Retirement Village Information Statement – Sirovilla Lorne

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

Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at www.consumer.vic.gov.au/renting or call the Consumer Affairs Victoria Helpline on **1300 55 81 81**.

Telephone interpreter service

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

Arabic

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

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

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

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

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（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 je тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

Amharic በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።.

Dari

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی(TIS) به شماره 131 450 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 81 81 55 1300 ارتباط دهد.

Croatian Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

Greek Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

Italian Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.

Part A: Village-level information

The following information applies to the village as a whole and is relevant to all prospective and current residents.

1. Village information

Village name	**Sirovilla Retirement Village Lorne**
Village street address	4 Clissold Street, Lorne, Victoria 3232
Village postal address	32-52 Broughton Drive, Highton, Victoria 3216

Is the village accredited by a recognised industry association? ☐ Yes ☒ No

2. Proprietor and operator details

Proprietor name	**The Lorne Village Incorporated (TLVI)**
ABN / ACN	15 207 901 372
Address for service	4 Clissold Street, Lorne, Victoria 3232

Operator name	**Sirovilla Incorporated (under lease)**
ABN / ACN	41 901 391 780
Address for service	32-52 Broughton Drive, Highton, Victoria 3216

Telephone	03 5241 1517	Email	info@sirovilla.org.au

Date current operator commenced in that role	1 July 2025

3. Operator representative

Name of representative	Vicky Chettleburgh
Position of representative	Manager
Location within village	Not located on site. Located at Highton Office.
Times available	Contactable Mon-Fri 9:00am-5:00pm and during village visits

Telephone	0427 197 850	Email	vicky.chettleburgh@sirovilla.org.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		**16**		
~~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 <u>Attachment 1</u> to this information statement.

The attachment includes details of:

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

8. Lifestyle and village rules

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

Are there any restrictions on residents keeping pets?
If yes, provide details on restrictions below: ☒ **Yes** ☐ No

Residents must request approval before keeping a pet in their unit, subject to the Sirovilla Pet Ownership Policy. Approval may be granted subject to reasonable conditions, taking into account the resident's circumstances, the suitability of the pet, the size and layout of the unit, the welfare of the animal and the safety, wellbeing, and comfort of other residents.

Note: under Victorian law operators cannot unreasonably refuse consent for residents to keep pets.

Are residents permitted to undertake gardening in areas adjacent to their premises? ☒ **Yes** ☐ No

Residents are responsible for maintaining the small garden attached to their units. Sirovilla maintains all communal areas.

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

Sirovilla organises social events and relevant information sessions for residents throughout the year.

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 timeframes~~ ~~(anticipated start and finish dates)~~	

10. Security and emergency assistance systems

The village is equipped with the following security system

none

The village is equipped with the following emergency assistance system

none

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 willy apply to	**Section 6(1) of the Act** – exempt on the basis that both Sirovilla Inc.(manager) and The Lorne Village Inc (owner) are charitable organisations. **Part 2 of the Act – Sections 8, 9 and 11 of the Act** - to be exempt on the basis that Lorne Residences is established as an exempt organisation and Sirovilla is also an exempt organisation (charitable status with ACNC and Type 1 public benevolent institution with ATO). The Lorne Property is subject to a Statutory Notice, which obligates Sirovilla as a matter of contract to provide long term affordable independent living for the benefit of older persons from the Lorne Community. Sirovilla holds a 15 year lease (with an option for another 15 years) over the Lorne Property, therefore Sirovilla has no rights (equitable or otherwise) over the Lorne Property to enable Sirovilla to provide the Lorne Property as security over refundable in-going contributions from residents. **Part 3 of the Act – All Sections, except Section 16** – the intention of the legislation is to create a residence right for a resident unless exemption is registered. For Lorne Village, obligations under contract for the residents will continue with Sirovilla. The Statutory Notice serves as notice to the residents that no residence right arises with respect of The Lorne Village Inc. The Lease creates a contractual right for Sirovilla to manage and operate The Lorne Village. Nothing in the Lease creates any right of mortgage, charge or encumbrance in favour of Sirovilla. The contract obligations after 1 April 2025 in favour of Sirovilla of the Lorne Village Residences will be contractual and do not impose any additional burden on the residents. **Part 5 of the Act – Section 27AA-32 of the Act with the exception of sections 30(1) and 30(3) pf the Act** - Sirovilla does not have an estate in fee simple in the Lorne Property and cannot comply with the requirements and obligations of Part 5 of the Act. The maximum potential liability for refund of ingoing contributions is $960,000 (16x $60,000). In the unlikely event of insolvency, the operator's equity as disclosed annually via publicly available Annual Reports published on their webssite and submitted to CAV and the ACNC demonstrate sufficient reserves to meet this liability
Effective date	Sirovilla applied to Consumer Affairs Victoria on 21 July 2025 for these exemptions and as of 01 May 2026 has been instructed to reapply given the recent changes to the Retirement Villages Act. Sirovilla is in the process of resubmitting these exemptions.

