

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.

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 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 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 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 ለቪ.ኤ.ቲ.ቲ. ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

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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 essee 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

If yes, name of accreditation

Website for information about the accreditation

2. Proprietor and operator details

Proprietor name

ABN / ACN

Address for service

Operator name

ABN / ACN

Address for service

Telephone Email

Date current operator commenced in that role

3. Operator representative

Name of representative	Kym Faulkner		
Position of representative	Retirement Village Manager		
Location within village	Administration office		
Times available	Mon – Fri 9.00am – 5.00pm		
Telephone	(03) 9758 1093	Email	kfaulkner@glengollan.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	Rental
Independent living units				
1 Bedroom			14	37
2 Bedroom				4
2 Bedroom			80	
3 Bedroom			7	

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 C to this information statement.

The attachment includes details of:

- services and facilities funded by maintenance charges

Attachment D

- 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:

Dogs & Cats are only permitted in areas of the village with enclosed back yards. Currently these are in Zones 5A, 6 & 9. The resident must complete an application to keep a pet and have it approved prior to it moving in.
Birds and fish are permitted and do not need approval

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

The Village has a glass house for potting plants and a vegetable garden for those residents in the Gardening Committee

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

Yes No

Additional details:

Glengollan has a very active Social Events committee who run many events each month they include:
-Monthly dinners, Singing & percussion group, Gardening Group, Games afternoon, Billiards, Weekly Happy Hours, Craft group, Weekly Exercise class, Monthly Birthday morning teas, Inhouse shopping days, Men's friendship group

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

8 additional units currently under construction
5 x 3 bedroom with double garage and
3 x 2 bedroom with single garage
96 Bed new aged care home to be constructed adjacent in St Elmo Ave, permission has been granted and awaiting building permit.

Construction timeframes
(anticipated start and finish dates)

Construction of the 8 units commenced November 2025 and is estimated for completion by June 2027

10. Security and emergency assistance systems

The village is equipped with the following security system

N/A

The village is equipped with the following emergency assistance system

In conjunction with the CFA, locations are identified throughout the village of Emergency Evacuation points to accommodate Zones 1 – 9. Resident Volunteer Wardens are appointed for each zone and an annual Mock Evacuation is conducted each year. All Volunteer Wardens have a backpack with a torch, high visibility vest, current occupancy list of residents, pen, paper and a mobile speaker complete with siren. In addition there are 3 Defibrillators located within the village grounds

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
Section 6 of the Retirement Villages Act 1986	<p>That all retirement villages conducted by organisations or persons who have received funding under the Aged and Disabled Persons Home Act 1954, of the Commonwealth, in respect of the village, to be a class of exempt retirement villages to which the following provisions of the Retirement Villages Act 1986 (the Act) do not apply;</p> <ul style="list-style-type: none">(i) Section 19 of the Act in relation to short term residents occupying respite care beds made available under the terms and conditions imposed by the Commonwealth under the Aged and Disabled Persons Homes Act 1954;(ii) Section 34 (4) of the Act; On the condition that the organisations or persons conducting the village comply with the terms and conditions imposed by the Commonwealth on them in respect of any funding provided under the Aged and Disabled Persons Homes Act 1954

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:

<p><input type="checkbox"/> Owner Resident An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.</p>	<p><input checked="" type="checkbox"/> Non-Owner Resident The resident does not own the premises but is granted a right to occupy the premises on the following basis:</p>
<p><input type="checkbox"/> Estate in fee simple: A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.</p> <p><input type="checkbox"/> Company title: 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"/> Unit trust: 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><input checked="" type="checkbox"/> Licence: <input checked="" type="checkbox"/> term lifetime or <input type="checkbox"/> periodic tenancy</p> <p>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.</p> <p><input checked="" type="checkbox"/> Lease – <input type="checkbox"/> term.....or <input checked="" type="checkbox"/> periodic tenancy 2 year Rental on units identified for demolition in the future for redevelopment</p> <p>A resident has a leasehold interest, but does not own the unit or the land.</p> <p><input type="checkbox"/> Other.....</p>

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
2022/23	\$1,478,030	surplus
2023/24	\$826,058	surplus
2024/25	\$377,746	surplus

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 N/A

If yes, complete the following:

Name of owners corporation

Address for service of owners corporation

Description of common property

Does the owners corporation have a maintenance plan? Yes N/A

Does the owners corporation have a maintenance fund? Yes N/A

If yes, balance at end of last financial year

16. Insurance arrangements

The operator has provided details of the following insurance policies in respect of the village at Attachments B & C2 and attached certificates of currency:

