# 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 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 81 81 55 1300.

**Turkish** İngilize anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numerali telefondan Victoria Tüketici İşleri'ni aramalarını ve size bir Danişma Memuru ile görüştürmelerini isteyiniz.

**Vietnamese** Nếu quí 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 xiriir 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（衹花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

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

**Amharic** በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ 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 81 81 55 1300 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 | **LATROBE VALLEY VILLAGE INC.** |
| Village street address | 5 OLLERTON AVENUE, NEWBOROUGH VIC 3825 |
| Village postal address | As above |

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** | **LATROBE VALLEY VILLAGE INC.** |
| ABN / ACN | 38 645 298 359 |
| Address for service | 5 OLLERTON AVENUE, NEWBOROUGH VIC 3825 |

| | | | |
|---|---|---|---|
| **Operator name** | **LATROBE VALLEY VILLAGE INC.** | | |
| ABN / ACN | 38 645 298 359 | | |
| Address for service | 5 OLLERTON AVENUE NEWOBORUGH 3825 | | |
| Telephone | 03 5127 7488 | Email | enquiries@lvvillage.com.au |
| Date current operator commenced in that role | | | CIRCA 1985 |

### 3. Operator representative

| | |
|---|---|
| Name of representative | **ALISON SKELDON** |
| Position of representative | CHIEF EXECUTIVE OFFICER |
| Location within village | CORPORATE OFFICE, 5 OLLERTON AVENUE NEWOBORUGH 3825 |
| Times available | 9:00AM TO 5:00PM |

| | | | |
|---|---|---|---|
| Telephone | 03 5127 7488 | Email | enquiries@lvvillage.com.au |

### 4. Number and types of residential premises

The village has the following number and types of accommodation units:

| Accommodation type | Owner resident | Leasehold | Licence | Other |
|---|---|---|---|---|
| Independent living units | 0 | 0 | 52 | 0 |

## 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? If yes, provide details on restrictions below: ☐ Yes ☒ No

| |
|---|
| Pet arrangements are managed through the Village By-laws and may also be affected by local council laws and relevant State laws. |

**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? Residents may maintain their front porch areas (where applicable) and the back garden areas directly associated with their unit. Residents may also participate in the communal vegetable patch, subject to the Village By-Laws and any applicable policies. ☒ Yes ☐ No

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

Additional details:

| |
|---|
| |

## 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

## 10. Security and emergency assistance systems

The village is equipped with the following security system

The Village has installed security features, and while a contracted security company may conduct routine drive-through checks as part of general monitoring, these do not constitute a dedicated, continuous or onsite security patrol or security system.

The village is equipped with the following emergency assistance system

The Village is not equipped with an emergency assistance system. The residents are responsible for arranging their own personal emergency response. No onsite staff or emergency call systems are provided to respond to medical or other emergencies. In the event of an emergency, residents should contact 000 directly for police, fire or ambulance then notify the Operator.

## 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

## 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 | |

The village offers the following rights to occupy:

| ☐ **Owner Resident**<br>An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy. | ☒ **Non-Owner Resident**<br>The resident does not own the premises but is granted a right to occupy the premises on the following basis: |
|---|---|
| ☐ **Estate in fee simple**: A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.<br><br>☐ **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.<br>☐ **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. | ☒ **Licence:**<br>☒ term **49 years** or<br>☐ periodic tenancy<br>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.<br>☐ **Lease –** ☐ term……..or<br>☐ periodic tenancy<br><br>A resident has a leasehold interest, but does not own the unit or the land.<br><br>☐ **Other**…… |

## 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 |
|---|---|---|
| 2025 | $522,990.00 surplus | The reported surplus should not be regarded as an operating surplus from the day-to-day management of the retirement village, or as surplus funds available for use within the village as it includes retirement village development activities. |
| 2024 | $282,126 surplus | The reported surplus should not be regarded as an operating surplus from the day-to-day management of the retirement village, or as surplus funds available for use within the village as it includes retirement village development activities. |
| 2023 | $(60,768.00) deficit | The deficit was absorbed by the Operator and did not result in any additional financial contribution being required from residents. |

## 14. Capital maintenance fund

Does the village have a capital maintenance plan? ☒ Yes ☐ No

Does the village have a capital maintenance fund? ☐ Yes ☒ No

If yes, balance at end of last financial year $

## 15. Owners corporation

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

## 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):

WorkCover Insurance and Motor Vehicle Insurance

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

☒ The contents of their unit

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

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

☐ Other (please specify)

Does the operator have any funds set aside to insure against potential damage to the village? (self-insurance) ☐ Yes ☒ No

## 17. Additional documents

The following documents are attached to this information statement:

