

# 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](http://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](http://www.consumer.vic.gov.au) or calling 1300 55 81 81.

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.

**Notes from the proprietor/operator:**

- **Understanding and advice:** Before signing any contract with us, it is important that you:
  - understand the financial commitments involved in entering, living in and leaving the village; and
  - seek advice from an independent financial and legal adviser.
- **Right to inspect documents:**
  - All prospective residents have the right to inspect, within 7 days of making a request, certain documents relating to the village free of charge, including the documents the operator must provide to you before you sign a contract (listed above).
  - All current residents also have the right to inspect those documents (where they apply to the resident).
- **GST:** All amounts in this information statement are GST-inclusive, unless stated otherwise where that is permitted by law.
- **Date:** This information statement was last updated on **18 June 2026**.

## Help or further information

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

**Note from the proprietor/operator:** Specific information about retirement villages is available on the Consumer Affairs Victoria website at: [www.consumer.vic.gov.au/housing/retirement-villages.](http://www.consumer.vic.gov.au/housing/retirement-villages.)

## 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** İngilizce anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numaralı telefondan Victoria Tüketici İşleri'ni aramalarını ve size bir Danışma Memuru ile görüşturmelerini isteyiniz.

**Vietnamese** Nếu quý 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 xirii 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** Ako vam je teško da razumete engleski, nazovite Službu prevodilaца 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** በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለኪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

### 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 essere 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

Village street address

Village postal address

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

**Note from the proprietor/operator:** *The village is not accredited by any recognised industry body, however the operator is a signatory to the Retirement Living Code of Conduct.*

If yes, name of accreditation

Website for information about the accreditation

### 2. Proprietor and operator details

Proprietor name

ABN

Address for service

Operator name

ABN

Address for service

Telephone  Email

Date current operator commenced in that role

### 3. Operator representative

Name of representative

Position of representative	Community Manager		
Location within village	Community Centre		
Times available	<ul style="list-style-type: none"> <li>Monday: 9am to 5pm</li> <li>Tuesday: 9am to 5pm</li> <li>Wednesday: 9am to 5pm</li> <li>Thursday: 9am to 5pm</li> <li>Friday: 9am to 5pm</li> </ul> <p><b>Note from operator:</b> These are the hours an onsite representative is available, except for public holidays.</p>		
Telephone	03 9725 5544	Email	cherrytreegrovemanager@aveo.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	119	245	0	0
Serviced apartments	0	0	0	0
Villas or townhouses	0	0	0	0

#### Notes from operator:

- The information in this table is correct as at 31 March 2026.
- At the time this Information Statement was prepared, the proprietor was undertaking the construction of an additional 7 leasehold independent living units (also called 'terraces'). Construction of these units is expected to be completed in about October 2026. At that time, the number of leasehold independent living units will increase by 7.
- The village contains freehold units that are occupied by owner residents. Although not obliged to, an owner resident is entitled to choose whether to sell their unit as leasehold or freehold tenure. When a unit is sold on a freehold basis, the disclosure is individually prepared.

#### 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.

**Notes from the operator:**

- *The proprietor/operator of the village also cannot keep places in a residential or aged care home set aside for residents of the village.*
- *The proprietor/operator is not the registered provider of any residential or aged care home. Residents seeking entry to a colocated residential or aged care home would need to liaise directly with the registered provider of that home to secure entry.*

## 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.

Any restrictions or conditions on pet ownership are available on request.

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:

There are restrictions on residents' and/or visitors' car parking in the village. Details of parking restrictions are available on request.

## 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

*The proprietor is undertaking the construction of an additional 7 leasehold independent living units (also called 'terraces'), to*

replace 15 smaller unoccupied apartments. On completion, the number of leasehold independent living units in the village will increase by 7.

Construction timeframes (anticipated start and finish dates)

- Anticipated start: May 2026
- Anticipated finish: October 2026

### 10. Security and emergency assistance systems

The village is equipped with the following security system

CCTV at front entrance, which can be viewed by village staff.

The village is equipped with the following emergency assistance system

Emergency response system equipment is installed in common areas which allows residents to activate an emergency call when required, and each resident is provided with a wireless pendant. The emergency call system is monitored by an off-site call centre in accordance with agreed protocols. The emergency system is monitored 24 hours per day, 7 days per week.