Public Liability Insurance

Building Insurance

Other insurances (please specify):

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

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)

Annexure A	Chubb Insurance – Industrial Special Risks Period of Cover – From: 31/10/25 To: 31/10/26
Annexure B	Berkley Insurance – Care Providers Liability Policy Period of Cover – From: 31/10/25 To: 31/10/26
Annexure C	Facilities & Services Funded by Maintenance Charges
Annexure D	Optional Services NOT Funded by Maintenance Charges
Annexure E	Financial Overview
Annexure F	DMF/Refurbishment Cost/Capital Improvement – Individualised for payment of Entry Contribution at time of reservation. Example provided with this document based on a contribution of \$650k

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
Entry costs: paid before or on entering the village					
Waiting list fee	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<i>On joining waiting list</i>	
Is the waiting list fee refunded on entry?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A			
Holding deposit	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<i>On reserving a unit</i>	
Entry payment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$580k to \$900k	<i>On entry</i>	Equity is paid out 90 days from vacant possession less, DMF, Refurbishment & Capital Maintenance Fund
Other entry fees or charges – specify:					
Ongoing costs: paid while residing in the village					
Rent only applicable to short-term Rental units that also includes the Maintenance fee	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$329.60 \$466.59	<input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	1 Bedroom Traditional Unit 2 Bedroom Traditional Unit

Maintenance charges	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$295.40	<input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Fortnight <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	Increases each year with CPI
Owners corporation fees	<input type="checkbox"/> Yes <input type="checkbox"/> No	<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 type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	
Capital maintenance fund contribution	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1% of Entry Payment	<i>On exit</i>	
Utility charges	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			Water usage ONLY on units that are separately metered
Council rates	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			Included in fortnightly Maintenance Fee
Land taxes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Other ongoing fees or charges – specify:					
Costs and entitlements on exit: when permanently leaving the village					
Deferred management fee (DMF) (% of entry payment per year)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		6 % of entry payment year 1, 4% for years 2 - 7	<i>On exit</i>	<i>Maximum of 30% after 7 years</i>

Resident receives a share of capital gain on exit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		% of capital gain	<i>On exit</i>	
Resident is liable for a share of capital loss on exit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		% of capital loss	<i>On exit</i>	
Other ongoing fees or charges – specify:					
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:				<i>On exit</i>	
Refurbishment Fee		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			<p>2 Bedroom Units The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$10,000.00 with a maximum of \$20,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$20,000.00</p> <p>3 Bedroom Units The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$15,000.00 with a maximum of \$30,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$30,000.00</p>

21. Attestation

Operator attestation	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	Kym Faulkner – Retirement Village Manager
Date	1 May 2026

Proprietor attestation	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	Margie Hepner - CEO
Date	1 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
Falls & Balance Exercise Class run by qualified physiotherapist	Optional	\$6 per session per person	Held weekly in the main club room
Private Maintenance	Optional	\$70 per hour	
Total mandatory service and facility charges		\$	
Total optional and mandatory services and facilities charges		\$6.00	

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, *only if due to Glengollan Village negligence ie: faulty building infrastructure, maintenance failure etc
 - Other risks covered (please specify):

Name of insurer

Pen Underwriting

Amount insured

\$20M (any one occurrence)

Period of cover

31/10/25 – 31/10/26

Premium

\$28,358

Excess

\$1,000

Exclusions

- Cost arising out of :
 - Assault & battery
 - Construction
 - Participation & contact sport
 - Product defect
 - 2nd hand electrical goods
 - Radioactivity
 - Cyber & Data
 - Fines, penalties & punitive damages
 - Known claims & circumstances
 - Prohibited by Law
 - War & terrorism
 - Faulty workmanship
 - Defamation
 - Vehicles
 - Asbestos
 - Biosecurity
 - Sanctions

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 Yes, on Glengollan Village owned units
- Insured events include:
 - Fire
 - Storm, wind or hail
 - Rainwater damage
 - Burst pipes or sudden water leaks
 - Vandalism
 - Flood
- Other risks covered (please specify):

Emergency Evacuation

Name of insurer

Chubb

Amount insured

Main site: \$125,000,000 per event /NCC site: \$15,000,000
Sub-limits apply)

Period of cover

31/10/25 – 21/10/26

Premium

\$80,186.61

Excess

\$10,000 per event Special+ Earthquake \$20k or 1% of asset value
(whichever is lower)

Exclusions

-Terrorism & War
- Wear & Tear
-Maintenane Issues
-Known defects
-Intentional damage by insured
-Cyber related loss
-Radioactivity

Other information

The nature of the risk insured against

Name of insurer

Amount insured

Period of cover

Premium

Excess

Exclusions

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.



