

Factsheet for Loan-licence or Loan-lease Retirement Village

Important information for the prospective resident

This document provides general information about assisted living accommodation, facilities and services, including general entry, ongoing contribution and exiting costs associated within a 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.

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

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

1. Location		
1.1	Name and address of retirement village:	Cunningham Downs Village Brolga Apartments Carlisle Way, Echuca 3564
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):	Echuca Benevolent Society Inc. 21 Hartshorn Drive Echuca, Victoria. 3564
2.2	Year construction started:	2004
3. Management		
3.1	<ul style="list-style-type: none"> Name of company or organisation that manages the retirement village: ABN: Address: Telephone number: Date company or organisation became manager: 	Echuca Benevolent Society Inc. T/as Echuca Community for the Aged 20 851 915 039 21 Hartshorn Drive Echuca Vic 3564 (03) 5480 5000 18 June 2004
3.2	Is there an onsite representative of the manager available for residents?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, the onsite representative is available on these days:	<ul style="list-style-type: none"> Monday from 9.00 am to 4.00 pm Tuesday from 9.00 am to 4.00 pm Wednesday from 9.00 am to 4.00 pm Thursday from 9.00 am to 4.00 pm Friday from 9.00 am to 4.00 pm
4. Nature of ownership or tenure		
	Resident ownership or tenure of the units in the village is:	<ul style="list-style-type: none"> Licence (non-owner resident)

5. Number and size of residential options

5.1	Number of units by accommodation type:	<ul style="list-style-type: none"> • 14 one-bedroom units
5.2	Garages, carports or carparks:	<input type="checkbox"/> Each unit has its own garage or carport <ul style="list-style-type: none"> <input type="checkbox"/> attached to the unit <input type="checkbox"/> separate from the unit <input type="checkbox"/> Each unit has its own car park space <ul style="list-style-type: none"> <input type="checkbox"/> adjacent to the unit <input type="checkbox"/> separate from the unit <input checked="" type="checkbox"/> General car parking is available in the village for residents and visitors <input type="checkbox"/> Other (<i>specify</i>): <input type="checkbox"/> No garages, carports or car parking are provided

6. Planning and development

Has planning permission been granted for further development of the village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Note: See the notice at the end of this factsheet regarding inspection of the permission document.
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7. Facilities onsite at the village

7.1	The following facilities are available to residents as at the date of this statement
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<ul style="list-style-type: none"> • Activities or games room • Arts and crafts room • Auditorium • BBQ area outdoors • Community Centre • Hairdressing 	<ul style="list-style-type: none"> • Communal laundry • Dining room • Library • Village bus • Workshop/Men's Shed • Coffee shop
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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.

7.2	Does the village have an onsite or attached residential or aged care facility?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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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 fortnightly service charge paid by residents):	<ul style="list-style-type: none"> • All meals provided by EBS • Weekly cleaning services provided by EBS • Laundering of sheets and towels provided by EBS • Communal laundry facilities • Weekly activity program • Scheduled weekly bus transport service • Provision of a personal alarm if required; provided by Safety Link • Management and administration services • Common gardening and ground maintenance • Council and Water Rates paid by EBS • Buildings insurance paid by EBS
8.2	Are optional services provided or made available to residents on a user-pays basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	The following personal services are available to residents on a user-pays basis:	<ul style="list-style-type: none"> • Support with personal care • Personal laundry assistance • Social support • Shopping assistance • Medication Assistance • Referral to other service providers • Allied Health • Wellness checks • Transport
8.3	Does the retirement village operator provide government funded home care services under the Aged Care Act 1997?	<input checked="" type="checkbox"/> Yes, the operator is an Approved Provider of Home Care under the <i>Aged Care Act 1997</i> (NAPs ID 27693) <input type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services

Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment service (ACAS) under the *Aged Care Act 1997*. These home care services are not covered by the *Retirement Villages Act 1986 (Vic)*. Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.

9. Entry costs and departure entitlement

9.1	The resident must pay a refundable in-going contribution	
9.2	If the resident must pay a refundable in-going contribution:	
	The amount is:	\$200,000
	It is refunded:	<ul style="list-style-type: none"> • within six months of permanent departure • within 14 days of receipt of the next in-going contribution • other (<i>specify</i>):
9.3	If the resident must pay a refundable in-going contribution, is a fee deducted at permanent departure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, the departure fee is based on:	7% per annum - for a maximum number of 5 years of residence - of: <ul style="list-style-type: none"> • your in-going contribution
9.4	These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution:	<ul style="list-style-type: none"> • Other costs (<i>specify</i>): • Asset Replenishment Fee \$3,000 during the first 5 years. An additional \$1,000.00 per year, or part thereof, after the initial 5 years.
9.5	The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as at 1 September, 2021 are:	<ul style="list-style-type: none"> • 1 bedroom unit: \$170,000

10. Ongoing charges

10.1	The resident must pay a refundable in-going contribution	
Persons	Service charge	
Single	\$866.21 per fortnight	
Couple	\$1,092.57 per fortnight	

11. Financial management of the village		
11.1	The village operating surplus or deficit for the 2019-20 financial year is:	\$143,473 deficit
11.2	Does the village have a long-term maintenance fund?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
13. Reinstatement or renovation of the unit		
Is the resident responsible for reinstatement or renovation of the unit on permanent departure?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
The only contribution to the reinstatement or refurbishment of the unit on departure is the \$3,000 Asset Replenishment Fee.		(See Item 9.4 above)
14. Insurance		
14.1	Is the village owner or manager responsible for arranging any insurance cover for the village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, the village owner or manager is responsible for these insurance policies:	Industrial Special Risks – Buildings Insurance Public Liability Insurance
14.2	Is the resident responsible for arranging any insurance cover?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, the resident is responsible for these insurance policies:	Home Contents Insurance
15. Security and emergency systems		
Does the village have a security system?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the village have an emergency help system?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the village have equipment that provides for medical emergency of residents?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>In an emergency 000 will be called</i>

16. Personal alarms	
Does the village supply personal alarms on request?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Residents – especially residents living alone – are encouraged to obtain a safety monitoring device. If required this can be arranged when moving in.	
17. Resident restrictions	
17.1	Are residents allowed to keep pets? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
17.2	Are there restrictions on residents' car parking in the village? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, details of parking restrictions are available on request. No parking on grass areas.
17.3	Are there any restrictions on visitors' car parking in the village? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, details of parking restrictions are available on request. No parking on grass areas.
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)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
• By the Australian Retirement Village Association?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
• Under the International Retirement Community Accreditation Scheme (administered by Quality Innovation Performance and initiated by Leading Age Services Australia)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
19. Resident input	
Does the village have a residents committee established under the <i>Retirement Villages Act 1986</i> ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

20. Waiting list

Does the village have a waiting list for entry?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what is the fee to join the waiting list?	\$2,000
Is the waiting list fee refundable on entry to the village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Access to documents

The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).

- 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 20 September 2021.