Name of Village: Holy Spirit Home

Important information for the prospective resident

The Retirement Villages Act 1999 requires a retirement village operator to provide a Prospective Costs Document to a person at least 21 days before the operator and the person enter into the contract.

The Prospective Costs Document refers to a specific unit in the retirement village and gives details about:

- The costs of entering this retirement village
- The current ongoing costs of living in this retirement village
- The estimated costs you will pay if you leave this unit after 1, 2, 5 and 10 years of residence
- The estimated exit entitlement you will receive if you leave this unit after 1, 2, 5 and 10 years of residence.

The operator may request information from you to assist with preparing a Prospective Costs Document for the specific accommodation unit you are interested in. The operator is required to give the Prospective Costs Document to you within 7 days of you supplying this information.

It is important that you understand the information in this document and its implications for you as a resident. It is not a substitute for reading the full terms of your residence contract and seeking independent legal advice.

By law, you must have a copy of your residence contract, Village Comparison Document, Prospective Costs Document for your contract, the village by-laws and any other required documents for at least 21 days before you and the operator enter into the residence contract.

If there is a change, other than a minor change as defined in the Act, in any of the information in these documents, the operator must give you details of the change 21 days before you enter into the 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 about the residence contract from a Queensland lawyer.

If you sign a residence contract, you have a 14 day cooling-off period, after both parties have signed the contract, should you change your mind. If you withdraw from the residence contract during the cooling-off period, you are entitled to immediately receive a full refund of any ingoing contribution that you paid.
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 villages.
  - 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.

Part 1 – General information

<table>
<thead>
<tr>
<th>1.1 Name of retirement village</th>
<th>Holy Spirit Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Address of retirement village</td>
<td>Street Address: 736 Beams Road</td>
</tr>
<tr>
<td>Suburb: Carseldine  State: Qld  Post Code: 4034</td>
<td></td>
</tr>
<tr>
<td>1.3 Prospective resident/s</td>
<td>Preferred title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other (specify) ……</td>
</tr>
<tr>
<td>First name ………….. Last name …………………………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>Address ………………………………………………………………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>Suburb ……………………… State …………… Post Code………..</td>
<td></td>
</tr>
<tr>
<td>Phone ………………… Email …………………………………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>Preferred title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other (specify) ……</td>
<td></td>
</tr>
<tr>
<td>First name ………….. Last name …………………………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>Address ………………………………………………………………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>Suburb ……………………… State …………… Post Code………..</td>
<td></td>
</tr>
<tr>
<td>Phone ………………… Email …………………………………………………………………………………………………………………</td>
<td></td>
</tr>
</tbody>
</table>
1.4 Signature and confirmation of operator of retirement village

I, ...................................................... of St Vincent’s Care Services Carseldine Ltd, Level 3, East Tower, 25 Montpelier Road, Bowen Hills QLD 4006 being the agent/representative of the operator of the retirement village certify the following information is correct as at ……/……/…….

Signature: ........................................... Date signed: ……/……/……

1.5 Signature and confirmation of prospective resident

This Prospective Costs Document was given on ……/……/……

Signature of prospective resident ........................................................

Signature of prospective resident ........................................................

**Note:** All amounts in this Prospective Costs Document are GST inclusive, unless stated otherwise where that is permitted by law.

### Part 2 – Your Accommodation Unit details

#### 2.1 Number / Address of Accommodation Unit (the Unit)

<table>
<thead>
<tr>
<th>Apartment / Villa Number</th>
<th>Block / wing</th>
<th>Street Address</th>
<th>Suburb</th>
<th>State</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>..........................</td>
<td></td>
<td>736 Beams Road</td>
<td>Carseldine</td>
<td>QLD</td>
<td>4034</td>
</tr>
</tbody>
</table>

#### 2.2 The Unit is:

- Independent Living Unit
  - One bedroom
  - One bedroom + study
  - Two bedrooms
  - Two bedrooms + study
  - Three bedrooms
  - Three bedrooms + study

- Villa Unit
  - One bedroom
  - Two bedrooms

#### 2.3 The tenure of the Unit is:

- Licence (non-owner resident)
- Rental (non-owner resident)

#### 2.4 The car parking for the Unit is:

- Own garage or carport attached to the unit
- Own garage or carport separate from the unit
- Own car park space adjacent to the unit
- Own car park space separate from the unit
- General car parking is available in the village
- No garage, carport or car parking provided
- Other [specify] ..............................................................
2.5 Unit layout and access and design features

Details of the layout of the Unit are shown in the layout plan attached to this Prospective Costs Document. The layout plan also shows the location, size, and other features for any separate carport, garage, storage or other areas for the Unit.

