

# 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.

## 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**.

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

**Amharic** በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪ.ኤ.ቲ.ቲ. ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኙዎት 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

Templestowe Manor

Village street address

410-418 Thompsons Road, Templestowe Lower VIC 3107

Village postal address

410-418 Thompsons Road, Templestowe Lower VIC 3107

Is the village accredited by a recognised industry association?

Yes

No

If yes, name of accreditation

Website for information about the accreditation

### 2. Proprietor and operator details

**Proprietor name**

Owners Corporation PS 406044S (No 1) and  
Owners Corporation PS 406044S (No 2)

ABN /ACN

59 689 484 840  
85 269 925 935

Address for service

410-418 Thompsons Road, Templestowe Lower VIC 3107

**Operator name**

RSL Care RDNS Limited

ABN /ACN

90 010 488 454

Address for service

Level 3, 44 Musk Avenue  
Kelvin Grove QLD 4509

Telephone

1300 22 11 22

Email

rlsupport@boltonclarke.com.au

Date current operator commenced in that role

30 May 2024

### 3. Operator representative

Name of representative	Guy Marinucci		
Position of representative	Senior Village Manager		
Location within village	NA		
Times available	Business hours (Monday-Friday, 10am-4pm)		
Telephone	0499 714 196	Email	rlsupport@boltonclarke.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	20			
Serviced apartments				
Villas or townhouses				

### 5. Residents committee

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

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

### 6. Onsite or attached residential or aged care home

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

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

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

### 7. Village facilities and services

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

The attachment includes details of:

- services and facilities funded by maintenance charges

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

## 8. Lifestyle and village rules

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

Are there any restrictions on residents keeping pets?

Yes  No

If yes, provide details on restrictions below:

Reasonable restrictions apply (available upon request)

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

Are residents permitted to undertake gardening in areas adjacent to their premises?

Yes  No

Does the village organise regular social activities and events for residents?

Yes  No

Additional details:

Reasonable restrictions apply (available upon 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

Construction timeframes  
(anticipated start and finish dates)

## 10. Security and emergency assistance systems

The village is equipped with the following security system

Nil

The village is equipped with the following emergency assistance system

Duress buttons in all units – calls to system monitored off site 24 hours/7 days. An emergency duress pendant will be provided upon request.

## 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	
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The village offers the following rights to occupy:

<input checked="" 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 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 checked="" 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>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

<p><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.</p> <p><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.</p>	<p>unit or land, but has a contractual right to reside there.</p> <p><input type="checkbox"/> <b>Lease</b> – <input type="checkbox"/> term.....or <input type="checkbox"/> periodic tenancy</p> <p>A resident has a leasehold interest, but does not own the unit or the land.</p> <p><input type="checkbox"/> <b>Other</b>.....</p>
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### 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
2023	Surplus \$17,840.55	
2024	Surplus \$14,118.57	
2025	Deficit \$2,805.95	

### 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 \$

### 15. Owners corporation

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

*If yes, complete the following:*

Name of owners corporation

Address for service of owners corporation

410-418 Thompsons Road, Templestowe  
Lower VIC 3107

Description of common property

Main entrance, driveway and internal road,  
pathways, gardens, carparking

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

\$80,735.27

## 16. Insurance arrangements

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

Public Liability Insurance

Building Insurance

Other insurances (please specify):

Volunteer Insurance

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

The contents of their unit

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

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

Other (please specify)

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

\$

Nature of risk for which  
funds have been set  
aside

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### 17. Additional documents

The following documents are attached to this information statement:

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

## Part B: Village fees and charges

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


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


Fee or charge	Owner-resident	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
<b>Entry costs: paid before or on entering the village</b>					
Waiting list fee	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<i>On joining waiting list</i>	
Is the waiting list fee refunded on entry?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			Not applicable
Holding deposit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<i>On reserving a unit</i>	A deposit may be payable under the contract of sale between the resident vendor and purchaser.
Entry payment	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<i>On entry</i>	
Other entry fees or charges – specify:			\$1,500	<i>On entry</i>	Entry administration fee
<b>Ongoing costs: paid while residing in the village</b>					
Rent	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input 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	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$283.33	<input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly	

