



Retirement Living Code of Conduct

2022 Annual Report



The Code Review Panel



Independent Chair of the Code Review Panel

Dr Elizabeth Lanyon is a lawyer with more than 40 years' experience; she was previously a senior Victorian Government executive with policy responsibility for retirement village regulation.



Operator Representative

Jennifer Clancy is the Executive General Manager Corporate Affairs at Tigcorp. Jennifer has over 30 years senior executive management experience with 21 in retirement living. Jennifer is a member of the Retirement Living Council, Chair of the Property Council's Victorian Retirement Living Committee, and an Independent Director of ICAM Retirement Trust.



Resident Representative

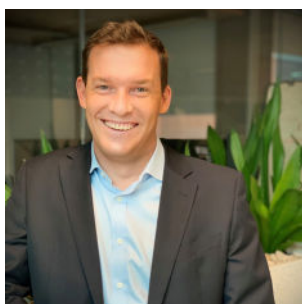
Judy Mayfield is the President of the Association of Residents of Queensland Retirement Villages, a position she has held for nine (9) years. Judy has held various positions in the community sector, prior to her retirement she was, for 12 years, the CEO of a supported accommodation service for people with an intellectual disability.

The Code Review Panel (Alternate Representatives)



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.



Operator Representative (Alternate)

Nathan Broad has been a member of the Retirement Living industry for the past 15 years. His experience working with multiple operators and leading teams across a diverse range of portfolios has grown his passion, knowledge and desire to see positive community and commercial outcomes. Since 2018, Nathan has been a member of the Victorian Retirement Living Committee and this year he was a judge for the National Retirement Living Awards.



Resident's Representative (Alternate)

Craig Bennett is the President of NSW Retirement Villages Residents Association. Before retiring Craig worked in investment banking (Commodities and Structured Finance). He has held various Board positions including Company Secretary of Bendigo Community Bank, CEO of Socotherm Australia, member of Community Board of Advice for Hawkesbury Hospital and Deputy Chair of Audit Committee for Hawkesbury City Council. Craig is also a volunteer Chaplain in an aged care facility.

The Code Administrator



Code Administrator

Megan Hobson has worked as an Adviser to a Federal Minister and 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 2022.

The Code Review Panel consists of operator and resident representatives to ensure balanced consideration is given on all matters before them. The current members are Jennifer Clancy (Operator Representative), Judy Mayfield (Resident Representative), Anthony Heald (Operator Representative – Alternate), Nathan Broad (Operator Representative – Alternate) and Craig Bennett (Resident Representative – Alternate). Inaugural Operator Representative Peter Nilsson completed his two-year tenure in March.

I would like to acknowledge the sad passing of our friend and colleague Alistair Christie earlier in the year. Alistair was the President of the Australian Retirement Village Residents Association and an inaugural member of the Code Review Panel. He was a dedicated and caring advocate for residents. In every sense of the word, Alistair was a true gentleman who is greatly missed by all who knew him.

As predicted in the 2021 Annual Report, there has been a noticeable increase in the number of complaints being referred to the Code Administrator. This calendar year the Code Administrator received 12 formal allegations of breaches. All allegations were investigated and finalised with no breaches issued. One Operator elected to self-report an issue with a resident as they were unable to reach a resolution and sought guidance on how they had managed the matter. The Code Review Panel considered the issue in detail, finding that the Operator had communicated regularly and clearly with the resident and had not breached the Code.

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.

The Panel noted that residents and/or their estate are frustrated by the fact that only conduct occurring after 1 January 2020 (or the date the Operator subscribed to the Code) can be considered in determining a breach. If a matter, such as a contract pre-dates the Operator subscribing to the Code, it cannot be investigated because under the Code Rules, the Code applies from the date the Operator registers. Therefore, any allegations that pre-date the Code should be referred to the relevant State Regulatory Authority or Administrative Tribunal. It is also important to note that, the Code Administrator and Code Review Panel will not take a view on questions of legal interpretation, the outcome of confidential mediation settlements, or tribunal or court rulings. The legal system is the appropriate channel for criminal matters and significant civil matters.

Under the Terms of Reference, the Code Administrator is required to undertake a biennial review of the Code. Led by Nicholas Playoust (RLCA Board Director), myself and the Code Administrator, Megan Hobson the review commenced in late 2021 and a draft report was finalised in early 2022. As there were minimal changes considered necessary it was agreed that the review would be placed on hold pending the review of the accreditation scheme. Now that the ARVAS review has been completed there will be a more comprehensive review of the Retirement Living Code of Conduct undertaken in mid-2023.

