

# 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 (بكلفة 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** በእንግሊዘኛ 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።

### 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 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

Position of representative

Location within village	100 Macpherson Smith Drive, Mansfield VIC 3722		
Times available	Call or email to make an appointment		
Telephone	03 5775 1925	Email	villagemanager@beolitevillage.org

#### 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		72		
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:

Pets are welcomed at Beolite Village. Management of pets is detailed in the attached Pet Policy By-Law

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

Residents are responsible for maintaining their own courtyard garden and can elect to maintain their own front garden (and side gardens on some homes) immediately surrounding their home if they wish.

Does the village organise regular social activities and events for residents?  Yes  No

Additional details:

Social activities and events are predominantly organised by the Residents Committee and individual residents. Village staff may also organise activities and events from time to time.

### 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: Use and Development of the land for a Retirement Village

Construction timeframes (anticipated start and finish dates): Commenced in 2008 – current Planning Permit expires in 2036

### 10. Security and emergency assistance systems

The village is equipped with the following security system

Cameras on the Community Centre area

The village is equipped with the following emergency assistance system

Live Life Mobile Alarm

### 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:

<p><input 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.</p>	<p><input checked="" 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:</p>
<p><input type="checkbox"/> <del>Estate in fee simple:</del> A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.</p> <p><input type="checkbox"/> <del>Company title:</del> 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"/> <del>Unit trust:</del> A resident purchases units in a unit trust that owns the</p>	<p><input type="checkbox"/> <b>Licence:</b> <input type="checkbox"/> term..... 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"/> <b>Lease –</b> <input checked="" type="checkbox"/> Lifetime Lease <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>

~~village. That unitholding gives the resident the right to occupy a specific unit in the village.~~

### 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
FY25	Deficit (\$14,927)	<i>This relates only to the recurrent service charges covered under</i>
FY24	Deficit (\$11,224)	<i>the Weekly Service &amp; Maintenance Fee – these deficits have</i>
FY23	Deficit (\$39,919)	<i>been covered by the village operator. These figures are not reflective of our overall financial status</i>

### 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

This is a new requirement for leasehold villages from the 1<sup>st</sup> May 2026 and is currently being prepared by a Quantity Surveyor. Details will be available as soon as it is completed

### 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~~

~~Description of common property~~

~~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~~

## 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):

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)
- Pet Policy

## 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 type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$1,000	On joining waiting list	Fully refundable at any time
Is the waiting list fee refunded on entry?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A	N/A	Forms part of deposit payable on signing of contract for home
<del>Holding</del> deposit	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	10% of entry price	On signing of contract	\$1,000 waitlist fee is transferred to deposit
Entry payment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Based on sale price of home	On entry	
Other entry fees or charges – specify:					
<b>Ongoing costs: paid while residing in the village</b>					
Rent	<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	

Maintenance charges	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Single - \$132.25 p/w Couple - \$164.52 p/w	<input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Annually	Paid on a per calendar month basis: Single - \$574.66 Couple - \$718.80
<del>Owners corporation fees</del>	<del><input type="checkbox"/> Yes <input type="checkbox"/> No</del>	<del><input type="checkbox"/> Yes <input type="checkbox"/> No</del>	N/A	<del><input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually</del>	
<del>Optional services charges</del>	<del><input type="checkbox"/> Yes <input type="checkbox"/> No</del>	<del><input type="checkbox"/> Yes <input type="checkbox"/> No</del>	N/A	<del><input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually</del>	
Capital maintenance fund contribution	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	TBC		This is a new requirement for leasehold villages from 1/5/2026 and is being developed. Details will be updated as soon as completed.
Utility charges	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Electricity, internet & phone		Residents are directly responsible for their own connection and usage fees
Council rates	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	As per annual rates notices		Included in recurring service & maintenance charges
<del>Land taxes</del>	<del><input type="checkbox"/> Yes <input type="checkbox"/> No</del>	<del><input type="checkbox"/> Yes <input type="checkbox"/> No</del>	N/A		
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		5 % of entry payment per year (maximum of 6 years)	<i>On exit</i>	<i>Maximum of 30% of entry price</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		<del>% of capital loss</del>	<del><i>On exit</i></del>	
Other ongoing fees or charges – specify:					
<b>Ad Hoc fees and fees for service</b>					
Other one-off or ad-hoc fees or charges – specify:					