				<input type="checkbox"/> Annually	
Owners corporation fees	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$171-214	<input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Annually	
Optional services charges	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	See Attachment 1 for further information
Capital maintenance fund contribution	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Utility charges	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Council rates	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Land taxes	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Other ongoing fees or charges – specify:					
<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	<input type="checkbox"/> Yes <input type="checkbox"/> No	6% per annum of your entry payment, for each year or part of a year of occupation of the unit for a maximum period of 5 years.	<i>On exit</i>	
Resident receives a share of capital gain on exit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<i>On exit</i>	

Resident is liable for a share of capital loss on exit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		<i>On exit</i>	
Other ongoing fees or charges – specify:			\$3,000	<i>On exit</i>	Exit administration fee
			0.3% of the purchase price you paid for each year of residence (calculated on a daily basis) to a maximum of 3% of the purchase price you paid.	<i>On exit</i>	Contribution to the long-term maintenance fund
			3% of the purchase price paid by the next resident	<i>On exit</i>	Re-establishment fee
<b>Ad Hoc fees and fees for service</b>					
Other one-off or ad-hoc fees or charges – specify:					See Attachment 1

## 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	Brett Rice, Chief Operating Officer - Retirement Living
Date	01 May 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	Lavinia Cameron
Date	01 May 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
Payment of all rates, charges, fees and other outgoings for the village (except for charges separately assessed in respect of each lot at the village)	Mandatory	Included in maintenance charge	
Payment of all rates, charges, fees and other outgoings for the village (except for charges separately assessed in respect of each lot at the village)	Mandatory	Included in maintenance charge	
Payment of all electricity, water and other utilities of the Common Facilities	Mandatory	Included in maintenance charge	
Effecting and maintaining Village insurances including, building reinstatement, public liability and employee insurances (except for insurance required under the OC Act)	Mandatory	Included in maintenance charge	
Emergency call system monitoring	Mandatory	Included in maintenance charge	
Village budget preparation each financial year	Mandatory	Included in maintenance charge	
Management and administration services	Mandatory	Included in maintenance charge	
<b>Note: Owners Corporation Services are provided to members of the owners corporation (funded from the owners corporation fees paid by residents)</b>			
Meal (in dining room) by pre-arranged booking	Optional	Prices for the optional services change from time to time.	
Recreational Village outings	Optional	\$Various - fees dependent upon type of outing	

Total mandatory service and facility charges	\$ Included in monthly contribution	
Total optional and mandatory services and facilities charges	\$ NA	

# Attachment 2: Details of insurance policies

## Public liability insurance

- The nature of the risk insured against
- Injury to residents in common areas of the retirement village
  - Injury to visitors or other third parties in common areas of the village
  - Injury arising from the operation or management of the village (for example, maintenance works, services or activities organised by the operator)
  - Damage to third party personal property in common areas of the village
  - Injury or property damage occurring within a resident's private unit
  - Other risks covered (please specify):

Name of insurer Intact Insurance UK Limited; AIG Australia; Allianz Insurance Australia Limited

Amount insured \$100 million any one occurrence, provided under a portfolio Public Liability insurance program comprising a \$10 million primary policy and excess layers. The same maximum limit applies across all locations.

Period of cover 4.00pm 31 March 2026 to 4.00pm 31 March 2027

Premium The insurance premium is paid by the operator as part of a portfolio insurance program covering multiple retirement villages and other facilities. Premiums are not calculated or invoiced on a per-village basis. Any allocation of premium to this village would be indicative only and does not represent an invoiced or separately rated premium for the village.

Excess Claim excesses apply under the portfolio Public Liability insurance policy and vary depending on the type of claim. The standard claim excess is \$10,000. Full details are set out in the policy wording, which is available for inspection on request.

