact details Laguna Estate (Aust) Pty Ltd as Trustee for the Barclay Hartnett Trust trading as Elements Retirement Living @ Carindale Australian Company Number (ACN): 618 075 826 Phone: (07) 3119 7988 Email: carindale@elementsvillages.com.au An onsite manager (or representative) is available to residents: ☒ Full time Onsite availability includes: Weekdays: 10:00am to 4:00pm (subject to change) Weekends: By appointment (subject to change)
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☒ Yes ☒ No Short description for the transition plan: Change of land ownership and village operator from: Elements Third Age Living @ Springwood Pty Ltd as trustee under instruments 711863843 (1/2) and 712410043 (1/2) ACN 131 039 755 to: Laguna Estate (Aust) Pty Ltd as trustee for the Barclay Harnett Trust ACN 618 075 826 Declaration date for the transition plan: 1 March 2025 <i>A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i> Is there an approved closure plan for the village? ☐ Yes ☒ No <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 Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i>
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	55 years of age or over. In the case of joint applicants, they both need to be 55 years of age or over and they must hold the License as Joint Tenants. Elements reserves the right to vary any age or accept a person who it believes is a suitable resident 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 45 units in multi-story building with 2 levels

Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Two bedroom			14	
- Three bedroom			31	
Total number of units			45	

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
☒ Alternatively, a ramp, elevator or lift allows entry into all units
☐ Step-free (hobless) shower in ☐ all ☐ some units
☒ Width of doorways allow for wheelchair access all 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
 (a) Two elevators from basement car park to all levels of building

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 in basement
 Restrictions on resident's car parking include:
 One car park provided per unit at no charge. Additional car park space may be granted on approval by the Scheme Operator at the residents cost.

4.2 Is parking in the village available for visitors? 	☒ Yes ☐ No Short term visitor parking available.	
Part 5 – Planning and development		
5.1 Is construction or development of the village complete?	Year village construction started 2014 ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence	
5.2 Construction, development applications and development approvals	Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the <i>Planning Act 2016</i> Not applicable.	
5.3 Redevelopment plan under the Retirement Villages Act 1999	Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i> ? ☐ Yes ☒ No <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 Communities, Housing and Digital Economy.</i> 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 [heated/outdoor] ☒ Separate lounge in community centre ☐ Spa ☐ Storage area for boats / caravans

	☒ 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	☐ Tennis court [full/half] ☒ Village bus or transport ☒ Workshop ☒ Other (a) Catering kitchen (b) Bar
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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).

Not applicable

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 Lorroco Aged Care, 40 Scrub Road Carindale Q 4152 Queensland Rehabilitation Services Pty Ltd is the approved provider
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Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	The Operating Costs include, but are not limited to, the costs of: (a) rates, charges and taxes we have to pay to a government, council or public authority in respect of the Village, but not income tax, capital gains tax; (b) water, gas, oil, electricity, communications, sewerage, waste disposal and other services supplied to the Village, common areas and administration areas (but excluding individual units); (c) insurance for the Village, including for public risk, fire, lightning, storm, tempest, flood, earthquake, malicious act, explosion, impact and
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riot or civil commotion and such other risks we think necessary to cover against from time to time;

(d) cleaning that Residents are not obliged to do;

(e) lawn mowing and gardening, including replacing dead plants, mulching, spraying and fertilising;

(f) services we provide to Residents of the Village (except for services for which we directly charge);

(g) minor repairs and day to day maintenance (including preventative maintenance) necessary to keep in good order and condition the exterior of all Units in the Village and the interior and exterior of the Community Facilities and the Management Facilities, including provision at our discretion for future contingencies;

(h) pest control (excluding individual units);

(i) expert reports relevant to the operation of the Village;

(j) fire fighting and protection equipment and services, including sprinkler systems, hydrants, fire extinguishers and smoke detectors (excluding individual units);

(k) monitoring and responding to the emergency call system and the other security services and emergency care services in the Village;

(l) the operation and day to day maintenance of vehicles used for the operation of the Village or transport of residents of the Village, including insurance, registration, servicing, oil and petrol;

(m) plant, equipment and software;

(n) contractors we engage from time to time;

(o) a reasonable share of any off-site administration and management costs;

(p) wages, salaries, employee benefits, payroll tax, workers' compensation insurance premiums, accommodation and other employment costs for our employees relating to the Village;

(q) administration, management, accounting, audit, legal and banking costs for the operation of the Village;

(r) complying with laws and the requirements of authorities relating to the operation, management and administration of the Village;

(s) auditors/experts engaged to resolve any dispute between us and Residents (including you) in respect of the reasonableness or fairness of the calculation of the General Services Charge;

(t) expenditures carried forward from any previous accounting period;

(u) any excess payable under an insurance policy (as referred to in clause 11.2); and

	(v) costs of obtaining the opinions or reports of experts or consultants.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No Elements may, from time to time, liaise with external personal service providers to make services available to residents at a mutually agreed price.
7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?	☐ 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) ☐ Yes, home care is provided in association with an Approved Providers. ☒ No, the operator does not provide home care services, residents can arrange their own home care services In addition, Elements may liaise with approved providers who are able to provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>
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 <i>Aged Care Act 1997 (Cwth)</i>. These home care services are not covered by the <i>Retirement Villages Act 1999 (Qld)</i>. Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.	
– Security and emergency systems	
8.1 Does the village have a security system?	☒ Yes ☐ No Security Cameras in common areas. FOB entry to carpark and building.
8.2 Does the village have an emergency help system?	☐ Yes - all residents ☒ Optional ☐ No Residents either have an Emergency Call Unit as part of their care package or have a fee-for-service arrangement with Tunstall. The Emergency Call System is monitored by their choice of service provider 24/7
8.3 Does the village have equipment that provides for the safety or medical emergency of residents?	☒ Yes ☐ No Community Centre – Defibrillator, First Aid Kits & Fire Extinguishers and Blanket.