## 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	J. Stuart Bett
Date	1 <sup>st</sup> 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	J. Stuart Bett
Date	1 <sup>st</sup> May 2026

# Attachment 1: Services and facilities

<b>Service or facility</b>	<b>Optional or mandatory</b>	<b>Fee for use (dollar figure or inc. in maintenance charge)</b>	<b>Further information and any restrictions</b>
Payment of Council Rates	Mandatory	Included in Maintenance Charge	
Payment of Water Rates & Usage	Mandatory	Included in Maintenance Charge	
House & Common Area (Building) Insurance	Mandatory	Included in Maintenance Charge	
Common Area Public Liability Insurance	Mandatory	Included in Maintenance Charge	
Village Gardening (not including individual courtyards)	Mandatory	Included in Maintenance Charge	
Home Maintenance	Mandatory	Included in Maintenance Charge	
Common Area Operation & Maintenance	Mandatory	Included in Maintenance Charge	
<b>Total mandatory service and facility charges</b>		\$132.25 p/w Single \$164.52 p/w Couple	
<b>Total optional and mandatory services and facilities charges</b>		\$N/A	

# 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 Ansvar Insurance

Amount insured \$20,000,000

Period of cover 01/08/2025 to 01/08/2026

Premium \$4,233.68

Excess \$1,000/\$10,000

Exclusions As per attached Certificate of Currency

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

Ansvar Insurance

Amount insured

\$37,322,308

Period of cover

01/08/2025 to 01/08/2026

Premium

\$53,046.47

Excess

\$2,500

Exclusions

As per attached Certificate of Currency

Other information

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

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.



# CERTIFICATE OF CURRENCY

This is to certify that this Ansvar Insurance policy of insurance is current as at the date of issue of this Certificate of Currency, subject to the terms and conditions of the policy indemnifying the Insured as follows:

<b>Date of Issue:</b>	24 July 2025	
<b>Policy Number:</b>	629537	
<b>Name of Insured:</b>	BEOLITE VILLAGE LTD	
<b>Policy Type:</b>	Ansvar Commercial Insurance - Retirement Villages	
<b>Situation of Risk:</b>	Anywhere in Australia	
<b>Description of Cover:</b>	Professional Indemnity:	\$2,000,000
	General Public Liability:	\$20,000,000
	General Product Liability:	\$20,000,000
	Counsellors Liability:	\$1,000,000
	Sexual Abuse:	Not Insured
<b>Business Description:</b>	Retirement village	
<b>Period of Insurance:</b>	from 4:00pm 01/08/2025 to 4:00pm 01/08/2026	

## CERTIFICATE OF CURRENCY

Date: 6/08/25

Page: 1 of 7

**ARTHUR J GALLAGHER & CO (SHEPPARTON)  
PO BOX 1271  
SHEPPARTON VIC 3632**

**Your local office is:  
Level 5  
1 Southbank Boulevard  
Southbank 3006**

**Local call 1300 650 540  
Phone 1300 650 540**

**Email [insure@ansvar.com.au](mailto:insure@ansvar.com.au)**

Insured Name

BEOLITE VILLAGE LTD

Policy Number

03.015.0629534

Type of Policy

ISR

Period of Insurance

1/08/25 to 1/08/26 at L.S.T 4:00pm

Policy Status

Active Policy (Current)

This document shows your policy details as at the date printed and is to be read in conjunction with the policy wording. Should you have any queries please contact our office. Thank you for your continued coverage with Ansvar.

This certificate is provided for information purposes only and confers no rights upon the holder. It is not intended to amend, extend or alter the coverage afforded by the policy listed. It is provided as a summary only of the cover provided and is current only at the date of issue.

*The Contract of Insurance consists of this Certificate and Company's Policy – to be read as one document*



**Policy Notes**

**Additional Comments:**

Policy Wording:

Ansvar ISR Mark IV Consolidated Insurance Policy Wording  
\_AUSPOLISR (0523 V1)

Your operations are described as:

Owner & operator of a retirement village and any other incidental activity in which the Insured reasonably and necessarily engages through the course of the usual business activities as declared.