Continuing our efforts to promote the Code and educate Operators and residents by way of marketing, the budget was increased in 2022. Working with Brand Partners and ARE Media

the Code Administrator received a significant number of inquiries from both residents and Operators throughout the year and welcomed 12 new subscribers taking the total number of subscribed villages to just over 700, covering 73,300 ILU's across the nation. A small number of villages chose to not continue their subscription, this was primarily due to change in management.

RLCA Directors Nicholas Playoust and Jane Monk attended DCMI Workshops in Sydney and Adelaide respectively to present on "best practice" where they promoted the Code, ARVAS and the Capability Framework. RLC staff presented in Perth and Melbourne whilst the Code Administrator participated at the Brisbane event. Thank you to DCMI for giving us the opportunity to speak about the importance of the Code and Accreditation.

The Code Administrator also attended the ACCPA National Conference that was held in Adelaide from 12 – 14 October 2022. She hosted a trade booth with Loani Monahan from QIP and together they discussed the importance of these Standards and how they work together. There were 1785 delegates registered with 160 exhibitors and 130 speakers. The Code Administrator also gave a presentation on the Code and Accreditation.

We continued to host regular online information briefing sessions for Code Compliance Officers with topics ranging from dispute resolution to dealing with difficult behaviours and welcomed guest speakers from Resident Associations' as well as staff from the Queensland Department of Communities, Housing & Digital Economy and the Office for Ageing Well (SA Health).

I was pleased to be offered an extension of my tenure as the Independent Chair of the Code Review Panel and look forward to continuing to promote the importance of the Code and Accreditation for the retirement living sector.

Thank you and congratulations to the Code Review Panel, Code Administrator, Signatories, Code Compliance Officers, and residents for their ongoing commitment to the Retirement Living Code of Conduct.

Dr Elizabeth Lanyon
Independent Chair of the Code Review Panel.



Communications & Marketing

In July and August ARE Media ran a major promotional campaign in national weekly and monthly magazines.

The Reach and Frequency figures are below. Reach is the total number of people who see the ads/content and frequency is the average number of times an individual has seen the ads/content.

Based on the post campaign report provided, the reach and frequency of the print ads and mentions are:

Reach: 3,949,000 PEOPLE AGED 14+ at an average frequency of 1.93

Reach: 1,570,000 PEOPLE AGED 55+ at an average frequency of 1.91

Source: Roy Morgan Single Source Australia, Mar22



Are you ready to make a wise move?

You've probably heard about "downsizing" and retirement villages. You may even be one of the 200,000 Australians who've already made the move.

Right across Australia, retirement villages provide safe and secure homes for people who want a great lifestyle in a community that's designed to support healthy ageing.



Some people think that by "downsizing" you lose something. Most retirement village residents would say the reality is very different.

By moving into a retirement village, you can actually protect your independence. You can gain new friends, and enjoy an even more active social life without worrying about traffic or public transport. You also don't need to worry about maintaining the garden, or clearing blocked gutters.

We know every retirement village resident is different.

There are some residents who head off to work each day, while others enjoy a relaxed morning with a newspaper or magazine. Some residents like to get

away for long holidays, while others look forward to regular coffee catch-ups at the local shops. Some residents love entertaining, or having the grandkids over, while others just need a rest or simply want to stay home and take advantage of the social activities and community facilities on offer.



The right retirement village will be focused on supporting you to live your best life.

That's why it's important to look for a retirement village that has made a commitment to the Retirement Living Code of Conduct.

