Retirement Village Information Statement

CONSUMER AFFAIRS VICTORIA

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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- 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 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	Shanagolden Village
Village street address	153–177 Webster Way, Pakenham VIC 3810
Village postal address	153–177 Webster Way, Pakenham VIC 3810

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

Telephone	1 300 698 624	Email	vmch@vmch.com.au

Date current operator commenced in that role	2011

3. Operator representative

Name of representative	Fiona Sparrow

Position of representative	Village Manager
Location within village	Reception/Office
Times available	Monday to Friday: 9:30 am – 4:30 pm, excluding public holidays in Victoria.
Telephone	(03) 5945 3800
Email	shav.reception@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**		
		42	2-bedroom units		
		24	3-bedroom units		
		Total 66 units			
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? If yes, provide details on restrictions below: ☒ Yes ☐ No

Shanagolden Village 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:

Details of village organised social activities are available on request.

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

Secured front and rear gates. Gates secure from 10pm to 6am.

The village is equipped with the following emergency assistance system

Tunstall Personal Emergency Response System, this is a 24/7 service.

11. Operator and proprietor exemptions

Is the operator or proprietor exempt from any of the provisions of the *Retirement Villages Act 1986* in relation to this village? ☐ Yes ☒ No

If yes:

Provision the exemption applies to	Description of the obligation the exemption applies to

12. Contracts and tenure

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

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

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

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

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

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

If other, please describe	

The village offers the following rights to occupy:

☐ **Owner Resident**	☒ **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:** ☐ 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 from the Commencement Date, unless terminated earlier in accordance with 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
FY22-23	Surplus:$6,376	
FY23-24	Surplus:$2,705	
FY24-25	Surplus:$24,155	

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

[Note from the operator: The Village is in the process of developing a capital maintenance plan to determine the capital maintenance fund requirements for the FY27 budget period and allocation of the Long Term Maintenance Fund balance ($872,560 at the end of FY25)**]**

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. Any other insurances deemed necessary by the operator.

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 owned, operated or kept by the resident within the village.

Any other insurance required by law, and public liability or other insurance reasonably required in respect of contractors, tradespersons or service providers engaged by the resident to undertake works or provide services in, on or to the resident's unit.

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)

☒ 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	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		Not applicable	There is a waiting list but no fee payable.
Is the waiting list fee refunded on entry?	☐ Yes ☐ No	☐ Yes ☐ No		Not applicable	
Holding deposit	☐ Yes ☐ No	☒ Yes ☐ No	$1,000 (inclusive of GST)	On reserving a unit	This amount is refundable if the resident does 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.
Balance Deposit	☐ Yes ☐ No	☒ Yes ☐ No	$9,000 (inclusive of GST)	On signing of the residence and management contract.	This amount is refundable if the resident does 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.

Entry payment	☐ Yes ☐ No	☒ Yes ☐ No	Refundable in-going contribution: $395,000 – $520,000	On or before the commencement date of the residence and management contract.	Entry payments vary depending on the unit type and location. The ranges reflect pricing across all available units in the village as at 1 June 2026.
Other entry fees or charges – specify:					
Entry Administration Fee	☐ Yes ☐ No	☒ Yes ☐ No	$2,000.00	On or before the commencement date of the residence and management contract.	
Council and Water rates adjustments	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On entry	
Ongoing costs: paid while residing in the village					
Rent	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Maintenance charges	☐ Yes ☐ No	☒ Yes ☐ No	$370.40.	☐ 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.

Owners corporation fees	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Optional services charges	☐ Yes ☐ No	☐ Yes ☒ No	Not applicable	☐ Weekly ☐ Monthly ☐ Annually	
Capital maintenance fund contribution	☐ Yes ☐ No	☐ Yes ☒ No			
Utility charges	☐ Yes ☐ No	☒ Yes ☐ No	Varies	Utilities are charged either directly by the relevant supplier or through the operator.	The resident is responsible to pay for any connection fees.
Council rates (and water rates)	☐ Yes ☐ No	☒ Yes ☐ No	Varies		As assessed against the unit.
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:					
Telephone line rental	☐ Yes ☐ No	☐ Yes ☒ No	Not applicable.		
Insurance	☐ Yes ☐ No	☒ Yes ☐ No	Varies depending on insurer		Contents: It is recommended that residents arrange and maintain their own contents insurance within their unit. 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.
Other	☐ Yes ☐ No	☒ Yes ☐ No			Additional costs may arise in specific circumstances under the residence and management contract.
Costs and entitlements on exit: when permanently leaving the village					
Deferred management fee (% of entry payment per year)	☒ Yes ☐ No	☒ Yes ☐ No	A percentage of a resident's entry payment according to the resident's period of occupancy calculated on a daily pro-rata basis from the commencement date of the residence and management contract as follows: Not more than 1 year or part thereof 6%. More than 1 year, but not more than 2 years 12%. More than 2 years, but not more than 3 years 18%.	On exit	6% of the resident's entry payment per year capped at 30% over 5 years.