Noting Financier Interest - National Australia Bank  
Situation - Beolite Village, Kidston Parade MANSFIELD VIC 3722

Limits of Liability - Combined Section 1 & 2 \$ 40,430,000

DECLARED ASSET VALUES

SECTION 1: MATERIAL DAMAGE

Building(s)	\$ 37,122,308
Contents other than stock	\$ 200,000
Stock	\$ 0
Total	\$ 37,322,308

SECTION 2: CONSEQUENTIAL LOSS

Gross Revenue	Not Insured
Gross Profit	Not Insured
Gross Rentals	Not Insured
Claims Preparation Fees	\$ 50,000
ICOW	Not Insured
AICOW	\$ 100,000
Payroll	Not Insured
Temp. Accommodation	\$ 500,000

Sub-limits of Liability

The liability of the Insurer shall be further limited in respect of any one loss or series of losses arising out of any one original source or cause at any one Situation as set out hereunder. Where a Limit of Liability of a Sub-limit of liability is stated in the Schedule as applying in the Annual Aggregate, the total liability of the insurer shall be limited to that amount in respect of the whole period of insurance regardless of the number of events, situations or premises incurring loss or damage. The Sub-Limits of Liability apply in excess of

any applicable Deductible.

Sublimits: Section 1 - Property Damage

Removal of Debris	\$ 1,000,000
Theft, or any attempt thereat	\$ 50,000
Theft of Property in Open Air	\$ 10,000
Money - excluding on premises outside business hours	\$ 20,000
Money - On Premises outside business hours	\$ 5,000
Glass	Replacement Value
Extra Cost of Reinstatement	\$ 500,000
Expediting Expenses	\$ 500,000

Landscaping	\$	250,000
Rewriting of Records	\$	100,000
Property of Employees and Clubs -		
Limit Any One Person	\$	5,000
Property of Employees and Clubs	\$	50,000
Personal Property of employees and others -		
Limit Any One Person		Not Insured
Personal Property of employees and others		Not Insured
Property of Guests and Lodgers -		
Limit Any One Person		Not Insured
Property of Guests and Lodgers		Not Insured
Personal Property of Residents -		
Limit Any One Person	\$	5,000
Personal Property of Residents	\$	50,000
Accompanied Baggage in Australia		Not Insured
Cost of Clearing Blocked Drains, Pipes, Filters & Pumps	\$	100,000
Loss of Land Value	\$	500,000
Property In Open Air (Storm)	\$	50,000
Statutory Inquiries	\$	50,000
Liability to Make Enquiries	\$	25,000
Additional Extra Cost of Reinstatement	\$	500,000
Damage Diminution & Accidental Discharge Costs	\$	25,000
Liability for Duty	\$	50,000
Customs Duty		Not Insured
Change in temperature		Not Insured
Unpacking Expenses	\$	50,000
Customers' Goods	\$	50,000
Abandoned Undamaged Portion of a Building	\$	250,000
Securities	\$	20,000
Works of Art, Antiques & Curios	\$	100,000
Works of Art, Antiques & Curios - Any One Item	\$	10,000
Decorative Livestock (Fire Only)	\$	10,000
Temporary Removal Exemption	\$	50,000
Emergency Evacuation	\$	200,000
Machinery Breakdown		Not Insured
Machinery Breakdown - Spoilage/Refrigerated Goods		Not Insured
Electronic Equipment Breakdown		Not Insured
General Property Cover Australia	\$	30,000
General Property Cover Australia (Any One Item)	\$	3,000
Property In Transit - Australia	\$	20,000
Exploratory Costs	\$	100,000
Fusion		Not Insured
Branded Goods		Not Insured
Environmental Improvements - Green Costs		Not Insured
Metered Water		Not Insured
Playing Surfaces including Bowling Greens		Not Insured
Replacement of locks & keys including electronic access / swipe cards	\$	25,000
Undeclared Assets - Anywhere in Australia	\$	100,000
Unspecified Damage (as defined below)	\$	1,000,000
Property undergoing Construction, Erection & Alteration	\$	500,000

