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 July 2019

Name of village: Coolum Beach Retirement Community

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 http://www.sundale.org.au/services/retirement-communities
- 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 2019 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 Coolum Beach Retirement Community Street Address 4 Wembley Road Suburb COOLUM BEACH State QLD Post Code 4573
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner Sundale Ltd Australian Company Number (ACN) 164 270 946 Street Address: 4 Wembley Road Suburb COOLUM BEACH State QLD Post Code 4573
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Sundale Ltd Australian Company Number (ACN) 164 270 946 Street Address: 4 Wembley Road Suburb COOLUM BEACH State QLD Post Code 4573 Date entity became operator…2003
1.4 Village management and onsite availability	Name of village management entity and contact details Sundale Ltd Australian Company Number (ACN) 164 270 946 Phone 07 5455 1111/ 0447 193 634 Email Manager.Coolum@sundale.org.au An onsite manager (or representative) is available to residents: ☒ Part time ☒ Other: Enquiry hotline 1800 786 325 Onsite availability includes: Weekdays 8.00 am – 4.00 pm Weekends Enquiry hotline 1800 786 325

Part 2 – Age limits

2.1 What age limits apply to residents in this village?	Applicants for residence at the community must generally be sixty-five (65) years of age or over. In the case of joint applicants at least one applicant must generally be sixty-five (65) years of age or over. The Scheme Operator may in its absolute discretion accept Applicants for residence in the community who are less than sixty-five (65) years of age.

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 100 units in the village**,** all being single story units

Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
Studio				
- One bedroom				
- Two bedrooms			22	
- Three bedrooms			78	
Serviced units				
- Studio				
- One bedroom				
- Two bedrooms				
- Three bedrooms				
Other				
Total number of units			100	

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 ☒ some units

☐ Alternatively, a ramp, elevator or lift allows entry into ☐ all ☐ some units

☒ Step-free (hobless) shower in ☒ some units

☒ Width of doorways allow for wheelchair access in ☒ some units

☒ Toilet is accessible in a wheelchair in ☒ some units

☒ Other key features in the units or village that cater for people with disability or assist residents to age in place

Hand Rails and mobility implements can be supplied at the discretion of the Site Manager

☐ None

Part 4 – Parking for residents and visitors

4.1 What car parking in

☒ All units with own garage or carport attached or adjacent to the unit

the village is available for residents?	☒ General car parking for residents in the village
4.2 Is parking in the village available for visitors?	☒ Yes ☐ No There are car park spaces available in designated areas throughout the village.

Part 5 – Planning and development

5.1 Is construction or development of the village complete?	Year village construction started 2002 ☐ Fully developed / completed ☒ Partially developed / completed ☐ Construction yet to commence
5.2 Is there development approval or a development application pending for further development or redevelopment of the village? If yes to either: • Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.	Development approval granted ☒ Yes ☐ No Five units currently under construction due for completion first half 2019, with timeframes for construction of around 23 further units to be determined Development application pending ☐ Yes ☒ No 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] ☒ 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	☐ Medical consultation room ☐ Restaurant ☐ Shop ☒ Swimming pool [outdoor] [heated] ☐ Separate lounge in community centre ☐ Spa [indoor / outdoor] [heated / not heated ☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☒ Village bus or transport ☒ Workshop ☒ Other • Laundry facilities • Emergency call facilities • Recreational/social facilities
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	☒ Yes ☐ No Name of residential aged care facility and name of the approved provider	

co-located residential aged care facility?	Coolum Beach Care Centre Sundale Ltd

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 paid by residents)?	• all rates, taxes (including Land tax and GST) and charges of any public, municipal, government or semi government body, authority or department levied, assessed or charged in respect to the Community or the land used for the purposes of the Community; • all insurance premiums or excesses payable by us in respect to the Community and the buildings in the Community together with their fittings and fixtures and in respect to public liability, workers compensation, professional indemnity insurance and such other risks as we deem necessary or desirable; • the cost of all services supplied to the communal buildings and grounds including all charges for electricity, gas, power, fuel, water, telephone, swimming pool maintenance, air conditioning, heating, sewerage and garbage services or other services furnished or supplied for the general purpose or benefit of the Community; • the cost of all services and facilities provided by us for the general use and enjoyment of the residents and visitors to the Community including the cost of cleaning, servicing and maintaining the common property and all other services and facilities provided by us; • all costs in relation to the day to day maintenance, renovation, upkeep and cleaning of the Community and its buildings including the costs of common area gardening and landscaping; • all reasonable management, control and security costs in connection with the Community including but not limited to, salaries, wages, superannuation, pension payments, workers compensation insurance premiums, accountancy fees, legal fees and any interest paid on any overdraft related to the operation of the Community; • the costs of any auditor engaged for the purposes of the Act or otherwise; • all costs in relation to us complying with the requirements of any government or statutory authority concerning the operation and management of the Community; • the costs of maintaining, monitoring and responding to the residents emergency alarm system; • all costs of or incidental to us having to resolve disputes.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No • personal laundry • meals • cleaning
7.3 Does the retirement village operator provide government funded home care services under the	☒ Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* (Registered Accredited Care Supplier – RACS ID number 18411) ☐ Yes, home care is provided in association with an Approved Provider

***Aged Care Act 1997 (Cwth)*?**	☐ 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 NSR Security around Care Centre any concerns requiring further security is at the discretion of the site manager 06.00 am and 22.00 pm 7 days per week.
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 All residents receive a nurse call pendant which is water proof. Residents are encouraged to have the pendant within reach or nearby at all times. The pendant is connected to the Nurse Call System at the Aged Care Facility where staff are available all the time 24 hours a 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 First Aid Kit

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.

