



# Retirement Living Code of Conduct

## 2021 Annual Report



## The Code Review Panel



**Independent Chair of the Code Review Panel:** Dr Elizabeth Lanyon is a lawyer with more than 35 years' experience, she was previously a senior Victorian Government executive with policy responsibility for retirement village regulation.



**Operator Representative:** Peter Nilsson is the Executive Director of the Chas Jacobson Group of Companies and Chief Operating Officer of the Village Glen Group which is located at Capel Sound on the Mornington Peninsula. The Village Glen is Australia's largest privately-owned retirement village located on a 54-hectare site comprising 616 independent living dwellings.



**Resident's Representative:** Rev Alistair Christie is a retired minister of the Uniting Church in Australia, who has lived in retirement villages for 19 years. Chair of his village resident committee, he is President of the ACT and Australian Resident Associations. He was a member of the Advisory Group reviewing ACT Retirement Village Legislation from 2015-2019.

## The Code Review Panel (Alternate Representatives)



**Operator Representative (Alternate):** Jennifer Clancy is the Executive General Manager Corporate Affairs at Tigcorp. Jennifer has over 30 years senior management experience with 20 years in retirement living. Jennifer is currently a member of the Retirement Living Council and the Chair of the Property Council's Victorian Retirement Living Committee.



**Operator Representative (Alternate):** Anthony Heald has more than 20 years experience working in the retirement living, infrastructure and finance sectors. Anthony works at RetireAustralia as General Manager for People, Culture and Technology.



**Resident's Representative (Alternate):** Judy Mayfield is the current Director, Sector Engagement at the Association of Residents of Queensland Retirement Villages, a position she has held for five years. Judy has held various positions in the community sector, prior to her retirement she was, for 12 years, the CEO of a supported accommodation service for people with an intellectual disability.

## The Code Administrator



**Code Administrator:** Megan Hobson has worked as an Adviser to a Federal Minister and a number of Members of Parliament, both in Canberra and in Queensland. She also has experience in events management in the not-for-profit sector. Megan brings a wealth of administrative, and professional knowledge to this role.

# Report from the Independent Chair of the Code Review Panel

We are pleased to issue our report on the operation of the Retirement Living Code of Conduct for the year 2021.

The Code Panel remains the same as in 2020: Dr Elizabeth Lanyon (independent Chair), Peter Nilsson (Operators Representative), Alistair Christie (Residents' Representative), Jennifer Clancy (Operators Representative alternate) Anthony Heald (Operators' Representative alternate) and Judy Mayfield (Residents' Representative alternate). The Code Panel together with the alternates has met bi-monthly.

Statistics recording breach complaints, disputes and enquiries are tabled elsewhere in this document.

As at 1 December 2021, the Code Administrator had received three formal allegations of breaches of the Code for the calendar year. Two have been finalised with no breach issued and the third is pending completion of the investigation. The Code Administrator has also assisted residents from around Australia with general inquiries about the Code and referred residents in non-Code villages to relevant statutory authorities.

Two complaints considered by the Scheme Administrator have raised significant matters which will provide a useful foundation for future determinations. The first concerned the question of whether the genuine dispute between the resident and the operator should be characterised as one that should be dealt with between them based on the contract or whether there were any elements that attracted the operation of the Code. In the end, the determination was that the dispute was a contractual one. Secondly, a serious complaint was received which brought into question interpretation of the legislative provisions.

Generally, the Code Administrator will not take a position on matters of legal interpretation. However, the Code breach complaint was the catalyst for the issuing of regulatory guidance by the department concerned which will benefit all operators and should obviate a protracted action in a tribunal. In each case, the Code Administrator also seriously investigated compliance with the operators' obligations in relation to its complaints handling process.

The Panel expects, not necessarily a greater number of complaints in 2022, but to continue to receive complex complaints which cannot be resolved through the internal village complaints process. The Panel notes two constraints on considering breaches under the Code. First, only conduct occurring after 1 January 2020 can be taken into account in determining a breach. Secondly, under the Code, the Member only can appeal the application of a sanction by the Administrator to the Code Panel.

The Code Administrator also facilitated the resolution of disputes between residents and operators within villages as required under the Code.