UNSPECIFIED DAMAGE, for the purpose of any Limit or Sub-Limit of Liability or Deductible as shown in the Schedule, means Damage caused by any peril or circumstance not more specifically covered or excluded by this Policy other than: fire; lightning;



thunderbolt; explosion; implosion; collapse; earthquake; subterranean fire; volcanic eruption; impact; aircraft and/or other aerial devices and/or articles dropped therefrom; sonic boom; theft; breakage of glass; loss of money; the acts of persons taking part in riots or civil commotions or of strikers or locked-out workers or of persons taking part in labour disturbances or of malicious persons or the acts of any lawfully constituted authority in connection with the foregoing acts or in connection with any conflagration or other catastrophe; storm and/or tempest and/or rainwater and/or wind and/or hail, and/or flood, and/or water or other liquids or substances discharged, overflowing or leaking from apparatus, appliances, pipes or any other system at the premises or elsewhere; or other peril mentioned under the heading in the Schedule, SUB-LIMITS OF LIABILITY.

Sublimits: Section 2 - Consequential Loss

Accommodation Bonds	Not Insured
Rent Receivable	Not Insured
Rent Payable	Not Insured
Prevention of Access	Not Insured
Contractual fines and penalties	Not Insured
Accounts Receivable	Not Insured
Unspecified Suppliers &/or Customers Premises	
(Australia & New Zealand)	Not Insured
Specified Suppliers' &/or Customers Premises	
(Worldwide)	Not Insured
Remote Premises of Public Utilities	Not Insured
Other Contributing Properties	Not Insured
Royalties Receivable	Not Insured
Trade Exhibitions	Not Insured
Deferred Management Fees	Not Insured
Public Utilities	Not Insured
Severance Pay	Not Insured
Electronic Equipment Breakdown - ICOW	Not Insured

Indemnity Period:

Maximum Indemnity Periods are:

AICOW 12 months

These may vary by cover/location.

Please refer to schedule for details.

Aggregate Limit any one Period of Insurance - Section 2

Infectious or Contagious Diseases; Vermin, Pests or Defective Sanitary Arrangements; Food or Drink Poisoning; Murder, Suicide	Not Insured
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Combined Section 1 & Section 2

Flood	Included
Limit any one Situation (unless otherwise noted)	\$ 10,000,000
Cyclone	Included
Acquired Companies	\$ 2,000,000
Declarations of Acquired Property	\$ 2,000,000

Deductibles - Section 1

The Insured shall bear the following amount(s) in respect of each claim or series of claims arising out of any one original source or cause:

Earthquake, Subterranean Fire or Volcanic Eruption

(a) \$20,000 or  
(b) An amount equal to 1% of the total Declared Values for Property Insured at the Situation where the loss occurs; whichever is the lesser.

Flood, each and every loss at each and every situation	\$	10,000
Storm, each and every loss at each and every situation	\$	10,000
Named Cyclone	\$	10,000
Personal Property of Employees and Others	\$	500
All Other Claims	\$	2,500

Deductibles - Section 2

The Insured shall bear the following amount(s) in respect of each claim or series of claims arising out of any one original source or cause:

Remote Premises of Public Utilities	Not Insured
Prevention of Access	Not Insured
Unspecified Suppliers and/or Customers Premises (Australia & New Zealand)	Not Insured
Specified Suppliers and/or Customers Premises (Worldwide)	Not Insured
Infectious or Contagious Diseases; Vermin, Pests or Defective Sanitary Arrangements; Food or Drink Poisoning; Murder, Suicide (b)	Not Insured
Electronic Equipment Breakdown - ICOW	Not Insured

Additional Notes

BASIS OF SETTLEMENT

ANVTAEX01 Additional Increased Cost of Working (excluding Temporary Accommodation Costs)

Item No. 4 - Additional Increased Cost of Working is deleted in its entirety and replaced with the following:

Item No. 4 Additional Increased Cost of Working

The insurance under this item is limited to increase in cost of working (not otherwise recoverable hereunder or otherwise insured, or would have been otherwise insured under Memoranda to Section 2 Temporary Accommodation) necessarily and reasonably incurred during the Indemnity Period in consequence of the Damage for the purpose of avoiding or diminishing reduction in Turnover and/or resuming and/or maintaining normal business operations and/or services.

