



# 2025 Annual Report

Retirement Living  
Code of Conduct



# The Code Review Panel

## Independent Chair



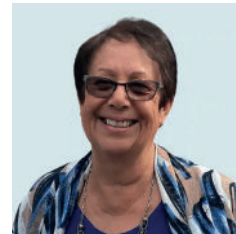
**Dr Elizabeth Lanyon** is a lawyer with more than 40 years' experience; she was previously a senior Victorian Government executive with policy responsibility for retirement village regulation.

## Operator Representative



**Tamara Rasmussen** has worked at Lendlease and now Keyton for the past 20 years. With over 25 years of experience in the property and retirement industry, her wealth of knowledge encompasses everything from community engagement and sales to operations and development management. At Keyton, Tamara is responsible for the day-to-day operations of Keyton's 76 retirement villages and resorts with over 17,000 residents and more than 600 staff.

## Resident Representative



**Judy Mayfield** is the President of the Association of Residents of Queensland Retirement Villages, a position she has held for nine 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.

## Operator Representative (alternate)



**Kim Teudt** is the Head of Business Development for Endeavour Foundation, Life Member of the Retirement Living Council, Chair of the Qld Property Council Retirement Living Committee, Member of the Code Review Panel, Non-Executive Director of Lions Haven Aged Care Limited. Kim is a strategic, passionate and empathetic leader who has held Executive leadership, Director, Non-Executive Director and volunteer roles in the retirement living and aged care sector over the last 30 years.



**Harish Bastian** has more than 25 years' experience working in the Retirement Living and hospitality management sectors. He's worked across a broad range of retirement living models from rentals, land lease and DMF. Since 2016 Harish has been part of the South Australian Retirement Living Committee and will take on the role of Chair in 2025.



**Anna Gorgieski** is Head of Retirement Living at Ozcare, providing executive leadership for the strategy, growth, and long term sustainability of Ozcare's retirement living portfolio across Queensland. She is responsible for portfolio performance, capital planning, governance, and resident experience across a multi site footprint.

With more than 20 years' experience across retirement living, aged care, large scale development, construction, and organisational transformation, Anna brings strong commercial discipline and governance expertise to complex, mission driven environments. She is a respected industry leader, board and committee member, and holds a Master of Business Administration.

## Resident Representative (alternate)



### Until October 2025

**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.



### From October 2025

**Roger Pallant** has been a board member of the Retirement Village Residents Association (RVRA) for 5 years – currently President. The RVRA is the only lobby group that represents retirees living in retirement villages in NSW.

Roger has been a resident at Palm Lake Resort retirement village for nearly 9 years after moving up from Melbourne. Avionics Engineer RAAF 22 years and Consultant in Disability sector for 15 years.

Author of Ageing Without Fear report into psychological abuse in retirement villages, and the National Survey “Have Your Say” in response to negative media reporting of the RV sector.

## The Code Administrator



### Deborah (Debbie) MacDonald

stepped into the role of Code Administrator in April 2024 and is based at the Property Council’s Queensland office. Debbie has extensive administration and compliance experience with KPMG Law, Logan City Council, QUT and The University of Queensland.

# 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 2025.

The Panel welcomes the Board’s decision in 2025 to boost membership of the Code by lowering the cost for subscription and renewal. This has resulted in:

Code	31.12.24			31.12.25			Increase	2025 Growth
	Coverage	National Total	Market Share	Coverage	National Total	Market Share		
Subscribers	101	450	22%	110	450	24%	9	2%
Villages	733	2,500	29%	816	2,500	33%	86	4%
ILUs	80,903	208,000	39%	88,816	208,000	43%	8429	3%

The Panel considers one of the key aims of future Code development is expansion to as many retirement village residents as possible.

We also consider the Code scheme should be vigorously promoted publicly and inside villages to increase visibility among current and prospective residents and operators. The Administrator now highlights new and existing Code subscribers through LinkedIn posts at the time of renewal. Importantly, Code subscribers have also received new collateral to publicise Code membership. The Administrator also conducted several very successful visits to retirement communities, speaking to resident associations and staff. The villages that were visited were:

Jul 25	Aveo by The Living Company	Forest Grove Retirement Living
Sep 25	Blue Care	Azure Blue - Redcliffe
Oct 25	Southern Cross Care	Parque Vista
Oct 25	Bolton Clarke	Fairview
Nov 25	Oak Tree Group	Victoria Point
Dec 25	Ozcare	Canossa Gardens

There have also been several on-line meetings between the Panel Chair and current and prospective signatories: Baptistcare, Gannon Lifestyle Communities, Mecwacare and RSL Lifecare.

This year we also held three very successful webinars tackling current issues for operators. In each case, recordings and slides were distributed to all registrants:

<p><b>Developing and Maintaining Resident Committees.</b> This attracted 289 registrants and was attended by 130 people. The speaker panel was Michelle Bruggeman COO Levande, Dr Diane Hart, from the NSW RVRA. Kirsten Smith, Village manager Levande joined the Panel Chair for the Q&amp;A.</p>	<p><b>Declining Mental Acuity and Issues Arising,</b> with registrations of 370 and attendance of 190. Speakers were Garry Walters from Dementia Australia, Justine Hughes and Natalie Patterson from AVEO; Craig Bennett joined the Panel Chair for the Q&amp;A.</p>	<p><b>RLC Financials – Understanding Village Budgets;</b> 210 registrations were received and the webinar was attended by 110 people. Speakers were Robin Lyons, Minter Ellison, Harish Bastian from RetireAustralia and Andrew Giles, Connecting Communities.</p>
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### **The Panel also introduced bi-monthly operator drop-in sessions online facilitated by the Panel Chair.**

The external review of the Code of Conduct was conducted by Phil Khoury and Debra Russell of Cameron, Ralph, Khoury. Following extensive consultation in 2025 with residents and resident committees, subscribers and other operators and regulators in each State, a report has been prepared which has been received by the RLCA for consideration.