			More than 3 years, but not more than 4 years 24%. More than 4 years, but not more than 5 years 30%.		
Resident receives a share of capital gain on exit	☐ Yes ☐ No	☐ Yes ☒ No	0% of capital gain	Not applicable	
Resident is liable for a share of capital loss on exit	☐ Yes ☐ No	☐ Yes ☒ No	0% of capital loss	Not applicable	
Other ongoing fees or charges – specify:					
Maintenance Charges	☐ Yes ☐ No	☒ Yes ☐ No	At applicable rate	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 unit is provided (as that term is defined in the retirement village laws).
Reinstatement and Renovation Works Costs	☒ Yes ☐ No	☒ Yes ☐ No	Varies	On exit	Any amount payable in respect of repair or reinstatement of the unit for which the resident is liable under the residence and management contract, including any damage caused to the unit by the resident, excluding fair wear and tear.
Re-Letting Fee	☐ Yes ☐ No	☒ Yes ☐ No	Where the premises is re-let by a third-party agent, 1% of the entry payment payable by the next incoming resident, excluding commission	On exit	Further details are contained in the residence and management contract.

			and other costs payable directly to the agent.		
Other amounts owed to the operator or proprietor under the terms of the residence and management contract, including GST.	☐ Yes ☐ No	☒ Yes ☐ No			Charges cease on the date that is 90 days after vacant possession of the unit is provided (as that term is defined in the retirement village laws).
Utility Charges (separately assessed against the unit)	☐ Yes ☐ No	☒ Yes ☐ No			Charges cease on the date that is 90 days after vacant possession of the unit is provided (as that term is defined in the retirement village laws).
Accommodation Payments	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit	Any accommodation payment made by us on behalf of the resident in accordance with the retirement village laws to a registered provider of a residential care facility in which the resident resides or proposes to reside or an alternative accommodation provider.
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:					
Fees for user-pays services which may be made available in the village from time to time	☐ Yes ☐ No	☒ Yes ☐ No	Varies	When services are provided	
New Contract Costs	☐ Yes ☐ No	☒ Yes ☐ No	Varies	On exit	Our reasonable legal costs (not exceeding $2,000) for the preparation, negotiation and execution of the residence and management contract in respect of the next, incoming resident.

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 CEO of Villa Maria Catholic Homes Limited
Date	12 August 2026 | 15:20 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 Proprietor	Signed by:  A2055FAE0F6D472...
Print name	Sonya Smart CEO of Villa Maria Catholic Homes Limited
Date	12 August 2026 | 15:20 AEST

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
Facility			
Community Centre	Mandatory	Inc. in maintenance charge	
Meeting Room	Mandatory	Inc. in maintenance charge	
Lounge and pay TV area	Mandatory	Inc. in maintenance charge	
Bar	Mandatory	Inc. in maintenance charge	
Billiards	Mandatory	Inc. in maintenance charge	
Chapel	Mandatory	Inc. in maintenance charge	
Library	Mandatory	Inc. in maintenance charge	
BBQ area outdoors	Mandatory	Inc. in maintenance charge	
Bowling green [indoor]	Mandatory	Inc. in maintenance charge	
Activities or games	Mandatory	Inc. in maintenance charge	
Services			
Annual auditing of village accounts	Mandatory	Inc. in maintenance charge	
Cleaning and maintenance of communal areas and facilities	Mandatory	Inc. in maintenance charge	
Management and administration services	Mandatory	Inc. in maintenance charge	
Council rates for communal areas	Mandatory	Inc. in maintenance charge	
Electricity and water charges for communal areas	Mandatory	Inc. in maintenance charge	

Gardening services for communal areas and front gardens of units	Mandatory	Inc. in maintenance charge	
Maintenance service for communal areas and external units	Mandatory	Inc. in maintenance charge	
Insurance for communal areas	Mandatory	Inc. in maintenance charge	
Building insurance for units	Mandatory	Inc. in maintenance charge	
Emergency call system	Mandatory	Inc. in maintenance charge	
Total mandatory service and facility charges		**$**	
Total optional and mandatory services and facilities charges		**$**	

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	See attached Certificate of Currency

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	
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

AON

Certificate of Currency

Date of Issue: 22 June 2026

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

Contact: Madeleine Claire

t: +61 392113097
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 CGU Australia Pty Ltd T/As CGU Insurance ABN: 62 004 478 960
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
Interest Insured	Section 1 - Property Insurance Section 2 - Interruption Insurance
Limits of Liability	Sections 1 and 2 Combined $130,000,000
Declared Insured Value	Building: $59,000,000 Contents: $2,027,500 Total: $61,027,500
Situation of Risk	Shanagolden Village 153-177 Webster Way, Pakenham VIC 3801

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

Certificate of Currency

This Certificate of Currency is a summary of cover provided under the policy, current as at the date of issue. The certificate is provided for information purposes and does not amend, extend or alter the cover provided by the policy. For full particulars, reference must be made to the current policy wording.

Named Insured

State Government of Victoria, Department of Health funded Community Service Organisation.

Organisation

Villa Maria Catholic Homes Limited (ACN 32 004 364 103)

Period of Insurance

From: 1/07/2026 at 12:00 AM Australian Eastern Standard Time
To: 30/06/2027 at 11:59 PM Australian Eastern Standard Time

Type of Policy

Public & Products Liability

Policy Number

CSO004927-CSO-PPL of Master Policy Number CSO-PPL-M01

Business

All authorised activities of Community Service Organisations originating within Victoria (irrespective of how the activities may be funded)

Limit 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

Excess	
Any One Claim	Nil

Territorial Limits

Anywhere in Victoria only, pursuant to 3.8 Geographical Limitations.

For and on behalf of Victorian Managed Insurance Authority

Angela Kelly
Chief Insurance Officer

22/05/2026

VMIA is the Victorian Government's insurer and risk adviser
Level 10 South
161 Collins Street
Melbourne VIC 3000
P (03) 9270 6900
contact@vmia.vic.gov.au
ABN 39 682 497 841
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GallagherBassett

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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

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

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.