ENDORSEMENTS

Section 1 - Material Loss or Damage

The Indemnity

Electronic access / swipe cards

Clause (e) of The Indemnity under Section 1 Material Loss or Damage extends to include loss of access / swipe cards up to the sub-limit stated in The Schedule against 'Replacement of locks and keys including electronic access / swipe cards.'

Emergency Evacuation

For emergency evacuation of residents in connection with the



damage or threat of damage to the Situation by an insured peril or where evacuation is ordered by a civil authority, the liability of the insurer shall not exceed the sub-limit shown in the schedule and/or the certificate of insurance.

Personal Property of Residents

Personal property of the residents whilst in the confines of the Situation, only to the extent that such property is not otherwise insured. The liability of the Insurer shall not exceed the sub-limit shown in the Schedule and/or the Certificate of Insurance.

**Location of Risk:**

BEOLITE VILLAGE, KIDSTON  
PARADE MANSFIELD VIC 3722  
VIC 3722

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**Type of Risk :** 11 – ISR – &/or Crime

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Declared Values	Material Damage		Excess
	Consequential Loss	\$37,322,308	\$2,500
		\$650,000	\$2,500

**Type of Cover :** Replacement (New for Old)

**Additional Comments:**

ENDORSEMENT EFFECTIVE 28/05/25

Policy cover has been amended to increase the sum insured on the Building to \$37,122,308 and Limit of Loss to \$40,430,000





## Village By-Laws

### Pet Policy

Pets are an important and much-loved part of many residents' lives, and we welcome them in the Village. To ensure harmonious living for all residents — pet owners and non-pet owners alike — the following rules apply.

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#### 1. Registration and Approval

- All pets must be registered with the Village Office upon entering the Village.
  - Residents must provide an emergency contact responsible for the care of your pet/s if you are unable to for any reason
  - We request residents notify the Office if they replace a pet or acquire an additional pet so we know where the pet belongs
- 

#### 2. Behaviour and Nuisance

Residents must ensure their pets do not cause a nuisance or disturbance. This includes, but is not limited to:

- Excessive noise (e.g., persistent barking)
- Damage to property (private or common areas)
- Uncollected waste
- Aggressive, intimidating or uncontrolled behaviour

Pets should not roam freely around the Village without their owner.

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#### 3. Control and Supervision

- Dogs must be kept on a leash or under effective control at all times when outside the resident's home or enclosed yard.
  - Cats must be kept indoors or in secure outdoor cat enclosures to protect local wildlife.
  - Pets must not be left unattended for extended periods if this results in noise or nuisance.
- 

#### 4. Waste Management

- Residents must clean up after their pets immediately in all common areas.

- Dog waste bags must be carried when walking dogs, or residents may use the bags provided in dispensers.
- 

## **5. Health and Welfare**

- All cats and dogs must be desexed, microchipped and registered in accordance with local council requirements.
  - Residents are responsible for ensuring their pets are healthy, vaccinated and well cared for.
- 

## **6. Damage and Liability**

Residents are responsible for:

- Any damage caused by their pet to their home, another resident's property, or common areas
  - Any costs associated with repairs or cleaning resulting from their pet's behaviour
- 

## **7. Safety and Incident Management**

If a pet scares, attacks or attempts to harm another pet or person, the Village may require the resident to:

- Muzzle the pet when outside the home, or
- Keep the pet secured inside the home and courtyard at all times

If the behaviour continues or escalates, the Village may contact the Council Ranger and follow legal advice.

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## **8. Visitors' Pets**

This policy applies equally to pets belonging to visitors or short-term guests. Residents are responsible for ensuring visitors comply with all rules.

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## **9. Assistance Animals**

Accredited assistance animals are not considered pets and are permitted and welcomed in accordance with relevant legislation. Residents must provide appropriate documentation for assistance animals.

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