

# Retirement Village Information Statement

*Retirement Villages Act 1986*, section 19

Retirement Village Regulations 2026, regulations 11-12

**This form is approved by the Director, Consumer Affairs Victoria under section 19 of the *Retirement Villages Act 1986*. All retirement village information statements must be in this form.**

## What is a Retirement Village Information Statement?

Every retirement village in Victoria must provide it in the same standardised format. Prospective residents can use information statements to compare retirement villages on a like-for-like basis.

It is designed to provide prospective residents information to make an informed decision about whether to move into this village. It covers the costs of entering, living in and leaving; the services and facilities available; and important details about how the village operates.

Information statements must be updated at least every 12 months and as soon as possible after any change to the information provided.

## How to access information statements for different villages?

Every retirement village must publish their information statement on their village's website.

The operator of a retirement village must also provide the information statement:

- at the request of a prospective resident within seven days,
- with any targeted promotional material, and
- at least 21 days before a resident enters into a residence or management contract in respect of the village.

## Navigating the information statement

### Part A: Village-level information

Provides information about the village and operator including about any owners corporation, types of contracts and tenure, village facilities and services, the number and types of residential premises, future developments, security and emergency assistance systems, insurance arrangements, financial management, residents committee and village rules.

### Part B: Village fees and charges

Provides information on fees and charges to be paid on entry, while living in the village, and when you leave.

Attachments to the information statement provide:

- A list of village services and facilities with associated fees (Attachment 1)
- Details of village insurance information (Attachment 2)
- A glossary of fees to help prospective residents understand the terms used throughout the statement (Attachment 3).

## **Finding more information**

Other documents and information are available to help inform prospective residents. Operators must provide the following documents to prospective residents at least 21 days before entering into a management contract:

- a draft residence contract and management contract for the village
- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

Prospective residents may also wish to ask for information on the specific fees and charges for a residence they are considering in an easy to understand form. A suggested form for this purpose can be found on the Consumer Affairs Victoria website [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au).

## **Understanding the financial commitment**

Entering a retirement village is a significant financial decision.

The financial structure of retirement village living is different from conventional home ownership or renting, and the net financial outcome can vary significantly depending on the length of stay and the terms of contracts. It is important that residents understand how the costs interact and what they will ultimately receive when they permanently depart the village.

Before signing any contract, you are strongly encouraged to read all documents carefully, ask questions of the operator, and seek advice from an independent financial adviser to ensure you have a full understanding of your financial obligations and entitlements.

## **Where can prospective residents get help or more information?**

If prospective residents need help understanding this statement or want more details about retirement village living in Victoria, they can contact Consumer Affairs Victoria for information and assistance by visiting [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) or calling 1300 55 81 81.

Operators must provide the following documents to prospective residents at least 21 days before entering into a management contract:

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- 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.

## Notes from the operator:

- **Understanding and advice:** Before signing any contract with us, it is important that you:
  - understand the financial commitments involved in entering, living in and leaving the village; and
  - seek advice from an independent financial and legal adviser.
- **Right to inspect documents:**
  - All prospective residents have the right to inspect, within 7 days of making a request, certain documents relating to the village free of charge, including the documents the operator must provide to you before you sign a contract (listed above).
  - All current residents also have the right to inspect those documents (where they apply to the resident).
- **GST:** All amounts in this information statement are GST-inclusive, unless stated otherwise where that is permitted by law.
- **Date:** This information statement was last updated on **1 May 2026**.

## Help or further information

**Note from the operator:** Specific information about retirement villages is available on the Consumer Affairs Victoria website at: [www.consumer.vic.gov.au/housing/retirement-villages](http://www.consumer.vic.gov.au/housing/retirement-villages).

## Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

### Arabic

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 1300 55 81 81.

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

**Vietnamese** Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xirii Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha Fiktooriya tel: 1300 55 81 81.

**Chinese** 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（祇花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

**Serbian** 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 ለቪ.ክቶሪያ 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 essere 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	Summerset Cranbourne North
Village street address	98 Mannavue Boulevard, Cranbourne North, Victoria 3977
Village postal address	98 Mannavue Boulevard, Cranbourne North, Victoria 3977
Is the village accredited by a recognised industry association?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes, name of accreditation	Not applicable
Website for information about the accreditation	Not applicable