All areas, measurements, layouts and distances referred to in the layout plan represent indicative approximations only. The plan has been prepared for marketing purposes only and minor variations may apply. The unit may be the mirror image of the layout plan. The Village Operator recommends that the resident inspect the unit before entering into the residence contract.

The Unit has the following access and design features:

- ☐ Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs)
- ☐ Alternatively, a ramp, elevator or lift allows entry into the unit
- ☒ Step free (hobless) shower
- ☒ Width of doorways allow for wheelchair access
- ☒ Toilet accessible in a wheelchair
- ☐ Other [specify] .................................................................

2.6 The following fixtures, fittings and furnishings will be provided in the Unit:

[Insert applicable list]

[Insert the following list for Apartments and amend as required]

**General**

- All walls painted finish
- All ceilings painted finish
- Doors, architraves and skirtings painted finish
- Sliding aluminium patio doors
- Satin finish door handles
- Aluminium framed tinted sliding windows
- Security screens
- Selected light fittings
- Carpet (to selected areas)
- Ceiling fans
- Pay TV and internet cable access points
- Easy access power points
- Multiple telephone points
- Nurse call point
- Air conditioning to lounge and main bedroom
- Cupboard space

**Kitchen**

- Floor tiles
- Bench tops and cupboards
- Ceramic wall tiles
- Cook top
- Range hood
- Elevated wall-oven
- Stainless steel double sink with chrome mixer tap
- Microwave recess
- Refrigerator recess
- Provision for dishwasher

**Laundry**
- Domestic clothes dryer
- Stainless steel laundry tub
- Floor tiles
- Wall tiles to wet areas
- Internal pull-down clothes hoist

**Bathroom**
- Floor tiles
- Ceramic wall tiles
- Shower rose and assistance rail
- Pivot glass door shower screen
- Heater light
- Exhaust fan
- Wall mirror
- Dual-flush toilet suite
- Semi-recessed basin
- Chrome tap ware, toilet roll holder and towel rails

*Delete if inapplicable to unit*

**Courtyards**
- Fully maintained combination paved and garden bed area
- Garbage bin
- [Delete if inapplicable to unit] Privacy screening

**Undercover car park**
- Secure remote access doors
- [Delete if inapplicable to unit] Allocated car space
- Allocated lockable storage cabinet
- 24 hour security lighting

*Insert the following list for Villas and amend as required*

**General**
- All walls painted finish
- All ceilings painted finish
- Doors, architraves and skirtings painted finish
- Sliding aluminium patio doors
- Satin finish door handles
- Aluminium framed sliding
- [Delete if inapplicable to unit] Security screens
- Selected light fittings
- Carpet (to selected area)
- Floor tiles (to selected area)
- [Delete if inapplicable to unit] Ceiling fans
- TV points
- Easy access power points
- Multiple telephone points
- Multiple nurse call points
- Air conditioning to lounge and main bedroom
### Kitchen
- Floor tiles
- Bench tops and cupboards
- Ceramic wall tiles
- Cook top
- Range hood
- Elevated wall oven
- Stainless steel double sink with chrome mixer tap
- Microwave recess
- Refrigerator recess

### Laundry
- Stainless steel laundry tub
- Floor tiles
- Wall tiles to wet areas

### Bathroom
- Floor tiles
- Ceramic wall tiles
- Shower rose and assistance rail
- Shower screen
- Exhaust fan
- Vanity mirror
- Double flush toilet suite
- Vanity basin
- Tapware, toilet roll holder and towel rails

<table>
<thead>
<tr>
<th>2.7 The land is subject to the following encumbrances, endorsements or other charges:</th>
<th>Real property description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lot 149 on RP214968, Title Reference 17142158</td>
<td><strong>Leases to (other than leases to residents):</strong></td>
</tr>
<tr>
<td></td>
<td>o Lease no. 706446752 to St Vincent’s Care Services Carseldine Ltd ACN 094 645 262 over Lease G on SP 156360</td>
</tr>
<tr>
<td></td>
<td>o Lease no. 710381949 to St Vincent’s Care Services Carseldine Ltd ACN 094 645 262 of Lease G on SP 156360</td>
</tr>
<tr>
<td></td>
<td>o Lease no. 710381953 to St Vincent’s Care Services Carseldine Ltd ACN 094 645 262 of Lease G on SP 156360</td>
</tr>
<tr>
<td></td>
<td>o Lease no. 716088817 to Vodafone Network Pty Ltd ACN 081 918 461 of Lease A on SP 138596</td>
</tr>
<tr>
<td></td>
<td>o Lease no. 716088824 to Vodafone Network Pty Ltd ACN 081 918 461 of Lease A on SP 138596</td>
</tr>
</tbody>
</table>

