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.

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- 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 1300 55 81 81.

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 □□□□□□□□ □□□ □□□□□ □□□ □□□□ □□□□□□□ □□□□□□□ (TIS) □□□□ □□□ 131 450 (□□□□□ □□□ □□ □□□) □□□□□ □□□□□□ □□□□□ □□□ □□ □□□□ □□□ 1300 55 81 81 □□□ □□□□ □□□□ □□□□ □□ □□□□□□□□□ □□□□□.

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	St. Francis
Village street address	157 – 163 Lower Heidelberg Road, Ivanhoe East, Victoria, 3079
Village postal address	2 Lonsdale Street, Melbourne, Victoria, 3002 Note from operator: The Village is under construction, postal address will be updated once development is final.

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	The Roman Catholic Trusts Corporation for the Diocese of Melbourne (beneficial owner: the Operator) (with respect to Lot 1 on Title Plan 593673V, being all the land contained in Volume 08632 Folio 498). Villa Maria Catholic Homes Limited (with respect to Lot 1 on Title Plan 593673V being all the land contained in Volume 07973 Folio 188).
ABN / ACN	52 768 159 282
Address for service	2 Lonsdale Street, Melbourne, Victoria, 3000

Operator name	Villa Maria Catholic Homes Limited
ABN / ACN	32 004 364 103
Address for service	2 Lonsdale Street, Melbourne, Victoria, 3000

Telephone	1300 698 624
Email	vmch@vmch.com.au
Date current operator commenced in that role	Village under construction

3. Operator representative

Name of representative	Liz Hickey
Position of representative	Chief Retirement Living Officer
Location within village	Not located onsite – 2 Lonsdale Street, Melbourne, VIC 3002
Times available	0900-1700 Monday to Friday, excluding public holidays
Telephone	0400 426 847
Email	stfrancis@vmch.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		**Number**	**Type**		
		47	2- bedroom apartments		
		10	3 -bedroom apartments		
		Total 57 apartments			
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:

St Francis is a pet friendly village. Further details regarding the village's pet policy including details of any restrictions or conditions on pet ownership are available on request.

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:

Note from operator: The village is currently under construction.

Further details of the social activities and events that will be available to residents will be available on request from the Operator, village manager or concierge once the Village becomes operational.

Restrictions are expected to apply to residents' and / or visitors' car parking within the village. Further details will be available on request once the village becomes operational.

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	Construction of St. Francis is in progress.
Construction timeframes (anticipated start and finish dates)	Anticipated commencement Q4 2026. Anticipated practical completion Q3 2028.

10. Security and emergency assistance systems

The village is equipped with the following security system

On completion of construction, it is anticipated that the village will be equipped with a CCTV system, a secure village fence line with access controls, access controls into buildings, and apartment intercoms. The CCTV system will be in operation 24 hours per day, 7 days per week.

The village is equipped with the following emergency assistance system

On completion of construction, it is anticipated that the village will be equipped with a Personal Emergency Response Service monitored 24/7

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	Agreement to Lease Additional Car Park and Additional Storage Cage Licence (if applicable) Electric Vehicle Charger Agreement (if applicable)

The village offers the following rights to occupy:

☐ **Owner Resident**	☒ **Non-Owner Resident**
An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	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.	☐ **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.
☐ **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.	☒ **Lease –** ☒ term - 49 years commencing on the commencement date of the residence and management contract, unless terminated earlier in accordance with the terms of the residence and management contract, or ☐ periodic tenancy A resident has a leasehold interest, but does not own the unit or the land.

☐ **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.	☐ **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
		The village hasn't commenced operation, as such accounts are not available.

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

$0
Note from operator: The village is currently under construction.

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):

Workers compensation, common law and statutory liability insurances with respect to employees employed by the operator for the village.

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)

Third-party property damage insurance for any motor vehicle.

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:

☒ List of services and facilities provided by the operator at the village (Attachment 1) (mandatory)

Note from operator: The village is currently under construction. It is intended that the services and facilities to be provided by the operator once the village becomes operational are as set out in

Attachment 1, however, the operator reserves the right to make amendments to the services and facilities in its absolute discretion.

