



Retirement Living Code of Conduct

2023 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 22 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 ten 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.

The Code Review Panel (Alternate Representatives)



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 January - March 2023

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.



Code Administrator May - October 2023

Toni Verschuer was appointed in the role in May this year. Toni has worked in the university sector for nearly 30 years and brings extensive business analysis, auditing, compliance and troubleshooting skills to the Code.

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 2023.

The Code Review Panel consists of operator and resident representatives to ensure balanced consideration is given on all matters before it. The Panel has benefitted greatly from continuity of membership in its first years. The resident representatives, Judy Mayfield and Craig Bennett, have provided sound advice and challenge to improve the scheme. The operator representatives are Jenny Clancy, Anthony Heald and Nathan Broad.

Nathan stepped down in 2023, as under the Code of Conduct Terms of Reference, he became disqualified when appointed to the role of Code Compliance Officer in his organisation. We thank him warmly for his contribution and assistance with on-the-ground operational policy background and hope that in future he will rejoin the Panel.

Jenny Clancy retired from the industry and from her role on the Panel at the end of 2023. We thank her for her unstinting championship of the Code and contribution to the work of the Panel over the last four years as first Alternate and then Industry Representative. She has given sound advice with strong empathy for residents and proper conduct leavened with good practical sense and awareness of the demands on staff. We wish her every happiness in her retirement.

We said farewell to our inaugural Code Administrator Megan Hobson in early 2023. Megan was a knowledgeable, friendly, and helpful resource for Code Compliance Officers, residents and families alike. She enthusiastically publicised Code values and the benefits of the Code to operators and residents. She also carried out Code investigations thoroughly and competently. We wish her well at ACCPA.

Andrew Nightingale, Property Council company secretary, took the role of Acting Administrator until a new appointment was made. The Panel was pleased that there was no hiatus and thanks Andrew for his assistance.

Toni Verschuer joined as Code Administrator in May, making a big career move from the University of Queensland. Toni worked tirelessly to upgrade the database of signatories and get invoicing on track. She answered questions from residents around Australia about the Code and provided information at the National Retirement Living Summit.

The Panel Chair and the Code Administrator spoke to various State meetings of ACCPA. Toni dealt with several complex investigations of Code breach allegations, following which she referred the matters to the Panel for determination.

In the process, she supported individual village managers and staff dealing with difficult, irreconcilable issues. Deciding that the Code Administrator role was not the best fit for her, Toni relinquished the role in October. We thank her for her expertise and support.

As reported last year, there has been a noticeable increase in the complexity of the Code complaints referred to the Code Administrator.

One difficult matter the Panel considered this year arose from a long standing dispute between residents, about a resident's dog, which then involved the village manager and invited consideration of the complaint handling process within the village.

Another issue involved a major change to an operator's outsourced services involving a number of villages. The Panel took into account all the circumstances surrounding how the change was implemented, including communications and supporting advice and assistance given to residents over time. Our enquiry was not limited to the village whose residents had initiated the Code complaint.

The Panel determined that in each case, no Code breach had occurred. It was notable that the decisions of the Panel were unanimous. The Panel is concerned that residents expect the Code process to effect mediation and resolution to individual disputes with operators or between residents.

All members of the Panel attended the National Retirement Living Summit and several of the Panel shared a podium speaking about resident experience. The point was made strongly that Code membership is not "set and forget" and we need to renew our efforts to ensure that each signatory continues to refresh the importance of Code and its content with staff members, old and new.

The Code is due for its bi-annual review. The Panel has prepared a survey for Code Compliance Officers, Code Signatories and peak resident advocacy bodies. It is expected to be sent out in early 2024 when a new Administrator is in place. The Panel was able to complete a review of the Code Terms of Reference as required, which was accepted by our governing board.

The Panel notes that take up of the Code has levelled off and that progress is slow in convincing regulators to endorse the Code rather than designing jurisdiction by jurisdiction equivalents.

The Panel considers that it has an important role to work with its governing body and the Retirement Living Council in the future to review the reach and scope of the Code scheme as a whole to respond to the expectations of government regulators and advocacy bodies, while appropriately balancing the needs of signatories and their staff.