Panel membership changed this year, with Craig Bennett retiring. We thank him warmly for his long-term contribution to the Panel from the Code's inauguration and welcome Roger Pallant, recently elected President of the NSW Retirement Village Residents Association. Anna Gorgjjevski was appointed as an operator representative, reflecting the perspectives of not-for-profit organisations. Operator representatives Tamara Rasmussen, Harish Bastian and Kim Teudt and resident representative, Judy Mayfield, continued their valuable contribution to the scheme. All members of the Panel attended the Retirement Living Forum.

The Panel received four breach complaints in 2025 which did not proceed to determination. One concerned a village which was not a Code subscriber. Two concerned serious events where the resident and the operator had obtained legal representation, indeed in one instance proceeding to a tribunal decision. One concerned communication with a prospective resident after a failed trial stay; the staff had directly communicated with the family and not the resident about the situation and agreed to amend its process.

### **Several other cases proceeded to investigation by the Administrator.**

- 01 One case concerned an allegation by a family member of improper sale of a unit to resident suffering dementia. In the event, the operator allowed the resident to exit the village although the change of mind period had expired when it became obvious the resident needed higher care; the operator satisfied the Administrator that it had robust procedures in its sale process to determine suitability for village life. There was no evidence that a medical diagnosis had been tendered to the operator by the family prior to sale.

- 02 Another case concerned allegations that the village had not complied with notice requirements for its AGM and had not subsequently complied with the time limits in its internal complaints process. The Administrator was satisfied by evidence that the AGM notice process had occurred properly and the extensive follow up questions surrounding the village financials were satisfactorily dealt with given the complexity of the questions. The village management agreed to some minor changes to improve its process including dating the AGM notice.
- 03 A complaint about emergency procedures over a weekend was lodged by a family member. The issue concerned storm water leakage which was repaired on the following Monday. The Administrator was satisfied that the village manager properly made the decision to carry out the repair on Monday morning based on professional advice and in line with previous agreement by the residents, having ensured the residents concerned could still access water over the weekend and their welfare was being checked.
- 04 A resident complained about the two years taken to carry out modifications to ensure stepless entry to several units. She also complained about the final outcome which she alleged devalued the price of the unit. The Administrator was satisfied that the time delay had occurred because of extensive consultation with the residents concerned and the difficulty of achieving resident agreement about what should be done. The Administrator considered that residents had had support from the Residents Association and ARAS over the course of the consultation. Local government and local MPs were also involved, and there were several joint meetings between residents, their advocates and the operator to ensure all perspectives were aired. The final decision was made based on overriding safety considerations.

### **Three serious matters went to the Panel for formal determination.**

- 01 One concerned a complaint from a family who alleged inappropriate pressure to sell a unit vacated by the resident who had had a Guardian appointed and inappropriate contact by the village with the Guardian. The Panel considered that there was no evidence to support the allegation that the operator had exerted pressure on the family to sell. More importantly, it confirmed that villages must deal with the legal representative of the resident in contractual matters and it was entirely proper to communicate with the Guardian in relation to the custody of the resident's possessions.
- 02 A resident complained to the Panel about the issue of a breach notice relating to their behaviour after a fraught resident committee meeting. The resident also complained of failure by the village to enforce bylaws relating to pets, parking and visitors. In confidence, the Panel inspected details of the materials on which the operator had based its breach notice and considered that the operator had grounds to issue the notice. The Panel recommended to the operator that it adopt best practice: ensuring that before a breach notice is issued in future, it issues a written warning or has a formal documented meeting with the resident to enable the resident to understand the basis for a notice and the ramifications if it is issued.
- 03 A resident alleged ongoing harassment and bullying by management amounting to elder abuse, inappropriate conduct by residents and other incidents occurring from her entry into the village. The Panel determined that management had acted reasonably, professionally and respectfully and the evidence did not substantiate that the actions of Village management or senior staff amount to harassment, elder abuse or intimidation. The Panel noted the operator had appropriately escalated issues to very senior management and provided significant professional oversight of the interactions between the resident and management. This was a situation in which the resident would gain assistance from entering into a conciliation process offered to her by the operator and the Panel urged her to take up that offer.

## Report from the Independent Chair of the Code Review Panel

Apart from alleged Code breaches, the Administrator also received numerous phone call enquiries and complaints about resident-to-resident disputes and disputes between the resident and the operator. In line with the terms of reference, the Administrator acted in a timely way to ensure the parties resumed communication and reached satisfactory outcome. The Panel thanks Deborah for her work this year.