Confirmation of Insurance

Glengollan Village

April 22, 2026

We act as insurance brokers for the above client and at their request confirm the existence and currency of the following insurance:

Class of Insurance	Industrial Special Risks Insurance
Insured	Glengollan Village
Insurer	Chubb Insurance Australia Limited
Policy Number	02FX033260
Period of Insurance	From: 31/10/2025 To: 31/10/2026 at 4:00pm
Scope of Cover	<p>Section 1 – Material Loss or Damage: 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.</p> <p>Section 2 – Consequential Loss: Gross Profit, Payroll, Additional Increase in Cost of Working, Professional Fees & Claims Preparation</p>
Situation	Principally 97 Underwood Rd/Forest Rd/Lording St & 40 Hutton Ave, Ferntree Gully VIC 3156, Australia and any other situation/premises in Australia owned or occupied by the Insured for the purposes of the Business or elsewhere in Australia where used by the Insured or where the Insured is undertaking work or has goods or property (including where goods or property are stored, or undergoing processing, repairs, maintenance, overhaul or improvements).
Limit of Liability	<p>Sections 1 and 2 Combined: <u>97 Underwood Road, Ferntree Gully VIC 3156</u> \$125,000,000 per Event</p> <p><u>Unit 1/26-131 Forest Road, Ferntree Gully VIC 3156</u> \$15,000,000</p>



NOTE This confirmation is issued as a matter of information only and does not confer any rights upon the confirmation holder. The confirmation does not amend, extend or alter the coverage afforded by the policy / policies detailed herein. Lockton does not accept any liability or responsibility to any third party (including, but not limited to, any person to whom this letter is addressed) in respect of the information provided nor does Lockton have any obligation to advise any changes to or cancellation of the insurances described.

We trust that this information is sufficient for your purposes. However, should you require additional detail this can be provided upon agreement from the Insured.

Yours faithfully

Rommel Canedo

Rommel Canedo

Associate

Phone: +61 437 491514

Email: Rommel.canedo@lockton.com



Care Providers

Certificate of Currency

10/11/2025

This document certifies that the policy referred to below is currently intended to remain in force until 4.00pm on the expiry date shown and will remain in force until that date, unless the policy is cancelled, lapsed, varied or otherwise altered in accordance with the relevant policy conditions or the provisions of the Insurance Contracts Act 1984:

Named Insured: Glengollan Village (a company limited by guarantee)

Policy Number: G5687 /0414424

Period of Insurance: From: 31/10/2025 at 4:00 PM at the Named Insured's principal place of business
To: 31/10/2026 at 4:00 PM at the Named Insured's principal place of business

Business: Provision of care services to the elderly and/or disabled consisting of: Owners and Operators of a Residential Aged Care Facility including provision of Aged Care Services such as Allied Health Services and Home and Community Care Services; Retirement Village's (2x) including Independent Living Units & Club house and Property Owners.

Class of Insurance: Care Providers Liability Policy
Policy Section 1: General Liability

Interested Party: Not Applicable

Situation: As per policy

Limits of Liability: Public Liability \$20,000,000 any one Occurrence
Products Liability \$20,000,000 any one Occurrence and in the aggregate during the Period of Insurance arising out of Insured's Products

Sexual Abuse Limit of Liability \$20,000,000 any one occurrence and in the aggregate during the Period of Insurance

Insurer: Berkley Insurance Company trading as Berkley Re Australia ABN 53 126 559 706

Amelia Bluett - Senior Underwriter
Pen Underwriting Pty Ltd ABN 89 113 929 516

IMPORTANT NOTICE

This Certificate does not reflect in detail the policy terms or conditions and merely provides a very brief summary of the insurance that is, to the best of our knowledge, in existence at the date we have issued this certificate. If you wish to obtain details of the policy terms, conditions, restrictions, exclusions or warranties, you must refer to the policy document.

DISCLAIMER

In arranging this certificate, we do not guarantee that the insurance outlined will continue to remain in force for the period referred to as the policy may be cancelled or altered by either party to the contract at any time in accordance with the terms and conditions of the policy or in accordance with the terms of the Insurance Contracts Act. We accept no responsibility or liability to advise any party who may be relying on this certificate of such alteration to or cancellation of the policy of insurance.