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

## Part B: Village fees and charges

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

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

| Fee or charge | 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 | ☒ No | | *On joining waiting list* | |
| Is the waiting list fee refunded on entry? | ☒ No | | | |
| Holding deposit | ☒ No | | *On reserving a unit* | |
| Entry payment | ☒ Yes | $113,098 to $203,077 | *On entry* | Entry payment depends on the type and size of the unit. |
| Other entry fees or charges – specify: | | | | |
| **Ongoing costs: paid while residing in the village** | | | | |
| Rent | ☒ No | | | |
| Maintenance charges | ☒ Yes | $161.10 to $221.50 | ☒ Weekly | Maintenance charges depend on the type and size of unit and includes Municipal rates. |
| Owners corporation fees | ☒ No | | | |
| Optional services charges | ☒ No | | | |
| Capital maintenance fund contribution | ☒ No | | | |

| Fee or charge | Non-owner resident | Amount, range or method of determining amount | When paid | Further information |
|---|---|---|---|---|
| Utility charges | ☒ Yes | | | Residents must pay their own Utility charges namely, electricity, gas, water consumption (if applicable), telephone and internet and any other personal expenses not expressly included in the weekly maintenance fee and in accordance with the Residence Contract. |
| Council rates | ☒ Yes | | | Refer Maintenance Charges above. |
| Land taxes | ☒ No | | | |
| Other ongoing fees or charges – specify: | | | | |
| **Costs and entitlements on exit: when permanently leaving the village** | | | | |
| Deferred management fee (% of entry payment per year) | ☒ Yes | Percentages of entry payment per year is set out in the Example Table below | *On exit* | Refer to the EXAMPLE table set out below |
| Resident receives a share of capital gain on exit | ☒ No | % of capital gain | *On exit* | |
| Resident is liable for a share of capital loss on exit | ☒ No | % of capital loss | *On exit* | |
| Other ongoing fees or charges – specify: | | | | |

| Fee or charge | Non-owner resident | Amount, range or method of determining amount | When paid | Further information |
|---|---|---|---|---|

***Deferred Management Fee:*** *For example, if the entry payment was $100,000 the following refunds and deferred management fees would apply for every full year of occupancy calculated daily.*

| | Full Year | LVV Annual Charge (%) | LVV Deferred Management Fee ($) | Resident Refund of Entry Payment ($) |
|---|---|---|---|---|
| EXAMPLE ONLY | 1 | 30% | $30,000 | $70,000 |
| | 2 | 20% | $20,000 | $50,000 |
| | 3 | 20% | $20,000 | $30,000 |
| | 4 | 20% | $20,000 | $10,000 |
| | 5 | 10% | $10,000 | $0 |

| Ad Hoc fees and fees for service | | | | |
|---|---|---|---|---|
| Other one-off or ad-hoc fees or charges – specify: | | | | |
| Ad hoc ‘Handyman’ services | ☒ Yes | $80 per hour | | Provided on request and subject to availability |

## 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 | **ALISON SKELDON, CHIEF EXECUTIVE OFFICER**<br>**As the Authorised Representative of the Proprietor** |
| Date | 1 October 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 | **ALISON SKELDON, CHIEF EXECUTIVE OFFICER**<br>**As the Authorised Representative of the Proprietor** |
| Date | 1 October 2026 |

# Attachment 1: Services and facilities

| Service of facility | Optional or mandatory | Fee for use (dollar figure or inc. in maintenance charge) | Further information and any restrictions |
|---|---|---|---|
| Village Management and Administration | Mandatory | Included in the Maintenance Charge | Day-to-day management, administration and operation of the village |
| Cleaning of common facilities | | | Cleaning of shared indoor and outdoor common areas |
| Lighting of common areas | | | Electricity and lighting for shared facilities and village infrastructure |
| Gardening and routine grounds maintenance (common property) | | | Lawn mowing, pruning and routine garden maintenance of common areas |
| Front garden maintenance (where applicable) | | | Routine garden care only; excludes resident-installed or non-standard features |
| Routine maintenance of common facilities | | | Minor and recurrent maintenance only; excludes capital repair or replacement |
| Routine maintenance of roads, paths and driveways | | | Day-to-day upkeep; excludes resurfacing, reconstruction or renewal |
| Fire safety system testing (where applicable in common areas) | | | Routine testing and compliance checks only |
| Insurance – village buildings and common facilities, workers compensation | | | Building, public liability, motor vehicle and workers compensation insurance |
| Council rates and statutory charges | | | Includes council rates, water and other statutory charges for the village, levied by local authorities on a per unit basis |
| ‘Handyman’ Services | Optional | $80 per hour | Provided on request and subject to availability |
| **Total mandatory service and facility charges (per week)** | | $161.10 to $221.50 | Depends on unit type and size |
| **Total optional charges** | | $80 per hour | Ad hoc ‘handyman’ services |

# 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):

| | |
|---|---|
| | Medical Malpractice, Directors and Officers |
| Name of insurer | Pen Underwriting Pty Ltd |
| Amount insured | $20,000,000 |
| Period of cover | 30/11/2025 to 30/11/2026 |
| Premium | $13,720.00 |
| Excess | $1,000.00 |
| Exclusions | **Note:** Injury or property damage occurring within a resident's private unit generally remains the responsibility of the resident, particularly where the incident arises from the resident's actions, negligence, or personal property under their control. |
| 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
- ☒ Burst pipes or sudden water leaks
- ☒ Storm, wind or hail
- ☐ Vandalism
- ☒ Rainwater damage
- ☒ Flood

