

Guide to *Retirement Living*



Relax

it's the TriCare difference

Our TriCare Retirement Communities provide an opportunity to enjoy life in welcoming surroundings with everything you need at hand, and there are plenty of friends for social times if you choose.

In our communities, we offer a wide selection of lifestyle activities and amenities, a high standard of resident services and a range of maintenance-free accommodation options.

You'll find many of our Retirement Communities are co-located with TriCare Aged Care Residences, handy for couples with individual care and accommodation needs.

Relax, you'll feel right at home with TriCare.

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What is a retirement community?

A retirement community is a residential complex especially designed for people who have retired, or have reached retirement age, and are able to live independently.

Retirement communities aim to promote an independent, active and social lifestyle amongst people of a similar age.

There are many reasons why people move into a retirement community, such as combining the benefits of being in a private and secure environment, a home that is the right size and easily maintained, and a lifestyle to meet their needs.

Retirement communities offer social activities and welcoming friendly neighbourhoods with residents of common interests. In addition to your home, the onsite community facilities offer additional recreation and leisure opportunities for your enjoyment. You have the freedom to choose how and when you participate.

The ability to continue to enjoy hobbies and social activities with family and friends, work or travel does not end when you move into a retirement community. Residents continue a lifestyle of their choice both within and away from the retirement community. It's all about making it your' home.

Many retirement communities offer accommodation options and services to support lifestyle and to assist with daily living, particularly as a resident's needs change. Many residents also find it comforting knowing that systems are in place to deal with medical and other emergencies.

It is often said, by retirees that "I am not ready to move into a retirement community", only to find out that it is the best decision they could have made and are asking themselves "Why did I not do this sooner?".

The decision to move into a retirement community is a housing option available to you in retirement and is a personal choice. People are more likely to make the right decisions if they are well informed. We encourage you to ask questions and seek expert advice to ensure a retirement community is the right choice for you.

All TriCare retirement communities are registered and regulated by the Retirement Villages Act relevant in that State, providing consumer assurance and protection.



TriCare's retirement living options

INDEPENDENT LIVING UNITS OR APARTMENTS

Independent living accommodation ranges from studio to three-bedroom units or apartments that are fully self-contained. The units may be referred to as villas or duplexes.

Most units and apartments have one or more private outdoor living space such as a patio, balcony or courtyard and single car garage, carport or reserved basement parking.

Residents continue to live an independent lifestyle maintaining social, professional and personal interests with the benefit of full access to all social and recreational activities and facilities within the community.

SERVICED APARTMENTS

Serviced Apartments may be studio-style through to two bedroom, each type with its own kitchenette and bathroom located with dedicated community facilities to access services. Assistance is provided in the form of weekly housekeeping, a heavy laundry service and home-style meals.*

Residents in serviced apartments continue with their social and personal interests as they wish, with full access to all retirement community social and recreational activities and facilities.

Often some assistance may mean the world of difference to continue to live with a high degree of independence. Our team can assist residents in engaging support with daily living activities if and when needed.

All residents in TriCare's retirement communities benefit from 24 hour emergency call services.

**Services are optional in some of our Retirement communities. Please refer to the specific "Prices, fees and charges" for each community.*



Moving in

UNDERSTANDING THE FINANCES

When a resident moves into a unit or apartment in a TriCare retirement community, they gain much more than just accommodation. Residents are acquiring a quality lifestyle, access to a wide range of facilities, activities and services, and the security of living in a community environment.

Generally, the purchase price of units within TriCare retirement communities are more affordably priced than the median price in that area. As our communities operate under a lease or licence, you will not have to pay stamp duty when you move in.

Financial information, fee structures and inclusions vary between our Retirement Communities.

Please refer to the specific Retirement Community 'Prices, fees and charges' flyer and the applicable Disclosure Documents for detailed information.

BUY-IN PROCESS

TriCare acknowledge that the decision to move to a retirement community involves a major lifestyle change and is not a simple decision. This understanding ensures prospective residents enjoy patience, courtesy and support from our staff throughout the decision-making process, which may take many months. We want the decision to move into a TriCare community to be the right decision for you.

Residents wishing to occupy a unit in a TriCare retirement community purchase a lease / licence and preference shares* in the TriCare company which owns the particular community. The Disclosure Documents contain details of the relevant buy-in process, so intending residents are able to seek legal advice with regard to the terms and conditions.

**Preference Shares are not applicable in all retirement communities*



Other rights and obligations of the resident and the company are found in the lease/licence or company's constitution where applicable, which governs the resident's occupation. The lease/licence and constitution provides that the company has an ongoing commitment to provide the services and facilities that are the essential ingredients in any successful retirement community.

Upon termination of the lease/licence and shareholding (if applicable), the capital return to the resident is defined in the Disclosure Documents.

Community management will take time to explain the scheme applicable to your choice of accommodation and provide you with the initial Disclosure Documents.

BUY-IN PROCESS

Each retirement community has a form of Disclosure (as applicable to the State the community is located) which provides details of how the community operates and relevant terms including tenure, service fees or charges.

Disclosure and cooling-off periods are set by legislation.

TriCare recommends prospective residents discuss the documentation thoroughly with their solicitor, accountant and family. The Acts listed below, and all subsequent amendments, set out guidelines to which retirement villages/communities must comply.

Retirement Villages Act 1999 (QLD)
Retirement Villages Act 1999 (NSW)
Retirement Villages Act 1986 (VIC)

Our Retirement Communities

You will find our Retirement Communities in many sought-after locations, supported by handy public transport services, and close to shopping, medical, entertainment

and recreation facilities. Our range of maintenance-free accommodation styles and assistance services means there is bound to be an option to suit most people.