Exclusions Under the portfolio Public Liability insurance policy which indemnifies the Insured for their legal liability to pay compensation for third party injury and third party property damage, including defence costs, subject to the policies limits, terms, conditions and exclusions. Key categories of exclusions include, for example:

- Use or ownership of registered motor vehicles
- Use or ownership of aircraft or watercraft (except limited circumstances)
- Pollution, Asbestos and Silica
- Professional services liability
- Pandemic / infectious disease outbreaks
- Product recall costs
- Fines, penalties and punitive damages
- Personal injury to employees (workers' compensation risks)

- Cyber and data losses (except resulting bodily injury or physical property damage)
- Terrorism, war or civil unrest

Cover is subject to the full Public Liability insurance policy wording, including all exclusions and limitations. The complete policy wording is available for inspection on request.

Other information:

### 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

AXA XL 55% (Lead); AAI Limited t/as Vero Insurance (45%)

Amount insured

As per portfolio Industrial Special Risks policy (the same maximum limit applies to all insured locations). The Insurers maximum Limit of Liability **any one loss** or series of losses arising out of **any one event at any one Insured Premises** subject to any lesser Limit(s) of Liability specified in the Policy, is for Section 1 – Material Damage **\$165,000,000**.

Period of cover

4.00pm 31 March 2026 to 4.00pm 31 March 2027

Premium

The insurance premium is paid by the operator as part of a portfolio insurance program covering multiple retirement villages and other facilities. Premiums are not calculated or invoiced on a per-village basis. Any allocation of premium to this village would be indicative only and does not represent an invoiced or separately rated premium for the village.

Excess

As fully detailed in the portfolio Industrial Special Risks policy, insurance claim excesses apply and vary depending on the type of claim, for example:
 

- General Excess \$100,000;
- Named Cyclone & Flood \$250,000;

 Earthquake, subterranean fire or volcanic eruption – \$20,000 or an amount equal to 1% of the total Material Damage Declared values at the situation where the damage occurs, whichever is the lesser.

Exclusions

Under the portfolio Industrial Special Risks (ISR) policy, the village has building insurance in place. ISR insurance is a comprehensive property insurance, but like

all insurance, does not cover all risks. Key categories of exclusions include, for example:

- wear and tear, gradual deterioration and maintenance-related issues
- faulty or defective design, materials or workmanship (except resulting damage)
- gradual water ingress or long-term moisture damage
- pollution or contamination (except where caused by an insured event and specifically covered)
- cyber, war, terrorism and nuclear-related risks
- pre-existing damage

Cover is subject to the full Industrial Special Risks policy wording, including all exclusions and limitations. The complete policy wording is available for inspection on request.

Other information

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

The nature of the risk insured against Group Personal Accident – Voluntary Workers

Name of insurer Chubb Insurance Australia Limited

Amount insured As per portfolio Group Personal Accident – Voluntary Workers policy (the same maximum limit applies to all insured persons)

- Accidental Death & Permanent Disablement \$200,000
- Temporary Disablement Bodily Injury – Weekly Benefits 85% of salary up to \$750 per week for 104 weeks

Other benefits apply as per policy wording.

Period of cover 4.00pm 31 March 2026 to 4.00pm 31 March 2027

Premium The insurance premium is paid by the operator as part of a portfolio insurance program covering multiple retirement villages and other facilities. Premiums are not calculated or invoiced on a per-village basis. Any allocation of premium to this village would be indicative only and does not represent an invoiced or separately rated premium for the village.

Excess As fully detailed in the portfolio Group Personal Accident – Voluntary Workers policy. Weekly Benefits – 7 day excess period.

Exclusions Under the portfolio Group Personal Accident – Voluntary Workers, cover is provided to all voluntary workers while performing authorised voluntary duties on behalf of the insured and applies during direct travel to and from voluntary work, subject to the policies limits, terms, conditions and exclusions. Key categories of exclusions include, for example:

- Illness or disease, except where it directly results from an accident
- Pre-existing medical conditions
- Injuries or claims covered by workers’ compensation, Medicare or other statutory schemes
- Intentional self-injury, suicide, criminal or reckless acts
- War, terrorism or similar events
- Professional sporting activities or hazardous aviation activities
- Claims restricted by Australian health insurance legislation
- Certain benefits for volunteers aged 75 years and over

Cover is subject to the full Group Personal Accident – Voluntary Workers policy wording, including all exclusions and limitations. The complete policy wording is available for inspection on request.

