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 450 131 (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（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 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 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	Kensington Gardens Shepparton
Village street address	80 Channel Road, Shepparton Vic 3630
Village postal address	80 Channel Road, Shepparton Vic 3630

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	A & M Green Investments Pty Ltd and MA Green Investments Pty Ltd
ABN / ACN	A & M Green Investments Pty Ltd A.C.N 123 073 718 and MA Green Investments Pty Ltd A.C.N 620 160 554
Address for service	80A Barolin Street, Bundaberg Qld 4670

Operator name	Village Management Services Pty Ltd
ABN / ACN	A.B.N: .57 010 896 189; A.C.N. 010 896 189
Address for service	80A Barolin Street, Bundaberg Qld 4670

Telephone	03 5820 5100	Email	sheppgardens@kensingtongardens.com.au

Date current operator commenced in that role: 26th February 2013

3. Operator representative

Name of representative	Glen Thomas / Weekend Host
Position of representative	Village Manager (weekdays). Weekend Host (Weekends) – excludes Public Holidays

Location within village	Community Centre
Times available	Monday-Friday 9am to 5pm: Village Manager Saturday-Sunday 10am to 4pm: Weekend Host

Telephone	03 5820 5100	Email	glen@kensingtongardens.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	228	0	0
Serviced apartments	0	0	0	0
Villas or townhouses	0	0	0	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

Type of pet must be approved by Village Manager in consideration of Village Rules & Victorian Regulations regarding General Behaviour of Residents.

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

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

Additional details:

Resident Social Club & Other Social Groups

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	Stage 9 (Final Stage)
Construction timeframes (anticipated start and finish dates)	Forecast Start: January 2028 Civil Works Forecast Finish: June 2028 (Civil works)

0. Security and emergency assistance systems

The village is equipped with the following security system

Nil

The village is equipped with the following emergency assistance system

The emergency system is monitored off-site. The cost of this service is included in the Maintenance Charge. The system is monitored 24 hours per day 7 days per week.

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	

The village offers the following rights to occupy:

☐ **Owner Resident** 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** 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. ☐ **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. ☐ **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:** ☐ term…………… or ☐periodic tenancy 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. ☒ **Lease –** ☒ term…90 years or ☐ periodic tenancy A resident has a leasehold interest but does not own the unit or the land. ☐ **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
2023	$0	
2024	$0	
2025	$0	

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: $369,178-33

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):

Voluntary Workers; Motor Vehicles & Other Equipment Used for Village Operations

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)

Part B: Village fees and charges

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

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

Fee or charge	Owner-resident	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Entry costs: paid before or on entering the village					
Waiting list fee	☐ Yes ☐ No	☐ Yes ☒ No			
Is the waiting list fee refunded on entry?	☐ Yes ☐ No	☐ Yes ☒ No			
Holding deposit	☐ Yes ☐ No	☐ Yes ☒ No			
Entry payment	☐ Yes ☐ No	☒ Yes ☐ No	Determined by Current Market Price for Unit Plan subject to the Lease. Current price range: $423,480 to $651,220	*On entry*	*Refer Village Manager for latest Price Lists for new & resale homes*
Other entry fees or charges – specify:					
Legal Fees including Lease Registration Fees		☒ Yes ☐ No	Currently $770-00	*On entry*	

Ongoing costs: paid while residing in the village					
Rent	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Maintenance charges	☐ Yes ☐ No	☒ Yes ☐ No	$562-00	☐ Weekly ☒ Monthly ☐ Annually	For 2025-2026 Budget Year
Owners corporation fees	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Optional services charges	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Capital maintenance fund contribution	☐ Yes ☐ No	☒ Yes ☐ No			Included in Maintenance Charge
Utility charges	☐ Yes ☐ No	☒ Yes ☐ No	1. individual unit consumption of electricity, gas, internet, phone, Pay TV. 2. Maintenance charge includes community electricity & gas		1. Paid direct to supplier for power, phone, gas, internet or Pay TV to individual resident. 2. Amount for gas & electricity included in Maintenance Charge for Community Street Lights, Electricity to Community Centre building; Gas to Community Centre building.
Council rates	☐ Yes ☐ No	☒ Yes ☐ No	Included in Maintenance Charge		
Land taxes	☐ Yes ☐ No	☐ Yes ☒ No			
Other ongoing fees or charges – specify:					