| **Easements to (other than easements to residents):** |
| o Easement in gross no. 713100178 burdening the land to Brisbane City Council over Easement H on SP 223468 |
### Part 3 – Ingoing contribution and other entry costs – to move into the Unit

3.1 To become a resident, you must pay these amounts:

- ☑ an ingoing contribution of $……………………………………………………
- □ (freehold / strata title residents) the purchase price of your Unit of $…
  (including any deposit of $……………)
- □ transfer or stamp duty of $……………………………………………………
- □ costs related to your residence contract of $……………………………………
- □ costs related to any other contract of $ ……………………… [specify]
- □ [number, specify weeks / months etc] advance payment of General Services Charge of $……………… (this amount may be adjusted based on the final contract date)
- ☑ other costs of **$605.00** for Administration Fee

3.2 The total amount payable on entry is:

$ ……………………………………………………………………………………

**Note:** You may have additional costs in seeking your own legal or financial advice.

### Part 4 – Ongoing costs - to live in the Unit

To live in the Unit in the village, you must pay the following charges and costs:

4.1 General Services Charge is:

- Currently $ ………………. [insert] per day billed monthly in advance on the seventh day of the month for that month

4.2 Maintenance Reserve Fund contribution is:

- Currently $………………… [insert] per day billed monthly in advance on the seventh day of the month for that month.

4.3 Personal services charge for selected services (if known) are:

- Service [specify]……………. currently $ ……… per ………………… [specify period]
- Service [specify]……………. currently $ ……… per ………………… [specify period]

4.4 Other regular ongoing fees or charges

- Currently $ ………………. [insert] per ………………………………… [specify period]

4.5 Total regular ongoing costs are:

- Currently $ ………………. [insert] per day billed monthly in advance (excluding items shown below)
4.5 Costs for the Unit not included in the General Services Charge, which the resident pays for separately:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Building insurance</td>
<td>(if the Unit is free standing and the lot is owned by the resident)</td>
</tr>
<tr>
<td>☑ Contents insurance</td>
<td></td>
</tr>
<tr>
<td>☐ Council rates of $ ……………… per year</td>
<td></td>
</tr>
<tr>
<td>☐ Water rates</td>
<td></td>
</tr>
<tr>
<td>☑ Utilities – electricity, gas</td>
<td></td>
</tr>
<tr>
<td>☑ Telephone</td>
<td></td>
</tr>
<tr>
<td>☑ Internet</td>
<td></td>
</tr>
<tr>
<td>☑ Pay TV</td>
<td></td>
</tr>
<tr>
<td>☐ Other /optional services – Extra Person Charge (applicable only where more than 2 persons occupy the unit for more than 28 days in any 6 month period) at $30.00 per additional person per fortnight, [insert details of any other costs or delete the following]</td>
<td>[provide details e.g. costs to use a garage / carport /storage area] ……………… at $………… for …….. [specify time period]</td>
</tr>
</tbody>
</table>

4.6 Other occasional or ongoing costs for repair, maintenance and replacement of items in the unit that the resident pays for include:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Unit fixtures</td>
<td></td>
</tr>
<tr>
<td>☑ Unit fittings</td>
<td></td>
</tr>
<tr>
<td>☑ Unit appliances</td>
<td></td>
</tr>
<tr>
<td>☐ None</td>
<td></td>
</tr>
</tbody>
</table>

Residents must, at their expense, maintain the interior of the unit, all fixtures and fittings therein, the immediate surrounds of the unit and all fixtures, fittings, furniture, furnishings, equipment, appliances and other property in, on or attached to the unit belonging to the Village Operator or the resident in good order and repair, and replace those items if they are worn out or cannot reasonably be repaired (including, for example, day-to-day maintenance, replacing broken light bulbs, heating elements and smoke detector batteries, carpet cleaning and repairing and replacing floor coverings).

