

A guide to our Retirement Communities



LIFESTYLE WITH PEACE OF MIND





TriCare's commitment to excellence

For over thirty five years, TriCare has been synonymous with excellence in the provision of quality facilities, services and ongoing care for the mature population of south-east Queensland.

The company, recognised as an industry leader, has earned a solid reputation for development and management of exceptional retirement villages. TriCare villages are home to almost 1600 residents at seven locations in Brisbane, the Gold Coast, Toowoomba and in Melbourne. Additionally, TriCare has extensive expertise in providing residential aged care through thirteen nursing centres and three hostels across south-east Queensland.

TriCare is committed to ensuring residents receive the very best care and services available. With over 1,500 staff, including dedicated, highly trained residential aged care specialists, residents are assured of this service standard. TriCare's standards of care, supported by ongoing Quality Assurance programmes, are now acknowledged as the benchmark for quality of care in the industry.

With a demonstrated record in financial strength, and a strong tradition of sound management and stability, TriCare will continue to provide services which meet their residents' changing needs in its retirement villages and aged care facilities.

As a private, wholly Queensland-owned, family company, TriCare operates under a Board of Directors and boasts a team of experienced and committed professionals. TriCare's directors are actively involved in the day-to-day management of the company, giving further demonstration of the ongoing commitment to TriCare and the aged care industry.

These sound credentials give residents full confidence that their move into a TriCare community will provide them with a secure and worry-free retirement lifestyle.



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Our Retirement Communities

TriCare's philosophy for its retirement villages is that they should be much more than just a real estate development. They are communities which continually fulfil the needs of residents. While the decision to move may often take a considerable period of time, once residents make the move, the comment heard most often is "Why didn't I do this sooner?"

Many factors or changes in circumstances may lead to consideration of a move to a retirement community. The decision to move can be a lifestyle choice. The benefits gained can make a tremendous difference to how simple and convenient life can be. Carefully designed accommodation means fewer household chores and an end to the struggle of costly and time-consuming home and garden maintenance.

The beauty of a village lifestyle is the easy access residents have to friendship and social opportunities. For a range of reasons these opportunities can become restricted when living in the wider community. Retirement village life rekindles the sense of community spirit which often tends to be lost in modern neighbourhoods. Sharing similar interests and values with fellow residents is reassuring. The sense of security, which comes from having a familiar face close by and knowing your neighbours is a great comfort. While a sense of community prevails, residents retain their privacy and independence. This all translates to a real sense of stability and certainty.

Each of TriCare's villages has its own unique atmosphere. Not only does village living allow residents more time to pursue the things they like to do, it offers opportunities to explore new interests. All residents have full use of a wide range of recreational facilities. A representative body of residents in each village means that many of the activities are arranged for the residents by the residents. The social and recreational opportunities offered are

difficult to match in other environments. Residents are free to choose their level of participation. Similarly, they are encouraged to take an active role in issues relating to the ongoing management of their village.

Pets are precious family members and an important consideration. Subject to conditions and company policy, TriCare villages welcome small family pets, although residents will need to discuss their individual situation with the village manager prior to moving into the village.

TriCare's villages are situated close to public transport and major shopping centres, in areas with relatively few hills and slopes. So getting out and about is easier. Most villages have their own bus which makes regular trips to local shopping centres. Various outings and day trips are offered, giving residents a broad range of opportunities to travel, reducing the need or cost of driving and owning a car.

Retirement village life rekindles the sense of community spirit which often tends to be lost in modern neighbourhoods.





Accommodation options

TriCare recognises that a resident's needs may change over time, gradually or suddenly, temporarily or for the longer term. This is why a range of flexible service options is available and can be readily adapted to each individual's needs. This flexibility often eliminates the immediate necessity to move to another facility. By having access to TriCare's various levels of care, residents gain considerable peace of mind.

With accommodation options ranging from independent living units to high level care in the nursing centres, residents are guaranteed priority access from one level to the next (subject to availability). The same high standard of care can be expected throughout all of TriCare's facilities.