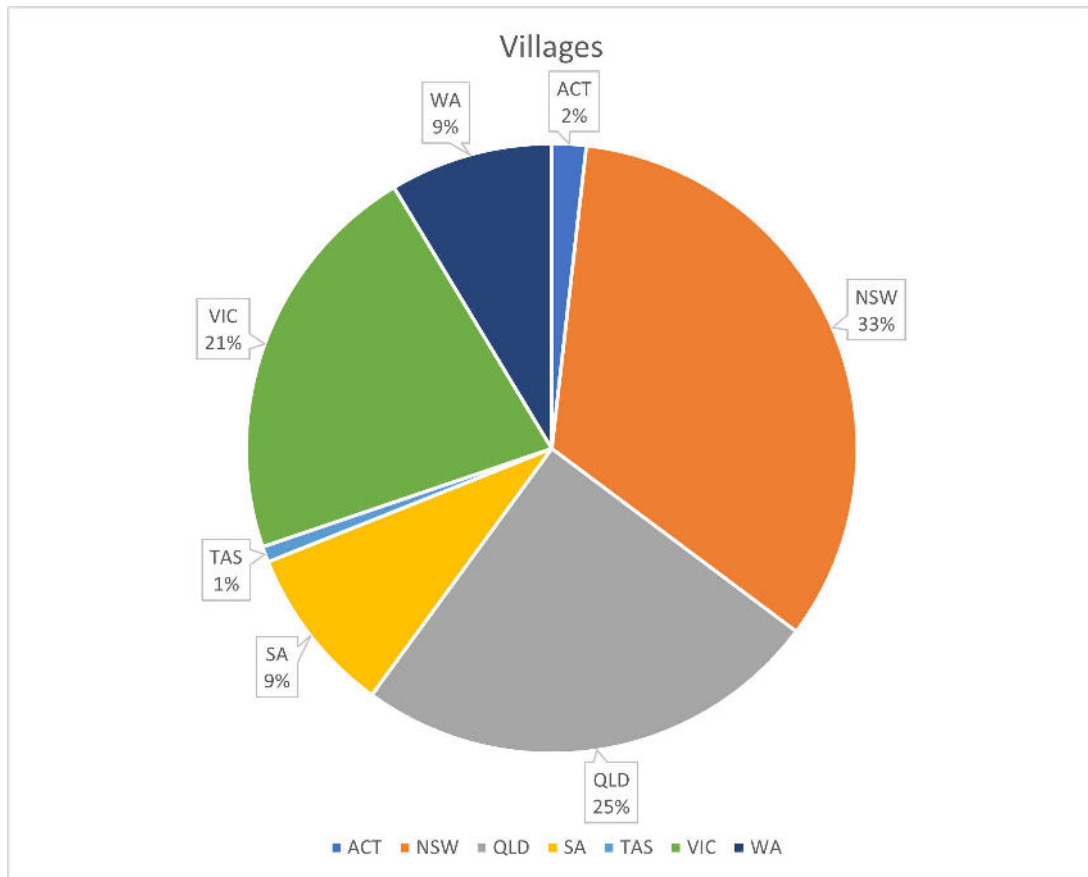
Thank you and congratulations to the Code Review Panel, Code Administrators, Signatories, Code Compliance Officers, and residents for their ongoing commitment to the Retirement Living Code of Conduct.

Dr Elizabeth Lanyon
Independent Chair of the Code Review Panel.



State-by-State

*Data as of 20 October 2023



ACT	13
NSW	240
QLD	178
SA	64
TAS	6
VIC	155
WA	62
TOTAL	718

Figure 1: 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.