	Accommodation Unit	Range of ingoing contribution
9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village	Independent living units	
	- Two bedrooms	$440,000 to $510,000
	- Three bedrooms	$495,000 to $695,000
	Full range of ingoing contributions for all unit types	$440,000 to $695,000
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 ☐ Advance payment of General Services Charge ☐ Other costs ……	

Part 10 – Ongoing Costs - costs while living in the retirement village

General Services Charge: Residents pay this charge for the general services supplied or made available to residents in the village, which may include management and administration, gardening and general maintenance and other services or facilities for recreation and entertainment described at 7.1.

Maintenance Reserve Fund contribution: Residents pay this charge for maintaining and repairing (but not replacing) the village's capital items e.g. communal facilities, swimming pool. This fund may or may not cover maintaining or repairing items in your unit, depending on the terms of your residence contract.

The budgets for the General Services Charge 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 constructed before 2015	$80.01	$0.91
All units constructed 2015 or later	$81.83	$2.73

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 -)*
2016/17	$109.34	1.4%	$18.62	0%
2017/18	$111.23 to $113.96	1.7%	$18.90 to $21.63	1.5%
2019/19	$90.79 to $92.61	-18.4% to -18.7%	$15.82 to $17.64	-16.3% to -18.4%

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

☒ Contents insurance
☐ Home insurance (freehold units only)
☒ Electricity
☒ Gas
☐ Water
☒ Telephone
☒ Internet
☒ Pay TV
☐ Other

10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?

☒ Unit fixtures
☒ Unit fittings
☒ Unit appliances
☐ None

Additional information

Only appliances, fixture and fittings owned by the resident(s)

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

Maintenance is available Monday to Friday 7.00 am to 3.00 pm

There is an on call maintenance service available after hours and on weekends for any emergencies.

Maintenance will also assist in contacting preferred suppliers for any items or services which are not covered in the agreement.

Part 11– Exit fees - when you leave the village

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

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

☒ Yes – all residents pay an exit fee calculated using the same formula
☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract
☐ No exit fee
☐ Other

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
1 year	3% of your ingoing contribution
2 years	6% of your ingoing contribution
3 years	9% of your ingoing contribution
4 years	12% of your ingoing contribution
5 years	15% of your ingoing contribution
6 years	18% of your ingoing contribution
7 years	21% of your ingoing contribution
8 years	24% of your ingoing contribution
9 years	27% of your ingoing contribution
10 years or more	30% 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 30% of your ingoing contribution after 10 years of residence.
The minimum exit fee is 3% of your ingoing contribution.

11.2 What other exit costs do residents need to pay or contribute to?

☒ Sale costs for the unit

☐ Legal costs

☒ Other costs

- Costs associated with removal and storage of contents, if applicable
- Modifications Costs as defined in Residence Agreement, if relevant
- Any interest owed on overdue monies, if applicable
- All other monies owing to the operator under the Residence Agreement or Act.

Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?

☒ Yes ☐ No

Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:

- *fair wear and tear; and*
- *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.*

Fair wear and tear includes a reasonable amount of wear and tear

	associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear. Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ No *Renovation means replacements or repairs other than reinstatement work.* By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.
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	
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?	Ingoing Contribution paid by you: **LESS** The Exit Fee calculated as set out at Clause 11.1 **LESS** Any outstanding Personal or General Service Charges **LESS** Any outstanding Maintenance Reserve Fund contributions **LESS** Any costs of reinstatement of the unit payable by you under the Act or the Residence Agreement **LESS** Any costs associated with the removal and storage of your contents **LESS** Any Modifications Costs as defined in the Residence Agreement **LESS** Your share of any costs we incur in the resale of the Unit as determined by the Residence Agreement and the Act **LESS** Any interest owed on overdue monies **LESS** Any other monies owing to us under the Residence Agreement or the Act.
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 **earlier** of the following: • 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?	15 accommodation units were vacant as at the end of the last financial year 3 accommodation units were resold during the last financial year 7 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 for the last 3 years

Financial Year	Deficit/Surplus	Change from previous year
2016/17	($3,383)	57.5%
2017/18	$47,448	N/A%
2018/19	$6,486	-86.3%

Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$248,632
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$379,586
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	0% (Total contributions to the CR Fund by the Operator for 2018/2019: $32,700)
The operator pays a percentage of a resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.	

OR
☐the village is not yet operating.

Part 16 – Insurance

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

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

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

16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:	☒ Yes ☐ No If yes, the resident is responsible for these insurance policies: Contents of the unit which may belong to you.

Part 17 – Living in the village

Trial or settling in period in the village	
17.1 Does the village offer prospective residents a trial period or a settling in period in the village?	☐ Yes ☒ No
Pets	
17.2 Are residents allowed to keep pets?	☒ Yes ☐ No We have by laws for animals
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 Residents of the village are asked to notify Management for any extended length of stay over a 4 month period and this will be at the Manager's discretion. If the length of stay is longer, then a letter is completed making clear that the "visitor" had no rights to reside in the unit in the absence of the resident.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☒ Yes ☐ No *By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.* *Note: See notice at end of document regarding inspection of village by-laws*
17.5 Does the operator have other rules for the village?	☒ Yes ☐ No If yes: Rules may be made available on request
Resident input	
17.6 Does the village have a residents committee established under the *Retirement Villages Act 1999*?	☒ Yes ☐ No *By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.* *You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*
Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☐ No, village is not accredited ☒ Yes, village is voluntarily accredited through: Quality Innovation Performance Limited
Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.	

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry? If yes, • what is the fee to join the waiting list?	☒ Yes ☐ No ☒ No fee

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
☒ 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 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: https://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/