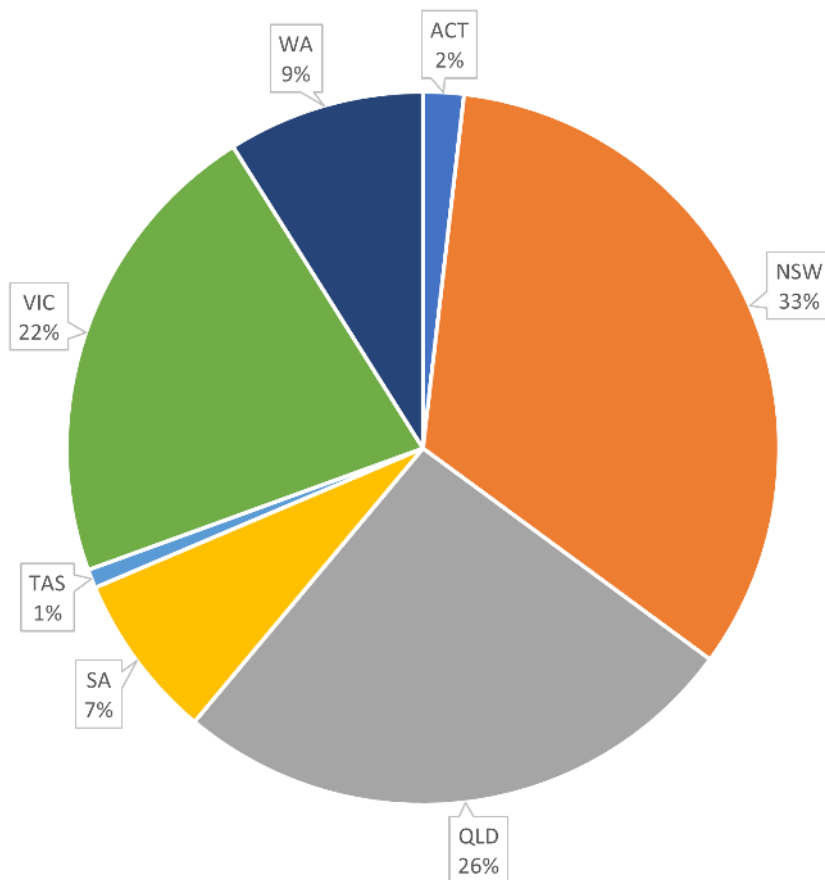
The Retirement Living Code of Conduct is a voluntary commitment to high standards. It's a commitment to ensuring that retirement village residents have the experience they deserve.

By supporting the Code of Conduct, a retirement village is showing that it cares for you. It's demonstrating that your peace of mind comes first.

To learn more about making a wise move into retirement living, and to find a Code village near you, visit www.awisemove.com.au

Figure 1: Woman's Day Magazine, 27 June 2022

State-by-State



ACT	13
NSW	234
QLD	183
SA	53
TAS	6
VIC	152
WA	63
TOTAL	704

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 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.



Figure 3: A look at the national annual growth of the Code by villages.

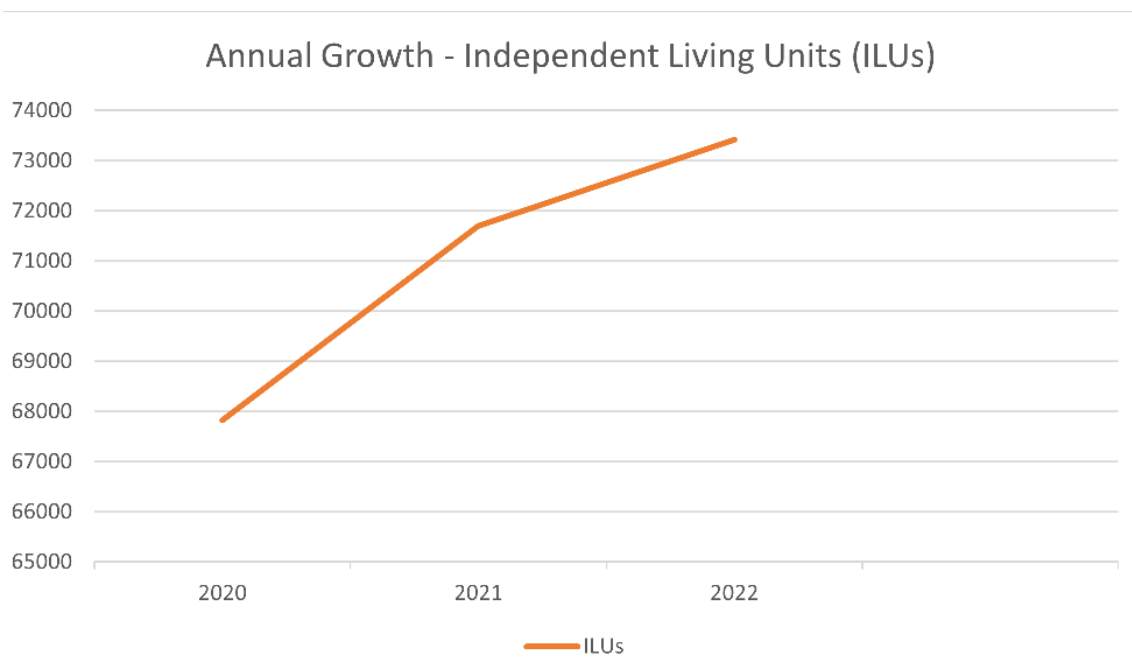


Figure 4: A look at the national annual growth of the Code by ILUs.