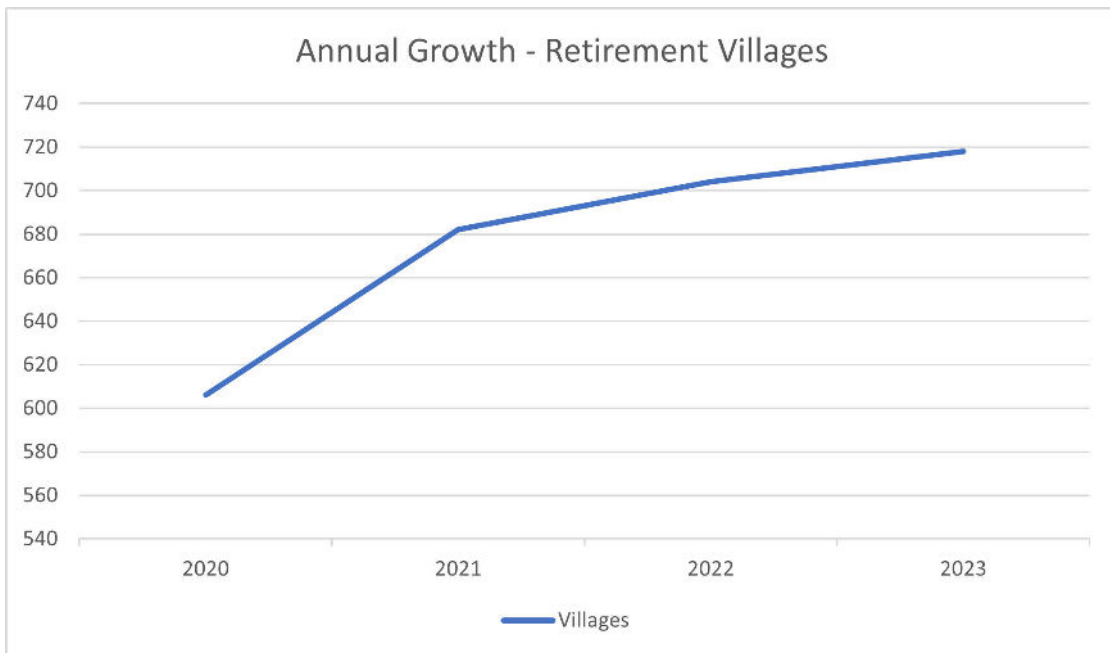


Figure 2: A look at the national annual growth of the Code by villages.

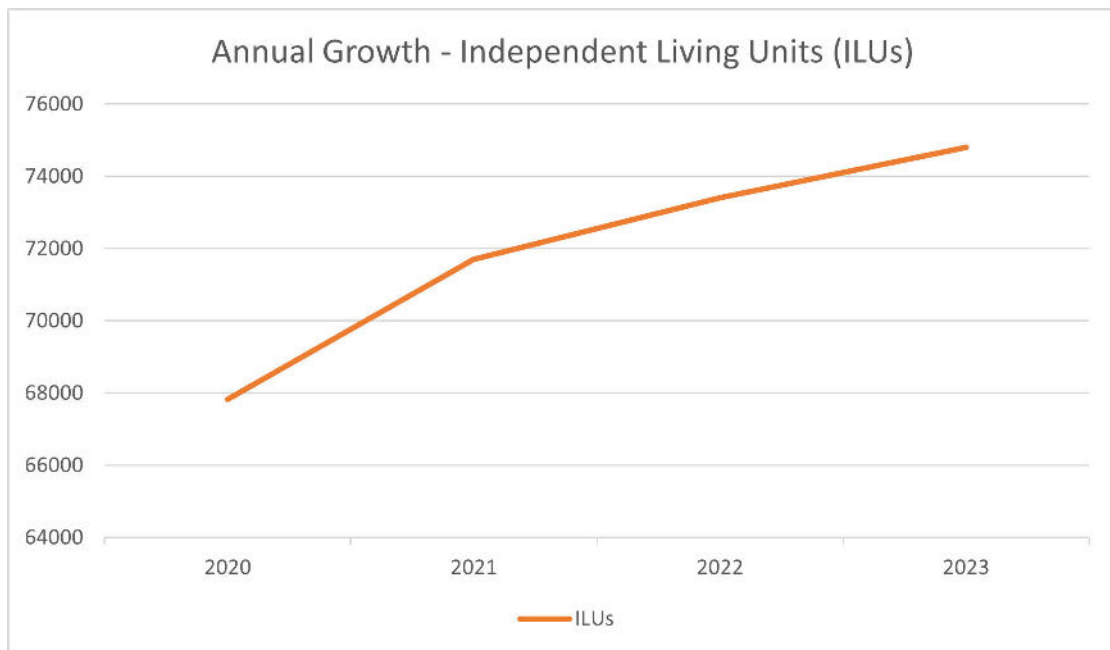


Figure 3: A look at the national annual growth of the Code by ILUs.