Annexure C

FORTNIGHTLY MAINTENANCE FEES

Fortnightly Maintenance fee as at 1st July 2025		\$295.40
INCLUDED		
ITEM	FREQUENCY	
Smoke Detectors – Review & Battery replacement	Annually	
Gas Heaters serviced	Two yearly	
Mowing and edging lawns, Gardens maintained in common areas	As required	
Rubbish removal of household waste (excluding Storen Close)	As required	
Replacement of Hot Water Services	As required	
Annual gutter & valley roof cleaning including replace broken tiles	Annually or as required	
Village equipment and infrastructure	As required	
Village Vehicles – Car, Bus ,Ute, Mule– servicing, petrol	As required	
Pathways pressure cleaned from moss build up	As required	
Cleaning and lighting of the communal areas and facilities	Ongoing	
Building Insurance of Independent Units, including insurances relating to the Village that the Manager deems appropriate	Annually	
Pensionable Council Rates	Annually	
Water Rates & Water Usage where not metered separately	Ongoing	
Replace light globe – resident to supply	As required with smoke detector checks	
Replace flywire in screens	As required	
Maintain clothes lines	As required	
Repairs/replacements to fences & gates	As required	
Reception services, book-keeping, accounting, auditing & legal services	On going	
Engagement of staff for the proper and efficient management of the village	As required	
Pay outgoings, costs & expenses in connection with the ownership, operation, management, and administration of the Village communal areas including 2 club rooms – gas, electricity, sewerage	Ongoing	
Management of tree pruning	As required	
External Painting – a program has been developed to begin in Spring 2021 – considerations will be the age of the units and these will be painted in rotation/designated areas	ongoing	

Annexure C

NOT INCLUDED	
Internal painting	Individual Resident responsibility
Floor coverings	Individual Resident responsibility
Light fittings	Individual Resident responsibility
Cooking appliances – oven, hotplate, rangehood	Individual Resident responsibility
Heating & Cooling equipment	Each item will be considered on age and cause. Obligation of resident to replace under fair wear and tear.

LONG TERM MAINTENANCE	
Replacing pathways	When identified as no longer fit for purpose
Replacing fences	Damaged
Removing trees	Dead, dangerous,
Signage	Damaged, upgrade
Additional lighting & upgrades to existing	Security, damage, upgrade

Annexure D

About us

Founded in 1956, Glengollan is a fully accredited, not for profit, aged care provider caring for up to 90 residents, including specialist care for 15 residents living with dementia. We are part of a continuing care community which includes 130 retirement living units which helps our residents maintain their social connections with community and friends.

Glengollan is nestled amongst the foothills of the Dandenong Ranges. Spanning approximately 12 acres in leafy Ferntree Gully in Melbourne's outer East.

For more information visit:
www.glengollan.com.au

Glengollan Village

97 Underwood Road,
Ferntree Gully, Vic, 3156

Postal: PO Box 8118,
Ferntree Gully, Vic, 3156

**General enquiries,
appointments or tours:**

Monday-Friday 9am-5pm

Phone: (03) 9758-1093

Email: info@glengollan.com.au



IT'S ALL ABOUT HAVING A CHOICE, A PURPOSE AND SENSE OF BELONGING

Glengollan Residential Aged Care understands that every person is a valued individual with a unique story.

This is why our team of dedicated staff are trained to understand and address the unique challenges faced by residents with dementia, offering personalised care plans, therapeutic activities and continuous support for both residents and families.

Through our holistic approach, we aim to ensure that every resident feels valued, respected and understood.



Private Care

Available to all residents of Glengollan Village

Your independence, dignity, individuality and quality of life are our primary focus. We know that a little bit of help makes all the difference.

Our Services

- ◆ Nursing
- ◆ Personal Care
- ◆ Transport
- ◆ Domestic
- ◆ Maintenance

REQUEST AN INFORMATION PACK

Visit our website
www.glengollan.com.au

Select our “Contact Us”
option and further
information will be
emailed to you

Glengollan Village

97 Underwood Road,
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Postal: PO Box 8118,
Ferntree Gully, Vic, 3156

General enquiries,

appointments or tours:

Monday-Friday 9am-5pm

Phone: (03) 9758-1093



Why choose us

- ◆ We are owned by our local community
- ◆ We are fully accredited with the Aged Care Quality Standards
- ◆ We employ “personal, caring, and compassionate staff
- ◆ You will receive high quality services
- ◆ All staff have a national police check and are fully certified
- ◆ Staff receive ongoing training
- ◆ We provide quality, consistent service
- ◆ Customers are our focus
- ◆ All funds paid to Glengollan are utilised for resident services