12. Contracts and tenure

To become a resident of this village, a resident will be required to enter into one or more of the following contracts:

☐ ~~**Residence contract**~~
~~This contract grants a resident the right to occupy a unit within the village.~~

☐ ~~**Management contract**~~
~~This contract relates to the provision of services by the operator to a resident.~~

☒ **Combined residence and management contract**
This is a contract comprising both a residence and a management contract.

☐ ~~**Optional services agreement**~~
~~A contract for additional services a resident may choose to receive (such as meals, cleaning, or personal care to the extent not funded by maintenance charges). This may be incorporated into a residence or management contract (or combined residence and management contract).~~

☐ ~~**Other** (for example, a contract for sale of land).~~

~~If other, please describe~~	

The village offers the following rights to occupy:

☐ ~~**Owner Resident**~~ ~~An owner resident owns the premises; company shares or units in a trust which forms the basis of their right to occupy.~~	☒ **Non-Owner Resident** **The resident does not own the premises but is granted a right to occupy the premises on the following basis:**
☐ ~~**Estate in fee simple**: A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.~~ ☐ ~~**Company title:** A resident purchases shares in a company that owns the village. That shareholding gives the resident the right to occupy a specific unit in the village.~~ ☐ ~~**Unit trust**: A resident purchases units in a unit trust that owns the village. That unitholding gives the resident the right to occupy a specific unit in the village.~~	☐ ~~Licence:~~ ☐ term ………. or ☐ periodic tenancy with no end date ~~A resident has a licence to occupy a unit. The resident does not own the unit or land but has a contractual right to reside there~~. ☒ **Lease – ☐ term 15 years less time elapsed on Sirovilla Management Lease signed 1 July 2025. (plus a contractual option of an additional 15 years)** ~~or ☐ periodic tenancy~~ **A resident has a leasehold interest but does not own the unit or the land.** ☐ ~~Other~~………………………

13. Financial management

Details of the surplus/deficit in the annual accounts for the last 3 financial years:

Financial year ending	Surplus / deficit (and amount)	Comments
30 June 2025	$312,108	Figures provided are for all Sirovilla villages. These figures were not historically reported by Village prior to FY26-27
30 June 2024	$206,315	
30 June 2023	$218,467	

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: Will be available for FY2026-27 onward

15. Owners corporation

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

~~*If yes, complete the following:*~~

~~Name of owners corporation~~

~~Address for service of owners corporation~~

~~Description of common property~~

~~Does the owners corporation have a maintenance plan?~~ ~~☐ Yes~~ ~~☐ No~~

~~Does the owners corporation have a maintenance fund?~~ ~~☐ Yes~~ ~~☐ No~~

~~If yes, balance at end of last financial year~~ $

16. Insurance arrangements

The operator has provided details of the following insurance policies in respect of the village at Attachment 2 and attached certificates of currency:

☒ Public Liability Insurance

☒ Building Insurance

☐ ~~Other insurances (please specify):~~

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

☒ The contents of their unit

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

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

☐ ~~Other (please specify)~~

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

~~If yes:~~

~~Amount of funds set aside~~	$
~~Nature of risk for which funds have been set aside~~	