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



# State-by-state

## 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.

Figure 1  
**Villages by State**

Data as of 31 December 2025

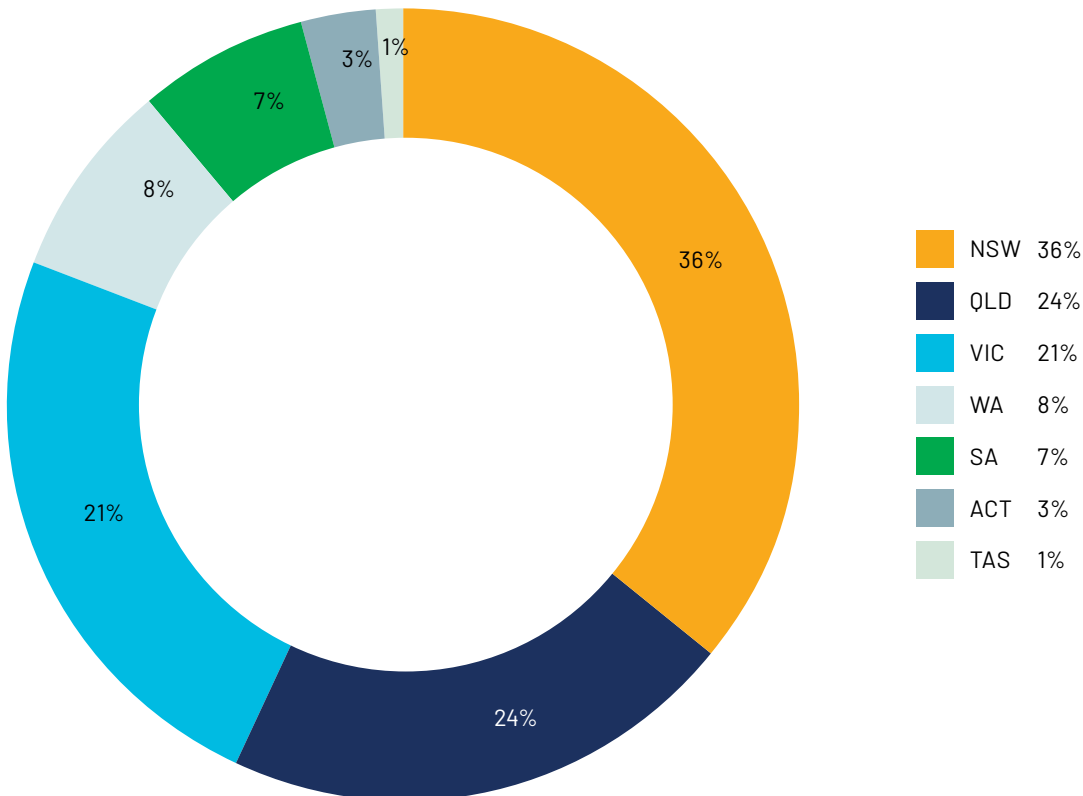


Figure 2

Annual Growth - Independent Living Units (ILUs)

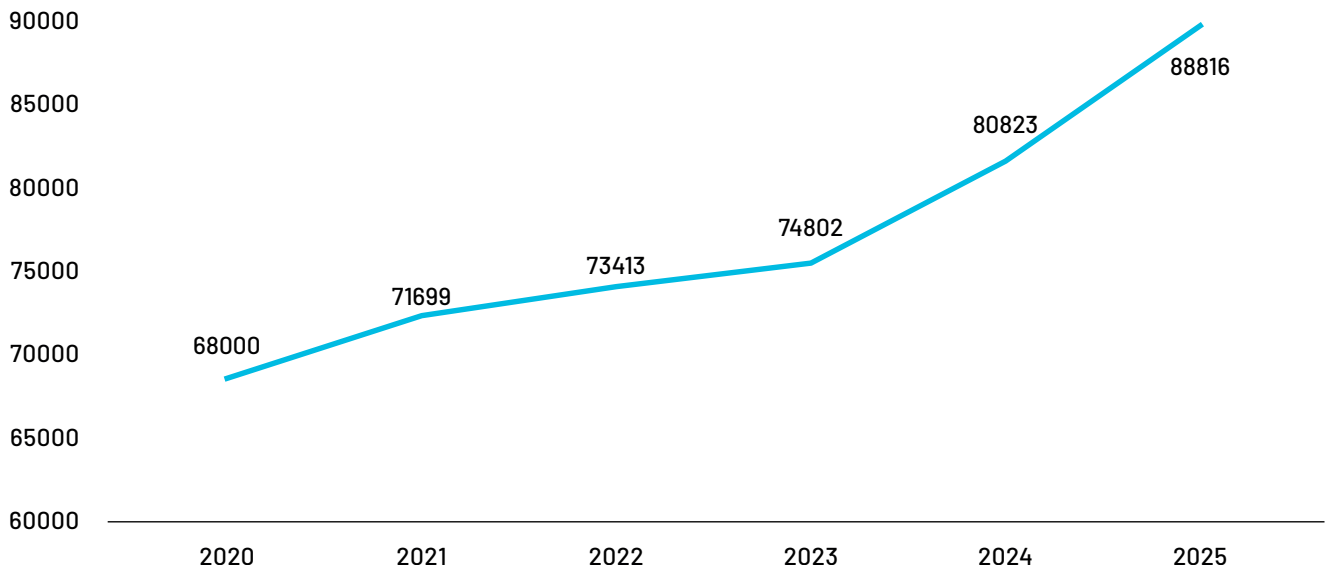
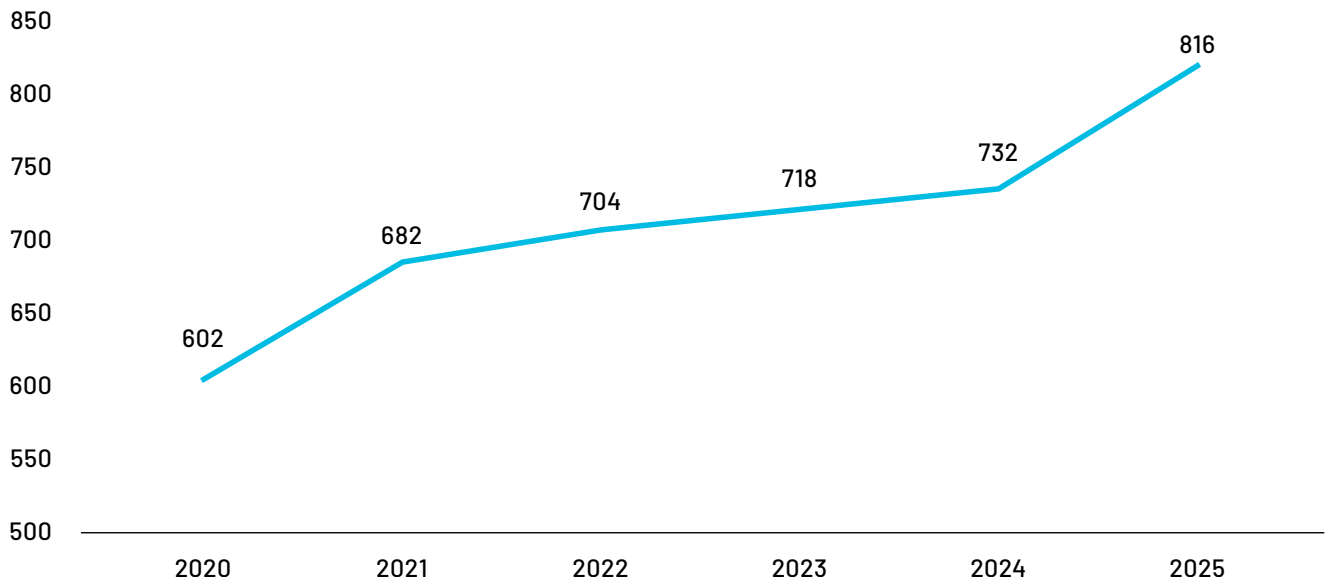