### 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

### 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:

<input type="checkbox"/> <b>Owner Resident</b> An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	<input checked="" type="checkbox"/> <b>Non-Owner Resident</b> The resident does not own the premises but is granted a right to occupy the premises on the following basis:
<input type="checkbox"/> <b>Estate in fee simple:</b> A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.  <input type="checkbox"/> <b>Company title:</b> 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.  <input type="checkbox"/> <b>Unit trust:</b> 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.	<input type="checkbox"/> <b>Licence:</b> <input type="checkbox"/> term..... or <input type="checkbox"/> periodic tenancy  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.  <input checked="" type="checkbox"/> <b>Lease –</b> <input checked="" type="checkbox"/> term: 99 years  or <input type="checkbox"/> periodic tenancy  A resident has a leasehold interest, but does not own the unit or the land.  <input type="checkbox"/> <b>Other</b> .....

**Note from the proprietor/operator:** The village also contains strata title units that are occupied by owner residents. Although not obliged to, an owner resident is entitled to re-sell their unit on freehold tenure. When a unit is to be re-sold by an owner resident on freehold tenure, a separate information statement will be prepared, and this information statement will not apply.

### 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
30 June 2025	Surplus \$127,738	
30 June 2024	Surplus \$68,246	
30 June 2023	Surplus \$264,303	

#### 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

\$ N/A, as the capital maintenance fund was only established in the current financial year. The current balance as at the date of this information statement is: \$363,459

#### 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

Owners Corporation PS313440B – Cherry Tree Grove

Address for service of owners corporation

67-81 Maroondah Highway, Croydon VIC 3136

Description of common property

All of the common property in plan of subdivision no. 313440B

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

\$279,348

#### 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 (including reinstatement)
- Other insurances (please specify):

Associations Liability, Motor Vehicle Insurance

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

- The contents of their unit against loss, theft, damage or destruction
- 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. Residents may be required under their contract to arrange public liability insurance in relation to any motorised mobility aid.
- Other (please specify):

Workers compensation insurance for any 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 aside

\$1,500,000

Nature of risk for which funds have been set aside

Property Insurance under \$350,000 each and every claim.

## 17. Additional documents

The following documents are attached to this information statement:

- List of services and facilities provided by the operator at the village (Attachment 1) (mandatory)
- Certificates of currency for the insurances held by the operator and proprietor in respect of the village (Attachment 2) (mandatory)
- Foreign resident capital gains withholding clearance certificate (Attachment 5)

## 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.**

**Note from the proprietor/operator:** Before you enter into your residence and management contract, you are able to select between three contract options. These options are:

- **Bond**
- **Now**
- **Later**

All amounts in this information statement are GST-inclusive, unless stated otherwise. Any payments made by you under your residence and management contract may be increased by the amount of GST payable.

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
<b>Entry costs: paid before or on entering the village</b>				
Waiting list fee	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	-
Is the waiting list fee refunded on entry?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	-
Holding deposit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$10,000	On reserving a unit	
Entry payment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Varies based on contract option selected. See 'Further information'	On entry	The standard Entry Payment in the village is in the range of \$659,000 to \$1,400,000.

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
				<p>The Entry Payment for your unit depends on the contract option you select.</p> <p><b>Bond Contract</b></p> <p>An Entry Payment of between \$922,600 and \$1,960,000, which is refundable when you leave.</p> <p>The Entry Payment is 140% of the standard Entry Payment for your unit.</p> <p>The above amounts do not include the Establishment Fee (see below).</p> <p><b>Now Contract</b></p> <p>The standard Entry Payment for your unit, which is refundable when you leave.</p> <p>This amount does not include the Upfront Management Fee (see below).</p> <p><b>Later Contract</b></p> <p>The standard Entry Payment for your unit, which is refundable when you leave.</p>
Other entry fees or charges – specify:				