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	
- Two bedrooms	\$ 660,000 to \$720,000
- Three bedrooms	\$ 750,000 to \$805,000
Full range of ingoing contributions for all unit types	\$ 669,000 to \$805,000

9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?

☐ Yes ☒ No

9.3 What other entry costs do residents need to pay?

- ☐ Transfer or stamp duty
- ☒ Costs related to your residence contract
- ☐ Costs related to any other contract e.g. [\[specify\]](#)
- ☐ Advance payment of General Services Charge
- ☐ Other costs:
(a) A project Management Fee of 15% of the cost of any requested alteration and addition undertaken by the Scheme Operator on the resident's behalf.

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)	Total (weekly)
All units pay a flat rate	\$133.43	\$38.56	\$171.99

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	\$131.32	+1.61%	\$37.61	+2.53%
2023/24	\$122.28	+7.39%	\$33.33	+12.84%
2022/23	\$113.72	+7.53%	\$27.36	+21.83%

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

- | | |
|---|--|
| ☒ Contents insurance
☐ Home insurance (freehold units only)
☒ Electricity
☒ Gas | ☐ Water
☒ Telephone
☒ Internet
☒ Pay TV
☒ Other – Internal Pest Control |
|---|--|

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
- The replacement of consumables (eg. light bulbs & batteries) are the resident's responsibility.
 - The repair and maintenance of any approved Alteration &/or Addition (which includes Air Conditioning (ducted & splits)) is the resident's responsibility.
 - Residents are responsible for the cost of rectifying any damage or accelerated wear they cause to the unit and appliances.

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

- ☒ Yes ☐ No
- Maintenance Service – Changing Light Bulbs & Batteries.

maintenance for their unit?	• Recommendations & Assistance sourcing appropriate trades, warranties and insurance claims. • Charges: 15 min block at between \$55 - \$100 per hour (depending on trade) per hour plus cost of consumables.
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A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).

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

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

Period from (and including) the commencement date of your licence to (and including on a daily basis) the date you cease to reside in the accommodation unit	The exit fee is calculated as a % of the New Standard Ingoing Contribution.
1 year or less	6%
2 years or less but more than 1 year	12%
3 years or less but more than 2 year	18%
4 years or less but more than 3 year	24%
5 years or less but more than 4 year	30%
6 years or more	36%
Period from (and including) the commencement date of your licence to (and including on a daily basis) the date you cease to reside in the accommodation unit	The exit fee is calculated as a % of the New Standard 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 36% of the ingoing contribution paid by the next resident after 6 years of residence.

The minimum exit fee is: (The ingoing contribution paid by the next resident x 6%) / 365 days

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

☒ Yes ☐ No

unit when they leave the unit?	<i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i> • <i>fair wear and tear; and</i> • <i>renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i> <i>Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.</i> Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ Yes, all residents pay 50% of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit) <i>Renovation means replacements or repairs other than reinstatement work.</i> 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.
13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?	☒ Yes, the resident's share of the the resident's share of the capital gain is 50% capital loss is 50%
or buyback of freehold units	
<i>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.</i>	
14.1 How is the exit entitlement which the operator will pay the resident worked out?	You will receive from the Scheme Operator: 1. Repayment of the Ingoing Contribution paid by you to us as a loan in consideration for the grant of your license of your accommodation unit; and 2. 50% of any Capital Gain When we pay you your Exit Entitlement, you must pay us:

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	Balance of General Services Charges fund at last financial year \$2,008.05 @30/06/2024 Balance of Maintenance Reserve Fund at last financial year \$135,726.41 @30/06/2024 Balance of Capital Replacement Fund at last financial year \$43,045.98 @30/06/2024
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: It is the resident's responsibility to insure their own property in the unit, public liability claims brought as a result of any incident occurring in the unit and workers compensation claims brought by any employee they engage to carry out work or provide services in the unit.
17.1 Does the village offer prospective residents a trial period or a settling in period in the village?	☐ Yes ☒ No
17.2 Are residents allowed to keep pets?	☒ Yes ☐ No A pet is allowed with prior written consent of the Scheme Operator on completion of a Pet Agreement. A copy of the Pet Agreement is available upon request.
17.3 Are there restrictions on visitors staying with residents or visiting?	☒ Yes ☐ No • You must notify us if a Visitor is staying overnight in your Unit. • You must not have a Visitor stay in your Unit with you for longer than one month in any 12 month period without our consent which we may give or deny in our absolute discretion. If we

	consent to a Visitor staying for longer than one month, we can revoke that consent at any time at our absolute discretion. You must not allow a Visitor to stay in your Unit in your absence without our consent which we may give or deny in our absolute discretion.
17.4 Does the village have village by-laws?	☐ Yes ☒ No Refer Licence and Loan Agreement
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No Refer Resident Information Booklet.
17.6 Does the village have a residents committee established under the <i>Retirement Villages Act 1999</i>?	☒ Yes ☐ No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i> <i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i>
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☒ No, village is not accredited
Note: Retirement village accreditation schemes are industry-based schemes. The <i>Retirement Villages Act 1999</i> does not establish an accreditation scheme or standards for retirement villages.	
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

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 Communities, Housing and Digital Economy website.

Further Information

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

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

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: 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.

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/