Figure 3

Annual Growth - Retirement Villages



# Signatory villages as at 31/12/25

Operator	Village
Alchera Living (Inc)	Webber Gardens Village
	Weeronga Village
Amana Living	Meadow Springs Village
	Treendale Village
	Lady McCusker Village
Amara Residences Pty Ltd	Amara by Pathways
Anglicare NSW South, NSW West & ACT	Brindabella Court Downer
	St David's Close
	Wollondilly Gardens
Anglicare Sydney	Caddens Village
	Cobbitty Park Village
	Donald Robinson Village
	Flinders Village
	Glenhaven Green
	Goodwin Village
	Gordon Quarter
	Hopetoun Village
	Minto Gardens
	Mowll Village
	Nuffield Village
	Oran Park Village
	Rohini Village
	Rooty Hill Village
	St David's Village
	St John's Village
	St Luke's Village
	St Stephen's Village
	The Terraces
	The Ponds Village
	Warriewood Brook
	Warrina Village
	Woodberry Village
Woolooware Shores	
Arcadia Group	La Dimora Retirement Resort
	Rylands of Hawthorn

## Signatory villages as at 31/12/25

Operator	Village
Arcadia Group	Rylands of Kew
	Arcadia Waters Bicton
	Arcadia Waters Geraldton
	Arcadia Waters Maddington
	Arcadia Waters Mandurah
	The Beaumont Swanbourne
	Affinity Retirement Village
	Arcadia Waters Lakelands
Australian Unity	Constitution Hill Retirement Community
	Elderslee
	Greglea Village
	Karagi Court
	Kiah Lodge
	Mt Eymard
	Sienna Grange
	St Brigid's Green
	St Patrick's Green
	The Governor's Retirement Resort
	The Heritage of Hunters Hill
	Willandra Village and Bungalows
	St Luke's Green
	Campbell Place Retirement Community
	Drummond Place Carlton
	Geelong Grove
	Morven Manor
	Peninsula Grange
	The Alba Easy Living Apartments
	The Grace Albert Park Lake
Victoria Grange Residential Community	
Walmsley Friendship Village	
Aveo by the Living Company	Banora Point Retirement Village
	Bayview Gardens Retirement Living
	Bella Vista Haven Retirement Living
	Camden Downs Retirement Village
	Fernbank
	Island Point Retirement Living
	Lindfield Gardens Retirement Living
	Maple Grove Retirement Village
	Minkara Resort
	Mountain View Retirement Village

Operator	Village
Aveo by the Living Company	Ocean View Retirement Living
	Peninsula Gardens Retirement Living
	Pittwater Palms
	Shortland Waters Retirement Living
	The Manors of Mosman
	Albany Creek Retirement Village
	Amity Gardens Retirement Living
	Aspley Court Retirement Village
	Bridgeman Downs Retirement Village
	Cleveland Gardens Retirement Living
	Cleveland Heights Retirement Living
	Forest Grove Retirement Living
	Lindsay Gardens Retirement Living
	Manly Gardens Retirement Living
	Newmarket Parklands Retirement Village
	Parkside Carindale Retirement Living
	Peregian Springs Country Club
	Redlands by the Bay
	Robertson Park Retirement Village
	Robina Gardens Retirement Living
	Rochedale Gardens Retirement Living
	Southport Gardens Retirement Living
	Springfield
	Sunnybank Green Retirement Village
	Sunset Palms Retirement Living
	Taringa Parkside Retirement Living
	The Clayfield
	The Domain Country Club
	The Newstead Residences
	The Parks Retirement Living
	The Sanctuary Retirement Living
	Tranquility Gardens Retirement Living
	Derwent Waters Retirement Village
	Mowbray Links Retirement Village
	Beachside Gardens Retirement Village
	Botanic Gardens Retirement Living
	Cherry Tree Grove Retirement Living
	Concierge Balwyn Retirement Living
	Concierge Bayside Retirement Living
	Coral Mews Retirement Village