Signatory villages as at 31/12/23

Aldersgate Red Hill
Alumuna
Amaroo Retirement Village
Arbor Sherwood
Arcadia Apartments
Arcadia Waters Bicton
Arcadia Waters Geraldton
Arcadia Waters Maddington
Arcadia Waters Mandurah
Arcadia Waters Port Denison
Argyle Gardens
Ashlar Glen
Assisi Court Retirement Village
Athelstan
Aveo - Ackland Park
Aveo - Albany Creek Retirement Village
Aveo - Amity Gardens Retirement Living
Aveo - Aspley Court Retirement Village
Aveo - Banora Point Retirement Village
Aveo - Bayview Gardens Retirement Living
Aveo - Beachside Gardens Retirement Village
Aveo - Bella Vista Haven Retirement Living
Aveo - Botanic Gardens Retirement Living
Aveo - Bridgeman Downs Retirement Village
Aveo - Camden Downs Retirement Village
Aveo - Carisfield Retirement Village
Aveo - Cherry Tree Grove Retirement Living
Aveo - Cleveland Gardens Retirement Living
Aveo - Cleveland Heights Retirement Living
Aveo - Concierge Balwyn Retirement Living
Aveo - Concierge Bayside Retirement Living
Aveo - Coral Mews Retirement Village
Aveo - Cornish Grange Retirement Village
Aveo - Crestview Retirement Village
Aveo - Derwent Waters Retirement Village
Aveo - Domaine Retirement Living
Aveo - Edrington Park Retirement Living
Aveo - Fernbank
Aveo - Forest Grove Retirement Living
Aveo - Fountain court Retirement Living
Aveo - Glynde Lodge Retirement Village
Aveo - Grovedale Place Retirement Village
Aveo - Gulf Point Retirement Village
Aveo - Hunters Green Retirement Living
Aveo - Island Point Retirement Living
Aveo - Jacaranda Gardens Retirement Living
Aveo - Kennington Gardens Retirement Village
Aveo - Kings Park Retirement Village
Aveo - Kingston Green Retirement Living
Aveo - Leabrooke Lodge Retirement Village
Aveo - Leisure Court Retirement Village
Aveo - Lindfield Gardens Retirement Living
Aveo - Lindsay Gardens Retirement Living
Aveo - Lisson Manor Retirement Village
Aveo - Manly Gardens Retirement Living
Aveo - Manor Gardens Retirement Living
Aveo - Maple Grove Retirement Village
Aveo - Melrose Park Retirement Village
Aveo - Mingarra Retirement Living
Aveo - Minkara Resort
Aveo - Mountain View Retirement Village
Aveo - Mowbray Links Retirement Village
Aveo - Newmarket Parklands Retirement Village
Aveo - Oak Tree Retirement Living
Aveo - Ocean View Retirement Living
Aveo - Parkside Carindale Retirement Living
Aveo - Peninsula Gardens Retirement Living
Aveo - Peregian Springs Country Club
Aveo - Pinetree Retirement Village
Aveo - Pittwater Palms
Aveo - Redlands by the Bay
Aveo - Redmond Park Retirement Living
Aveo - Riverview Retirement Village
Aveo - Robertson Park Retirement Village
Aveo - Robina Gardens Retirement Living
Aveo - Rochedale Gardens Retirement Living
Aveo - Roseview Court Retirement Living
Aveo - Roseville Retirement Living
Aveo - Sackville Grange
Aveo - Shortland Waters Retirement Living
Aveo - Southport Gardens Retirement Living
Aveo - Springfield
Aveo - Springthorpe Retirement Living
Aveo - Streeton Park Retirement Living
Aveo - Sunnybank Green Retirement Village