☐ Other risks covered (please specify):

| | |
|---|---|
| | |
| Name of insurer | CHUBB Insurance Australia Limited |
| Amount insured | $78,350,000.00 |
| Period of cover | 30/11/2025 to 30/11/2026 |
| Premium | $72,060.00 |
| Excess | $5,000.00 |
| Exclusions | The Operator is not aware of any exclusions that commonly affect residents. |
| Other information | The Building Insurance applies to the entire property and non-resident contents and is arranged on a whole-of-site basis. |

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

| | |
|---|---|
| The nature of the risk insured against | Motor Vehicle |
| Name of insurer | RACV |
| Amount insured | Market Value |
| Period of cover | 25/11/2025 to 26/11/2026 |
| Premium | $1,070.50 |
| Excess | $900.00 |
| Exclusions | |
| Other information | This vehicle is used by staff for grounds maintenance and general village operations. This vehicle is not available for resident use. |

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

| | |
|---|---|
| The nature of the risk insured against | Workcover Insurance |
| Name of insurer | Allianz Australia Workers' Compensation (Victoria) Limited |
| Amount insured | The Operator is registered for WorkCover Insurance to cover its liabilities under the Workplace Injury Rehabilitation and Compensation Act 2013 (and Amendments) |
| Period of cover | 01/07/2026 to 30/06/2027 |
| Premium | $10,560 (apportioned for Retirement Village remuneration) |
| Excess | Per case basis. |
| 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.

# Care Providers

## Certificate of Currency

20/11/2025

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: | Latrobe Valley Village Inc. and Orana Senior Citizens Inc |
| Policy Number: | L4828/0415137 |
| Period of Insurance: | From: 30/11/2025 at 4:00 PM at the Named Insured's principal place of business |
| | To: 30/11/2026 at 4:00 PM at the Named Insured's principal place of business |
| Business: | Residential Aged Care Facility, Respite Services, Retirement Village including Meals on Wheels 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.

**CHUBB INSURANCE AUSTRALIA LIMITED**
ABN 23 001 642 020 AFSL 239687

Grosvenor Place Level 38,
225 George Street Sydney NSW 2000
Telephone: +61 2 9335 3200
www.chubb.com/au
18-March-2026

# Certificate of Currency

This Certificate of Currency confirms the following policy is current at the date stated below. Please refer to policy document for full terms and conditions.

| Certificate of Currency | |
|---|---|
| Insured: | Latrobe Valley Village Incorporated |
| Policy Number: | 02FX033510 |
| Policy Class: | Industrial Special Risks |
| Policy From: | 30-November-2025 at 4.00PM local standard time |
| Policy To: | 30-November-2026 at 4.00PM local standard time |
| Chubb Share: | 100% |

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| Location 1: 5 Ollerton Avenue Newborough VIC 3825 | | |
|---|---|---|
| Limit of Liability: | Section 1 & Section 2 Combined | $78,350,000.00 |
| Sub-Limit of Liability: | Glass | Insured |
| Declared Values: | Section 1 – Material Damage | $51,932,880.00 |
| | Section 2 – Consequential Loss | $19,247,500.00 |

Signed for the Company :

CHUBB
Chubb Insurance
Australia Limited
ABN 23 001 642 020

Sam King

Property Underwriter - VIC

Authorised Officer, Chubb Insurance Australia Limited
ABN 23 001 642 020 AFSL 239687

**Note:** This advice merely provides confirmation as the existence of an insurance policy. The policy terms and conditions incorporate provisions which may enable Insurers to cancel or vary the policy on the happening of prescribed circumstances or events (ie non-payment of premium). Therefore this confirmation of insurance is not to be construed as guaranteeing that the policy will remain in force throughout the period as specified hereon.

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# CERTIFICATE OF CURRENCY

Allianz

*Authorised Agent of the Victorian WorkCover Authority*

## 1. STATEMENT OF COVERAGE

This employer is registered for WorkCover Insurance to cover its liabilities under the *Workplace Injury Rehabilitation and Compensation Act 2013* (and amendments).

**This Certificate is valid from:** **01/07/2026** **to:** **30/06/2027**

The information provided in this Certificate of Currency is correct at: **20/10/2026**

## 2. EMPLOYER'S INFORMATION

WorkCover Employer Number:

**1385850**

Employer Legal Name:

**LATROBE VALLEY VILLAGE INC**

Employer Trading Name:

ABN:

**38 645 298 359**

ACN/ARBN:

**Adam Woolley**
**Head of Policy, Entitlements & Operations**
**Allianz Australia Workers' Compensation (Victoria) Limited**
For and on behalf of WorkSafe Victoria

ACN 059 835 791
GPO Box 80 Melbourne VIC 3001
Premium Enquiries: Phone (03) 9234 3285