17. Additional documents

The following documents are attached to this information statement:

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

Part B: Village fees and charges

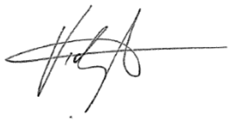
The fees outlined in this section apply to new residents. The purpose of this information is to inform prospective residents of the arrangements they would enter if they moved into the village. **A retirement village cannot charge new residents any fee that was not disclosed in the information statement.**

Fee or charge	~~Owner resident~~	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Entry costs: paid before or on entering the village					
Waiting list fee	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**			
~~Is the waiting list fee refunded on entry?~~	~~☐ Yes~~ ~~☐ No~~	~~☐ Yes~~ ~~☐ No~~			
Holding deposit	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**			
Entry Payment (EP) (Partially Repayable)*	~~☐ Yes~~ ~~☐ No~~	☒ **Yes** ☐ No	**40% of defined assets(DA)** held by resident over and above the hardship limit (HSL) set by Services Australia, **capped to a maximum of $60,000** If a resident's defined assets fall below the hardship limit at time of entry, an entry payment **will not** be required.	*On entry - only if able to pay*	At time of entry, a new resident must be; ☑ 67 years or older ☑ Receiving Centrelink Aged Pension ☑ An Australian citizen or resident ☑ Defined assets under $200,000 *Partially Repayable – please see Exit Entitlements Section below.
Other entry fees or charges – specify: **Bond Payment**		☒ **Yes** ☐ No	Bond – calculated as two weeks rent & maintenance charge Residents can apply to Centrelink for a Rent Assist Bond Loan		Refundable when exiting provided the property is returned in an acceptable condition, with reasonable wear and tear.

Fee or charge	~~Owner resident~~	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Ongoing costs: paid while residing in the village					
Rent	~~☐ Yes~~ ~~☐ No~~	☒ **Yes** ☐ No	Calculated as 25% of resident's assessable income reported to Centrelink	*Fortnight*	Paid via Centrepay Deduction – receipt confirmed via Resident's Centrelink Income Statement
Maintenance charges	~~☐ Yes~~ ~~☐ No~~	☒ **Yes** ☐ No	$219.40 Single $206.80 Couples Equivalent to 100% of Commonwealth Rent Assistance (CRA)	*Fortnight*	Paid via Centrepay Deduction – receipt confirmed via Resident's Centrelink Income Statement
Owners corporation fees	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	N/A		
Optional services charges	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	N/A		
Capital maintenance fund contribution	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	N/A		
Utility charges	~~☐ Yes~~ ~~☐ No~~	☒ **Yes** ☐ No	Untis are not individually metered. Sirovilla pays for all connection and usage charges.		Residents are responsible for connecting and usage charges for electricity. Gas is not connected at this village. Residents may choose to connect phone, internet and/or streaming services at their own expense.
Council rates	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	N/A		
Land taxes	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	N/A		
~~Other ongoing fees or charges:~~			N/A		

Fee or charge	~~Owner resident~~	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Exit costs and entitlements: when permanently leaving the village					
Deferred management fee	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	~~% of entry payment per year~~	~~*On exit*~~	
Resident receives a share of capital gain on exit	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	~~% of capital gain~~	~~*On exit*~~	
Resident is liable for a share of capital loss on exit	~~☐ Yes~~ ~~☐ No~~	☐ Yes ☒ **No**	~~% of capital loss~~	~~*On exit*~~	
Other exit fees or charges –**Bond Refund**	~~☐ Yes~~ ~~☐ No~~	☒ **Yes** ☐ No	Equivalent to 2 weeks rent paid upon entry	*On exit*	Refunded to resident provided the property is returned in an acceptable condition with only reasonable wear and tear.
Re-establishment Costs	~~☐ Yes~~ ~~☐ No~~	☒ **Yes** ☐ No	Only for excessive damage or unauthorised modifications and a Re-instatement Notice will be provided Conditional modifications to the premises	*On exit*	Where a resident is responsible for excessive damage beyond reasonable wear and tear or unauthorised modifcations. When a resident was given permission to modify the premises on the condition that the premises would be reinstated at their cost upon exit.
Entry Payment Repayable Portion		☒ **Yes** ☐ No	The Entry Payment is amortised over 10years. If the resident leaves within that period, the remaining balance will be refunded on a pro-rata basis up to the day of vacant possession.	*On exit*	A resident is eligible if they; ☑ Paid an Entry Payment at time of entry, AND ☑ Resided in the village for less than 10 years (3650 days) calculated upto day of departure/vacant possession.
Ad Hoc fees and fees for service					
~~Other one-off or ad-hoc fees or charges –~~			N/A		