Aveo - Sunset Palms Retirement Living
Aveo - Taringa Parkside Retirement Living
Aveo - The Braes Retirement Village
Aveo - The Clayfield
Aveo - The Domain Country Club
Aveo - The George Retirement Living
Aveo - The Haven Retirement Village
Aveo - The Manors of Mosman
Aveo - The Newstead Residences
Aveo - The Oaks Retirement Village
Aveo - The Parks Retirement Living
Aveo - The Sanctuary Retirement Living
Aveo - Toorak Place
Aveo - Tranquility Gardens Retirement Living
Aveo - Veronica Gardens Retirement Living
Aveo - Village Court Gardens Retirement Living
Aveo - Westport Retirement Village
Azure Blue Carina
Azure Blue Redcliffe
Azure Retirement Living
Baldwin Living Kensington Hill
Baldwin Living Lane Cove Gardens
Baldwin Living Maroubra Gardens
Baldwin Living Northside
Baldwin Living Seabeach Gardens
Baldwin Living Sequana
Baldwin Living Spring Gardens
Baldwin Living Vauclose Gardens
Balhannah Retirement Village
Baptcare Hedley Sutton Community
Baptcare Karana Community
Baptcare Karingal Community
Baptcare Strathalan Community
Baptcare The Orchards Community
Barnsbury Deepdene
Bartonvale Gardens Retirement Village
Bartonvale Lodge Retirement Village
Barwarre Gardens Retirement Village
Beauty Point Retirement Resort
Beleura Village Mornington
Belrose Country Club Retirement Village
Best Newton Retirement Village
Bethanie Beachside Retirement Village
Bethanie Elanora
Bethanie Esprit
Bethanie Fields
Bethanie Gneff
Bethanie Gwelup
Bethanie Illawong
Bethanie Joondanna
Bethanie on the Park
Bethanie Warwick
Bethanie Waters
Bethany Close Retirement Village
Beulah Terraces, Norwood
Blue Care Acacia Gardens Retirement Living
Blue Care Alkira Retirement Living
Blue Care Ardmore Retirement Living
Blue Care Ben Bryce Retirement Living
Blue Care Bethania Retirement Living
Blue Care Bli Bli Retirement Living
Blue Care Brassall Retirement Living
Blue Care Caloundra Retirement Living
Blue Care Carramar Retirement Living
Blue Care Elandra Retirement Living
Blue Care Elanora Gardens Retirement Living
Blue Care Gracemere Gardens Retirement Living
Blue Care Ibis Court Retirement Living
Blue Care Iona Retirement Living
Blue Care Kallmar Retirement Living
Blue Care Kirami Retirement Living
Blue Care Lakeside Retirement Living
Blue Care Masters Lodge Retirement Living
Blue Care Nandeebie Retirement Living
Blue Care New Haven Retirement Living
Blue Care North Pine Retirement Living
Blue Care Tangara Retirement Living
Blue Care Wesleyville Retirement Living
Blue Care Wirunya Retirement Living
Blue Care Wondall Gardens Retirement Living
Blue Care Yurana Retirement Living
Blue Hills Residences
Blue Hills Rise
Boambee Gardens Retirement Village
Bolton Clarke - Baycrest
Bolton Clarke - Beachlands Village
Bolton Clarke - Bicentennial
Bolton Clarke - Bongaree
Bolton Clarke - Breezes
Bolton Clarke - Bribie Cove
Bolton Clarke - Broadwater Gardens
Bolton Clarke - Carrington
Bolton Clarke - Cazna Gardens
Bolton Clarke - Chelsea
Bolton Clarke - Coral Estate