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information							
<b>Establishment Fee</b> (for a <b>Bond</b> contract)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	3% of the Entry Payment	On entry	This amount is not refundable, except if you leave the village within the first 6 months under the Money Back Guarantee.							
<b>Upfront Management Fee</b> (for a <b>Now</b> contract)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	20% of the Entry Payment	On entry	<p>This amount is not refundable, except if you leave the village within the first 6 months under the Money Back Guarantee.</p> <p>However, if your contract ends within the first 2 years, you will receive a partial refund of the Upfront Management Fee as follows:</p> <table border="1" data-bbox="1507 775 2074 1471"> <thead> <tr> <th data-bbox="1507 775 1850 1015">Period from the Occupation Date to the Contract End Date</th> <th data-bbox="1850 775 2074 1015">Percentage of the Upfront Management Fee refunded</th> </tr> </thead> <tbody> <tr> <td data-bbox="1507 1015 1850 1225">Under the Money Back Guarantee, within the first 6 months (see note below)</td> <td data-bbox="1850 1015 2074 1225">100%</td> </tr> <tr> <td data-bbox="1507 1225 1850 1471">2 years or less (unless the Money Back Guarantee applies)</td> <td data-bbox="1850 1225 2074 1471">100% starting on the Occupation Date, reducing to</td> </tr> </tbody> </table>		Period from the Occupation Date to the Contract End Date	Percentage of the Upfront Management Fee refunded	Under the Money Back Guarantee, within the first 6 months (see note below)	100%	2 years or less (unless the Money Back Guarantee applies)	100% starting on the Occupation Date, reducing to
Period from the Occupation Date to the Contract End Date	Percentage of the Upfront Management Fee refunded										
Under the Money Back Guarantee, within the first 6 months (see note below)	100%										
2 years or less (unless the Money Back Guarantee applies)	100% starting on the Occupation Date, reducing to										

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information	
					0% on a pro-rata daily basis over the 2 year period starting on the Occupation Date.
				More than 2 years	No refund
<p><b>Definitions</b></p> <p>For the purpose of calculating the portion of the Upfront Management Fee to be refunded to you:</p> <p><b>Contract End Date</b> means the date your residence and management contract terminates or otherwise ends.</p> <p><b>Occupation Date</b> means the earlier of the date your residence and management contract commences, and the date you commence occupation of your unit.</p>					
<p><b>Notes from the operator:</b></p> <ul style="list-style-type: none"> <li>• <b>Money Back Guarantee:</b> If you leave the village within the first 6 months under the Money Back Guarantee (as described in your residence and management contract), then the Establishment Fee or the Upfront Management Fee (as applicable) is fully refundable.</li> </ul>					

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
<ul style="list-style-type: none"> <li>No amounts are payable for stamp duty, registration fees or inclusion costs.</li> </ul>				
<b>Ongoing costs: paid while residing in the village</b>				
Rent	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	-
Maintenance charges	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$2,066.94	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Annually	These amounts: <ul style="list-style-type: none"> <li>are current to 30 June 2026 and will be updated annually with effect on each 1 July.</li> <li>may change between the date of this information statement and commencement of the resident's contract.</li> </ul>
Owners corporation fees	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	-
Optional services charges	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See 'Further information'	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Annually	Optional services charges will vary based on the services selected from time to time.
Capital maintenance fund contribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$37.14	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Annually	These amounts: <ul style="list-style-type: none"> <li>are current to 30 June 2026 and will be updated annually with effect on each 1 July.</li> <li>may change between the date of this information statement</li> </ul>

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
				and commencement of the resident's contract.
Utility charges	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See 'Further information'	When charged by the relevant supplier or the operator (as applicable)	Utility charges (e.g. for electricity and gas) are assessed on a supply and consumption basis and are payable in accordance with supply terms. This does not include water and waste removal charges, which are included in Maintenance Charges.
Council rates	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	-
Land taxes	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	-
Other ongoing fees or charges – specify:				
<ul style="list-style-type: none"> <li>Special levy</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Varies	See 'Further information'	The operator may charge a special levy if there are unexpected expenses such as major repairs. A special levy will only be charged if one has not been charged within the last 12 months.
Other costs:				
<ul style="list-style-type: none"> <li>Contents insurance</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	You are responsible for procuring contents insurance.	See 'Further information'	We recommend you have contents insurance in place. Your premium will be payable at the time agreed with your insurer. Insurance coverage of the outside of the unit is included in the maintenance charge.
<ul style="list-style-type: none"> <li>Other</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See 'Further information'	See 'Further information'	Other costs may be payable under the contract in particular circumstances