The Panel is grateful for the rigorous and thorough investigations conducted by the Code Administrator. It considers that one of the strengths of the Code is the requirement for each village to appoint a Code compliance officer and also to establish a complaints escalation process. This has enabled strong governance at executive levels by Code members. The Panel observes that a significant complaint often involves complex interpretation of the contract and applicable legislation. In these cases, the Code Panel considers residents are entitled to an adequately detailed explanation of the operator's position rather than simply a statement that the matter is complex or provisions are ambiguous.

In accordance with the Code requirements, the first biennial review was conducted by Review Chair, Nicholas Playoust. Submissions were received from residents, resident associations, government, and current Code Signatories. It is expected there will be minimal substantive changes to the Code, but a focus on embedding Code Guidance, as issued by the Code Review Panel. Following the adoption of any changes, Code registrants will be provided with sufficient time to comply with the new compliance requirements. This process of review demonstrates the commitment to continuous improvement which will see the Code and its framework evolve over time.

The Code Chair and Code Administrator with others have taken up opportunities to explain the significant protections afforded by the Code and its operation to State and Federal ministers and members of parliament and to government officials. The Code Administrator had the opportunity to brief the Queensland Department of Communities, Housing & Digital Economy, who expressed their support for the Code. The Panel Chair met with a senior executive of Consumer Affairs Victoria and the WA Commissioner for Consumer Affairs to discuss the Code.

A report into the Review of the *Retirement Villages Act 2016* (SA) was tabled in the South Australian Parliament on 18 November 2021 and included recommendations relating to the Retirement Living Code of Conduct:

- *The Disclosure Statement should include whether or not the Operator is a signatory to the Retirement Living Code of Conduct and is accredited. If the Code of Conduct signatory or accreditation status changes during the life of the resident's contract, the operator should be required to notify the resident of this fact, stating the reasons for it and actions to be taken.*
- *There should be a training requirement about the Code of Conduct for retirement village staff.*

# Report from the Independent Chair of the Code Review Panel

The Property Council of Australia, Victoria Division is actively involved and contributing to the current Review of the *Retirement Villages Act 1986* (VIC).

Similarly, the Property Council of Australia, West Australian Division is actively involved and contributing to the Review of the *Retirement Villages Act 1992* (WA)

This year the Panel is pleased that the RLCA approved a marketing and communications budget of \$60,000 for the 2021/22 financial year.

The Code Administrator has been working with Brand Partners to implement a robust marketing plan to encourage operators to sign up and ensure residents and potential residents understand the value of communities who subscribe to the Code.

The Code Administrator attended the I Age Well Festival in Nambour in October, as well as seniors' expos at Morayfield and Bribie Island. She was joined by ARQRV representatives at each event. They spoke to current and potential residents about the importance of the Code and handed out printed copies of "*A (Little) Book of Wise Moves*", which was extremely well received.

The Panel welcomes the leadership of the Foundation Members and those operators who signed up in 2021 in supporting the Code. It is very important that the coverage of the Code reaches a critical mass so as to provide the widest protection and wellbeing of all residents and their families and also to ensure that where governments intervene, the Code is accepted as the nationwide platform on which to build.

The Code Panel calls for all Signatories to actively promote the existence of the Code among their residents and families.

**- Dr Elizabeth Lanyon**  
**Independent Chair of the Code Review Panel**



# Communications & Marketing

In 2021 the Code had a significant marketing campaign that moved to bolster awareness of the Code.

This new marketing and communications print and digital plan was created with the assistance of the creative team at Brand Partners.

The media plan included print ads in State issues of The Senior magazine, and digital ads in The Source and other leading outlets.

Village managers of subscribed communities received new promotional flyers and an A4 counter card to display in their reception, sales room or take along to marketing events.

The objective of the campaign was to generate awareness amongst consumers, primarily those considering making the move into a retirement community.

The campaign performance of 5.5 million impressions exceeded the target of 3 million impressions (85.94% increase).