COMPTON GARDENS

Aspley, 07 3263 2788

Type of accommodation:

Independent Living Units
Serviced Apartments



CYPRESS GARDENS

Clear Island Waters, 07 5579 9311

Type of accommodation:

Independent Living Units
Flexi Apartments



HASTINGS POINT

Hastings Point, 02 6670 4000

Type of accommodation:

Independent Living Units



HAYVILLE

Box Hill South, 03 9890 0171

Type of accommodation:

Independent Living Units



JAMES OMMANEY

Mt Ommaney, 07 3376 1336

Type of accommodation:

Serviced Apartments



MT GRAVATT

Mt Gravatt, 07 3849 4358

Type of accommodation:

Independent Living Units
Serviced Apartments



RUNAWAY BAY

Runaway Bay, 07 5500 2300

Type of accommodation:

Independent Living Units
Serviced Apartments



STAFFORD LAKES

Chermside West, 07 3864 4500

Type of accommodation:

Independent Living Units



WILLOW GLEN

Toowoomba, 07 4635 4000

Type of accommodation:

Independent Living Units

Our co-located Aged Care Residences

Many of our Retirement Communities are either co-located with TriCare Aged Care Residences on the same properties, or

located within easy reach of one. This is very convenient for couples with individual care and accommodation needs.



BAYVIEW PLACE
Runaway Bay, 07 5503 2500

Care available:
Permanent
Short term – respite



CYPRESS GARDENS
Clear Island Waters, 07 5644 6300

Care available:
Permanent
Short term – respite



JINDALEE
Jindalee, 07 3723 3500

Care available:
Permanent
Short term – respite
Secure dementia unit



STAFFORD LAKES
Chermside West, 07 3359 1529

Care available:
Permanent
Short term – respite
Dementia



UPPER MT GRAVATT
Upper Mt Gravatt, 07 3343 9254

Care available:
Permanent
Short term – respite



MT GRAVATT
Mt Gravatt, 07 3349 9122

Care available:
Permanent
Short term – respite
Secure dementia unit

Fees and charges

At all TriCare retirement communities, the annual operational costs for providing facilities and services are funded by the residents. These costs are calculated on a monthly basis and are called;

- General Service Charge and Maintenance Reserve Fund Contribution (QLD)
- Recurrent Charge (NSW)
- Maintenance Charge (VIC)

TriCare does not make any profit on the above fees paid by the residents.

The General Service / Maintenance Charge budget is determined yearly by TriCare in consultation with residents, as necessary. Annual increases in the fees/charges (excluding the contributions to the Maintenance Reserve Fund applicable in QLD) are limited to CPI increases and external cost increases (e.g. council rates) unless approved by the residents.

Fees/charges typically include:

- Staffing costs
- Government rates and charges (including water)
- General insurance on units, community buildings, facilities, equipment and furnishings
- Administration costs
- Community electricity and gas accounts
- Community cleaning and waste services
- Repairs and maintenance to the exterior of residents' units, all community buildings, facilities, equipment and common gardens
- Contribution to the Maintenance Reserve Fund (applicable in QLD)
- Community bus costs (if applicable)

Residents are typically responsible for the following costs:

- Personal telephone, electricity and gas accounts
- Internal repairs and maintenance*
- Contents insurance (public liability insurance is also recommended)
- All personal and health costs

Fees / charges inclusions can vary between communities, and published fees and charges are available on request and set out in the relevant Disclosure Document.

**Internal repairs and maintenance are included in the fees/charges in some communities.*

SERVICED APARTMENT - ADDITIONAL PRICING AND FEES

For Serviced Apartments, a fee is charged for the Serviced Apartment facilities and fixed costs of providing services.

Additional fees are charged for:

- Breakfast, lunch and dinner
- Weekly supply and launder of bed and bath linen
- Weekly housekeeping

Please refer to the separate 'Prices, fees and charges' flyer for current schedule of general and additional service fee information specific to each Retirement Community.

MAINTENANCE RESERVE FUND (APPLICABLE IN QLD)

The purpose of this fund is to maintain capital assets of the community, ensuring they are kept in good working order and presentation.

Contributions to this fund are considered on an annual basis by an Independent Quantity Surveyors Forecast. The monies are held in a separate trust account and remain dedicated to the community.

Moving out

RESELLING YOUR UNIT OR APARTMENT

TriCare has a comprehensive ongoing marketing plan, which is geared towards attracting prospective residents to all our retirement communities.

An extensive publicity program supports a regular advertising schedule.

Our marketing team and management are committed to locating a buyer for the unit as soon as possible.

REINSTATEMENT/ RENOVATION

When you vacate your unit, TriCare will determine the reinstatement/ renovation works that are reasonably necessary to be done to reinstate the unit to a marketable condition.

If applicable, TriCare and the outgoing resident will share the cost of the reinstatement / renovation works as set out in the Disclosure Document and Resident Contract.

TERMINATION, EXIT AND DEPARTURE FEES

An exit/departure fee and other associated costs are payable upon the termination of your occupancy at any TriCare Retirement Community. Exit/ departure fees vary between communities and unit/apartment types.

The fee is calculated in accordance with the terms stated in the Disclosure Document and this fee is retained by TriCare.

Please refer to the Community-specific Disclosure Document for current exit/ departure fee information.

1300 TRICARE
tricare.com.au