Residents must, at their expense, repair or replace any fixtures, fittings, furniture, furnishings, equipment, appliances and other property in, on or attached to the unit belonging to the Village Operator that is damaged by the resident (or any agent, contractor, licensee, invitee or visitor of the resident) or subjected to accelerated wear due to the act, omission, negligence or default of the resident (or any agent, contractor, licensee, invitee or visitor of the resident).

Residents must, at their expense, keep the unit, including its exterior and surrounds, clean and free from rubbish, vermin, white ants, insects and pests, including by cleaning windows, removing cobwebs and sweeping patios.

A resident may elect, with the Village Operator’s consent, to maintain one or more garden beds within the village (usually located around the perimeter of
the resident’s unit). The resident may notify the Village Operator at any time that the resident no longer wishes to maintain the garden bed, in which case the Village Operator will assume that responsibility.

If the resident’s unit contains an outdoor blind, the resident must, at the resident’s expense, at all times keep the remote controlled outdoor blind on the balcony in good order and condition, including by repairing and maintaining the same and (if the blind is worn out or cannot reasonably be repaired), replacing it.

### 4.7 Insurance policies taken out by the village operator include:

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
<th>Excess</th>
<th>Insurer</th>
<th>Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Special Risks / Property Insurance</td>
<td>The maximum limit of liability in an occurrence, including any insured Time Element loss will not exceed $1,200,000,000.</td>
<td>$25,000 for any one event</td>
<td>Factory Mutual Insurance Company</td>
<td>Current to 30th April 2020 at 4:00pm</td>
</tr>
<tr>
<td>Professional Indemnity Insurance</td>
<td>$20,000,000 any one claim and $60,000,000 in the aggregate during the policy period</td>
<td>$5,000 each and every claim (inclusive of costs)</td>
<td>AAI Limited trading as Vero Insurance</td>
<td>Current to 30th October 2020 at 4:00pm</td>
</tr>
<tr>
<td>General and Products Liability</td>
<td>$250,000,000 any one occurrence or in respect of Products in the aggregate</td>
<td>$10,000 each and every occurrence</td>
<td>Catholic Church Insurances Limited</td>
<td>Current to 30th October 2020 at 4:00pm</td>
</tr>
<tr>
<td>Umbrella liability</td>
<td>$50,000,000 any one claim, in excess of $250,000,000 any one claim</td>
<td>Excess of underlying policies</td>
<td>Chubb Insurance Australia Limited</td>
<td>Current to 30th October 2020 at 4:00pm</td>
</tr>
<tr>
<td>Comprehensive Crime</td>
<td>$10,000,000 any one claim and in the aggregate</td>
<td>$250,000 each and every loss all other claims; but No Deductible Amount shall apply to: (i) Superannuation Funds; or (ii) Expense Coverage provided pursuant to Insuring Clause J (Expense Coverage).</td>
<td>Chubb Insurance Australia Limited</td>
<td>Current to 30th October 2020 at 4:00pm</td>
</tr>
<tr>
<td>Insurance Type</td>
<td>Description</td>
<td>Limit</td>
<td>Insurance Provider</td>
<td>Expiry Date</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------</td>
<td>-------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Workers' Compensation</td>
<td>Full amount of employer's liability under the Workers' Compensation and Rehabilitation Act 2003</td>
<td>Not advised</td>
<td>WorkCover Queensland</td>
<td>Current to 30th June 2020 at 12 midnight</td>
</tr>
<tr>
<td>Employment Practices Liability Insurance</td>
<td>$7,500,000 any one claim and in the aggregate</td>
<td>$100,000 each and every claim</td>
<td>Chubb Insurance Australia Limited</td>
<td>Current to 30th April 2020 at 4:00pm</td>
</tr>
<tr>
<td>Motor Vehicle Insurance</td>
<td>Section 1 Own Vehicle Damage Market value unless specifically stated otherwise in the Policy Schedule whichever is the lesser. Additional Vehicle Limit Market Value or $500,000 any one vehicle whichever is the lesser. Section 2 and 3 Combined Limit Any One Event $35,000,000. Section 2 and 3 are subject to Carriage of Hazardous Goods Limit $1,000,000</td>
<td>$500 each and every claim except $50 personal property claims</td>
<td>CGU Insurance Limited</td>
<td>Current to 30th October 2020 at 4:00pm</td>
</tr>
<tr>
<td>Voluntary Workers Insurance</td>
<td>$2,500,000 or any one period of insurance</td>
<td>Variable as contained in the policy wording</td>
<td>Chubb Insurance Australia Limited - 55% AIG Australia Limited - 30% Zurich Australian Insurance Limited - 15%</td>
<td>Current to 30th October 2020 at 4:00pm</td>
</tr>
</tbody>
</table>
Part 5 – Exit fee, reinstatement of Unit and other exit costs - when you leave the Unit

On termination of your residence contract and leaving the Unit, the following exit fee and other exit costs will be payable to the operator. This exit fee is also referred to as a ‘deferred management fee’ (DMF).