Signatory villages as at 31/12/23

Bolton Clarke - Darlington	Delamore Retirement Community	Ingenia Gardens Yakamia
Bolton Clarke - Europa on Alma	Donovan Village	IRT Birch Villa
Bolton Clarke - Fairview	Drayton Villas Retirement Village	IRT Braeside
Bolton Clarke - Fairways	Drummond Place Carlton	IRT Culburra Beach
Bolton Clarke - Fernhill	Eastwood Retirement	IRT Dalmeny
Bolton Clarke - Galleon Gardens	Edens Landing Retirement Village	IRT Diment Towers
Bolton Clarke - Glasshouse Views	Elderslee	IRT Edwina Court
Bolton Clarke - Hillside Gardens	Elements of Toronto	IRT Greenwell Garden
Bolton Clarke - Inverpine	Encore Living Trafalgar	IRT Harbourside
Bolton Clarke - Jacaranda Gardens	Essendon Terrace	IRT Kangara Waters
Bolton Clarke - Jurien Bay Village	Fair Haven Retirement Village	IRT Links Seaside Retirement Village
Bolton Clarke - Macquarie View	Fassifern Retirement Village	IRT Macarthur
Bolton Clarke - Mandurah Village	Faulkner Park Village	IRT Moruya
Bolton Clarke - Menora Gardens	Foley Village	IRT Parklands
Bolton Clarke - Milford Grange	Forest Lakes Village	IRT Peakhurst
Bolton Clarke - Moreton Shores	Forresters Beach Retirement Village	IRT Sarah Claydon
Bolton Clarke - Pearson Village	Fraser Shores 2 Retirement Village	IRT Sea View Retirement Village
Bolton Clarke - Pioneers	Fraser Shores Retirement Village	IRT St Georges Basin
Bolton Clarke - Riverwood	Garden Village	IRT Tarrawanna Gardens
Bolton Clarke - Rowes Bay	Geelong Grove	IRT The Clyde
Bolton Clarke - Sapphire	Gibraltar Park Estate	IRT The Palm
Bolton Clarke - Sunset Ridge	Glengara Retirement Village	
Bolton Clarke - Talbarra	Glengowrie Retirement Village	
Bolton Clarke - Tantula Rise	Golden Age Retirement Village	
Bolton Clarke - Templestowe Manor	Goodwin Village Ainslie	
Bolton Clarke - Westhaven	Goodwin Village Crace	
Bolton Clarke - Winders	Goodwin Village Farrer	
Bondi Beach Astra Retirement Village	Goodwin Village Monash	
Bougainvillea Retirement Village	Goodwin Village The Manor	
Bramblewood Retirement Village	Gracehaven Retirement Village	
Bribie Island Retirement Village	Grant Street Retirement Village	
Bridgewater Lake Retirement Estate	Greglea Village	
Brighton Dunes	Gumeracha	
Brig-O-Doon Retirement Village	Henry Brooks Estate at IRT Kanahooka	
Brindabella Court Downer	Hester Canterbury	
Bupa Sutherland Retirement Village	Howard Court at IRT Pioneer Place	
Caloundra Rise Retirement Estate	Ingenia Gardens Bathurst	
Camden Grove	Ingenia Gardens Bundaberg	
Campbell Place Aged Care	Ingenia Gardens Carey Park	
Canossa Gardens	Ingenia Gardens Carrum Downs	
Cardinia Waters Village	Ingenia Gardens Coffs Harbour	
Carlyle Gardens Mackay	Ingenia Gardens Dubbo	
Carlyle Gardens Retirement Village	Ingenia Gardens Dubbo	
Carlyle Gardens Townsville	Ingenia Gardens Geelong	
Carrington Retirement Living Community	Ingenia Gardens Geelong	
Casey Grange Village	Ingenia Gardens Goulburn	
Charles Brownlow Retirement Village	Ingenia Gardens Grovedale	
Chesterville Retirement Village	Ingenia Gardens Hertford	
Churches of Christ in Queensland Emmaus Lodge	Ingenia Gardens Marsden	
Cleveland Manor Retirement Village	Ingenia Gardens Melton	
Constitution Hill Retirement Community	Ingenia Gardens Melton	
Cooinda Village	Ingenia Gardens Ocean Grove	
Corpus Christi Village	Ingenia Gardens Port Macquarie	
Crafers	Ingenia Gardens Seascape	
Cranbourne North	Ingenia Gardens Seville Grove	
Crows Nest Retirement Village	Ingenia Gardens Sovereign	
Currimundi Gardens	Ingenia Gardens Swan View	
Dalkeith Heights	Ingenia Gardens Taree	
De Paul Manor Estate	Ingenia Gardens Wagga Wagga	
Deborah Cheetham Retirement Village	Ingenia Gardens Warrnambool	