### 2. Proprietor and operator details

Proprietor name	Summerset Villages (Cranbourne North) Pty Ltd		
ABN / ACN	55 633 659 864		
Address for service	Suite 7.02, 412 St Kilda Road, Melbourne VIC 3004		
Operator name	Summerset Villages (Cranbourne North) Pty Ltd		
ABN / ACN	55 633 659 864		
Address for service	Suite 7.02, 412 St Kilda Road, Melbourne VIC 3004		
Telephone	(03) 7068 5640	Email	robyn.heyman@summerset.co.nz
Date current operator commenced in that role	28 January 2021		

### 3. Operator representative

Name of representative	Anna Groome
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Position of representative	Village Operations Manager		
Location within village	Village Centre		
Times available	The Village Operations Manager and or Property Manager will generally be available Monday – Friday (inclusive), during standard business hours.		
Telephone	0476 148 256	Email	anna.groome@summerset.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
Serviced apartments			33	
Villas or townhouses			81	

#### 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.

**Note from the operator:** *The proprietor/operator of the village also cannot keep places in a residential or aged care home set aside for residents of the village.*

#### 7. Village facilities and services

The list of services and facilities provided at the village and how they are funded is set out in Attachment 1 to this information statement.

The attachment includes details of:

- services and facilities funded by maintenance charges
- optional services, which are not funded by maintenance charges or rent and can be provided for an additional fee. The attachment must include costs of and restrictions on availability of optional services, and
- any other services or facilities available to residents and how they are funded.

## 8. Lifestyle and village rules

This section sets out key aspects of daily life in the village, including pets, gardening, and social activities, as influenced by the by-laws of the village. The full by-laws of the village are attached to a resident's contract.

Are there any restrictions on residents keeping pets?

Yes  No

If yes, provide details on restrictions below:

Pets are allowed only with the proprietor/operator's prior written consent (not to be unreasonably withheld without good reason i.e. dangerous pets or pets the resident is unable to properly care for).

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

**Note from the operator:** Gardening is restricted to the fenced garden area around a resident's unit.

Does the village organise regular social activities and events for residents?

Yes  No

Additional details:

Residents may only park in their designated parking spaces.

If residents wish to have guests stay with them for:

- a) longer than two weeks, they must gain verbal or written consent from the Village Operations Manager; or
- b) longer than three months, they must gain written approval from the Village Operations Manager and Chief Financial Officer.

Smoking is not permitted in any Assisted Living Apartment or village communal facilities or common areas (whether indoors or outdoors) or grounds, save for in the designated smoking area, at any time.

## 9. Planning permission for future developments

Are there any current planning permissions or approvals for future development, expansion or redevelopment of the village?

Yes  No

If yes:

Description of development

- Planning permit to develop a retirement village including 161 Independent Living Units (ILU), a main building including 72 aged care suites and 33 Assisted Living Apartments (ALA).
- Stages 1-3 are completed (including the main building). Stages 4-6 are ongoing.

Construction timeframes  
(anticipated start and finish  
dates)

- Stage 4 (19 ILU Units) – expected commencement Q1 2027 and completion Q4 2027
- Stage 5 (36 ILU Units) – expected commencement Q4 2027 and completion Q4 2028
- Stage 6 (25 ILU Units) – expected commencement Q4 2028 and completion Q4 2029.

## 10. Security and emergency assistance systems

The village is equipped with the following security system

- Access gates that are shut between 5.00pm and 8.00am, with access via secure token
- CCTV

The village is equipped with the following emergency assistance system

Call points are installed in each Independent Living Unit and Assisting Living Apartment, and are monitored by a third-party service provider 24 hours, 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

## 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).

**Note from the operator:** Residents of the Assisted Living Apartments are required to enter into a Services Agreement with a different Summerset entity in addition to the 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:

<input type="checkbox"/> <b>Owner Resident</b> An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	<input checked="" type="checkbox"/> <b>Non-Owner Resident</b> The resident does not own the premises but is granted a right to occupy the premises on the following basis:
<input type="checkbox"/> <b>Estate in fee simple:</b> A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.  <input type="checkbox"/> <b>Company title:</b> 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.  <input type="checkbox"/> <b>Unit trust:</b> 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.	<input checked="" type="checkbox"/> <b>Licence:</b> <input checked="" type="checkbox"/> term: 99 years or <input type="checkbox"/> 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.  <input type="checkbox"/> <b>Lease –</b> <input type="checkbox"/> term.....or <input type="checkbox"/> periodic tenancy  A resident has a leasehold interest, but does not own the unit or the land.  <input type="checkbox"/> <b>Other</b> .....