Signatory villages as at 31/12/25

Operator	Village
Aveo by the Living Company	Cornish Grange Retirement Village
	Domaine Retirement Living
	Edrington Park Retirement Living
	Fountain court Retirement Living
	Hunters Green Retirement Living
	Kingston Green Retirement Living
	Lisson Manor Retirement Village
	Mingarra Retirement Living
	Oak Tree Retirement Living
	Redmond Park Retirement Living
	Roseville Retirement Living
	Sackville Grange
	Springthorpe Retirement Living
	Streeton Park Retirement Living
	The George Retirement Living
	Toorak Place
Baldwin Living	Veronica Gardens Retirement Living
	Baldwin Living Lane Cove Gardens
	Baldwin Living Maroubra Gardens
	Baldwin Living Seabeach Gardens
	Baldwin Living Northside
	Baldwin Living Sequana
	Baldwin Living Vaucluse Gardens
	Baldwin Living Kensington Hill
Baldwin Living Spring Gardens	
Baptist Village Baxter	Village Baxter
Baptcare Ltd	Strathalan Retirement Living
Baptistcare Ltd	Karana Retirement Living
	The Orchards Retirement Living
	Hedley Sutton Retirement Living
	Peninsula View Retirement Living
	Karingal Retirement Living
	Yarra Rossa Village
	Aminya Village
	The Gracewood Community Village
	Blue Hills Village
	Walter Skelton Village
	Maranoa Village
Durham Green Village	
Angus Bristow Village	

Operator	Village
Baptistcare Ltd	Watermark Village
	The Grange Village
	Kintyre Living Village
	Iona Village
	Pitt Wood Village
	Warena Village
	All Saints Village
	Sunrise Supported Living
	Merindal Hamlet
	Wingara Hamlet
	Westhaven Community
	Yallabee Village
	Riverside Village
	Silver Vines Village
	Balladong Country Estate Village
	Struckman Mews
	Graceford Village
	Gracehaven Village
	Willam Carey Court
	Mirambeena Village
Bethel Village	
Benetas	Dalkeith Heights Retirement Village
	St John's Rise Retirement Living
	Bridgewater Lake Retirement Estate
	St Laurence Court Community
Bethanie Group	Bethanie Beachside Retirement Village
	Bethanie Elanora
	Bethanie Esprit
	Bethanie Fields
	Bethanie Geneff
	Bethanie Gwelup
	Bethanie Illawong
	Bethanie on the Park
	Bethanie Warwick
	Bethanie Waters
Blue Care	Argyle Gardens
	Azure Blue Carina
	Azure Blue Redcliffe
	Blue Care Acacia Gardens Retirement Living
	Blue Care Ardmore Retirement Living

Operator	Village
Blue Care	Blue Care Bethania Retirement Living
	Blue Care Bli Bli Retirement Living
	Blue Care Brassall Retirement Living
	Blue Care Dicky Beach Retirement Living
	Blue Care Carramar Retirement Living
	Blue Care Elanora 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 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
	Carlyle Gardens Mackay
	Carlyle Gardens Townsville
	Fraser Shores 2 Retirement Village
	Fraser Shores Retirement Village
Blue Hills Residences	Blue Hills Residences
	Blue Hills Rise
Bolton Clarke	Armstrong Green Retirement Living Community
	Baycrest Retirement Living Community
	Beachlands Village Retirement Living Community
	Bicentennial Retirement Living Community
	Bongaree Retirement Living Community
	Breezes Retirement Living Community
	Bribie Cove Retirement Living Community
	Broadwater Gardens Retirement Living Community
	Callisto Place Retirement Living Community
	Carrington Retirement Living Community
	Casey Grange Retirement Living Community
	Cazna Gardens Retirement Living Community
	Chelsea Retirement Living Community
	Coral Estate Retirement Living Community
Darlington Retirement Living Community	

Operator	Village
Bolton Clarke	Europa on Alma Retirement Living Community
	Fairview Retirement Living Community
	Fairways Retirement Living Community
	Fernhill Retirement Living Community
	Galleon Gardens Retirement Living Community
	Glasshouse Views Retirement Living Community
	Hillside Gardens Retirement Living Community
	Inverpine Retirement Living Community
	Jacaranda Gardens Retirement Living Community
	Jurien Bay Village Retirement Living Community
	Macquarie View Retirement Living Community
	Mandurah Village Retirement Living Community
	Martha Bay Retirement Living Community
	Martha Cove Retirement Living Community
	Menora Gardens Retirement Living Community
	Milford Grange Retirement Living Community
	Moreton Shores Retirement Living Community
	Pearson Village Retirement Living Community
	Pioneers Retirement Living Community
	Riverwood Retirement Living Community
	Rows Bay Retirement Living Community
	Sapphire on the Esplanade Retirement Living Community
	Sunset Ridge Retirement Living Community
	Talbarra Retirement Living Community
Tantula Rise Retirement Living Community	
Templestow Manor Retirement Living Community	
Westhaven Retirement Living Community	
Winders Lodge Retirement Living Community	
Bondi Beach Astra Retirement Village	Bondi Beach Astra Retirement Village
Boroondara Aged Services Society (BASScare)	Hester Canterbury
	Morgan Glen Iris
Brightwater Care Group	Kingsway Court
Brisbane Housing Company Ltd	Arbor Sherwood
Bupa	Bupa Sutherland Retirement Village
Burnside Retirement Services Inc	Pineview
Calvary Healthcare	Haydon Retirement Village
	Ephesus Retirement Village
	Mt Carmel Retirement Village
	Muswellbrook Retirement Village
	Nazareth Retirement Village