Signatory villages as at 31/12/22

Auckland Park Retirement Village	Bethanie Esprit	Brighton Dunes
Albany Creek Retirement Village	Bethanie Fields	Brig-O-Doon Retirement Village
Aldersgate Red Hill	Bethanie Geneff	Brindabella Court Downer
Alumuna	Bethanie Gwelup	Broadwater Gardens
Amaroo Retirement Village	Bethanie Illawong	Bupa Sutherland Retirement Village
Amity Gardens Retirement Living	Bethanie Joondanna	Caloundra Rise Retirement Estate
Angle Vale Gardens Retirement Estate	Bethanie on the Park	Camden Downs Retirement Village
Applewood	Bethanie Warwick	Camden Grove
Arbor Sherwood	Bethanie Waters	Camden View
Arcadia Apartments	Bethany Close	Campbell Place
Arcadia Waters Bicton	Bexley Gardens	Canossa Gardens
Arcadia Waters Geraldton	Bicentennial	Cardinal Freeman
Arcadia Waters Maddington	Blue Care Acacia Gardens Retirement Living	Cardinia Waters Village
Arcadia Waters Mandurah	Blue Care Alkira Retirement Living	Carisfield Retirement Village
Arcadia Waters Port Denison	Blue Care Ardmore Retirement Living	Carlyle Gardens Mackay
Argyle Gardens	Blue Care Ben Bryce Retirement Living	Carlyle Gardens Retirement Village
Arilla	Blue Care Bethania Retirement Living	Carlyle Gardens Townsville
Ashlar Glen	Blue Care Bli Bli Retirement Living	Carrington
Aspley Court Retirement Village	Blue Care Brassall Retirement Living	Carrington
Assisi Court Retirement Village	Blue Care Caloundra Retirement Living	Casey Grange Village
Athelstan	Blue Care Carramar Retirement Living	Castle Ridge Resort
Aveo Newstead	Blue Care Elandra Retirement Living	Cazna Gardens
Aveo Springfield	Blue Care Elanora Gardens Retirement Living	Charles Brownlow Retirement Village
Azure Blue Carina	Blue Care Gracemere Gardens Retirement Living	Chelsea
Azure Blue Redcliffe	Blue Care Ibis Court Retirement Living	Cherry Tree Grove Retirement Living
Azure Retirement Village	Blue Care Iona Retirement Living	Chesterville Retirement Village
Baldwin Living Kensington Hill	Blue Care Kallmar Retirement Living	Cleveland Gardens Retirement Living
Baldwin Living Lane Cove Gardens	Blue Care Kirami Retirement Living	Cleveland Heights Retirement Living
Baldwin Living Maroubra Gardens	Blue Care Lakeside Retirement Living	Cleveland Manor Retirement Village
Baldwin Living Northside	Blue Care Masters Lodge Retirement Living	Concierge Balwyn Retirement Living
Baldwin Living Seabeach Gardens	Blue Care Nandeebie Retirement Living	Concierge Bayside Retirement Living
Baldwin Living Sequana	Blue Care New Haven Retirement Living	Constitution Hill
Baldwin Living Spring Gardens	Blue Care North Pine Retirement Living	Cooinda Village
Baldwin Living Vaucluse Gardens	Blue Care Tangara Retirement Living	Coral Estate
Balmoral Village	Blue Care Wesleyville Retirement Living	Coral Mews Retirement Village
Balwyn Manor Retirement Village	Blue Care Wirunya Retirement Living	Cornish Grange Retirement Village
Banora Point Retirement Village	Blue Care Wondall Gardens Retirement Living	Corpus Christi Village
Baptcare Hedley Sutton Community	Blue Hills Residences	**Cranbourne North
Baptcare Karana Community	Blue Hills Rise	Crestview Retirement Village
Baptcare Karingal Community	Boambee Gardens Retirement Village	Crows Nest Retirement Village
Baptcare Strathalan Community	Bolton Clarke Rowes Bay	Currimundi Gardens
Baptcare The Orchards Community	Bolton Clarke Talbarra, Waterford - Retirement Living	Dalkeith Heights
Barnsbury Deepdene	Bolton Clarke Tantula Rise	Darlington
Bartonvale Gardens Retirement Village	Bondi Beach Astra Retirement Village	De Paul Manor Estate
Bartonvale Lodge Retirement Village	Bongaree, Bribie Island	Deborah Cheetham Retirement Village
Barwarre Gardens Retirement Village	Botanic Gardens Retirement Living	Delamore Retirement Community
Bay Village	Bougainvillea Retirement Village	Derwent Waters Retirement Village
Baycrest	Bramblewood Retirement Village	Domaine Retirement Living
Bayview Gardens Retirement Living	Breezes	Donovan Village
Beachlands Village	Bribie Island Retirement Village	Donvale
Beauty Point Retirement Resort	Bridgeman Downs Retirement Village	Drayton Villas Retirement Village
Beleura Village Mornington		Drummond Place
Bella Vista Haven Retirement Living		Eastwood Retirement
Bellcarra		Edens Landing Retirement Village
Bellevue Gardens		Edrington Park Retirement Living
Belrose Country Club Retirement Village		Elderslee
Bethanie Beachside		Elements of Toronto
Bethanie Elanora		Emmaus Lodge