Costs and entitlements on exit: when permanently leaving the village – If you chose (1) Capital Guaranteed Lease Option					
Deferred Management (or Exit) Fee (% of original entry payment)	☐ Yes ☐ No	☒ Yes ☐ No	5% of original entry payment calculated daily for 1st Year thereafter capped at 5%.	*On exit*	
Resident receives a share of capital gain on exit	☐ Yes ☐ No	☐ Yes ☒ No	0% of capital gain	*On exit*	
Resident is liable for a share of capital loss on exit	☐ Yes ☐ No	☐ Yes ☒ No	0% of capital loss	*On exit*	
Other ongoing fees or charges – specify:					
Legal Fees – Surrender of Lease		☒ Yes ☐ No	Currently $474-00	*On exit*	
Operators Note: *Under the Capital Guaranteed Lease option, Residents (i) receive a refund of their original ingoing contribution.* *(ii) Pay a maximum exit fee of 5% of their original ingoing contribution; and (iii) Do not receive any capital gain or pay any capital loss.*					

Costs and entitlements on exit: when permanently leaving the village – If you chose (2) Capital Gain Lease Option					
Deferred Management (or Exit) Fee (% of entry payment per year)	☐ Yes ☐ No	☒ Yes ☐ No	5% of the original ingoing contribution for the first year of residence, 10% of the original ingoing contribution for the second year of residence, 15% of the original ingoing contribution for the third year of residence, 20% of the original ingoing contribution for the	*On exit*	

			fourth year of residence 25% of the original ingoing contribution for the fifth and sixth years of residence and up to a maximum of 30% of the original ingoing contribution for seven years of residence or more. DMF is calculated daily.		
Resident receives a share of capital gain on exit	☐ Yes ☐ No	☒ Yes ☐ No	50% of capital gain (if any)	*On exit*	
Resident is liable for a share of capital loss on exit	☐ Yes ☐ No	☒ Yes ☐ No	50% of capital loss (if any)	*On exit*	
Other ongoing fees or charges – specify:					
Legal Fees – Surrender of Lease		☒ Yes ☐ No	Currently $474-00	*On exit*	
Operators Note: *Under the Capital Gain Lease option, Residents: (i) Receive a refund of their original ingoing contribution. (ii) Pay a maximum DMF(Exit) fee of 30% of their original ingoing contribution; and (iii) Receive 50% of any capital gain or pay 50% of any capital loss.*					
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:					
Legal Fees – Record of Death (for joint Leases).		☒ Yes ☐ No	Currently $474-00	On occurrence	

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	Peter Lollo - Director
Date	30th April 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	Peter Lollo - Director
Date	30th April 2026

Attachment 1: Services and facilities

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
Administration / Management Fee	Mandatory	Included in Maintenance Charge	
Cleaning Services – Common Facilities	Mandatory	Included in Maintenance Charge	
Lawn Mowing / Gardening Services	Mandatory	Included in Maintenance Charge	
Electricity / Gas for Common Areas	Mandatory	Included in Maintenance Charge	
Home / Building Insurance	Mandatory	Included in Maintenance Charge	
Maintenance – Capital	Mandatory	Included in Maintenance Charge	
Payroll Tax	Mandatory	Included in Maintenance Charge	
Pool Chemicals / Servicing	Mandatory	Included in Maintenance Charge	
Public Liability Insurance	Mandatory	Included in Maintenance Charge	
Council & GVW Rates	Mandatory	Included in Maintenance Charge	
Motor Vehicle Operating Expenses	Mandatory	Included in Maintenance Charge	
Village Staff Superannuation	Mandatory	Included in Maintenance Charge	
Village Staff Wages	Mandatory	Included in Maintenance Charge	
Village Staff Long Service Leave Entitlements	Mandatory	Included in Maintenance Charge	
Village Workcover Insurance	Mandatory	Included in Maintenance Charge	
Total mandatory service and facility charges		$562-00 per house per month	2025–26 Village Maintenance Charge
Total optional and mandatory services and facilities charges		$562-00 per house per month	