PRIVATE CARE CHARGES

Per Hour Cost	Weekday	Weekday Evening after 6pm	Saturday	Sunday	Public Holiday
Registered Nurse	\$97	\$125	\$145	\$170	\$235
Personal Care/Social	\$60	\$85	\$90	\$105	\$145
Maintenance	\$70	N/A	N/A	N/A	N/A
Domestic	\$47	N/A	N/A	N/A	N/A

Notes

- ◆ Charges effective May 2025
- ◆ Charges are reviewed from time to time and can be altered by Glengollan with one months notice
- ◆ Minimum booking .5 hr
- ◆ (except Maintenance which is .25hr)
- ◆ Kilometre charge \$1 per Kilometre
- ◆ Cancellation fee of \$35 if less than 24 hours notice given



FINANCIAL OVERVIEW—INDEPENDENT LIVING UNITS

1. Deferred Management Fee—capped at 30% over 7 years

The deferred management fee (DMF) is the amount deducted when you vacate your unit. The DMF is the contribution you pay to the village after you have had the benefits of living in the village. Its sort of enjoy now, pay later. These funds go towards the management and upkeep of the village.

The calculation is worked on your initial investment by the following calculation:

Year 1 = 6%

Years 2—7 = 4%

For example, your initial outlay is \$525,000.00

$$\$525,000.00 \quad \times \quad 30\% \quad = \quad \$157,500.00$$

2. Long Term Maintenance Fee

To maintain the village, 1% of your initial outlay is deducted on departure to contribute to the Long Term Maintenance Fund for continual improvements and major repairs.

3. Fortnightly Maintenance Fee

To enable you to work out your fortnightly budget, our fortnightly fee is currently \$295.40 and increases annually reflective of CPI.

Please refer to our Maintenance Schedule for inclusions.

4. Refurbishment Costs

2 Bedroom Units

The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$10,000.00 with a maximum of \$20,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$20,000.00

3 Bedroom Units

The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$15,000.00 with a maximum of \$30,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$30,000.00

5. Home Care or Personal Care

If you have any arrangements, either privately or through Home Care Packages, these can be transferred to your new home.

6. **Glengollan Aged Care**

Its comforting to know that at Glengollan Village we have our own Aged Care Facility at the same location as our Independent Living Units. Residents are given priority admission, dependant on the availability of a bed and urgency of your need. We will work with you to support and assist until an admission is possible.

7. **Fees Cease**

Upon vacant possession of your unit, the Maintenance Fees will stop.

8. **Repayment Promise**

At Glengollan Village the longest time you will wait to be repaid the balance of your entry contribution is 90 days guaranteed from the date of vacant possession.

9. **Length of Time From Signing your Contract to Settlement**

After your 21 day cooling off period has passed and your contract has been signed, we will provide you with up to 6 months from that date to sell your existing home and have a settlement date to move to your new lifestyle at Glengollan Village.

10. **Six Month Buy Back Guarantee**

Having been in operation since 1956, Glengollan Village is so committed to providing a lifestyle where you will feel safe and happy with your decision, that we offer a 6 month money-back guarantee.

If you are unhappy with your decision or decide village life is not for you, your entry contribution (less a weekly fee for rental) will be reimbursed.

**All items mentioned can be found in more details in the
Glengollan Village
Residence and Management Contract**



Annexure F



INDIVIDUAL UNIT PRICING AND DMF OVER 7 YEARS

Entry Contribution: \$650,000 (2 BR) FY 2025/2026 Fortnightly Maintenance Fee: \$295.40 - + water usage where separately metered

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
%	6%	10%	14%	18%	22%	26%	30%
Deferred Management Fee Year 1 6% Years 2 – 7 4%	\$39,000	\$65,000	\$91,000	\$117,000	\$143,000	\$169,000	\$195,000
Refurbishment Fee Maximum \$20k	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000
Long Term Maintenance Fee – 1% of entry contribution	\$6,500	\$6,500	\$6,500	\$6,500	\$6,500	\$6,500	\$6,500
Total Withheld	\$65,500	\$91,500	\$117,500	\$143,500	\$169,500	\$195,500	\$221,500
Equity Payout Figure	\$584,500	\$558,500	\$532,500	\$506,500	\$480,500	\$454,500	\$428,500