Signatory villages as at 31/12/22

Encore Living Trafalgar	Ingenia Gardens Bundaberg	Island Point Retirement Living
Essendon Terrace	Ingenia Gardens Carey Park	Jacaranda Gardens
Europa On Alma	Ingenia Gardens Carrum Downs	**Jeta Gardens Retirement Village
Fair Haven Retirement Village	Ingenia Gardens Coffs Harbour	John Flynn Retirement Village
Fairview	Ingenia Gardens Dubbo (front)	Jurien Bay Village
Fairways	Ingenia Gardens Dubbo (back)	Karagi Court
Farrington Grove	Ingenia Gardens Geelong (back)	Kerrisdale Gardens
Fassifern Retirement Village	Ingenia Gardens Geelong (front)	Kiah Lodge
Faulkner Park	Ingenia Gardens Goulburn	Kilkivan Retirement Village
Fernbank	Ingenia Gardens Grovedale	Kings Park Retirement Village
Fernhill	Ingenia Gardens Hertford	Kingston Green Retirement Living
Fig Tree	Ingenia Gardens Horsham	Knox
Flagstaff Hill	Ingenia Gardens Marsden	La Dimora Retirement Resort
Foley Village	Ingenia Gardens Melton (back)	Lady Small Haven Retirement Village
Forest Grove Retirement Living Forest	Ingenia Gardens Melton (front)	Lakes Residential Retirement Village
Lakes Village	Ingenia Gardens Ocean Grove	**Langton Park Retirement Village
Forresters Beach Retirement Village	Ingenia Gardens Port Macquarie	Lawley Park Village
Fountain court Retirement Living	Ingenia Gardens Seascape	Leabrook Place
Fraser Shores 2	Ingenia Gardens Seville Grove	Leabrooke Lodge Retirement Village
Fraser Shores Retirement Village	Ingenia Gardens Sovereign	Leisure Court Retirement Village
Freedom Bendigo	Ingenia Gardens Swan View	Leisure Lea Gardens
Freedom Coffs Harbour	Ingenia Gardens Tamworth	Lendlease - Abervale Village
Freedom Dromana	Ingenia Gardens Taree	Lendlease - Allora Gardens
Freedom Geelong	Ingenia Gardens Wagga Wagga	Lendlease - Annesley Bowral
Freedom Tamworth	Ingenia Gardens Warrnambool	Lendlease - Ardency Aroona
Freedom Tanah Merah	Ingenia Gardens Yakamia	Lendlease - Ardency Kennedy Place
Galleon Gardens	Inverpine	Lendlease - Ardency Trebartha
Garden Village	IRT Birch Villa Retirement Village	Lendlease - Ashton Gardens
Geelong Grove	IRT Braeside Retirement Village	Lendlease - Bellflower Retirement Resort
Gibraltar Park Estate	IRT Culburra Beach Retirement Village	Lendlease - Bernborough Ascot
Gillin Park	IRT Dalmeny Retirement Village	Lendlease - Brentwood Village
Glengara Retirement Village	IRT Diment Towers Retirement Village	Lendlease - Buderim Gardens Retirement
Glengowrie Retirement Village Glynde	IRT Edwina Retirement Village	Village
Lodge Retirement Village Golden Age	IRT Greenwell Gardens Retirement	Lendlease - Burwood Terrace
Retirement Village Golden Ponds	Village	Lendlease - Caesia Gardens
Goodwin Village Ainslie	IRT Harbourside Retirement Village	Lendlease - Classic Residences Brighton
Goodwin Village Crace	IRT Kangara Waters Retirement Village	Lendlease - Closebourne Village
Goodwin Village Farrer	IRT Links Seaside Retirement Village	Lendlease - Coastal Waters
Goodwin Village Monash	IRT Macarthur Retirement Village	Lendlease - Dee Why Gardens
Goodwin Village The Manor	IRT Moruya Retirement Village	Lendlease - Eaglemount Retirement
Gowanbrae	IRT Parklands	Resort
Gracehaven Retirement Village	IRT Peakhurst Retirement Village	Lendlease - Elliot Gardens
Grant Street Retirement Village	IRT Sarah Claydon Retirement Village	Lendlease - Evelyn Ridge
Greenleaves	IRT Sea View Retirement Village	Lendlease - Fiddlers Green
Greenways Retirement Village Greglea	IRT St Georges Basin Retirement Village	Lendlease - Forest Hills Retirement
Village	IRT Tarrawanna Gardens Retirement	Village
Griffith Retirement Estate	Village	Lendlease - Glenaeon
Gulf Point Retirement Village	IRT The Clyde Retirement Village	Lendlease - Goodwin Close
Harwin Retirement Village	IRT The Palms	Lendlease - Harbourside Village Mindarie
Henry Brooks Estate at IRT Kanahooka	IRT The Ridge	Lendlease - Heathglen Retirement Village
Hester Canterbury	IRT Thomas Holt	Lendlease - Henry Kendall Gardens
Highlands	IRT Towradgi Park Lodge	Lendlease - Hibiscus Buderim Meadows
Hillsvie	IRT Towradgi Park Retirement Village	Retirement Village
Howard Court at IRT Pioneer Place	IRT William Beach Gardens Retirement	Lendlease - Hibiscus Chancellor Park
Hunters Green Retirement Living	Village	Retirement Village
Ingenia Gardens Bathurst	IRT Woodlands	Lendlease - Hibiscus Nambour
	IRT Woolwich Retirement Village	Lendlease - Hibiscus Noosa Outlook
	IRT Woonona	Lendlease - Highvale Retirement Village