Other information

# Attachment 3: Glossary of fees

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Issue Date: 01 April 2026**  
**To Whom It May Concern**

## **Certificate of Placement - Public and Products Liability**

In our capacity as Insurance Broker to the Named Insured shown below, we confirm having arranged the following insurance, the details of which are correct as at the Issue Date:

- Named Insured:** **RSL Care RDNS Limited** trading as **Bolton Clarke** and/or subsidiary and/or related bodies corporate as defined under the Corporations Act 2001 (Cth) and others as specified in the policy.
- Insurer(s):**  
1. Intact Insurance UK Limited  
2. AIG Australia Limited
- Policy Number:**  
1. WIC130826  
2. AU001674GL
- Covering:** The Insured's legal liability to third parties to pay compensation in respect of death, illness, personal injury and/or property damage occurring during the Period of Insurance as a result of an Occurrence and happening in connection with the Business or caused by any of the Products.
- Limit of Liability:** **Public and Advertising Injury Liability**  
AUD20,000,000 any one Occurrence  
**Products Liability**  
AUD20,000,000 any one Occurrence and in the aggregate for any one Period of Insurance..
- Consisting of:  
1. Primary: AUD10,000,000  
2. Excess – 1<sup>st</sup> Layer: AUD10,000,000 in excess of AUD10,000,000  
Sub-limits as specified in the policy
- Geographical Limits:**  
1. Anywhere in the World except North America  
2. North America, but only with respect to:  
(a) overseas business visits by any director, partner, proprietor, officer, executive or employee of the Insured, but not where they perform manual work in North America.  
(b) Products exported to North America without the Insured's knowledge.
- Expiry Date:** **31 March 2027 at 4:00pm** Australian Eastern Standard Time



Signed for and on behalf of  
**Willis Australia Ltd ("Willis")**

**Disclaimer:**

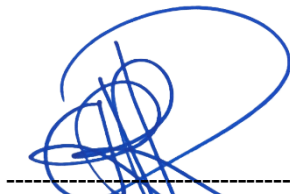
This document has been prepared at the request of our client and does not represent an insurance policy, guarantee or warranty and cannot be relied upon as such. All coverage described is subject to the terms, conditions and limitations of the insurance policy and is issued as a matter of record only. This document does not alter or extend the coverage provided or assume continuity beyond the Expiry Date. It does not confer any rights under the insurance policy to any party. Willis is under no obligation to inform any party if the insurance policy is cancelled, assigned or changed after the Issue Date.

**Issue Date: 01 April 2026**  
**To Whom It May Concern**

## **Certificate of Placement - Industrial Special Risks (Property Damage)**

In our capacity as Insurance Broker to the Named Insured shown below, we confirm having arranged the following insurance, the details of which are correct as at the Issue Date:

- Named Insured:** **RSL Care RDNS Limited** trading as **Bolton Clarke** and/or subsidiary and/or related bodies corporate as defined under the Corporations Act 2001 (Cth) and/or financiers and all parties for whom the Insured undertakes to insure for their respective rights and interests.
- Insurer(s):** XL Insurance Company SE – Australia Branch (AXA XL) for 55% capacity  
AAI Ltd trading as Vero Insurance for 45% capacity
- Policy Number:** AU00015327PR26A (AXA XL)  
To be advised (Vero)
- Interest Insured:** All real and personal property (including money) of every kind and description (except as specifically excluded) belonging to the Insured, or for which the Insured is responsible or has assumed responsibility to insure prior to the occurrence of any loss or destruction or damage, including all such property in which the Insured acquires an insurable interest during the Period of Insurance.
- Covering:** Insurers will indemnify the Named Insured in respect of Loss, destruction of and/or Damage to the Interest Insured at the Situation caused by a peril not otherwise excluded.
- Limit of Liability:** The Insurer(s) maximum **Limit of Liability** in respect of **any one loss or series of losses arising out of any one event at any one Situation** subject to any lesser **Sub-Limit(s) of Liability** specified in the Policy.  
**Combined Section 1 Material Damage and Section 2 Consequential Loss AUD165,000,000** except for Situations in **New Zealand** where the limit is **AUD3,000,000**.
- Sub-Limit of Liability:** **Glass – Replacement Value**  
Other Sub-Limits are as per the policy.
- Situation:** 44 Musk Avenue, Kelvin Grove, QLD 4059 and any other Situation within the Commonwealth of **Australia** and within **New Zealand** where the Insured has property or carries on business, has goods or other property stored or being processed or has work done.
- Expiry Date:** **31 March 2027 at 4:00pm** Australian Eastern Standard Time