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	Insurance Australia Ltd t/as CGU
Amount insured	$20,000,000 any one occurrence
Period of cover	30/06/2025 to 30/06/2026
Premium	$17,321-00
Excess	$5,000 any one occurrence except $25,000 each and every occurrence with respect to injury to contractors, sub-contractors, employees of any contractors or subcontractors, labour hire personnel, worker to worker claims, and/or workers' compensation recovery actions (if covered)
Exclusions	Refer CGU Product Disclosure Statement ID#CID0332 REV8 10/25 Section 2 "Exclusions" pages 3-6 attached.
Other information:	Product Disclosure Statement CGU ID#CID0332 REV8 10/25 is available for perusal in the Village Office

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	Insurance Australia Limited t/as CGU
Amount insured	$96,202,400-00 (March 2026)
Period of cover	30/06/2025 to 30/06/2026
Premium	$104,279-00
Excess	$2,500 all claims except for Earthquake, Subterranean Fire or Volcanic Eruption claims where excess is $20,000
Exclusions	Refer Product Disclosure Statement for CGU Industrial Special Risks (ISR) Mark IV Insurance Policy ID#CV603 REV4 10/25 pages 10-14 attached.
Other information	Current Product Disclosure Statement for CGU Industrial Special Risks (ISR) Mark IV Insurance Policy ID#CV603 REV4 10/25 is available for perusal in Village Office. <u>Under the ISR policy the definition for The Property Insured is:</u> All tangible property both real and personal of every kind and description (except as hereinafter excluded) belonging to the Insured or for which the Insured is responsible or has assumed responsibility to insure prior to the occurrence of any damage, including all such property in which the Insured may acquire an insurable interest during the Period of Insurance.

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

The nature of the risk insured against	Liability & Contents Cover for onsite resident workshop
Name of insurer	Insurance Australia Limited t/as CGU
Amount insured	$10,000,000 liability & $30,000 contents
Period of cover	30/06/2025 to 30/06/2026
Premium	$1,692-00
Excess	$500-00
Exclusions	Refer CGU Product Disclosure Statement ID# CID0092 REV6 10/25 Pages 20-21 Contents Exclusions (attached). Page 35 Theft Exclusions (attached). Pages 42-45 Liability Exclusions (attached).
Other information	Current CGU Product Disclosure Statement ID#CID0092 REV6 10/25 is available for perusal in the Village office.

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

The nature of the risk insured against	Voluntary Workers
Name of insurer	Accident & Health International Underwriting P/L
Amount insured	Aggregate Limit of Liability $1,000,000
Period of cover	30/06/2025 to 30/06/2026
Premium	$545-50 for Kensington Gardens Shepparton Village
Excess	$Nil
Exclusions	Maximum Age Limit 85. The coverage afforded by this Policy only applies whilst an Insured Person is engaged in voluntary work authorised by and under the control of the insured including direct uninterrupted travel to and from such voluntary work.
Other information	Current AHI Product Disclosure Statement and Policy Wording ID # VW19012024 is available for perusal in the Village office.

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

The nature of the risk insured against	Commercial Motor Vehicles – 80 Channel Road, Shepparton
Name of insurer	Zurich Financial Services Australia Limited
Amount insured	1. Comprehensive – Market Value or individual Sum insured per item. 2. 3rd Party liability $30,000,000 apply to certain items listed
Period of cover	20/03/2026 to 20/03/2027
Premium	$4,680-00
Excess	Ranges from $300-00 to $600-00 depending on item
Exclusions	Refer Current Zurich Steadfast SCTP Motor Insurance Product Disclosure Statement ID#ZU24258A - V1 11/21 - PCUS-017831-2021 Effective date: 28 February 2023 as follows: Section 1 – Exclusions Own Damage – Pages 18-19. Section 2 – Exclusions 3rd Party Property Damage – Pages 23-24. Section 1 & 2 – Exclusions – Pages 27-31.
Other information	Current Zurich Steadfast SCTP Motor Insurance Product Disclosure Statement ID#ZU24258A - V1 11/21 - PCUS-017831-2021 Effective date: 28 February 2023 is available for perusal in the Village office.

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.