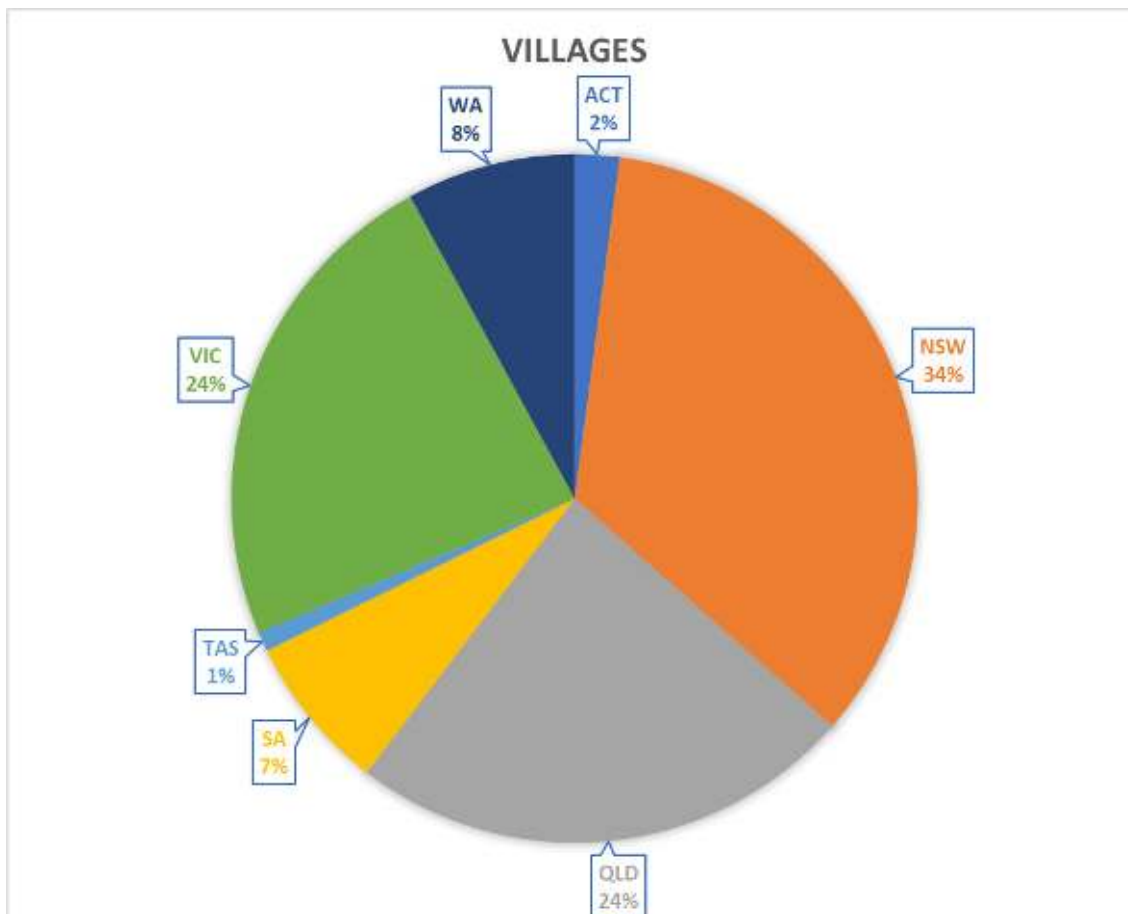


Figure 1: Examples of the digital marketing and press advertisements that were run as a part of the “Crack the Code” marketing and communications campaign.



## Press Advertising





ACT	14
NSW	229
QLD	159
SA	49
TAS	6
VIC	156
WA	53
<b>TOTAL</b>	<b>666</b>

Figure 2: A state-by-state breakdown of subscribers to the Retirement Living Code of Conduct.

### Benefits of the Code:

Retirement community operators who sign up to the Code of Conduct will be listed on [www.awisemove.com.au](http://www.awisemove.com.au) as a signatory, enabling current and prospective residents to easily identify them when making their decision to move to a community.

Signatories can also use the Retirement Living Code of Conduct seal in their marketing materials and within their communities, to acknowledge their commitment to the Code's standards.

The Code provides a complaint management framework, including an independent dispute resolution service, to assist the speedy and cost-effective resolution of complaints where possible.

Code signatories will have developed consistent and transparent complaints and dispute management systems that have the support of the Code and its framework.