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
(e.g. if you cause damage to your home or village property, wrongly activate a fire or emergency response system, GST on certain payments etc). Please see the residence and management contract for full details.				
<b>Costs and entitlements on exit: when permanently leaving the village</b>				
Deferred management fee (% of entry payment per year)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (for a <b>Later</b> contract only; no deferred management fee applies for a <b>Bond</b> or <b>Now</b> contract)	See 'Further information'	On exit	<p><b>Later Contract</b> (only)</p> <p>The Deferred Management Fee is calculated by reference to the period from the <b>Entry Date</b> (being the earlier of the date your residence and management contract commences and the date you commence occupation of your unit) to the later of the <b>Contract End Date</b> (being the date your Residence and Management Contract terminates or otherwise ends) and the date vacant possession is given.</p> <p>If you leave the village within the first 6 months under the Money Back Guarantee, no Deferred Management Fee is payable.</p> <p>The Deferred Management Fee structure currently offered at the village is calculated as follows:</p>


Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information	
				<b>Period from the Entry Date to the later of the Contract End Date and the date vacant possession is given</b>	<b>Percentage of the Entry Payment</b>
				1 Year or less ( <b>Year 1</b> )	15% calculated on a daily basis over Year 1
				2 years or less but more than 1 Year ( <b>Year 2</b> )	15% for Year 1, plus 10% calculated on a daily basis over Year 2
				3 years or less but more than 2 years ( <b>Year 3</b> )	25% for Year 1 and Year 2 (inclusive), plus 10% calculated on a daily basis over Year 3
				More than 3 years	35%
Resident receives a share of capital gain on exit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0%	n/a	You do not receive a share of capital gain on exit.	
Resident is liable for a share of capital loss on exit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0%	n/a	You are not liable for a share of capital loss on exit.	
Other exit fees or charges – specify:					


Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
<ul style="list-style-type: none"> <li>• Outstanding fees (such as maintenance charges and fees for optional services)</li> <li>• Costs of repairing or replacing anything in the village (including your unit) that you or your invitee have damaged or destroyed</li> <li>• Costs of any outstanding maintenance or repair work for which you are responsible</li> <li>• Alternative accommodation or aged care payments made on your behalf</li> <li>• Other amounts owed to the operator under the residence and management contract or any other agreements</li> <li>• GST (where applicable)</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See 'Further information'	On exit	Other costs may be payable under the contract in particular circumstances. Please see the residence and management contract for full details.
<b>Ad Hoc fees and fees for service</b>				
Other one-off or ad-hoc fees or charges – specify:				
N/A				

**Note from the proprietor/operator:** See Attachment 4 for details on how the exit entitlement is calculated.



## 21. Attestation

<b>Operator attestation</b>	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	Ryan Davis, General Counsel – Seniors Living (the operator's agent/representative)
Date	18 June 2026

<b>Proprietor attestation</b>	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	Ryan Davis, General Counsel – Seniors Living (the operator's agent/representative)
Date	18 June 2026

# 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 provided to all residents (mandatory)			
Operate the village for the benefit and enjoyment of residents	Mandatory	Included in maintenance charge	
Engage staff and contractors necessary for the operation of the village, which may include a village manager, cleaning and maintenance personnel, security personnel, personal care and nursing personnel and/or relief personnel	Mandatory	Included in maintenance charge	
Manage the community areas and facilities	Mandatory	Included in maintenance charge	
Clean, maintain and repair the community areas and facilities	Mandatory	Included in maintenance charge	
Maintain and update safety and emergency procedures for the village	Mandatory	Included in maintenance charge	
Maintain the 24 hour emergency call system (if applicable)	Mandatory	Included in maintenance charge	
Monitor and eradicate pests (including termites) in the community centre	Mandatory	Included in maintenance charge	
Test, monitor and maintain fire-fighting and protection equipment in the village	Mandatory	Included in maintenance charge	
Manage all aspects of security at the village	Mandatory	Included in maintenance charge	
Maintain any licences required in relation to the village	Mandatory	Included in maintenance charge	
Arrange for secretarial, book-keeping, accounting and legal	Mandatory	Included in maintenance charge	