☒ Certificates of currency for the insurances held by the operator in respect of the village (Attachment 2) (mandatory)

☒ Glossary of fees (Attachment 3) (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		On joining waiting list.	
Is the waiting list fee refunded on entry?	☐ Yes ☐ No	☐ Yes ☐ No			
Holding deposit	☐ Yes ☐ No	☒ Yes ☐ No	$20,000	On reserving an apartment.	This amount is refundable if you do not enter into a residence and management contract, less administration costs (if applicable). Where a residence and management contract is entered into, the fee will be applied towards the entry payment.
Deposit	☐ Yes ☐ No	☒ Yes ☐ No	An amount equal to 5% of the entry payment (less the holding deposit already paid).	On the date which is 6 months' prior to the issue of the occupancy permit in respect of the premises.	This amount will be applied towards the entry payment.
Entry payment	☐ Yes ☐ No	☒ Yes ☐ No	$1,090,000 to $4,650,000	On entry.	Entry payments vary depending on the apartment type and location. The ranges

					reflect pricing across all available apartments in the village as at 1 June 2026. Two bedroom - $1,090,000 to $2,950,000 Three bedroom - $2,600,000 to $4,650,000
Other entry fees or charges – specify:					
Option 2: Prepaid Management Fee	☐ Yes ☐ No	☒ Yes ☐ No	15% of the entry payment.	On entry.	Entry payments vary depending on the apartment type and location. The ranges reflect pricing across all available apartments in the village as at 1 June 2026. The current range of entry payments is $1,090,000 to $4,650,000.
Prepaid Maintenance Charges Option	☐ Yes ☐ No	☒ Yes ☐ No	An amount equal to the maintenance charges otherwise payable for the first 6 years of occupancy, calculated by escalating the then-current maintenance charge at a fixed rate of 3% per annum (compounding) for that 6-year period.	On entry.	This is an optional method of payment of maintenance charges, available at the resident's election, as an alternative to paying maintenance charges periodically in accordance with the "Maintenance charges" row below. Any interest earned by the operator on the prepaid amount is retained by the operator. If a resident elects this option and their residence and management contract terminates before the end of the 6-year period, the resident (or their estate) will be refunded the pro-rata balance of the prepaid amount referable to the unexpired portion of that period. The operator bears the risk that actual increases in maintenance charges (by reference to CPI or otherwise) during the 6-year period exceed 3% per annum.

Entry Administration Fee	☐ Yes ☐ No	☒ Yes ☐ No	$2,000.	On entry.	
Council and Water rates adjustments	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On entry.	Nil connection fees for electricity and water.
Connection Fees	☐ Yes ☐ No	☒ Yes ☐ No	$300.00	On entry.	Connection Fees for NBN.
Resident's additions - over and above standard refurbishment.	☐ Yes ☐ No	☒ Yes ☐ No	The cost of variations including, the addition, removal, or alteration of fixtures and fittings requested prior to entry into a residence and management contract, requested by you.	On entry.	These costs will vary based on the nature of any variations requested by you. Further information is available upon request.
Electric Vehicle Charging Point Installation Fee	☐ Yes ☐ No	☒ Yes ☐ No	$2,636.36 excl. GST	On entry.	If you choose to have an electric vehicle charging point installed in your allocated car space, an installation fee is payable. The installation fee includes the annual subscription fee for the first year following installation. Thereafter, the subscription fee will be payable by the resident.
Ongoing costs: paid while residing in the village					
Rent	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Maintenance charges	☐ Yes ☐ No	☒ Yes ☐ No	$950-$1,950	☐ Weekly ☒ Monthly ☐ Annually	Payable on the 15th day of each month or such other interval as the operator determines in its discretion. Maintenance charges can only be varied (including increased) in accordance with

					the Act. Maintenance charges may change between the date of this Information Statement and the date the residence and management contract commences. **Prepaid Maintenance Charges Option**: a resident may elect, on entry, to prepay maintenance charges for the first 6 years of occupancy in accordance with the "Prepaid Maintenance Charges Option" row above, instead of paying maintenance charges periodically. Where this option is elected, no further maintenance charges are payable by the resident for that 6-year period.
Owners corporation fees	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Optional services charges	☐ Yes ☐ No	☒ Yes ☐ No	Varies: Refer to Attachment 1	☐ Weekly ☐ Monthly ☐ Annually	Optional services charges will vary depending on the services a resident chooses to use. The proposed optional services to be made available are set out in Attachment 1, however, the operator reserves the right to vary the optional services during the course of construction, and prior to completion.
Capital maintenance fund contribution	☐ Yes ☐ No	☐ Yes ☒ No			
Utility charges	☐ Yes ☐ No	☒ Yes ☐ No	Varies	Utilities are charged directly by the	You will arrange and pay directly to utility providers for all utilities.