### 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
31 December 2025	Deficit – \$3,560,000	This is due to Cranbourne North being a developing village with high fixed costs. The deficit will diminish as the village becomes fully occupied and operational.
31 December 2024	Deficit – \$337,000	As above.
31 December 2023	N/A	Village not operational

### 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

\$N/A, as there was no capital maintenance fund at the end of the 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):

Directors and Officers Liability

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:

- List of services and facilities provided by the operator at the village (Attachment 1) (mandatory)
- Certificates of currency for the insurances held by the operator in respect of the village (Attachment 2) (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
<b>Entry costs: paid before or on entering the village</b>				
Waiting list fee	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	
Is the waiting list fee refunded on entry?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	
Holding deposit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$3,000	<i>On reserving a unit</i>	
Entry payment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	An entry payment of between: \$672,000 and \$890,000 (ILU) \$440,000 to \$619,000 (ALA)	<i>On entry</i>	
Other entry fees or charges – specify:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	
<b>Ongoing costs: paid while residing in the village</b>				
Rent	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	
Maintenance charges	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$200.00	<input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly	This amount:

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
			<input type="checkbox"/> Annually	<ul style="list-style-type: none"> <li>is current to 30 June 2026 and will be updated annually with effect on each 1 July; and</li> <li>may change between the date of this information statement and commencement of the residence and management contract.</li> </ul>
Owners corporation fees	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	
Optional services charges	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	There are no optional services provided as at the date of this statement. However, optional services may be available to residents on a user-pays basis once the Village Centre and residential aged care facility are fully operational, however provision of these services is not guaranteed. Pricing will be made available at that time.
Capital maintenance fund contribution	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	-
Utility charges	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Varies	When charged by the relevant supplier or the operator (as applicable)	
Council rates	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	Included in the maintenance charge.
Land taxes	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	-


Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Other ongoing fees or charges – specify:				
Living Well Package	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	\$190.00 for a single resident and \$380 for a couple	<input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annually	<p>The charge for the Living Well Package is payable by residents of Assisted Living Apartments only and is for services provided under the Living Well Package Services Agreement (which include meals, laundry, unit cleaning and wellness checks by a registered nurse).</p> <p><b>Note from the operator:</b> <i>Summerset is currently not in a position to provide these services in a way that is eligible for government funding, and the service charges must be paid personally by residents. Assisted Living Apartment residents must keep the Services Agreement in place and pay any charges under that agreement at all times while their residence and management contract is on foot.</i></p>
Water rates	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Varies	When charged by the relevant authority	Payable by residents of Independent Living Units only (not payable by residents of Assisted Living Apartments).
Contents insurance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Residents are responsible for procuring contents insurance.	When charged by the insurer	
<b>Costs and entitlements on exit: when permanently leaving the village</b>				


Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Deferred management fee (% of entry payment per year)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See 'Further Information'	On exit	<p><b>Independent Living Units (Stage 1, 2 &amp; 3):</b></p> <p>The deferred management fee is calculated as a percentage of the entry payment at the rate of 5% upfront plus 5% per year of residence up to a maximum of 4 years. The maximum deferred management fee percentage is 25%.</p> <p><b>Assisted Living Apartments:</b></p> <p>The deferred management fee is calculated as a percentage of the entry payment at the rate of 5% upfront plus 10% per year of residence up to a maximum of 2 years. The maximum deferred management fee percentage is 25%.</p> <p><b>Note from the operator:</b> The above deferred management fees will apply unless Summerset approves an alternative bespoke arrangement.</p>
<p><b>Note from the operator:</b> If you leave the village within the first 90 days after the commencement of the residence and management contract, no deferred management fee is payable.</p>				
Resident receives a share of capital gain on exit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0%	n/a	You do not receive a share of capital gain on exit.
Resident is liable for a share of capital loss on exit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0%	n/a	You are not liable for a share of capital loss on exit.
Other ongoing fees or charges – specify:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See 'Further information'	On exit	Other costs may be payable under the contract in particular circumstances. Please

Fee or charge	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
<ul style="list-style-type: none"> <li>any outstanding maintenance charges;</li> <li>any outstanding water rates (Independent Living Units only);</li> <li>any outstanding utility charges (where the operator is the supplier);</li> <li>any outstanding payments under your Services Agreement (Assisted Living Apartments only);</li> <li>any alternative accommodation or aged care payments we have made on your behalf;</li> <li>any other monies owed to the operator or any of its related companies under the residence and management contract or any other agreements</li> </ul>				see the residence and management contract for full details.
<b>Ad Hoc fees and fees for service</b>				
<p>Other one-off or ad-hoc fees or charges – specify:</p> <p>Residents are responsible for the cost of any alterations or additions to dwellings permitted</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>Dependent on the relevant Extra.</p>	<p>Upon provision of an invoice.</p>	<p>See J45 Extras to Dwellings Policy</p>

<b>Fee or charge</b>	<b>Non-owner resident</b>	<b>Amount, range or method of determining amount</b>	<b>When paid</b>	<b>Further information</b>
by the operator (pursuant to the J45 Extras to Dwellings Policy).				