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
services necessary for the operation of the village			
Pay operating costs in connection with the ownership and operation of the village	Mandatory	Included in maintenance charge	
Maintain insurances relating to the village that are contemplated by the residence and management contract that the operator deems appropriate	Mandatory	Included in maintenance charge	
Comply with the Retirement Villages Act 1986 (Vic)	Mandatory	Included in maintenance charge	
Facilities provided to all residents (mandatory)			
<ul style="list-style-type: none"> <li>• Activities or games room</li> <li>• Arts and crafts room</li> <li>• Auditorium</li> <li>• BBQ area</li> <li>• Billiards room</li> <li>• Bowling green (indoor and outdoor)</li> <li>• Community room or centre</li> <li>• Gym</li> <li>• Hairdressing or beauty room</li> <li>• Library</li> <li>• Medical consultation room</li> <li>• Swimming pool (indoor, heated)</li> <li>• Shuttle bus</li> <li>• Spa (indoor and heated)</li> <li>• Other: <ul style="list-style-type: none"> <li>○ Café</li> <li>○ Cinema</li> <li>○ Croquet lawn</li> </ul> </li> </ul>	Mandatory	Included in maintenance charge	Services provided at these facilities may be subject to user charges.

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
<ul style="list-style-type: none"> <li>○ Private dining room</li> <li>○ Sports lounge</li> </ul>			
Optional and other services (not funded by maintenance charges)			
<p>Optional services available are:</p> <ul style="list-style-type: none"> <li>• Excursions</li> <li>• Hairdresser</li> <li>• Exercise physiologist</li> <li>• General Practitioner services</li> <li>• Health and wellness services</li> <li>• Support at Home case management</li> <li>• Osteopath services</li> <li>• Personal assistance</li> <li>• Physiotherapy services</li> <li>• Podiatrist</li> <li>• Water movement classes</li> <li>• Gardening services</li> <li>• Maintenance services</li> <li>• Resident guest meals</li> </ul>	Optional	Fee for service — available on request from the village manager	<p><b>Changes to services:</b> The type, availability and price of optional services may change from time to time. Please contact the village manager for current details.</p> <p><b>Additional services:</b> Additional services may be offered by third parties from time to time.</p> <p><b>Aveo Home Care Services:</b> The operator's related party, Aveo Home Care Services Pty Ltd, also currently provides a range of additional services on a fee for service basis, subject to availability. In addition, you may be eligible to receive government funded services through this related party under the Commonwealth Home Support Program. Please see the village manager for further information. This related entity may change from time to time, or available additional services may be offered by a third party.</p>
Total mandatory service and facility charges		\$N/A (included in the maintenance charges in Part B above)	
Total optional and mandatory services and facilities charges		\$N/A (varies depending on the optional services selected by you, if any)	

# 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):

**Note from the proprietor/operator:** *The insurance described in this table is public liability insurance. The above risks are only covered where the proprietor/operator (or another insured party) is legally liable for the relevant injury or damage.*

Name of insurer

Probitus  
Markel Insurance Company  
Chubb Insurance Australia Limited  
HDI Global SE

Amount insured

\$150,000,000

Period of cover

31 May 2026 – 31 May 2027

Premium

\$17,420

Excess

\$50,000

Exclusions

Management liability, asbestos, aircraft and watercraft, war. Please request a copy of the Products Disclosure Statement for a full list of exclusions.

Other information:

The above insurance is held by Hydra RL TopCo Pty Ltd (Australia), Aveo Group Pty Ltd, Aveo Group Trust and Aveo Funds Management Pty Ltd on behalf of itself and other named entities, including the proprietor/operator.

## 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
  - Storm, wind or hail
  - Rainwater damage
  - Burst pipes or sudden water leaks
  - Vandalism
  - Flood
- Other risks covered (please specify):

Name of insurer

XL Insurance Company SE (AXAXL)  
AAI Limited trading as Vero Insurance  
HDI Global SE Australia  
Insurance Australia Limited trading as CGU Insurance  
AIG Australia Limited

Amount insured

\$203,461,325

Period of cover

31 May 2026 – 31 May 2027

Premium

\$132,775

Excess

\$10,000

Exclusions

War, act of terrorism, pollution, erosion, subsidence, wear tear, faulty workmanship. Please request a copy of the Products Disclosure Statement for a full list of exclusions.