				relevant supplier	Charges are calculated on actual supply and consumption. Includes telephone line rental required for provision of emergency call or security monitoring.
Council rates	☐ Yes ☐ No	☒ Yes ☐ No	Varies		As assessed against the apartment.
Land taxes	☐ Yes ☐ No	☐ Yes ☒ No			No land tax is payable whilst the village is exempt land as that term is defined in the *Land Tax Act* 2005 (Vic).
Other ongoing fees or charges – specify:					
Water rates, service charges and usage	☐ Yes ☐ No	☒ Yes ☐ No	Varies		Charges are calculated on actual supply and consumption.
Other fees, rates or charges imposed by any government or relevant authority	☐ Yes ☐ No	☒ Yes ☐ No	Varies		Charges are calculated on actual supply and consumption.
Insurance	☐ Yes ☐ No	☒ Yes ☐ No	Varies depending on insurer		Contents: It is recommended that residents arrange and maintain their own contents insurance within their apartment. Public Liability: It is recommended that residents arrange and maintain their own public liability insurance. Motorised Mobility Aid: Residents who use a motorised mobility aid are required

					to take out liability insurance for a minimum sum of $5 million. Premiums are payable directly to the insurer in accordance with the policy.
Electric Vehicle Charger Annual Subscription Fee	☐ Yes ☐ No	☒ Yes ☐ No	$200.00 (excl. GST)	☐ Weekly ☐ Monthly ☒ Annually	Payable to the supplier directly, as invoiced.
Other	☐ Yes ☐ No	☒ Yes ☐ No			Additional costs may arise in specific circumstances under the residence and management contract (as the case may be).
Costs and entitlements on exit: when permanently leaving the village					
Deferred management fee (% of entry payment per year) Option 1: Deferred Management Fee	☐ Yes ☐ No	☒ Yes ☐ No	A percentage of a resident's entry payment according to the resident's period of occupancy from the commencement date of the residence and management contract, as follows: <u>New Sales</u> Not more than 1 year or part thereof 7%. More than 1 year, but not more than 2 years 14%.	On exit	You are entitled to a refund of your repayable entry payment less the deferred management fee and any other amounts payable by you under your residence and management contract when you permanently leave the village and provide vacant possession (as that term is defined in the retirement village laws) of your premises.

			More than 2 years, but not more than 3 years 19%. <u>Resales:</u> Not more than 1 year or part thereof 9%. More than 1 year, but not more than 2 years 18%. More than 2 years, but not more than 3 years 25%.		
Deferred management fee (% of entry payment per year) Option 2: Prepaid Management Fee	☐ Yes ☐ No	☐ Yes ☒ No		On exit	No deferred management fee is payable. You are entitled to a refund of your repayable entry payment less any other amounts payable by you under your residence and management contract when you permanently leave the village and provide vacant possession of your premises. Note from proprietor: if you terminate the residence and management contract and provide vacant possession of the premises within 6 months of the commencement date, the Prepaid Management Fee will be fully refunded to you.
Resident receives a share of capital gain on exit	☐ Yes ☐ No	☐ Yes ☒ No	% of capital gain		

Resident is liable for a share of capital loss on exit	☐ Yes ☐ No	☐ Yes ☒ No	% of capital loss		
Other ongoing fees or charges – specify:					
Maintenance Charges	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit.	Charges cease on the earlier of the date the residence and management contract terminates or otherwise ends, and the date that vacant possession of the premises is provided. **Prepaid Maintenance Charges Option:** Where a resident has elected the Prepaid Maintenance Charges Option and the residence and management contract terminates, or the resident provides vacant possession of the premises, before the end of the 6-year prepayment period, the resident (or their estate) will be refunded the pro-rata balance of the prepaid amount referable to the unexpired portion of that period. Interest earned by the operator on the prepaid amount is retained by the operator and is not refundable to the resident.
Utility Charges (separately assessed against the premises)	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit.	Charges cease on the earlier of the date the residence and management contract terminates or otherwise ends, and the date of vacant possession of the premises is provided.
Reinstatement and Renovation Works Costs	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit.	Any amount payable in respect of repair or reinstatement of the premises for which you are liable under the residence and management contract, including any damage caused to the premises by you, excluding fair wear and tear.