Signatory villages as at 31/12/25

Operator	Village
Calvary Healthcare	Ryde Retirement Village
	St Francis Retirement Village
	St Joseph's Retirement Village
	St Luke's Retirement Village
	Tanilba Shores Retirement Village
	Tours Terrace Retirement Village
	The Homestead Retirement Village
	Cosgrove Cottages Retirement Village
	Balmoral Mews Retirement Village
	Barongarook Gardens Retirement Village
	Hyson Apartments
	Sydney Williams Retirement Village
	Carrington Centennial Care Ltd
Centennial Living	Beleura
	Cardinia Waters
	Main Street
	Wyndham Grange
	Bundoora
	Burnside
	Cameron Close
	Keilor
	La Trobe
	Long Island
Churches of Christ in Queensland	Taylors Hill
	Brig-O-Doon Retirement Village
	Sugarland Gardens Retirement Village
	Lady Small Haven Retirement Village
	Bribie Island Retirement Village
	Fassifern Retirement Village
	Gracehaven Retirement Village
	Chesterville Retirement Village
	Crows Nest Retirement Village
	Arcadia Apartments
	Amaroo Retirement Village
	St James Retirement Village
	Fair Haven Retirement Village
	Moonah Park Retirement Village
	Churches of Christ in Queensland Emmaus Lodge
Sanctuary Park Retirement Community	
Assisi Court Retirement Village	

Operator	Village
Churches of Christ in Queensland	Kilkivan Retirement Village
	Grant Street Retirement Village
	Bethany Close Retirement Village
	Golden Age Retirement Village
	Nubeena Retirement Village
	Regency Park Retirement Village
	Woorim Retirement Village
Civic Group Australia Limited as trustee for Civic Church trading as Yukana Private	Yukana Private
Clayton Church Homes	Balhannah
	Beulah Terraces
	Bridgwater
	Crafers
	Gumeracha
	Lobethal
	Magill
	Norwood Cottages
	Percival / Queen Street
	Stirling
	Uraidla
Woodside	
Eastwood Retirement	Eastwood Retirement
Elements of Toronto	Elements of Toronto
Encore Living Trafalgar Pty Ltd	Encore Living Trafalgar
	Paynesville
Finley Regional Care Pty Ltd	Alumuna
Balmoral Gardens Pty Ltd	Balmoral Village
Greenways Village Pty Ltd	Greenways Village
Gannon Lifestyle Communities	Angle Vale Gardens Retirement Estate
	Griffith Retirement Estate
	Tamworth Gardens Retirement Estate
Garden Village	Garden Village
genU	Barwarre Gardens Retirement Village
	St Laurence Park Retirement Village
Goodwin Aged Care	Goodwin Village The Manor
	Goodwin Village Ainslie
	Goodwin Village Crace
	Goodwin Village Farrer
	Goodwin Village Monash
	Goodwin Village Araluen
	Goodwin Village Downer

Signatory villages as at 31/12/25

Operator	Village
IDSLF Kilmore Pty Ltd (subsidiary of ICAM)	Langton Park Retirement Village
	The Elms Retirement Estate
	Kings Park Retirement Village
Ingenia Communities	Ingenia Gardens Bathurst
	Ingenia Gardens Bundaberg
	Ingenia Gardens Carrum Downs
	Ingenia Gardens Coffs Harbour
	Ingenia Gardens Dubbo
	Ingenia Gardens Dubbo
	Ingenia Gardens Geelong
	Ingenia Gardens Geelong
	Ingenia Gardens Goulburn
	Ingenia Gardens Grovedale
	Ingenia Gardens Hertford
	Ingenia Gardens Marsden
	Ingenia Gardens Melton
	Ingenia Gardens Melton
	Ingenia Gardens Port Macquarie
	Ingenia Gardens Sovereign
	Ingenia Gardens Taree
	Ingenia Gardens Wagga Wagga
	Ingenia Gardens Warrnambool
	IRT Group
Howard Court at IRT Pioneer Place	
IRT Birch Villa	
IRT Braeside	
IRT Culburra Beach	
IRT Dalmeny	
IRT Diment Towers	
IRT Edwina Court	
IRT Greenwell Gardens	
IRT Harbourside	
IRT Kangara Waters	
IRT Macarthur	
IRT Moruya	
IRT Parklands	
IRT Peakhurst	
IRT Sarah Claydon	
IRT Seaview	
IRT St Georges Basin	

Operator	Village
IRT Group	IRT Tarrawanna Gardens
	IRT The Clyde
	IRT The Palms
	IRT The Ridge
	IRT Thomas Holt Acacia Court
	IRT Thomas Holt Kilpatrick Court
	IRT Thomas Holt Stafford Court
	IRT Towradgi Park
	IRT Towradgi Park Lodge
	IRT Woodlands
	IRT Woonona
	Parkside at IRT Pioneer Place
	William Beach Gardens at IRT Kanahooka
	James Milson Village
	James Milson Village - Woolwich
Jeta Gardens	Jeta Gardens Retirement Village
Karidis Retirement Villages	Acacia on Lipsett
	Avista Glenelg
	Norfolk Estate
	Acacia on Constance
	Netley Grove
	Acacia on Henley
	Pasadena Village
	Plympton Mews
	Acacia on Holbrooks
	Saffron Grove
Karidis Retirement	Albion Mews
Kenilworth Gardens Estate	Kenilworth Gardens
Keyton	Abervale Village
	Allora Gardens
	Annesley Bowral
	Ardency Aroona
	Ardency Kennedy Place
	Ardency Trebartha
	Ashton Gardens
	Bellflower Retirement Resort
	Bernborough Ascot
	Brentwood Village
	Buderim Gardens Retirement Village
	Burwood Terrace