Signatory villages as at 31/12/23

Keyton - Hibiscus Buderim Meadows Retirement Village
Keyton - Hibiscus Chancellor Park Retirement Village
Keyton - Hibiscus Nambour
Keyton - Hibiscus Noosa Outlook
Keyton - Highvale Retirement Village
Keyton - Homestay Village
Keyton - Isabella Gardens
Keyton - Keperra Sanctuary
Keyton - Kingfisher Grove
Keyton - Koorootang Court
Keyton - Lakeside Retirement Village
Keyton - Lakeside Village Bibra Lake
Keyton - Lexington Gardens
Keyton - Little Bay Apartments
Keyton - Lutanda Manor
Keyton - Marthas Point
Keyton - Meadowvale Retirement Village
Keyton - Menzies Malvern
Keyton - Nelsons Grove
Keyton - Parkland Villas Booragoon
Keyton - Parkland Villas Ellenbrook
Keyton - Parkland Villas Mandurah
Keyton - Parkland Villas Woodlands
Keyton - Peppertree Hill Retirement Village
Keyton - Pittwater Village
Keyton - Port Phillip Retirement Village
Keyton - Rochford Place
Keyton - Sherwin Rise
Keyton - The Aerie at Narrabundah
Keyton - The Baytree By Ardency
Keyton - The Brighton On Bay
Keyton - The Gardens On Lindfield
Keyton - The Grove Ngunnawal
Keyton - The Lakes Bundaberg
Keyton - The Links At Waterford
Keyton - The Pines
Keyton - The Terraces
Keyton - The Village Williamstown
Keyton - Timberside Villas
Keyton - Townsend Park
Keyton - Trebartha by Ardency
Keyton - Trinity Green
Keyton - Vermont Estate
Keyton - Viewbank Gardens
Keyton - Waterford Park
Keyton - Waterford Valley Lakes
Keyton - Waverley Country Club
Keyton - Windsor Park
Keyton - Woodlands Park
Keyton - Woodstock West
Kiah Lodge
Kilkivan Retirement Village
Kokoda Residences
La Dimora Retirement Resort
Lady Small Haven Retirement Village
Lakes Residential Retirement Village
Lawley Park Village
Leabrook Place
Levande Arilla
Levande Bay Village
Levande Bellcarra
Levande Bellevue Gardens
Levande Bexley Gardens
Levande Camden View
Levande Cardinal Freeman
Levande Castle Ridge
Levande Donvale
Levande Farrington Grove
Levande Fig Tree
Levande Gillin Park
Levande Golden Ponds
Levande Gowanbrae
Levande Greenleaves
Levande Highlands
Levande Hillsvie
Levande Knox
Levande Lightsvie
Levande Lincoln Gardens
Levande Lourdes
Levande Macarthur Gardens
Levande Macquarie Grove
Levande Maybrook
Levande Mernda
Levande Midlands Terrace
Levande Newport
Levande North Lakes
Levande Oak Grange
Levande Parklands
Levande Patterson Lakes
Levande Pine Lake
Levande Plenty Valley
Levande Queenslake
Levande Ridgecrest
Levande Ridgehaven Rise
Levande Salford Community
Levande Salford Park
Levande Salford Waters
Levande Selandra Rise
Levande Shine Birtinya
Levande Somerton Park
Levande Tarneit Skies
Levande Templestowe
Levande The Cove
Levande The Grange
Levande The Lakes Estate
Levande The Village Swansea
Levande The Villas in Brighton
Levande The Villas on Milton Ave (Fullarton)
Levande The Willows
Levande Unity
Levande Vermont
Levande Walnut Grove Estate
Levande Wamberal Gardens
Levande Wantirna
Levande Waratah Highlands
Levande Willowdale
Lincoln Grove Retirement Village
Living Choice Alloura Waters
Living Choice Broadwater Court
Living Choice Deepwater Court
Living Choice Flagstaff Hill
Living Choice Fullarton
Living Choice Glenhaven
Living Choice Kawana Island
Living Choice Leisure Lea Gardens
Living Choice Twin Waters
Living Choice Woodcroft
Lobethal
M by Montefiore
Magill
Magill Retirement Village
Main Street Village Pakenham
Margaret Hubery Village
Martha Cove Village
Moonah Park Retirement Village
Morgan Glen Iris
Morven Manor
Mount Gilead Estate
Mt Eymard
Murray Gardens Retirement Village
Murray Lands Retirement Village
Nellie Melba Retirement Village
Newling Gardens Retirement Village
Noosa Waters Retirement Estate
Norwood Cottages
Nova Village
Noyea Riverside Retirement Village
Nubeena Retirement Village
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 Coffs Harbour
Oak Tree Darling Heights
Oak Tree Dubbo
Oak Tree Goodna
Oak Tree Goondiwindi
Oak Tree Goonellabah
Oak Tree Gunnedah
Oak Tree Jesmond
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 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