Other amounts owed to the operator or proprietor under the terms of your residence and management contract, including GST.	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit.	Charges cease on the earlier of the date your residence contract terminates or otherwise ends, and the date of vacant possession of your premises.
Accommodation Payments	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit.	Any accommodation payment made by us on your behalf in accordance with the retirement village laws to an approved provider of a residential care home in which you reside or propose to reside or an alternative accommodation provider.
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit.	Our reasonable legal costs (not exceeding $2,000) for the preparation of the residence and management contract in respect of a new resident, and any adjustments for council and water rates payable by you under the terms of the residence and management contract.

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	Signed by: A2055FAE0F6D472...
Print name	Sonya Smart
Date	06 August 2026 | 13:38 AEST

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 the Proprietor by its attorney pursuant to a General Power of Attorney dated 5 July 2023 which is in the form authorised by Victorian legislation and of which the attorney has no notice of revocation.	Signed by: A2055FAE0F6D472...
Print name	Sonya Smart CEO
Date	06 August 2026 | 13:38 AEST

Signed by:
Naomi Denham
87CA8B6F03BB4F6...
Naomi Denham

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**
Operator note: The Village is currently under construction. It is intended that the operator will make the below facilities and services available to residents once the Village is operational. The operator reserves the right to make amendments to the services and facilities available at St. Francis in its absolute discretion.			
Facilities			
Billiards Room	Mandatory	Included in the maintenance charge	
Café and bar	Mandatory	Included in the maintenance charge	Menu and price list available on request.
Car wash area	Mandatory	Included in the maintenance charge	
Chapel	Mandatory	Included in the maintenance charge	
Cinema	Mandatory	Included in the maintenance charge	
Covered terrace with BBQ	Mandatory	Included in the maintenance charge	
Community gardens/parks including walking paths in village	Mandatory	Included in the maintenance charge	
Consulting suite	Mandatory	Included in the maintenance charge	If services are provided to you by third party providers, fees are payable by you directly to the provider.
Dining room	Mandatory	Included in the maintenance charge	Menu and price list available on request.
Dual waste recycling and on-site composting facility	Mandatory	Included in the maintenance charge	
Electric vehicle charging station	Mandatory	Included in the maintenance charge	The fee for using the electric vehicle charger will be charged on a user-pays basis.
Golf simulator	Mandatory	Included in the maintenance charge	
Greenhouse and potting shed	Mandatory	Included in the maintenance charge	

Group exercise room	Mandatory	Included in the maintenance charge	If services are provided to you by third party providers, fees are payable by you directly to the provider.
Gym	Mandatory	Included in the maintenance charge	If services are provided to you by third party providers, fees are payable by you directly to the provider.
Indoor heated pool	Mandatory	Included in the maintenance charge	
Library	Mandatory	Included in the maintenance charge	
Lounge	Mandatory	Included in the maintenance charge	
Private dining room	Mandatory	Included in the maintenance charge	If services are provided to you, fees are payable by you on a user pays basis.
Multipurpose room	Mandatory	Included in the maintenance charge	
Resident kitchenette	Mandatory	Included in the maintenance charge	
Vegetable and herb garden	Mandatory	Included in the maintenance charge	
Services			
24-hour emergency call service	Mandatory	Included in the maintenance charge	Third Party Provider
Financial Administration and Management	Mandatory	Included in the maintenance charge	Including collection of the maintenance charges, expense budget preparation, auditing of accounts, payment of GST on or in connection with the provision of the Services, including the claiming of applicable input tax credits.
Maintenance of communal facilities and areas	Mandatory	Included in the maintenance charge	Maintenance, repair, replacement of capital items in communal facilities and areas, including cleaning, garbage and waste disposal, lighting, gardening, lawn mowing and landscaping of communal facilities and areas to the extent that those costs are not borne by residents.