21. Attestation

Operator attestation	The operator attests that, to the best of the operator's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Operator	
Print name	Vicky Chettleburgh, Manager on behalf of Sirovilla Incorporated
Date	01 May 2026

Proprietor attestation	The proprietor attests that, to the best of the proprietor's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Proprietor	
Print name	Clive Goldsworthy Director on behalf of The Lorne Village Incorporated
Date	01 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
Cleaning & maintenance of communal areas, gardens, roads & facilities	N/A	included in maintenance charge	
Payment of power and water usage for communal facilities	N/A	included in maintenance charge	
Repairs in units due to fair wear and tear	N/A	included in maintenance charge	
Total mandatory service and facility charges		**$0**	
Total optional and mandatory services and facilities charges		**$0**	

Attachment 2: Details of insurance policies

Public liability insurance

The nature of the risk insured against	☒ Injury to residents in common areas of the retirement village
	☒ Injury to visitors or other third parties in common areas of the village
	☒ Injury arising from the operation or management of the village (for example, maintenance works, services or activities organised by the operator)
	☒ Damage to third party personal property in common areas of the village
	☒ Injury or property damage occurring within a resident's private unit
	☐ Other risks covered (please specify):
Name of insurer	Ansvar Insurance Ltd
Amount insured	$20,000,000
Period of cover	12 months until 24/03/2027
Premium	$1,078
Excess	$1,000
Exclusions	
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	QBE
Amount insured	$7,166,250
Period of cover	12 months until 24/03/2027
Premium	$18,500
Excess	$2,000
Exclusions	
Other information	Building Insurance is held by The Lorne Village Separately with QBE

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

The nature of the risk insured against	
Name of insurer	
Amount insured	
Period of cover	
Premium	
Excess	
Exclusions	
Other information	

Attachment 3: Glossary of fees

Capital maintenance fund contribution: A portion of resident payments is set aside by the operator into a dedicated fund for future major repairs and maintenance of village infrastructure. The operator determines the required portion. – N/A

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. – N/A

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. – N/A

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.

ansvar insurance
ABN 21 007 216 506
AFSL 237826

CERTIFICATE OF CURRENCY

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

Date of Issue:	19 March 2026	
Policy Number:	622735	
Name of Insured:	SIROVILLA INC	
Policy Type:	Ansvar Commercial Insurance - Retirement Villages	
Situation of Risk:	Anywhere in Australia	
Description of Cover:	Directors and Officers:	$2,000,000
	Entity Liability:	$2,000,000
	Entity Reimbursement:	$2,000,000
	Employment Practices Liability:	$1,000,000
	Trustees Liability:	Not Insured
	Statutory Liability:	$500,000
	Internet Liability:	$500,000
	Entity Crisis cover:	$100,000
	Fidelity - Employee:	$50,000
	Fidelity – Third Party:	$50,000
	Tax Audit:	$20,000
	Personal Accident – Volunteers Capital Benefit:	$100,000
	Personal Accident – Members Capital Benefit:	Not Insured
	Personal Accident – Child/Student Capital Benefit (Adult):	Not Insured
	Personal Accident – Child/Student Capital Benefit (Child):	Not Insured
	Professional Indemnity:	$1,000,000
	General Public Liability:	$20,000,000
	General Product Liability:	$20,000,000
	Counsellors Liability:	$1,000,000
	Sexual Abuse:	Not Insured
Business Description:	Retirement village	
Period of Insurance:	**from** 4:00pm 24/03/2026 **to** 4:00pm 24/03/2027	