Signatory villages as at 31/12/25

Operator	Village
Keyton	Caesia Gardens
	Classic Residences Brighton
	Closebourne Village
	Coastal Waters
	Dee Why Gardens
	Eaglemount Retirement Resort
	Elliot Gardens
	Evelyn Ridge
	Fiddlers Green
	Forest Hills Retirement Village
	Glenaeon
	Harbourside Village Mindarie
	Heathglen Retirement Village
	Henry Kendall Gardens
	Hibiscus Buderim Meadows
	Hibiscus Chancellor Park
	Hibiscus Nambour
	Hibiscus Noosa Outlook
	Highvale Retirement Village
	Homestay Village
	Isabella Gardens
	Keperra Sanctuary
	Kingfisher Grove
	Koorootang Court
	Lakeside Retirement Village
	Lakeside Village Bibra Lake
	Lexington Gardens
	Little Bay Apartments
	Lutanda Manor
	Martha's Point
	Meadowvale Retirement Village
	Menzies Malvern
	Nelsons Grove
	Parkland Villas Booragoon
	Parkland Villas Ellenbrook
	Parkland Villas Mandurah
	Parkland Villas Woodlands
	Peppertree Hill Retirement Village
	Pittwater Village
	Port Phillip Retirement Village

Operator	Village
Keyton	Rochford Place
	Sherwin Rise
	Sunrise Beach Village
	The Aerie at Narrabundah
	The Baytree By Ardency
	The Brighton On Bay
	The Gardens On Lindfield
	The Grove Ngunnawal
	The Lakes Bundaberg
	The Links At Waterford
	The Pines
	The Terraces
	The Village Williamstown
	Timberside Villas
	Townsend Park
	Trinity Green
	Vermont Estate
	Viewbank Gardens
	Waterford Park
	Waterford Valley Lakes
Waverley Country Club	
Windsor Park	
Woodlands Park	
Woodstock West	
LDK	Greenway Views
	Amberfield
	The Landings
Levande	Arilla
	Bay Village
	Bellcarra
	Bellevue Gardens
	Bexley Gardens
	Camden View
	Cardinal Freeman
	Castle Ridge
	Donvale
	Farrington Grove
	Fig Tree
	Gillin Park
Golden Ponds	

Signatory villages as at 31/12/25

Operator	Village
Levande	Gowanbrae
	Greenleaves
	Highlands
	Hillsview
	Knox
	Lightsview
	Lincoln Gardens
	Lourdes
	Macarthur Gardens
	Macquarie Grove
	Maybrook
	Mernda
	Midlands Terrace
	Newport
	North Lakes
	Oak Grange
	Parklands
	Patterson Lakes
	Pine Lake
	Plenty Valley
	Queenslake
	Ridgecrest
	Ridgehaven Rise
	Salford Community
	Salford Park
	Salford Waters
	Selandra Rise
	Shine Birtinya
	Somerton Park
	Tarneit Skies
	Templestowe
	The Cambridge
	The Cove
The Grange	
The Lakes Estate	
The Village Swansea	
The Villas in Brighton	
The Villas on Milton Ave (Fullarton)	
The Willows	
Unity	

Operator	Village
Levande	Vermont
	Walnut Grove Estate
	Wamberal Gardens
	Wantirna
	Waratah Highlands
	Willowdale
Living Choice Australia	Living Choice Alloura Waters
	Living Choice Broadwater Court
	Living Choice Deepwater Court
	Living Choice Flagstaff Hill
	Living Choice Fullarton
	Living Choice Galston
	Living Choice Glenhaven
Living Choice Australia	Living Choice Kawana Island
	Living Choice Leisure Lea Gardens
	Living Choice Twin Waters
	Living Choice Woodcroft
M by Montefiore	M by Montefiore
Martin Luther Homes	Martin Luther Homes
Marymead CatholicCare	Azure Retirement Living
	Aloysius Morgan Retirement Villas
	St Vincent's Villas
Mercy Care Ltd	Mercy Retirement Village Wembley
Minda Incorporated	Brighton Dunes
Mountainview Retreat Retirement Village	Penrith Village
	Round Corner Village
Murray Lands Retirement Village	Murray Lands Retirement Village
Novacare Busselton Village	Nova Village
Oak Tree Group	Oak Tree Armidale
	Oak Tree Bathurst
	Oak Tree Boolaroo
	Oak Tree Boronia Heights
	Oak Tree Broadmeadow
	Oak Tree Burpengary
	Oak Tree Cairns
	Oak Tree Capricorn Coast
	Oak Tree Cardiff
	Oak Tree Coffs Harbour
	Oak Tree Darling Heights
	Oak Tree Dubbo

Signatory villages as at 31/12/25

Operator	Village
Oak Tree Group	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	
Oak Tree Yeppoon	
Ocean Gardens	Ocean Gardens Retirement Village
Omega Communities	Leabrook Place
	The Glenbrook
One to Another Retirement	The Crescent, Brighton
	The Granton, Brighton
	The Trenham, Sandrigham
OzCare	Canossa Gardens
	Currimundi Gardens
	De Paul Manor Estate
	Delamore Retirement Community
	Lakes Retirement Village
	Reflections on the Bay
	Rendu Towers Retirement Village
	Sarina Place
Peninsula Village Ltd	Coinda Village
	Peninsula Village
	Ambleside Village
Principle Living	Blueheath at The Bower

Operator	Village
Ravida Properties Pty Ltd	Renaissance Living
Regis Aged Care Pty Ltd	Regis Retirement Living Tasmania - Norwood
	Regis Inala Village
	Woodward Retirement Village
	Bramble Bay Retirement Village
	Corinthian Court Retirement Village
Renaissance Retirement Living	Renaissance Retirement Living
RetireAustralia	Arcadia
	Bartonvale Gardens Retirement Village
	Bartonvale Lodge Retirement Village
	Belrose Country Club Retirement Village
	Boambee Gardens Retirement Village
	Bramblewood Retirement Village
	Carlyle Gardens Retirement Village
	Cleveland Manor Retirement Village
	Drayton Villas Retirement Village
	Forresters Beach Retirement Village
	Glengara Retirement Village
	Glengowrie Retirement Village
	Lincoln Grove Retirement Village
	Magill Retirement Village
	Murray Gardens Retirement Village
	Newling Gardens Retirement Village
	Noyea Riverside Retirement Village
	Queens Park Assisted Living
	Riverina Gums Retirement Village
	Scarborough Mews Retirement Village
	Spring Grove Retirement Village
	Tarragal Glen Retirement Village
	Tea Tree Gardens Retirement Village
	The Green
	The Laurels Retirement Village
	The Verge
	Torrens Grove Retirement Village
	Wellington Manor Retirement Village
	Wisteria Grove Retirement Village
	Wood Glen Retirement Village
Reside Communities	Brookland Retirement Village
	Esperance Hope Island
	Fairway Carindale