Maintenance of units	Mandatory	Included in the maintenance charge	Maintenance and repair of capital items in units to the extent that those costs are not borne by residents
Management and Administration Services	Mandatory	Included in maintenance charges	Including arrange and maintain required insurances, payment of all rates, taxes and charges, electricity, water and other utilities in respect to the units and the village (but only to the extent that the units are not separately assessed), employment of village staff
Security Services	Mandatory	Included in the maintenance charge	24 hours a day, 7 days a week CCTV and a secure fence line with access controls, access controls into buildings and unit intercom.
Social Activities	Mandatory	Included in the maintenance charge	Movie events, exercise class programs, activities programs.
Optional Services			
Allied Health Services	Optional	Fee for use	Payable directly to service provider
Concierge Services	Optional	Fee for use	Payable directly to service provider
Electric vehicle charger	Optional	Fee for use	Payable directly to service provider
Exercise classes	Optional	Fee for use	Payable directly to service provider
Health and Wellness services (ie beauty, hair, massage services)	Optional	Fee for use	Payable directly to service provider
Homecare services	Optional	Fee for use	Payable directly to service provider
Home help (ie cleaning, linen, bed making, laundry)	Optional	Fee for use	Payable directly to service provider
Meals	Optional	Fee for use	Payable directly to service provider
Total mandatory service and facility charges		$included in maintenance charge	

Total optional and mandatory services and facilities charges	$dependent on optional services and facilities used	

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	Victorian Managed Insurer Authority (VMIA)
Amount insured	$20,000,000 any one occurrence
Period of cover	1/07/2026 at 12:00AM AEST to 30/06/2027 at 11:59PM AEST
Premium	Nil
Excess	VMIA pays approved defence and settlement costs in addition to the policy limit, but if a claim exceeds that limit it only pays those costs in proportion to its share of the settlement, with the insured responsible for the balance.
Exclusions	No cover for personal liability of residents, visitors or contractors, unless in connection with the operator's business and approved by the operator. No cover where injury or property damage occurs within a resident's private unit, unless VMCH is deemed liable in causing the incident. No cover where another insurance or statutory scheme is required to respond, except for amounts exceeding that other cover. • Other general exclusions apply in relation to: Nuclear energy, radioactive materials or radiation, War and civil unrest, Pollution and contamination, Asbestos, Employee injuries,

	The operator's own property and products, Advertising-related claims, Fines, penalties, taxes or similar charges, Loss of use without physical damage, Product recall, Vehicles, aircraft and watercraft, Intentional or expected harm, Unusual or non-standard contract liabilities, Pre-existing or known matters, Earthworks and construction activities; Dishonesty; Defamation.
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	AAI Limited Trading As Vero Insurance
Amount insured	Industrial Special Risks policy $130,000,000 (sections 1 and 2 combined)
Period of cover	From: 4.00 pm 30/06/2026 Local Standard Time To: 4.00 pm 30/06/2027 Local Standard Time
Premium	The insurance premium is paid by VMCH, under a portfolio insurance program which covers various activities undertaken by VMCH, including: Aged and Disability Care services, Retirement Villages, Independent Living Units and other incidental activities. Premiums are not calculated or invoiced per village.
Excess	Per case basis
Exclusions	Personal property of residents, visitors or contractors

	Private resident property including damage occurring inside a resident's private unit. Loss or damage to residents' contents in common areas (e.g. storage cages, mobility scooter rooms, communal spaces). Consequential loss suffered by residents. Loss or damage of property that is the responsibility of an Owners Corporation or Body Corporate, unless specifically insured by the operator. Other general exclusions apply in relation to: Transport and vehicles, Money and valuables, land itself, Construction-related property, Infrastructure and utilities, Data and electronic information War, terrorism and government action, Nuclear and radiation, Design, workmanship and construction defects, Gradual deterioration and maintenance issues, Water-related issues Mechanical and electrical breakdown, Pollution and contamination, Criminal and dishonest acts, Vacant or unoccupied premises.
Other information	

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

The nature of the risk insured against	Liabilities under the Workplace Injury Rehabilitation and Compensation Act 2013
Name of insurer	GallagherBassett
Amount insured	VMCH is registered for WorkCover Insurance to cover its liabilities under the Workplace Injury Rehabilitation and Compensation Act 2013 (and Amendments)
Period of cover	1 July 2026 to 30 June 2027
Premium	The WorkCover insurance premium is paid by VMCH, under a portfolio insurance program that covers various activities undertaken by VMCH, including: Aged Care, Retirement Living and Disability Services.
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.

AON

Certificate of Currency

Date of Issue: 27 July 2026

To Whom It May Concern
Villa Maria Catholic Homes Limited
PO Box 134
East Melbourne VIC 3002

Contact: Madeleine Claire

t: 61 3 9211 3097
e: madeleine.claire@aon.com

We hereby certify that the under mentioned insurance policy is current as at the date of this certificate, please refer to the important notices below.