Other information

The above insurance is held by Hydra RL TopCo Pty Ltd (Australia), Aveo Group Pty Ltd, Aveo Group Trust and Aveo Funds Management Pty Ltd on behalf of itself and other named entities, including the proprietor/operator.

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Associations Liability
Name of insurer	Vero Insurance
Amount insured	\$5,000,000
Period of cover	31 May 2026 – 31 May 2027
Premium	\$1,218
Excess	\$2,500
Exclusions	Asbestos, bodily injury, employers liability, intentional misconduct. Please request A copy of the product disclosure statement for full list of exclusions.
Other information	The above insurance is held by Hydra RL TopCo Pty Ltd (Australia), Aveo Group Pty Ltd, Aveo Group Trust and Aveo Funds Management Pty Ltd on behalf of itself and other named entities, including the proprietor/operator.

**Other insurance (specify, and attach additional pages if needed)**

The nature of the risk insured against	Motor Vehicle Insurance
Name of insurer	CGU Insurance
Amount insured	Market Value
Period of cover	31 May 2026 – 31 May 2027
Premium	\$2,209
Excess	\$500
Exclusions	Lawful Seizure, Loss of use, pre-existing damage, theft of unlocked/unsecured vehicle, structural, mechanical, electrical failure. Please request a Product Disclosure Statement for full list of exclusions.
Other information	The above insurance is held by Aveo Group Pty Ltd on behalf of itself and other named entities, including the proprietor/operator.

# Attachment 2A: Certificates of insurance

See attached.

# 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.

**Note from the proprietor/operator:** *The holding deposit is dealt with as agreed between the parties and is not regulated under the Sale of Land Act 1962.*

**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.

**Note from the proprietor/operator:** *The maintenance charge may, in certain circumstances, be increased above the CPI-adjusted cap without a special resolution of residents — for example, to the extent the increase represents rates, taxes or charges levied under an Act — as further detailed in section 38 of the Retirement Villages Act 1986 (Vic).*

**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.

# Attachment 4: Exit entitlement information

**Note from the proprietor/operator:** The proprietor/operator provides the following information about the exit entitlement payable to you by the proprietor/operator when you permanently leave the village.

## What will be paid to you

### Bond Contract

- Repayment of the Entry Payment
- Repayment of the Establishment Fee, if you change your mind and leave the village within the first 6 months under the Money Back Guarantee.

### Now Contract

- Repayment of the Entry Payment
- Repayment of:
  - 100% of the Upfront Management Fee, if you change your mind and leave the village within the first 6 months under the Money Back Guarantee; or
  - a portion of the Upfront Management Fee if your contract ends within the first 2 years, calculated as follows:

Period from the Occupation Date to the Contract End Date	Percentage of the Upfront Management Fee refunded
Under the Money Back Guarantee, within the first 6 months (see note below)	100%
2 years or less (unless the Money Back Guarantee applies)	100% starting on the Occupation Date, reducing to 0% on a pro-rata daily basis over the 2 year period starting on the Occupation Date.
More than 2 years	No refund

For the purpose of calculating the portion of the Upfront Management Fee to be refunded to you:

**Contract End Date** means the date your residence and management contract terminates or otherwise ends.

**Occupation Date** means the earlier of the date your residence and management contract commences, and the date you commence occupation of your unit.

### Later Contract

- Repayment of the Entry Payment

## What you will pay to us

When we repay you the relevant amount above, you will pay to us and we will set off against it:

- if you select a **Later Contract**, the Deferred Management Fee (unless you change your mind and leave the village within the first 6 months under the Money Back Guarantee); and
- any outstanding maintenance charges, fees for optional services or other amounts or charges payable under the contract, amounts payable in respect of renovation, repairs or restoration of the unit, and any accommodation payments made by us on your behalf to an approved provider of a residential care home in which you reside or propose to reside, or an alternative accommodation provider.

## When your exit entitlement will be paid to you

Your exit entitlement is paid by the earliest of:

- 14 days after receipt of the next entry payment;
- 14 days after the next resident takes possession of the unit; and
- 6 months from the date your residence and management contract ends and vacant possession is given.

However, if you leave the village within the first 6 months after the Money Back Guarantee (as described in your residence and management contract), then the repayment date is 14 days after your residence and management contract ends and you give vacant possession.

# Attachment 5: Foreign Resident Capital Gains Withholding Clearance Certificate

See attached