## 21. Attestation

<b>Operator attestation</b>	The operator attests that, to the best of the operator's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Operator	
Print name	Robyn Heyman (operator's agent/representative)
Date	1 May 2026

<b>Proprietor attestation</b>	The proprietor attests that, to the best of the proprietor's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Proprietor	
Print name	Robyn Heyman (proprietor's agent/representative)
Date	1 May 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
Services provided to all residents (mandatory)			
Maintenance of all grounds, gardens and lawns within the village.	Mandatory	Included in maintenance charge	
Maintenance and repair within the village, including maintaining the exterior and interior of units but excluding any capital maintenance	Mandatory	Included in maintenance charge	
Cleaning all common areas within the village and the exterior windows of each unit every 6 months	Mandatory	Included in maintenance charge	
Payment of rates, charges and taxes and similar amounts for common areas in the village	Mandatory	Included in maintenance charge	
Arranging insurance for the village against fire and other insurable risks	Mandatory	Included in maintenance charge	
Monitoring and maintaining the emergency call system and other security services	Mandatory	Included in maintenance charge	
Providing utilities to the common areas in the village	Mandatory	Included in maintenance charge	
Operating and maintaining a van for transporting residents	Mandatory	Included in maintenance charge	
Regular activities and entertainment	Mandatory	Included in maintenance charge	
Weekly "Summerset Shout" happy hour	Mandatory	Included in maintenance charge	
Arranging garbage and waste collection and disposal	Mandatory	Included in maintenance charge	
Monitoring and eradicating pests	Mandatory	Included in maintenance charge	

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
(including termites) in the village			
Managing the village, including engaging staff and contractors necessary for the operation of the village	Mandatory	Included in maintenance charge	
<p>Services provided only to residents of Assisted Living Apartments (mandatory)</p> <p>The following services are provided under the Living Well Package under the Services Agreement</p>			
Meals, laundry, unit cleaning and wellness checks by a registered nurse.	Mandatory	As at the date of this statement, the estimated charge for these services is \$190 per week for a single resident and \$380 per week for a couple.	
<p>Other services (optional)</p> <p>The operator or other service providers will, if requested by the resident and at their cost, arrange for the following services to be provide to the resident (subject to the provider's availability and specific requirements, if any):</p>			
<ul style="list-style-type: none"> <li>Individual Services</li> </ul>	Optional	Fee for service — available on request from the village manager	There are no optional services provided as at the date of this statement. However, optional services will be available to residents on a user-pays basis once the Village Centre and residential aged care facility is fully operational. Pricing will be made available at the time.
<p><b>Facilities provided to all residents (mandatory)</b></p>			
<ul style="list-style-type: none"> <li>BBQ</li> <li>Recreational bowling green</li> <li>Café</li> <li>Garden and outdoor seating</li> <li>Exercise room</li> <li>Hair &amp; beauty salon</li> <li>Library</li> <li>Resident bar</li> </ul>	Mandatory	Included in maintenance charge	

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
<ul style="list-style-type: none"> <li>• Private Dining Room</li> <li>• Village bus</li> <li>• Indoor swimming pool &amp; spa</li> <li>• Resident workshop</li> <li>• Movie theatre</li> <li>• Pool table</li> <li>• Piano</li> </ul>			
Total mandatory service and facility charges		\$N/A (included in the maintenance charges in Part B above)	
Total optional and mandatory services and facilities charges		\$N/A (varies depending on the optional services selected by you, if any)	

# 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):

**Note from the operator:** *The insurance described in this table is public liability insurance. The above risks are only covered where the proprietor/operator (or another insured party) is legally liable for the relevant injury or damage.*

The general liability insurance policy also contains cover for products liability \$20,000,000 for any one occurrence).

Name of insurer

Berkley Insurance Company trading as Berkley Re Australia ABN 53 126 559 706

Amount insured

\$20,000,000 each occurrence

Period of cover

1 June 2025 – 1 June 2026

Premium

\$14,000

Excess

\$1,000 any one claim

Exclusions

Construction, contractual liability, pollution

Other information:

The above insurance is held by Summerset Group Holdings Limited, Summerset Management Group (Australia) Pty Limited, Summerset Care (Australia) Pty Limited, Summerset Villages (Cranbourne North) Pty Limited and Summerset Villages (Chirnside Park) Pty Limited on

behalf of itself and other named entities, including the proprietor/operator.