Signatory villages as at 31/12/22

Lendlease - Homestay Village
 Lendlease - Isabella Gardens
 Lendlease - Keperra Sanctuary
 Lendlease - Kingfisher Grove
 Lendlease - Koorootang Court
 Lendlease - Lakeside Retirement Village
 Lendlease - Lakeside Village Bibra Lake
 Lendlease - Lexington Gardens
 Lendlease - Little Bay Apartments
 Lendlease - Lutanda Manor
 Lendlease - Marthas Point
 Lendlease - Meadowvale Retirement Village
 Lendlease - Menzies Malvern
 Lendlease - Nelsons Grove
 Lendlease - Parkland Villas Booragoon
 Lendlease - Parkland Villas Ellenbrook
 Lendlease - Parkland Villas Mandurah
 Lendlease - Parkland Villas Woodlands
 Lendlease - Peppertree Hill Retirement Village
 Lendlease - Pittwater Village
 Lendlease - Port Phillip Retirement Village
 Lendlease - Rochford Place
 Lendlease - Sherwin Rise
 Lendlease - The Aerie
 Lendlease - The Baytree By Ardency
 Lendlease - The Brighton On Bay
 Lendlease - The Gardens On Lindfield
 Lendlease - The Grove - Ngunnawal
 Lendlease - The Lakes Bundaberg
 Lendlease - The Links At Waterford
 Lendlease - The Pines
 Lendlease - The Terraces
 Lendlease - The Village Williamstown
 Lendlease - Timberside Villas
 Lendlease - Townsend Park
 Lendlease - Trinity Green
 Lendlease - Vermont Estate
 Lendlease - Viewbank Gardens
 Lendlease - Waterford Park
 Lendlease - Waterford Valley Lakes
 Lendlease - Waverley Country Club
 Lendlease - Windsor Park
 Lendlease - Woodlands Park
 Lendlease - Woodstock West
 Lightsview
 Lincoln Gardens
 Lincoln Grove Retirement Village
 Lindfield Gardens Retirement Living
 Lindsay Gardens Retirement Living
 Lisson Grove Retirement Village
 Living Choice Alloura Waters
 Living Choice Broadwater Court
 Living Choice Deepwater Court
 Living Choice Fullarton
 Living Choice Glenhaven
 Living Choice Kawana Island
 Living Choice Twin Waters
 Living Choice Woodcroft
 Lourdes
 M by Montefiore
 Macarthur Gardens
 Macquarie Grove
 Macquarie View
 Magill Retirement Village
 Main Street Village Pakenham
 Mandurah Village
 Manly Gardens Retirement Living
 Manor Gardens Retirement Living
 Maple Grove Retirement Village
 Margaret Hubery Village
 Martha Cove Village
 Maybrook
 Melrose Park Retirement Village
 Menora Gardens
 Mernda
 Midlands Terrace