A significant consideration when selecting a TriCare village is the close proximity of the nursing centres to the retirement communities. If one partner requires a higher level of care, this proximity ensures that couples are able to continue to live close to each other, making visiting easy and eliminating the need for separation caused by transport difficulties.

Independent living units

Independent living units range from studio to three bedrooms and are fully self-contained. Residents continue their independent lifestyle, maintaining social, professional and personal interests as

desired. They have access to all the social and recreational activities and facilities available within the village. The choice is completely theirs.

TriCare's maintenance staff attends to all external and garden maintenance. The advantage of not having responsibility for this upkeep means residents have more time and energy for things they want to do. Travelling and taking holidays is easier. Residents know their home is secure while they're away, regardless of the duration.

Residents have access to the 24 hour emergency call service on-site. While it may not be required at the time, it is tremendously reassuring to know help is there if and when it is needed.

Flexi-apartments

Since a resident's needs may vary, flexi-apartments are designed to meet these needs, as and when they change. Flexi-apartments have cooking facilities,

allowing the resident to prepare their own meals, with the option of having meals provided if desired. Similarly, cleaning and laundry services are optional and can be omitted or implemented according to the resident's requirements. So the choice of level of independence is completely flexible, with assistance available when needed, without inconvenience or fuss.

Serviced apartments

Often, some assistance may mean the world of difference in being able to continue to live with a high degree of independence. The relief of not having to struggle with tasks such as weekly

housework, heavy laundry, meal preparation and grocery shopping can be liberating.

In the serviced apartments, these services are provided. Not being continually reliant on friends and family gives residents back the feeling of being in control. All serviced apartments have 24 hour emergency call services, seven days a week.

Serviced apartments may be studio styled through to two bedrooms, each with its own kitchenette and bathroom. Most units have a patio, giving residents the option to do light gardening if they choose. Central laundry facilities have washing machines, dryers and ironing facilities for personal laundry.

The central complexes vary from village to village, though main meals are served in a central dining room. Facilities include lounge rooms – many featuring open fireplaces, billiard room, hairdressing salon, library, auditorium, swimming pools (some heated) and spa, craft room, landscaped gardens, walkways and barbecue areas.

Residents in the serviced apartments continue with their social and professional lives as they wish. Guests are welcome to visit for a meal, to stay overnight or for a holiday and to join residents in their activities at any time.

Nursing centres and hostels

As the largest private provider in Queensland, TriCare owns and operates thirteen nursing centres and three hostels throughout south-east Queensland. Residents are provided with all meals, nursing and personal care, activity programs and laundry service. All centres are resident focused, promoting an environment where independence, dignity, respect and the optimum level of care are paramount.

Many TriCare nursing centres offer special needs units to cater for residents who suffer from dementia. These secure environments provide pleasant gardens and recreational areas, allowing the

wandering resident the freedom to move about safely without restraint.

Respite care is offered at most of TriCare's aged care facilities. This service provides those people who currently receive in-home assistance access to aged care facilities for up to 63 days in any financial year. The same standard daily fee paid by permanent residents applies to respite care.

For residents who are able to afford the very best in nursing care and accommodation, TriCare provides private facilities with extra services at their hostels and at a number of their nursing centres. For an additional daily fee, residents enjoy single suites with private bathrooms, menu selection, alcoholic beverages with the main meal, personalised care programs and superior surroundings.

Aged care facilities are classified as high care (nursing home) and low care (hostel). Prior to admission, residents must have been assessed by an Aged Care Assessment Team (ACAT) to determine their required level of care.

Payment of fees is determined by each resident's financial circumstances and is assessed in accordance with Commonwealth Government criteria. In addition to Commonwealth funding, two payments are made by the resident towards the costs of their care.

Accommodation payments (accommodation charges or bonds) contribute to the cost of maintaining the building and **daily care fees** pay for the centre's operating costs such as staff wages, food and electricity.

Payment of an accommodation charge is required for entry into a high care facility. Residents who cannot afford to pay this charge, are subsidised by the Government. Entry to low care facilities and extra service facilities may require an up-front payment or accommodation bond to be made to the facility.

For more information about TriCare Nursing Centres and Hostels, please refer to the separate brochures available.