## Signatory villages as at 31/12/21

Provisional Registrations**	Aveo Mingarra	Bethanie Fields
Azure Retirement Village**	Aveo Minkara Resort	Bethanie Geneff
Affinity Village	Aveo Mosman Grove	Bethanie Gwelup
Aldersgate	Aveo Mountain View	Bethanie Illawong
Alumuna	Aveo Newcastle	Bethanie Joondanna
Amaroo Retirement Village	Aveo Newmarket	Bethanie on the Park
Angle Vale Gardens Retirement Estate	Aveo Newstead	Bethanie Warwick
Applewood	Aveo Palmview	Bethanie Waters
Arbor Sherwood	Aveo Peninsula Gardens	Bethany Close
Arcadia Apartments	Aveo Peregian Springs Country Club	Bexley Gardens
Arcadia Waters Bicton	Aveo Pinetree	Bicentennial
Arcadia Waters Geraldton	Aveo Riverview	Birtinya Retirement Village
Arcadia Waters Maddington	Aveo Robertson Park	Blue Care Acacia Gardens Retirement Living
Arcadia Waters Mandurah	Aveo Robina	Blue Care Alkira Retirement Living
Arcadia Waters Port Denison	Aveo Roseville	Blue Care Ardmere Retirement Living
The Beaumont	Aveo Southport Gardens	Blue Care Ben Bryce Retirement Living
Argyle Gardens	Aveo Springfield	Blue Care Bethania Retirement Living
Arilla South Morang Village	Aveo Springthorpe	Blue Care Bli Bli Retirement Living
Ashlar Glen	Aveo Sunbury	Blue Care Brassall Retirement Living
Assisi Court Retirement Village	Aveo Sunnybank Green	Blue Care Caloundra Retirement Living
Athelstan	Aveo Taringa	Blue Care Carramar Retirement Living
Aveo Ackland Park	Aveo The Braes	Blue Care Elandra Retirement Living
Aveo Albany Creek	Aveo The Domain Country Club	Blue Care Elanora Gardens Retirement Living
Aveo Amity Gardens	Aveo The Haven	Blue Care Gracemere Gardens Retirement Living
Aveo Aspley Court	Aveo The Parks	Blue Care Ibis Court Retirement Living
Aveo Banora Point	Aveo Tranquility Gardens	Blue Care Iona Retirement Living
Aveo Bayview Gardens	Aveo Veronica Gardens	Blue Care Kallmar Retirement Living
Aveo Bella Vista	Aveo Westport	Blue Care Kirami Retirement Living
Aveo Bentleigh	Azure Blue Carina	Blue Care Lakeside Retirement Living
Aveo Botanic Gardens	Azure Blue Redcliffe	Blue Care Masters Lodge Retirement Living
Aveo Bridgeman Downs	Baldwin Living Lane Cove Gardens	Blue Care Nandeebie Retirement Living
Aveo Camden Downs	Baldwin Living Maroubra Gardens	Blue Care New Haven Retirement Living
Aveo Carindale	Baldwin Living Northside	Blue Care North Pine Retirement Living
Aveo Carisfield	Baldwin Living Seabeach Gardens	Blue Care Tangara Retirement Living
Aveo Cherry Tree Grove	Baldwin Living Sequana	Blue Care Wesleyville Retirement Living
Aveo Cleveland Gardens	Baldwin Living Spring Gardens	Blue Care Wirunya Retirement Living
Aveo Crestview	Baldwin Living Vaucluse Gardens	Blue Care Wondall Gardens Retirement Living
Aveo Derwent Waters	Balmoral Village	Blue Care Yurana Retirement Living
Aveo Domain	Baptcare Hedley Sutton Community	Blue Hills Residences
Aveo Durack	Baptcare Karana Community	Blue Hills Rise
Aveo Edrington Park	Baptcare Karingal Community	Boambee Gardens Retirement Village
Aveo Fountain Court	Baptcare Strathalan Community	Bolton Clarke Rowes Bay
Aveo Fulham	Baptcare The Orchards Community	Bolton Clarke Talbarra, Waterford - Retirement Living
Aveo Glynde Lodge	Barnsbury Deepdene	Bolton Clarke Tantula Rise
Aveo Gulf Point	Bartonvale Gardens Retirement Village	Bondi Beach Astra Retirement Village
Aveo Hampton Heath	Bartonvale Lodge Retirement Village	Bongaree, Bribie Island
Aveo Hunters Green	Barwarre Gardens Retirement Village	Bougainvillea Retirement Village
Aveo Island Point	Bay Village Retirement Estate	Bramble Bay Retirement Village
Aveo Kings Park	Baycrest	Bramblewood Retirement Village
Aveo Kingston Green	Beachlands Village	Breezes
Aveo Leabrook Lodge	Beauty Point Retirement Resort	Bribie Island Retirement Village
Aveo Leisure Court	Beleura Village Mornington	Brig-O-Doon Retirement Village
Aveo Lindfield Gardens	Bellcarra Retirement Resort	
Aveo Lindsay Gardens	Bellevue Gardens Retirement Village	
Aveo Manly Gardens	Belrose Country Club Retirement Village	
Aveo Manor Gardens	Bethanie Beachside	
Aveo Maple Grove	Bethanie Elanora	
Aveo Melrose Park	Bethanie Esprit	