Policy Type	Industrial Special Risks
Insured	Villa Maria Catholic Homes Limited (ACN 004 364 103)
Insurer	AAI Limited Trading As Vero Insurance ABN: 48 005 297 807 (50%) CGU Australia Pty Ltd T/As CGU Insurance ABN: 62 004 478 960 (50%)
Policy Number(s)	Vero: ISA240059912 CGU: 01R1106531
Period of Insurance	From: 4.00 pm 30/06/2026 Local Standard Time To: 4.00 pm 30/06/2027 Local Standard Time
Covering	Section 1 - Property Insurance Section 2 - Interruption Insurance
Limits of Liability	Sections 1 and 2 Combined - $130,000,000 Plate Glass - Replacement Value
Remarks	St Francis Retirement Living 157-163 Lower Heidelberg Rd, Ivanhoe East, VIC 3079 Cover is extended to include the above location from the date of Practical Completion, anticipated to be 31 July 2026.

Further Information
Should you have any queries, please contact us on the details set out at the top of the page.

Important notes
- Aon does not guarantee that the insurance outlined in this Certificate 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 of the Policy and the Insurance Contracts Act 1984 (Cth).
- Aon accepts no responsibility or liability to advise any party who may be relying on this Certificate of such alteration to or cancellation of the Policy.
- Subject to full payment of premium
- This certificate does not:
  - represent an insurance contract or confer rights to the recipient;
  - amend, extend or alter the Policy; or
  - contain the full policy terms and conditions

AON

Certificate of Currency

Date of Issue: 27 July 2026

Villa Maria Catholic Homes Limited
PO Box 134
EAST MELBOURNE VIC 3002

Contact: Madeleine Claire

t: 61 3 9211 3097
e: madeleine.claire@aon.com

We hereby certify that the under mentioned insurance policy is current as at the date of this certificate, please refer to the important notices below.

Policy Type	Public and Products Liability
Insured	Villa Maria Catholic Homes Limited (ACN 32 004 364 103)
Business	All authorised actvites of Community Service Organisatons originatng within Victoria, (irrespectve of how the actvites may be funded)
Insurer	Victorian Managed Insurance Authority ABN: 36 682 497 841
Policy Number(s)	CSO004927-CSO-PPL
Period of Insurance	From: 4.00 pm 30/06/2026 Local Standard Time To: 4.00 pm 30/06/2027 Local Standard Time
Interest Insured	Legal liability to Third Partes for Personal Injury or Property Damage or Advertsing Liability happening during the Period of Insurance and arising out of an Occurrence in connecton with the Business of the Named Insured
Limits of Liability	Public Liability $20,000,000 any one occurrence Product Liability $20,000,000 any one occurrence and in the annual aggregate any one Period of Insurance
Territorial Limits	Anywhere in Australia but only in respect of actvites connected with the Business of the Named Insured in Victoria and not in respect of the Insured's interstate operatons unless otherwise agreed by VMIA.
Remarks	St Francis Retirement Living 157-163 Lower Heidelberg Rd, Ivanhoe East, VIC 3079 Cover is extended to include the above location from the date of Practical Completion, anticipated to be 31 July 2026.

Further Information
Should you have any queries, please contact us on the details set out at the top of the page.

Important notes
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- This certificate does not:
  - represent an insurance contract or confer rights to the recipient;
  - amend, extend or alter the Policy; or
  - contain the full policy terms and conditions

Toll Free 1800 774 077
Fax (03) 8623 9703
Email wcvpremium@gbtpa.com.au
Web www.gallagherbassett.com.au
Mail Locked Bag 3570, GPO Melbourne VIC 3001
Gallagher Bassett Services Workers Compensation Vic Pty Ltd
ACN 100 375 620
Authorised Agent of WorkSafe Victoria

WorkCover Insurance 2026/27

Date of Issue	4 June 2026
Employer Number	1302260

Certificate of Currency

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 1 July 2026 to 30 June 2027.

Employer Details

Employer Number:	1302260
Legal Name:	VILLA MARIA CATHOLIC HOMES LIMITED
Business Name:	VILLA MARIA CATHOLIC HOMES
ABN:	32 004 364 103
ACN:	004 364 103

Yours faithfully,

Melissa McColl
Premium & Credit Operations Manager
Gallagher Bassett Services Workers Compensation Vic Pty Ltd
For and on behalf of WorkSafe Victoria