5.1 Do you pay any exit fee when you leave the Unit?

☒ Yes ☐ No

5.2 Exit fee for the Unit is:

<table>
<thead>
<tr>
<th>Time period from date of occupation of your Unit to the date you cease to reside in your Unit</th>
<th>Exit fee calculation based on:</th>
<th>Exit fee payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year</td>
<td>7% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>2 years</td>
<td>13% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>3 years</td>
<td>18% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>4 years</td>
<td>22% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>5 years</td>
<td>25% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>6 years</td>
<td>27% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>7 years</td>
<td>29% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>8 years</td>
<td>31% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>9 years</td>
<td>33% of your ingoing contribution</td>
<td>$……………</td>
</tr>
<tr>
<td>10 years</td>
<td>34% of your ingoing contribution</td>
<td>$……………</td>
</tr>
</tbody>
</table>

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

The maximum (or capped) exit fee is 34% of your ingoing contribution – i.e. $……………[insert] - after 10 years of residence.

The minimum exit fee is 1 day/365 days (1 day/366 days in a leap year) of 7% of your ingoing contribution – i.e. $…………… [insert] - if the period of occupation is 1 day.

Your exit fee is calculated depending in the period from the date of your residence contract until you cease to reside in the unit or, if your relative (within the meaning of the Retirement Villages Act 1999 (Q)) resides in the unit under section 70B (2) of that Act, the sooner of the
day your relative vacates the unit or the day that is three months after your right to reside under the residence contract is terminated.

For simplicity, this document assumes that this period for calculating your exit fee commences on your date of occupation of the unit and ceases when you cease to reside in the unit. However, this is subject to the terms of your residence contract and the *Retirement Villages Act 1999* (Q).

Also refer to the estimated exit entitlement table in Part 6.

| 5.3 Reinstatement costs for the Unit when you leave include: | ☑ All costs of replacement and repairs reasonably necessary to return your Unit to the condition it was in when you moved in, apart from fair wear and tear and any reinstatement works or changes to the condition of the Unit carried out with the agreement of the operator and resident |
| 5.4 Renovation costs for the Unit when you leave are: | ☐ ............... % of any renovation costs payable by you, based on the same proportion you are to share in any capital gain on the sale of your Unit under your residence contract |
| 5.5 Sale costs for the Unit (incurred by the operator in selling the right to reside in the Unit) include: | ☐ ........% of the agreed marketing and advertising costs, currently approximately $ ........... | ☑ 100% of the legal costs, currently set at $250.00 |
| | ☐ ........% of valuer's fee (if you and operator cannot agree on resale value) |
| | ☐ other [specify] ................................................................. |

**Note:** The sale costs must be based on the actual costs for the sale of your Unit and is allocated in the same proportion as you and the operator share the gross ingoing contribution on the sale of the right to reside under your residence contract. If you engage a real estate agent to sell the right to reside in the Unit you must pay the real estate agent’s costs and commission.
5.6 Ongoing charges after vacating your Unit and until the right to reside in the Unit is sold to the next resident are:

- General Services Charge and Maintenance Reserve Fund contribution at full rate for 90 days unless the right to reside in the Unit is sold earlier currently $............ [insert] per day billed monthly in advance on the seventh day of the month for that month.

- From 90 days up to 9 months after leaving your Unit unless the right to reside in your Unit is sold earlier, you and the operator pay the General Services Charge and Maintenance Reserve Fund contribution in the same proportion as you and the operator share the gross incoming contribution on the sale of the Unit.

- Personal services charge until 28 days after termination of your right to reside in the Unit due to your death

OR

- Personal services charge until:

  (a) unless paragraph (b) below applies – the expiry of the notice period for a notice of termination of the residence contract given by the resident or the Village Operator; or

  (b) if a notice period referred to in paragraph (a) above is extended – 14 days after the end of the extended notice period.