Signed for and on behalf of  
**Willis Australia Ltd ("Willis")**

**Disclaimer:**

This document has been prepared at the request of our client and does not represent an insurance policy, guarantee or warranty and cannot be relied upon as such. All coverage described is subject to the terms, conditions and limitations of the insurance policy and is issued as a matter of record only. This document does not alter or extend the coverage provided or assume continuity beyond the Expiry Date. It does not confer any rights under the insurance policy to any party. Willis is under no obligation to inform any party if the insurance policy is cancelled, assigned or changed after the Issue Date.

**Disclaimer:**

This document has been prepared at the request of our client and does not represent an insurance policy, guarantee or warranty and cannot be relied upon as such. All coverage described is subject to the terms, conditions and limitations of the insurance policy and is issued as a matter of record only. This document does not alter or extend the coverage provided or assume continuity beyond the Expiry Date. It does not confer any rights under the insurance policy to any party. Willis is under no obligation to inform any party if the insurance policy is cancelled, assigned or changed after the Issue Date.

# Certificate of Currency



This is to certify that the Policy for **RSL Care RDNS Limited (as trustee of the RSL (Qld) War Veterans' Homes Trust trading as Bolton Clarke; RSL Care RDNS Limited (in its personal capacity); Bravo Go Get Tomorrow Pty Ltd; Royal District Nursing Service Limited; RDNS 2007 Pty Ltd; RDNS Charitable Trust; RDNS HomeCare Limited et al, 02VG02229X** is current for the period **31 March 2026 to 31 March 2027** until 4 p.m.

<b>Date of Issue:</b>	1 April 2026
<b>Issuing Office:</b>	Brisbane
<b>Issued to:</b>	Shashi Sharma WILLIS AUST ROUM A&H (QLD)
<b>Class of Business:</b>	Voluntary Workers
<b>Interest Insured:</b>  Covered Person means a person that meets the criteria for a category of Covered Person as specified here.  The cover available for each category of Covered Person (as specified in this Schedule) is as further specified in the corresponding number of the Scope of Cover section below.	1. All voluntary workers working in a voluntary capacity on behalf of the Policyholder.
<b>Scope of Cover:</b>  Cover for each category of Covered Persons is limited as described in the corresponding number of this Scope of Cover section.	1. Cover under the Policy applies whilst a Covered Person is engaged in voluntary work on behalf of the Policyholder including necessary direct travel to and from such voluntary work. Provided always that any voluntary work is officially organised by and under the control of the Policyholder.
<b>Sums Insured:</b>	Please refer to the Policy Schedule

This Certificate of Currency is issued for information purposes only and confers no rights on the recipient.

This Certificate does not extend or amend the cover provided by the Policy listed herein. Information contained in this Certificate is current as at the above Date

of Issue only. The Policy may be subject to cancellation or amendment at any time.

**For full terms, conditions, limitations and exclusions, always refer to the Policy Wording and Policy Schedule.**

Kind Regards,

A handwritten signature in black ink, appearing to read 'S Cole', written in a cursive style.

Stephanie Cole  
Underwriter, A&H NUC  
Chubb Insurance Australia Limited