## Signatory villages as at 31/12/21

Brindabella Court Downer	Forest Lakes Village	Howard Court at IRT Pioneer Place
Broadwater Gardens	Forresters Beach Retirement Village	Ingenia Gardens Bathurst
Bundoorra Village	Fraser Shores 2	Ingenia Gardens Bundaberg
Bupa Sutherland Retirement Village	Fraser Shores Retirement Village	Ingenia Gardens Carey Park
Burnside Village	Freedom Aged Care Balwyn	Ingenia Gardens Coffs Harbour
Caloundra Rise Retirement Estate	Freedom Aged Care Banora Point	Ingenia Gardens Dubbo (front)
Camden View Village	Freedom Aged Care Bendigo	Ingenia Gardens Dubbo (back)
Cameron Close Village	Freedom Aged Care Berwick	Ingenia Gardens Geelong (back)
Campbell Place	Freedom Aged Care Burwood	Ingenia Gardens Geelong (front)
Canossa Gardens	Freedom Aged Care Cheltenham	Ingenia Gardens Goulburn
Cardinal Freeman The Residences	Freedom Aged Care Clayfield	Ingenia Gardens Grovedale
Cardinia Waters Village	Freedom Aged Care Cleveland	Ingenia Gardens Hertford
Carlyle Gardens Mackay	Freedom Aged Care Coffs Harbour	Ingenia Gardens Horsham
Carlyle Gardens Retirement Village	Freedom Aged Care Doncaster	Ingenia Gardens Marsden
Carlyle Gardens Townsville	Freedom Aged Care Dromana	Ingenia Gardens Melton (back)
Carrington	Freedom Aged Care Geelong	Ingenia Gardens Melton (front)
Carrington	Freedom Aged Care Glen Waverley	Ingenia Gardens Ocean Grove
Casey Grange Village	Freedom Aged Care Hawthorn	Ingenia Gardens Port Macquarie
Castle Ridge Resort	Freedom Aged Care Launceston	Ingenia Gardens Seascope
Cazna Gardens	Freedom Aged Care Morayfield	Ingenia Gardens Seville Grove
Charles Brownlow Retirement Village	Freedom Aged Care Redland Bay	Ingenia Gardens Sovereign
Chelsea	Freedom Aged Care Rochedale	Ingenia Gardens Swan View
Chesterville Retirement Village	Freedom Aged Care Sandringham	Ingenia Gardens Tamworth
Cleveland Manor Retirement Village	Freedom Aged Care Tamworth	Ingenia Gardens Taree
Constitution Hill	Freedom Aged Care Tanah Merah	Ingenia Gardens Wagga Wagga
Coral Estate	Freedom Aged Care Toowoomba Bridge St	Ingenia Gardens Warrnambool
Corinthian Court Retirement Village	Freedom Aged Care Toowoomba Taylor St	Ingenia Gardens Yakamia
Corpus Christi Village	Freedom Aged Care Tweed Heads	Inverpine
Crows Nest Retirement Village	Freedom Concierge Balwyn	IRT Birch Villa Retirement Village
Currimundi Gardens	Freedom Concierge Bayside	IRT Braeside Retirement Village
Dalkeith Heights	Galleon Gardens	IRT Culburra Beach Retirement Village
Darlington	Garden Village	IRT Dalmeny Retirement Village
De Paul Manor Estate	Geelong Grove	IRT Diment Towers Retirement Village
Deborah Cheetham Retirement Village	Gillin Park Retirement Village	IRT Edwina Retirement Village
Donovan Village	Glengara Retirement Village	IRT Greenwell Gardens Retirement Village
Donvale Village	Glengowrie Retirement Village	IRT Harbourside Retirement Village
Drayton Villas Retirement Village	Golden Age Retirement Village	IRT Kangara Waters Retirement Village
Drummond Place	Golden Ponds Resort	IRT Links Seaside Retirement Village
Eastwood Retirement	Good Shepherd Lodge	IRT Macarthur Retirement Village
Edens Landing Retirement Village	Goodwin Village Ainslie	IRT Moruya Retirement Village
Elderslee	Goodwin Village Crace	IRT Parklands
Elements of Toronto	Goodwin Village Farrer	IRT Peakhurst Retirement Village
Emmaus Lodge	Goodwin Village Monash	IRT Sarah Claydon Retirement Village
Encore Living Trafalgar	Gowanbrae Village	IRT Sea View Retirement Village
Essendon Terrace	Gracehaven Retirement Village	IRT St Georges Basin Retirement Village
Europa on Alma	Grant Street Retirement Village	IRT Tarrawanna Gardens Retirement Village
Fair Haven Retirement Village	Greenleaves Retirement Village	IRT The Clyde Retirement Village
Fairview	Greenways Retirement Village	IRT The Palms
Fairways	Greglea Village	IRT The Ridge
Farrington Grove Retirement Estate	Griffith Retirement Estate	IRT Thomas Holt
Fassifern Retirement Village	Harwin Retirement Village	IRT Towradgi Park Lodge
Faulkner Park	Henry Brooks Estate at IRT Kanahooka	IRT Towradgi Park Retirement Village
Fernbank	Heydon Grove Independent Living Units	IRT William Beach Gardens Retirement Village
Fernhill	La Dimora Retirement Resort	IRT Woodlands
Fig Tree Village	Highlands Retirement Village	IRT Woolwich Retirement Village
Finncare Villas	Hillsview Village	
Flagstaff Hill		
Foley Village		