 Milford Grange
 Mingarra Retirement Living
 Minkara Resort
 Moonah Park Retirement Village
 Moreton Shores
 Morgan Glen Iris
 Morven Manor
 Mount Gilead Estate
 Mountain View Retirement Village
 Mowbray Links Retirement Village
 Mt Eymard
 Murray Gardens Retirement Village
 Murray Lands Retirement Village
 Nellie Melba Retirement Village
 Newling Gardens Retirement Village
 Newmarket Parklands Retirement Village
 Newport
 Noosa Waters Retirement Estate
 North Lakes
 Nova Village
 Noyea Riverside Retirement Village
 Nubeena Retirement Village
 Oak Grange
 Oak Tree Armidale
 Oak Tree Bathurst
 Oak Tree Boolaroo
 Oak Tree Boronia Heights
 Oak Tree Burpengary
 Oak Tree Cairns
 Oak Tree Capricorn Coast
 Oak Tree Cardiff
 Oak Tree Darling Heights
 Oak Tree Dubbo
 Oak Tree Goodna
 Oak Tree Goondiwindi
 Oak Tree Goonellabah
 Oak Tree Gunnedah
 Oak Tree Kanwal
 Oak Tree Kingston
 Oak Tree Moss Vale
 Oak Tree Mudgee
 Oak Tree Norman Gardens
 Oak Tree Orange
 Oak Tree Park Avenue
 Oak Tree Pelican Waters
 Oak Tree Retirement Living
 Oak Tree Riverway Townsville
 Oak Tree Rutherford
 Oak Tree Skye
 Oak Tree Tamworth
 Oak Tree Taylor St Armidale
 Oak Tree Toowoomba
 Oak Tree Victoria Point
 Oak Tree Warwick
 Oak Tree Yeppoon
 Ocean Gardens Retirement Village
 Ocean View Retirement Living
 Ormiston Rise Retirement Village
 Parklands
 Parkside at IRT Pioneer Place
 Parkside Carindale Retirement Living
 Parque Vista on Seville
 Pascoe Vale Gardens Retirement Village
 Patterson Lakes
 Pearson Village
 Peninsula Gardens Retirement Living
 Peninsula Grange
 Peninsula Village
 Peregian Springs Country Club
 Pine Lake
 Pinetree Retirement Village
 Pioneers
 Pittwater Palms
 Plenty Valley
 Point Cook Village
 Providence Bacchus Marsh
 Queens Park Assisted Living
 Queenslake
 Raelene Boyle Retirement Village
 Redlands by the Bay Resort
 Reflections on the Bay
 Regency Park Retirement Village
 Regis Bramble Bay Retirement Village
 Regis Corinthian Court Retirement Village
 Regis Hollywood Retirement Living
 Regis Inala Village
 Regis McDonald Court Retirement Village
 Regis Retirement Living Tasmania - Norwood
 Regis Tallowood Lodge Retirement Village
 Regis Woodward Retirement Village
 Renaissance Living

