

Factsheet for loan-licence or loan-lease retirement village

Under the *Retirement Villages Act 1986*, all retirement villages operating in Victoria must give this factsheet to a retiree (or anyone acting on their behalf) within seven days of a request, and include it in any marketing material provided to them and intended to promote a particular village.

Make sure you read and understand each section of this document before you sign a contract to live in this village.

Consumer Affairs Victoria suggests that before you decide whether to live in a retirement village, you should:

- seek independent advice about the retirement village contract – there are different types of contract and they can be complex
- find out the financial commitments involved – in particular, you should understand and consider entry costs, ongoing charges and financial liabilities on permanent departure (covered in sections 9 and 10 of this document)
- 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
- review the *Guide to choosing and living in a retirement village*

The Guide and other general information about retirement living is available on Consumer Affairs Victoria's website at:

www.consumer.vic.gov.au/housing/retirement-villages

All amounts in this factsheet are GST-inclusive, unless stated otherwise where that is permitted by law.

1. Location

Name and address of retirement village:	Emmaus Lodge 20 Murrumbeena Road, Murrumbeena Vic 3166
---	--

2. Ownership

2.1 Name and address of the owner of the land on which the retirement village facilities are located (company /organisation/owners corporation):	Churches of Christ in Queensland ARBN 147 481 436 (incorporated in Queensland) ABN 28 953 930 342 through its division Churches of Christ Care ABN 28 953 930 342
2.2 Year construction started:	1966

3. Management

3.1	- Name of company or organisation that manages the retirement village: - ABN: - Address: - Telephone number: - Date company or organisation became manager:	Churches of Christ in Queensland ARBN 147 481 436 (incorporated in Queensland) ABN 28 953 930 342 through its division Churches of Christ Care 28 953 930 342 41 Brookfield Road, Kenmore, Queensland 4069 07 3327 1600 1 July 2011
3.2	Is there an onsite representative of the manager available for residents?	☐ Yes ☒ No Note from Owner: The manager is available the following times. Via phone: Monday & Tuesday 8.00am to 5.30pm Wednesday and Thursday 9.30am to 3.00pm Weekends: Emergency calls only

4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village is:

- Lease (non-owner resident)

5. Number and size of residential options

5.1 Number of units by accommodation type:

- 10 Bedsitters
- 10 in total

5.2 Garages, carports or car parks:

- ☐ Each unit has its own garage or carport
 - ☐ attached to the unit
 - ☐ separate from the unit.
- ☐ Each unit has its own car park space
 - ☐ adjacent to the unit
 - ☐ separate from the unit.
- ☐ General car parking is available in the village for residents and visitors.
- ☒ Other (*specify*): Off-street parking for residents and visitors
- ☒ No garages, carports or car parking are provided.

6. Planning and development

Has planning permission been granted for further development of the village?

☐ Yes ☒ No

7. Facilities onsite at the village

7.1 The following facilities are available to residents as at the date of this statement.

Note: If the cost for any facility is not funded from the recurrent service charge paid by residents or there are any restrictions on access, a list is attached with the details.

- Nil

7.2 Does the village have an onsite or attached residential or aged care facility? ☐ Yes ☒ No

Note: The retirement village owner or manager cannot keep places free for residents. To enter a residential or aged care facility, you must be assessed as eligible through an aged care assessment in accordance with the Commonwealth *Aged Care Act 1997*.

8. Services

8.1 Services provided to all village residents (funded from the recurrent service charge paid by residents):

- Operate, manage, administer and control the village as a retirement village for the benefit and enjoyment of residents of the Village.
- Engage staff and contractors necessary for the proper and efficient management and operation of the village.
- Manage, control and supervise the use of the common areas of the village.
- Clean, maintain, repair and service the common areas of the village.
- Provide, maintain, repair and service lighting to the common areas of the village.
- Prepare, maintain and update (when appropriate) safety and emergency procedures for the village.
- Provide a 24 hour emergency call or response system (note: monitoring costs are payable directly by the resident and are not included in the Maintenance Charge - see item 16 of this Factsheet).
- Monitor, control and eradicate insects, pests, rodents, vermin and termites in the common areas of the village.
- Test, monitor and maintain fire fighting and protection equipment located in the common areas of the village, including sprinkler systems (if any), hydrants (if

any), fire extinguishers and smoke detectors.

- Manage and control of all aspects of security at the village.
- Apply for and maintain current any licences and authorisations required by applicable legislation in relation to the village.
- Arrange for secretarial, book-keeping, accounting and legal services necessary for the proper operation of the village.
- Pay all outgoings, costs and expenses in connection with the ownership, operation, management and administration of the village, including but not limited to:
 - rates, taxes, charges, assessments, duties, impositions and fees levied, assessed or charged by any public, municipal, governmental or semi governmental agency;
 - charges for water, gas, oil, electricity, telecommunications, sewerage, waste disposal and other services supplied to the village,other than outgoings, costs and expenses payable directly by residents of the village under their residence and management contracts.
- Take out and maintain the insurances relating to the village that are contemplated by this contract or that the owner deems appropriate.
- Other services referred to in the definition of 'Maintenance Costs' in the resident's Residence and Management Contract.