## Signatory villages as at 31/12/21

IRT Woonona	Lendlease - Koorootang Court	Macquarie Grove Retirement Village
Jacaranda Gardens	Lendlease - Lakeside Retirement Village	Macquarie View
James Milson Village	Lendlease - Lakeside Village Bibra Lake	Magill Retirement Village
James Milson Village Woolwich	Lendlease - Lexington Gardens	Main Street Village Pakenham
John Flynn Retirement Village	Lendlease - Little Bay Apartments	Mandurah Village
Jurien Bay Village	Lendlease - Lutanda Manor	Margaret Hubery Village
Karagi Court	Lendlease - Marthas Point	Martha Cove Village
Keilor Village	Lendlease - Meadowvale Retirement Village	Maybrook Village
Kerrisdale Gardens	Lendlease - Menzies Malvern	McDonald Court Retirement Village
Kiah Lodge	Lendlease - Nelsons Grove	Menora Gardens
Kilkivan Retirement Village	Lendlease - Parkland Villas Booragoon	Mernda Retirement Village
Knox Village	Lendlease - Parkland Villas Ellenbrook	Midlands Terrace
Lady Small Haven Retirement Village	Lendlease - Parkland Villas Mandurah	Milford Grange
Lakes Residential Retirement Village	Lendlease - Parkland Villas Woodlands	Moonah Park Retirement Village
Latrobe Village	Lendlease - Peppertree Hill Retirement Village	Moreton Shores
Lawley Park Village	Lendlease - Pittwater Village	Morven Manor
Leabrook Place	Lendlease - Port Phillip Retirement Village	Mt Eymard
Leisure Lea Gardens	Lendlease - Rochford Place	Murray Gardens Retirement Village
Lendlease - Abervale Village	Lendlease - Sherwin Rise	Murray Lands Retirement Village
Lendlease - Allora Gardens	Lendlease - The Aerie	Nellie Melba Retirement Village
Lendlease - Annesley Bowral	Lendlease - The Baytree By Ardency	Newling Gardens Retirement Village
Lendlease - Ardency Aroona	Lendlease - The Brighton On Bay	Noosa Waters Retirement Estate
Lendlease - Ardency Trebartha	Lendlease - The Gardens On Lindfield	North Lakes Retirement Resort
Lendlease - Ashton Gardens	Lendlease - The Grove - Ngunnawal	Noyea Riverside Retirement Village
Lendlease - Bellflower Retirement Resort	Lendlease - The Lakes Bundaberg	Nubeena Retirement Village
Lendlease - Bernborough Ascot	Lendlease - The Links At Waterford	Oak Grange Village
Lendlease - Brentwood Village	Lendlease - The Pines	Oak Tree Armidale
Lendlease - Buderim Gardens Retirement Village	Lendlease - The Terraces	Oak Tree Bathurst
Lendlease - Burwood Terrace	Lendlease - The Village Williamstown	Oak Tree Boolaroo
Lendlease - Caesia Gardens	Lendlease - Timberside Villas	Oak Tree Boronia Heights
Lendlease - Classic Residences Brighton	Lendlease - Townsend Park	Oak Tree Burpengary
Lendlease - Closebourne Village	Lendlease - Trinity Green	Oak Tree Cairns
Lendlease - Coastal Waters	Lendlease - Vermont Estate	Oak Tree Capricorn Coast
Lendlease - Dee Why Gardens	Lendlease - Viewbank Gardens	Oak Tree Cardiff
Lendlease - Eaglemount Retirement Resort	Lendlease - Waterford Park	Oak Tree Darling Heights
Lendlease - Elliot Gardens	Lendlease - Waterford Valley Lakes	Oak Tree Dubbo
Lendlease - Evelyn Ridge	Lendlease - Waverley Country Club	Oak Tree Goodna
Lendlease - Fiddlers Green	Lendlease - Windsor Park	Oak Tree Goondiwindi
Lendlease - Forest Hills Retirement Village	Lendlease - Woodlands Park	Oak Tree Goonellabah
Lendlease - Glenaeon	Lendlease - Woodstock West	Oak Tree Gunnedah
Lendlease - Goodwin Close	Lifestyle Manor	Oak Tree Kanwal
Lendlease - Harbourside Village Mindarie	Lightsview Retirement Village	Oak Tree Kingston
Lendlease - Heathglen Retirement Village	Lincoln Gardens Retirement Village	Oak Tree Moss Vale
Lendlease - Henry Kendall Gardens	Lincoln Grove Retirement Village	Oak Tree Mudgee
Lendlease - Hibiscus Buderim Meadows Retirement Village	Living Choice Alloura Waters	Oak Tree Norman Gardens
Lendlease - Hibiscus Chancellor Park Retirement Village	Living Choice Broadwater Court	Oak Tree Orange
Lendlease - Hibiscus Nambour	Living Choice Deepwater Court	Oak Tree Park Avenue
Lendlease - Hibiscus Noosa Outlook	Living Choice Fullarton	Oak Tree Pelican Waters
Lendlease - Highvale Retirement Village	Living Choice Glenhaven	Oak Tree Riverway Townsville
Lendlease - Homestay Village	Living Choice Kawana Island	Oak Tree Rutherford
Lendlease - Isabella Gardens	Living Choice Twin Waters	Oak Tree Skye
Lendlease - Keperra Sanctuary	Living Choice Woodcroft	Oak Tree Tamworth
Lendlease - Kingfisher Grove	Long Island Village	Oak Tree Taylor St Armidale
	Lourdes Retirement Village	Oak Tree Toowoomba
	Macarthur Gardens Retirement Village	Oak Tree Victoria Point
		Oak Tree Warwick
		Oak Tree Yeppoon
		Ocean Gardens Retirement Village