Signatory villages as at 31/12/22

Renaissance Victoria Point Retirement Village	Sunset Palms Retirement Living	Uniting Carroona Woodburn
Ridgecrest	Sunset Ridge	Uniting Chapman Close
Ridgehaven Rise	Tamworth Gardens Retirement Estate	Uniting Clifton
Riverina Gums Retirement Village	Taringa Parkside Retirement Living	Uniting Colin McFadyen
Riverside Gardens North Richmond	Tarneit Skies	Uniting Conrad Beard
Riverview Retirement Village	Tarragal Glen Retirement Village	Uniting Cooinda
Rivervue	Tea Tree Gardens Retirement Village	Uniting Copeland Gardens
Robertson Park Retirement Village	Templestowe	Uniting Denison Court
Robina Gardens Retirement Living	The Arbour Berry	Uniting Edinglassie
Rochedale Gardens Retirement Living	The Beaumont	Uniting Farmborough Grove
Rosebud Village	The Braes Retirement Village	Uniting Forest
Rosemount	The Breeze	Uniting Hawkesbury
Roseville Retirement Living	The Clayfield	Uniting Hyandra
RSL Care Westhaven Nursing Home	The Cove	Uniting Kankama
Rylands of Hawthorn	The Crescent, Brighton	Uniting Kentgrove
Rylands of Kew	The Domain Country Club	Uniting Killarney
Sackville Grange	The George Retirement Living	Uniting Koinonia
Salford	The Glenbrook	Uniting Lakeview
Salford Park	The Governor's Retirement Community	Uniting Leichhardt
Salford Waters	The Grace	Uniting Lindfield
Sanctuary Park Retirement Community	The Grange	Uniting Lough Neagh Retirement Village
Sapphire Luxury Retirement Apartments	The Granton, Brighton	Uniting MacDonald Homes - Dee Why
Scarborough Mews Retirement Village	The Haven Retirement Village	Uniting MacDonald Homes Eastwood
Selandra Rise	The Heritage of Hunters Hill	Uniting Manning House
Shanagolden Pakenham	The Lakes Estate	Uniting Mawarra
Shine Birtinya	The Laurels Retirement Village	Uniting Mayflower Gerringong
Shortland Waters Retirement Living	The Manors of Mosman	Uniting Mayflower Retirement Village
Sienna Grange	The Oaks	Bondi - Edina
Signature Gardens Retirement Resort	The Oaks Retirement Village	Uniting Mayflower Village Pendle Hill
Somerton Park	The Parks Retirement Living	Uniting Mayflower Village Rockdale
Southport Gardens Retirement Living	The Sanctuary Retirement Living	Uniting Mayflower Village Wentworthville
Spring Grove Retirement Village	The Verge	Uniting Mayflower Westmead
Springthorpe Retirement Living	The Village Glen	Uniting Mulluana
St Brigid's Green	The Village Swansea	Uniting Nareen Gardens
St David's Close	The Villas in Brighton	Uniting Nareen Terrace
St Ives Albany	The Villas on Milton Ave (Fullarton)	Uniting Nareena Homes
St Ives Carine	The Willows	Uniting Narla
St Ives Centro	Thomas Perrott Village	Uniting Nowra (Symons House)
St Ives Lesmurdie	Toby's Inlet Estate	Uniting Nulgara
St Ives Mandurah	Toorak Place	Uniting Pindari
St Ives Melville	Torrens Grove Retirement Village	Uniting Pinewood
St Ives Murdoch	Tranquil Waters Retirement Village	Uniting Salamander Bay
St Ives Northshore	Tranquility Gardens Retirement Living	Uniting Scenic Court
St James Retirement Village	Treeview Estates	Uniting St Andrew's
St John's Rise	Tweed Fairways Retirement Village	Uniting St John's
St Joseph's Mews	**U City Retirement Residences	Uniting St Margarets
St Laurence Park Lara	Uniting 10 Congham Road, West Pymble	Uniting The Garrison Retirement Centre
St Luke's Green	Self Care	Uniting Tredinnick Village
St Patrick's Green	Uniting 12 & 20 Congham Road, West Pymble (Northaven Village)	Uniting Turramurra
St Paul de Chartres Retirement Units	Uniting Amala Gordon	Uniting Wesley Heights
St Thomas' Greensborough	Uniting Bankstown	Uniting Westmead
Star of the Sea Torquay	Uniting Bowden Brae	Uniting Willow Glen
Stretton Gardens	Uniting Bramley	Uniting Wirreanda
Success Village	Uniting Carinya Epping	Uniting Woodfield Terraces
Sugar Valley Lifestyle Estate	Uniting Carinya Retirement Village	Uniting Yagoona Village
Sugarland Gardens Retirement Village	Uniting Carlton Court	Vasey Epping Manor
Sunnybank Retirement Village	Uniting Carroona Goonellabah	Vasey Ivan Court
		Vasey Northcott Gardens

Signatory villages as at 31/12/22

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

**Denotes Provisional Registration