8.2 Are optional services provided or made available to residents on a user-pays basis?

☐ Yes ☒ No

If yes, the list of current services and fees is attached.

9. Entry costs and departure entitlement

9.1 The resident must pay:

- a **non-refundable** in-going contribution

9.2 If the resident must pay a **non-refundable** in-going contribution, the amount is:

- \$1.00

9.3 These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution:

Other costs (*specify*):

- any outstanding amounts the resident owes in respect of the 'Maintenance Charge' and 'Rent' (as defined in the resident's Residence and Management Contract);
- all costs of 'Required Work' (if any) (see item 13 of this Factsheet); and
- any amounts the resident owes the owner under the resident's Residence and Management Contract or under any other agreement the resident has with the owner about the provision of services or goods to the resident in the village.

9.4 The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as at 1 July 2019 are:

- Not Applicable

10. Ongoing charges

10.1 The current rates of ongoing charges for new residents:

Type of unit	Service charge	Rent
--------------	----------------	------

Self-contained
unit:

- \$235.35 per fortnight (GST inclusive)

- \$0 per fortnight (GST inclusive)

11. Financial management of the village

11.1 • The village operating surplus or deficit for the last financial year is: \$39,311.00 surplus

11.2 Does the village have a long-term maintenance fund? ☐ Yes ☒ No

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss on the resale of their unit? ☐ Yes ☒ No

13. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation of the unit on permanent departure? ☒ Yes ☐ No

If yes, the resident must pay for:

The costs of work (if any) to the resident's unit that the owner determines is required as a result of the resident failing to comply with its maintenance and repair obligations under the resident's Residence and Management Contract before the Termination Date. These costs may include:

- cleaning the resident's unit, including the carpets and other floor coverings; and
- repairing damage caused to the resident's unit, including damage

caused by the removal of any alterations or additions the resident has made.

14. Insurance

14.1 Is the village owner or manager responsible for arranging any insurance cover for the village?

☒ Yes ☐ No

If yes, the village owner or manager is responsible for these insurance policies:

The owner:

- must ensure that the village is always insured to its full replacement value
- may have any other insurance the owner is required to have under the *Retirement Villages Act 1986* (Vic) or any other law; and
- may take out and keep other insurance in connection with the village and its operation as it sees fit.

14.2 Is the resident responsible for arranging any insurance cover?

☒ Yes ☐ No

If yes, the resident is responsible for these insurance policies:

Whilst the resident is not required to do so, the owner recommends that the resident take out and maintain insurance for the following:

- the contents the resident owns, and any other property they own, in their unit, against loss, theft, damage or destruction;
- for public liability claims brought as a result of any incident occurring in their unit; and
- for workers compensation claims brought by any employee or contractor that the resident engages to carry out work or provide services in their unit.

15. Security

Does the village have a security system?

☐ Yes ☒ No

16. Emergency system

Does the village have an emergency help system?

☒ Yes ☐ No

If yes:

- the emergency help system details are:
- the emergency help system is monitored between:

Tunstall Personal Alarm Service

24 hours 7 days per week*

****Note from owner: Equipment is supplied by the owner and monitoring costs are charged directly to the resident. The monitoring charges are in addition to the maintenance charges.***

17. Resident restrictions

17.1 Are residents allowed to keep pets?

☐ Yes ☒ No

If yes, any restrictions or conditions on pet ownership are available on request.

17.2 Are there restrictions on **residents'** car parking in the village?

☒ Yes ☐ No

If yes, details of parking restrictions are available on request.

17.3 Are there any restrictions on **visitors'** car parking in the village? ☒ Yes ☐ No

If yes, details of parking restrictions are available on request.

18. Accreditation

Is the village accredited:

- under the Lifemark Village Scheme (administered by The British Standards Institution and initiated by the Property Council of Australia)? ☐ Yes ☒ No
- by the Australian Retirement Village Association? ☐ Yes ☒ No
- under the International Retirement Community Accreditation Scheme (administered by Quality Innovation Performance and initiated by Leading Age Services Australia)? ☐ Yes ☒ No

19. Resident input

Does the village have a residents committee established under the *Retirement Villages Act 1986*? ☐ Yes ☒ No

20. Waiting list

Does the village have a waiting list for entry? ☒ Yes ☐ No

If yes,

- what is the fee to join the waiting list?
 - No fee is charged

The following documents are in the possession or control of the owner or manager and can be inspected free of charge within seven days of a request (by law).

- ☒ Village site plan
- ☐ Plans of any units under construction
- ☒ The statutory statements and report presented to the previous annual meeting of the retirement village
- ☒ Statements of the balance of any capital works, capital replacement or maintenance fund at the end of the previous three financial years of the retirement village
- ☒ Examples of contracts that residents may have to enter into
- ☐ Planning permission for any further development of the village
- ☒ Village dispute resolution documents

Declaration: The information in this factsheet is correct as at 30 September 2025