## Signatory villages as at 31/12/21

Oceangrove Seniors Living Village	St Ives Melville	Uniting Carlton Court
Ormiston Rise Retirement Village	St Ives Murdoch	Uniting Carroona Goonellabah
Parklands Village	St Ives Northshore	Uniting Carroona Woodburn
Parkside at IRT Pioneer Place	St James Retirement Village	Uniting Chapman Close
Parque Vista on Seville	St John's Rise	Uniting Clifton
Pascoe Vale Gardens Retirement Village	St Joseph's Mews	Uniting Colin McFadyen
Patterson Lakes Village	St Laurence Park Lara	Uniting Conrad Beard
Pearson Village	St Paul de Chartres Retirement Units	Uniting Cooinda
Peninsula Grange	St Thomas' Greensborough	Uniting Copeland Gardens
Peninsula Village	Star of the Sea Torquay	Uniting Denison Court
Pine Lake Village	Stretton Gardens Retirement Estate	Uniting Edinglassie
Pioneers	Success Village	Uniting Farmborough Grove
Pittwater Palms	Sugar Valley Lifestyle Estate	Uniting Forest
Plenty Valley Village	Sugarland Gardens Retirement Village	Uniting Hawkesbury
Point Cook Village	Sunset Ridge	Uniting Hyandra
Providence Bacchus Marsh	Tallowood Lodge Retirement Village	Uniting Kankama
Queens Lake Village	Tamworth Gardens Retirement Estate	Uniting Kentgrove
Queens Park Assisted Living	Tarneit Skies Retirement Village	Uniting Killarney
Raelene Boyle Retirement Village	Tarragal Glen Retirement Village	Uniting Koinonia
Reflections on the Bay	Taylors Hill Village	Uniting Lakeview
Regency Park Retirement Village	Tea Tree Gardens Retirement Village	Uniting Lindfield
Regis Hollywood Retirement Living	Templestowe Retirement Village	Uniting Lough Neagh Retirement Village
Regis Inala Village	The Harbour Berry	Uniting MacDonald Homes - Dee Why
Regis Retirement Living Tasmania - Norwood	The Breeze	Uniting MacDonald Homes Eastwood
Renaissance Living	The Clayfield	Uniting Manning House
Renaissance Victoria Point Retirement Village	The Cove Village	Uniting Mawarra
Ridgecrest Village	The Crescent, Brighton	Uniting Mayflower Gerringong
Ridgehaven Rise	The Glenbrook	Uniting Mayflower Retirement Village
Riverina Gums Retirement Village	The Governor's Retirement Community	Bondi - Edina
Riverside Gardens North Richmond	The Grace	Uniting Mayflower Village Pendle Hill
Rivervue	The Grange Retirement Estate	Uniting Mayflower Village Rockdale
Rosebud Village	The Granton, Brighton	Uniting Mayflower Village Wentworthville
Rosemount	The Heritage of Hunters Hill	Uniting Mayflower Westmead