## Signatory villages as at 31/12/25

Operator	Village
Reside Communities	Maleny Grove
	Samford Grove Retirement Village
Retirement Living Services	Windsor Country Village
Retirement Your Way	Oasis Peakhurst Retirement Apartments
	Beauty Point Retirement Resort
Riverside Gardens North Richmond	Riverside Gardens North Richmond
Rosebud Village	Rosebud Village
Ryman Healthcare	Bert Newton Retirement Village
	Charles Brownlow Retirement Village
	Deborah Cheetham Retirement Village
	Essendon Terrace
	Hubert Opperman Retirement Village
	John Flynn Retirement Village
	Nellie Melba Retirement Village
	Raelene Boyle Retirement Village
	Weary Dunlop Retirement Village
	Sencia
Green Ridge Hunter Valley	
Signature Gardens Retirement Resort	Signature Gardens Retirement Resort
Southern Cross Care (WA) Inc	Donovan Village
	Faulkner Park Village
	Foley Village
	Margaret Hubery Village
	Success Village
	Thomas Perrott Village
Southern Cross Care QLD	Caloundra Rise Retirement Estate
	Edens Landing Retirement Village
	Noosa Waters Retirement Estate
	Parque Vista on Seville
	Stretton Gardens
St Ives Villages Pty Ltd	St Ives Albany
	St Ives Carine
	St Ives Centro
	St Ives Lesmurdle
	St Ives Melville
	St Ives Murdoch
	St Ives Northshore
St John's Retirement Village	St John's Retirement Village
St Paul de Chartres Retirement Units	St Paul de Chartres Retirement Units
Summerset Group Holdings (Limited)	Cranbourne North

Operator	Village
The Village Glen/Community Villages Aus P/L	The Village Glen
The Village Retirement Group	The Village Coorparoo
	The Village on the Downs
	The Village Redcliffe
	The Village Taigum
	The Village Yeronga
TIGcorp - Rivervue	Rivervue
TIGcorp - Applewood	Applewood
Treeview Estates Pty Ltd	Treeview Estates
Toby's Inlet Estate Pty Ltd	Toby's Inlet Estate
Uniting	Uniting Amala Gordon
	Uniting 10 Congham Road, West Pymble Self Care
	Uniting Amaroo
	Uniting Autumn Lodge
	Uniting Bankstown
	Uniting Bowden Brae
	Uniting Bramley
	Uniting Carinya Epping
	Uniting Carroona Goonellabah
	Uniting Chapman Close
	Uniting Clifton
	Uniting Colin McFadyen
	Uniting Coinda
	Uniting Copeland Gardens
	Uniting Denison Court
	Uniting Farmborough Grove
	Uniting Forest
	Uniting Hawkesbury
	Uniting Kankama
	Uniting Kentgrove
	Uniting Killarney
	Uniting Lakeview
	Uniting Leichhardt Hawkins Place
Uniting Leichhardt - McRae-McMahon Place	
Uniting MacDonald Homes - Dee Why	
Uniting Manning House	
Uniting Mawarra	
Uniting Mayflower Gerringong	
Uniting Mayflower Village Pendle Hill	
Uniting Mayflower Village Rockdale	

Signatory villages as at 31/12/25

Operator	Village
Uniting	Uniting Mayflower Village Wentworthville
	Uniting Mayflower Westmead
	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 Margarets
	Uniting The Garrison Retirement Centre
	Uniting Tredinnick Village
	Uniting Turramurra
	Uniting Wesley Heights
	Uniting Westmead
	Uniting Wirreanda
Uniting Woodfield Terraces	
Uniting Yagoona Village	
Uniting Yamba	
Uniting Communities	U City Retirement Residences
Vasey	Kokoda Residences
	Vasey Epping Manor
	Vasey Ivan Court
	Vasey Northcott Gardens
	Vasey Wurley Court
Villa Maria Catholic Homes	Athelstan
OLGC Parish/VMCH	Barnsbury Deepdene
Villa Maria Catholic Homes	Corpus Christi Village
	Point Cook Village
	Providence Bacchus Marsh
	Shanagolden Pakenham
	St Joseph's Mews
	St Thomas' Greensborough
	Star of the Sea Torquay
Village Lifestyles	Bougainvillea Retirement Village
Villaggio Sant Antonio	Villaggio Sant Antonio

Operator	Village
Waikerie Community Senior Citizens Home	Warrawee Lodge
Walka Grange Lifestyle Village	Walka Grange Lifestyle Village
Warrigal	Warrigal Albion Park
	Warrigal Albion Park Rail
	Warrigal Bundanoon
	Warrigal Figtree
	Warrigal Goulburn
	Warrigal Hughes
	Warrigal Lake Illawarra
	Warrigal Queanbeyan
	Warrigal Shell Cove
	Warrigal Wollongong
Wesley Mission Queensland	Aldersgate Red Hill
	Rosemount
	Wheller on the Park
Westmont Aged Care Group	Baptcare Hedley Sutton Community
Woodlands Retirement Village Ltd	Woodlands Retirement Village



**For more information please contact**  
The Code Administrator

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