5.7 Other exit costs that you may need to pay include:

- Other costs – Termination Administration Costs (currently $250.00)

  ☐ None

Part 6 – Exit entitlement for license unit

*An exit entitlement is the amount the operator may be required to pay you under your residence contract after your right to reside is terminated and you leave the unit.*

6.1 How is the exit entitlement which the operator will pay you worked out?

The exit entitlement is equal to your incoming contribution:

- Less: the exit fee (see item 5.2)

- Less: the Termination Administration Costs (see item 5.7)

- Less: the share of the costs the Village Operator incurs in finding a new resident for the unit that the resident must pay under their residence contract

- Less: the cost (if any) of reinstatement work

- Less: any other amount payable by you pursuant to your residence contract or the Retirement Villages Act 1999 (Q), or which constitute a debt owing by the resident to the Village Operator.

Refer to table over page for estimated exit entitlements.
6.2 Capital gain – Will you be entitled to share in any capital gain on your unit (if the next resident pays a higher in-going contribution than you paid)?

☐ Yes ☒ No

6.3 Capital loss – Will you be required to share in any capital loss on your unit (if the next resident pays a lower in-going contribution than you paid)?

☐ Yes ☒ No

6.4 When is the exit entitlement payable?

☒ 90 days after you provide vacant possession of the unit (where you have been admitted as a permanent resident into a Residential Aged Care Facility operated by the Village Operator or St Vincent’s Care Services Ltd and there is no other person to legally reside in the unit) to 18 months after your residence contract terminates, unless your Unit is resold earlier. If this happens you will be paid your exit entitlement within 14 days after the settlement of the sale of the right to reside to the next resident or the operator.

Note: By law, your exit entitlement must be paid to you by the operator no later than 18 months after the termination date of your residence contract, even if the right to reside in your unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). An operator is entitled to see the probate or letters of administration before paying the exit entitlement of a former resident who has died.
## Part 7 – Estimated resident exit entitlements when resident exits after 1, 2, 5 and 10 years of residence

The estimated refund does not include amounts for outstanding General Services Charge, Maintenance Reserve Fund contribution or personal services charges, if applicable. These amounts may further reduce your estimated exit entitlement payment.

**Base Amount** is the Ingoing contribution $……………

<table>
<thead>
<tr>
<th>Exit after 1 year residence</th>
<th>Exit after 2 years residence</th>
<th>Exit after 5 years residence</th>
<th>Exit after 10 years residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund of ingoing contribution paid by you</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>If applicable, estimated resale price / next resident ingoing contribution*</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>If applicable, [plus or minus] your share of estimated capital [gain or loss] based on the difference between your ingoing contribution and the estimated resale price / next resident ingoing contribution</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Minus estimated exit fee, based on:</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>• 7% after 1 year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 13% after 2 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 25% after 5 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 34% after 10 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>o of your ingoing contribution</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minus estimated sales costs</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Minus estimated legal costs</td>
<td>$250.00</td>
<td>$250.00</td>
<td>$250.00</td>
</tr>
<tr>
<td>Minus estimated Termination Administration Costs</td>
<td>$250.00</td>
<td>$250.00</td>
<td>$250.00</td>
</tr>
<tr>
<td><strong>Total estimated exit entitlement payable to resident (excluding estimated reinstatement and renovation costs)</strong> (no later than 18 months after termination of residence contract - refer to Item 6.4 for details)</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Minus estimated reinstatement costs (refer Item 5.3) Not presently quantifiable – dependent on factors such as any accelerated wear and damage caused to the unit by individual residents during their occupancy</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Minus estimated renovation costs (if applies – refer Item 5.4)</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td><strong>Total estimated exit entitlement payable to resident</strong> (no later than 18 months after termination of residence contract - refer to Item 6.4 for details)</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>
*The estimated resale price / next ingoing contribution for the Unit is based on the operator's estimate of N/A% annual capital growth on the market value of the Unit OR
The estimated resale price / next ingoing contribution for the Unit is based on factors other than or in addition to the market value of the Unit
The operator does not warrant that the resale prices or next ongoing contribution used in the calculation estimates will in fact be achieved at the time of resale / next ingoing contribution.
Actual reinstatement costs will be subject to entry and exit condition reports at the time of termination.
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 Village 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 any 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 attached and is also available on 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/retirementvillages

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](http://www.caxton.org.au)

**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

**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](http://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](http://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](http://www.justice.qld.gov.au)