RSL Care Westhaven Nursing Home	The Lakes Estate	Uniting Mulluana
Rylands of Hawthorn	The Laurels Retirement Village	Uniting Nareen Gardens
Rylands of Kew	The Manors of Mosman	Uniting Nareen Terrace
Sackville Grange	The Oaks	Uniting Nareena Homes
Salford Park Community Village	The Verge	Uniting Narla
Salford Retirement Estate	The Village Glen	Uniting Nulgara
Salford Waters Retirement Estate	The Village Swansea	Uniting Pindari
Sanctuary Park Retirement Community	The Villas in Brighton	Uniting Pinewood
Sapphire Luxury Retirement Apartments	The Villas on Milton Ave	Uniting Salamander Bay
Scarborough Mews Retirement Village	The Willows Retirement Village	Uniting Scenic Court
Selandra Rise Retirement Village	Thomas Perrott Village	Uniting St Andrew's
Shanagolden Pakenham	Toorak Place	Uniting St John's
Sienna Grange	Torrens Grove Retirement Village	Uniting St Margarets
Signature Gardens Retirement Resort	Tranquil Waters Retirement Village	Uniting The Garrison Retirement Centre
Somerton Park Seniors' Living Community	Treeview Estates	Uniting Tredinnick Village
Spring Grove Retirement Village	Uniting 10 Congham Road, West Pymble	Uniting Turramurra
St David's Close	Self Care	Uniting Wesley Heights
St Ives Albany	Uniting 12 & 20 Congham Road, West Pymble (Northaven Village)	Uniting Westmead
St Ives Carine	Uniting Amala Gordon	Uniting Willow Glen
St Ives Centro	Uniting Bankstown	Uniting Wirreanda
St Ives Lesmurdie	Uniting Bowden Brae	Uniting Woodfield Terraces
St Ives Mandurah	Uniting Bramley	Uniting Yagoona Village
	Uniting Carinya Epping	Unity Retirement Village
	Uniting Carinya Retirement Village	Vasey Epping Manor
		Vasey Ivan Court

## Signatory villages as at 31/12/21

Vasey Northcott Gardens  
Vasey Wurley Court  
Vermont Village  
Victoria Grange  
Village Baxter  
Walka Grange Lifestyle Village  
Walmsley Friendship Village  
Walnut Grove Estate  
Wamberal Gardens Retirement Village  
Wantirna Village  
Waratah Highlands Village  
Weary Dunlop Retirement Village  
Wellington Manor Retirement Village  
Wheller on the Park  
Willandra Village and Bungalows  
Willowdale Retirement Village  
Winders Lodge  
Windsor Country Village  
Wisteria Grove Retirement Village  
Wivenhoe Village  
Wodonga Gardens Retirement Estate  
Wollondilly Gardens  
Wood Glen Retirement Village  
Woodlands Retirement Village  
Woodward Retirement Village  
Woorim Retirement Village  
Wyndham Grange Village  
Yallambee Village  
Yukana Private