Signatory villages as at 31/12/23

Oak Tree Yeppoon
Ocean Gardens Retirement Village
Ormiston Rise Retirement Village
Parkside at IRT Pioneer Place
Parque Vista on Seville
Pascoe Vale Gardens Retirement Village
Peninsula Grange
Peninsula Village
Percival Street, Norwood
Pinoak Tiers, Stirling
Point Cook Village
Providence Bacchus Marsh
Queens Park Assisted Living
Raelene Boyle Retirement Village
Reflections on the Bay
Regency Park Retirement Village
Regis Hollywood Retirement Living
Regis Inala Village
Regis Retirement Living Tasmania -
Norwood
Renaissance Living
Renaissance Retirement Living
Rendu Towers Retirement Village
Riverina Gums Retirement Village
Riverside Gardens North Richmond
Rosemount
Rylands of Hawthorn
Rylands of Kew
Sanctuary Park Retirement Community
Scarborough Mews Retirement Village
Shanagolden Pakenham
Sienna Grange
Signature Gardens Retirement Resort
Spring Grove Retirement Village
St Brigid's Green
St David's Close
St Ives Albany
St Ives Carine
St Ives Centro
St Ives Lesmurdle
St Ives Mandurah
St Ives Melville
St Ives Murdoch
St Ives Northshore
St James Retirement Village
St John's Rise
St Joseph's Mews
St Laurence Park Retirement Village
St Luke's Green
St Patrick's Green
St Paul de Chartres Retirement Units
St Thomas' Greensborough
Star of the Sea Torquay
Stretton Gardens
Success Village
Sugarland Gardens Retirement Village
Tarragal Glen Retirement Village
Tea Tree Gardens Retirement Village
The Alba Easy Living Apartments
The Arbour Berry
The Beaumont Swanbourne
The Crescent, Brighton
The Glenbrook
The Governor's Retirement Resort
The Grace Albert Park Lake
The Granton, Brighton
The Heritage of Hunters Hill
The Laurels Retirement Village
The Oaks Retirement Community
The Verge
The Village Glen
Thomas Perrott Village
TIGcorp - Applewood
TIGcorp - Rivervue
Torrens Grove Retirement Village
Tranquil Waters Retirement Village
Treeview Estates
U City Retirement Residences
Uniting 10 Congham Road, West Pymble
Self Care
Uniting 12 & 20 Congham Road, West
Pymble (Northaven Village)
Uniting Amala Gordon
Uniting Bankstown
Uniting Bowden Brae
Uniting Bramley
Uniting Carinya Epping
Uniting Carinya Retirement Village
Uniting Carlton Court
Uniting Carroona Goonellabah
Uniting Carroona Woodburn
Uniting Chapman Close
Uniting Clifton
Uniting Colin McFadyen
Uniting Conrad Beard
Uniting Cooina
Uniting Copeland Gardens
Uniting Denison Court
Uniting Edinglassie
Uniting Farmborough Grove
Uniting Forest
Uniting Hawkesbury
Uniting Hyandra
Uniting Kankama
Uniting Kentgrove
Uniting Killarney
Uniting Koironia
Uniting Lakeview
Uniting Leichhardt
Uniting Lindfield
Uniting Lough Neagh Retirement Village
Uniting MacDonald Homes - Dee Why
Uniting MacDonald Homes Eastwood
Uniting Manning House
Uniting Mawarra
Uniting Mayflower Gerringong
Uniting Mayflower Retirement Village Bondi
- Edina
Uniting Mayflower Village Pendle Hill
Uniting Mayflower Village Rockdale
Uniting Mayflower Village Wentworthville
Uniting Mayflower Westmead
Uniting Mulluana
Uniting Nareen Gardens
Uniting Nareen Terrace
Uniting Nareena Homes
Uniting Narla
Uniting Nowra (Symons House)
Uniting Nulgara
Uniting Pindari
Uniting Pinewood
Uniting Salamander Bay
Uniting Scenic Court
Uniting St Andrew's
Uniting St John's
Uniting St Margarets
Uniting The Garrison Retirement Centre
Uniting Tredinnick Village
Uniting Turramurra
Uniting Wesley Heights
Uniting Westmead
Uniting Willow Glen
Uniting Wirreanda
Uniting Woodfield Terraces
Uniting Yagoona Village
Uraidla Village
Vasey Epping Manor
Vasey Ivan Court
Vasey Northcott Gardens
Vasey Wurley Court
Victoria Grange Residential Community
Walka Grange Lifestyle Village
Walmsley Friendship Village
Warrawee Lodge
Warrina Innisfail Lakes Retirement Village
Weary Dunlop Retirement Village
Webber Gardens Village
Weeronga Village
Wellington Manor Retirement Village
Wheller on the Park
Willandra Village and Bungalows
Windsor Country Village
Wisteria Grove Retirement Village
Wivenhoe Village
Wollondilly Gardens
Wood Glen Retirement Village
Woodlands Retirement Village
Woodside
Woorim Retirement Village
Wyndham Grange Village
Yukana Private