**Building insurance**

The nature of the risk insured against

- Sudden damage to village property and shared buildings caused by insured events
- Sudden damage to residents' private units caused by insured event
- Insured events include:
  - Fire
  - Storm, wind or hail
  - Rainwater damage
  - Burst pipes or sudden water leaks
  - Vandalism
  - Flood
- Other risks covered (please specify):

Name of insurer

QBE Insurance (Australia) Limited (New Zealand Branch)

Amount insured

\$82,915,000

Period of cover

1 June 2025 – 1 June 2026

Premium

\$198,996

Excess

\$1,000,000

Exclusions

Policy Endorsements  
QBE MDBI Endorsement V12 010721  
QBE Marsh Summerset Aged Care Endorsements – R1000  
PAYROLL (DUAL BASIS) SECTION 2 INSURED INTEREST [QBE]  
COMMERCIAL LAUNDRY WARRANTY – R2107.3  
Asbestos Exclusion R1760  
COMMUNICABLE DISEASE ENDORSEMENT - LMA5393  
PROPERTY CYBER AND DATA ENDORSEMENT – LMA5400  
COMMUNICABLE DISEASE ENDORSEMENT - LMA5393  
CYBER LOSS LIMITED EXCLUSION CLAUSE ENDORSEMENT  
Chubb Terrorism Exclusion  
Property Cyber & Data Exclusion (LMA5400)  
Chubb Electronic Equipment and/or Device Endorsement  
Chubb Transmission & Distribution Lines Endorsement  
Chubb Communicable Disease Exclusion  
Chubb Asbestos Non-Damage  
Chubb Sanctions Endorsement  
Chubb Building Defects and Deterioration

Maui, Kapuni, Offshore Gas Dependency Exclusion  
Biological or Chemical Material Endorsement  
Political Risk Endorsment  
Natural Disaster Definition Endorsement  
Earthquake Strengthening Endorsement  
Margins Clause  
Amended Public Authorities Endorsement  
Blockchain-Based Digital Assets

Other information      The above insurance is held by Summerset Group Holdings Limited and Summerset Holdings (Australia) Pty Limited on behalf of itself and other named entities, including the proprietor/operator.

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

The nature of the risk insured against      Not applicable

Name of insurer

Amount insured

Period of cover

Premium

Excess

Exclusions

Other information

# Attachment 3: Glossary of fees

**Capital maintenance fund contribution (if applicable):** 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

24/04/2026

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:** Summerset Group Holdings Limited  
Summerset Management Group (Australia) Pty Limited  
Summerset Care (Australia) Pty Limited  
Summerset Villages (Cranbourne North) Pty Limited  
Summerset Villages (Chirnside Park) Pty Limited

**Policy Number:** 01H6W/0422977

**Period of Insurance:** From: 31/05/2025 at 4:00 PM at the Named Insured's principal place of business  
To: 31/05/2026 at 4:00 PM at the Named Insured's principal place of business

**This Transaction Attaches:** 10/04/2026

**Business:** Owners and operators of residential aged care facility, retirement villages 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

**Linda Gleave – 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.



QBE Insurance (Australia) Limited  
ABN 78 003 191 035 - Incorporated in Australia  
PO Box 44, Auckland 1140  
T: 64 9 366 9920, <https://www.qbe.com/nz>

## Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

**Insured** : Summerset Group Holdings Limited, Summerset Holdings (Australia) PTY Limited

**Policy Number** : P000057200PPY

**Period of Insurance** : From 2 April 2026 at 4pm to 1 June 2026 at 4pm

**Risk Type** : First Loss Cover

**Wording** : Marsh Material Damage & Business Interruption eDIT MDBI v2

**Limit** : AUD 96,893,200

**Situation** : 98 Mannavue Blvd, Cranbourne North VIC 3977, Australia

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

The Policy is issued and signed by the authorised representative of the Lead Insurer (QBE) under the authority of all participating insurers.

Participating Insurers Proportions:

QBE Insurance (Australia) Limited (New Zealand Branch)	40%
AIG Insurance New Zealand Limited	20%
Chubb Insurance New Zealand Limited	20%
Vero Insurance New Zealand Limited	10%
Everest	

Issued and signed by QBE's authorised representative

Dated: 21 April 2026