TriCare's levels of care at a glance

The following outline is a guide to the accommodation style which matches the resident's individual assistance needs (now or in the future). Personal care services are accessible to all residents in all villages. Not all accommodation options are offered in all TriCare villages (see 'Village options at a glance' page 14).

ACCOMMODATION STYLE	LEVEL OF ASSISTANCE REQUIRED
Independent Living Unit	Self contained. Independent in all daily activities. No assistance needed. 24-hour emergency call service.
Flexi Apartment	Apartment with cooking facilities. Option to prepare own meals if desired. Choice of services as required depending on individual needs – meals, weekly house cleaning, heavy laundry service. 24-hour emergency call service.
Serviced Apartment	Apartment with kitchenette (no cooking facilities). Assistance provided with household tasks – all meals provided, weekly house cleaning, heavy laundry service. 24-hour emergency call service.
Hostel	Low level care. Assessment by Aged Care Assessment Team (ACAT) required. Light to moderate assistance required with personal care and activities of daily living and medical supervision.
Nursing Centre	High level care. Assessment by Aged Care Assessment Team (ACAT) required. Moderate to heavy assistance required with personal care and activities of daily living, and medical supervision. Some centres provide special needs areas for residents with dementia.
Respite Care (Hostel & Nursing Centre)	Available in hostel and nursing centres for individuals who currently receive in-home assistance and who intend to return to the community. Up to 63 days each financial year. Requires ACAT approval. Government subsidised.



Our villages

The following pages give an overview of each of TriCare's seven villages. For specific details, please refer to the village's individual brochure.

Compton Gardens Retirement Village

Compton Gardens is TriCare's largest village, and one of the largest in Queensland, with 274 independent living units and 28 serviced apartments.

The independent living units are positioned to form neighbourhoods, which fosters a true community spirit. Residents have a strong sense of neighbourhood pride and camaraderie within the village itself.

Accommodation ranges from studio to three-bedroom independent living units, and studio and one-bedroom serviced apartments. The village provides an emergency call system monitored 24 hours a day. This service gives residents great peace of mind.

Chauvels Restaurant is located on-site and is open to all residents for lunch seven days per week, as well as providing all

meals to the serviced apartments. Chauvels also hosts "themed" dinners on a regular basis that are extremely well attended and treated as a "must attend" by many of the residents!

The Stafford Heights Private Nursing Centre and Hostel (70 beds) is a short 5 minute drive from the village.

Residents are involved in the management and activities of the village through the Residents' Committee and Social Committee.

Facilities include two swimming pools and a hydrotherapy pool, half court tennis, mini golf course, auditorium, hairdressing salon, medical rooms, BBQ areas, billiards, craft room and library. Many residents are keen gardeners, which is evident by the colourful gardens. The village's northern perimeter boasts a much sought after aspect, being bordered by parklands and Cabbage Tree Creek.

The village's location is ideal, situated next to the Aspley Hypermarket, which makes access to shopping facilities hassle-free.

Transport is easy, with the council bus terminal near the front gate. The area around Compton Gardens is flat, which is important to those who find slopes not as easy to manage as they used to.





Cypress Gardens Retirement Community

Cypress Gardens is an outstanding retirement community located on the waterfront at Clear Island Waters on the Gold Coast. The community offers luxury one, two and three-bedroom waterfront units; plus one and two-bedroom apartments with a full range of services available. All units enjoy either water views or a garden aspect. Meticulous attention has been paid to detail in the design and development of Cypress Gardens. The village is comprised of 55 independent living units and 60 apartments (with future stages planned).

The duplex independent living units, each with its own courtyard, are positioned to ensure residents retain complete privacy. The waterfront units give residents canal views, whilst enjoying views to either Surfers Paradise or the hinterland mountains.

As with all TriCare villages, Cypress Gardens boasts an excellent location. Pacific Fair and Robina shopping complexes are within five minutes travel.

The village bus runs regularly to these shopping centres. Five golf courses and four bowls clubs are within easy access. Cypress Gardens Nursing Centre is linked to the village's central complex by a covered walkway, and includes an Extra Services Wing.

The central complex provides residents with excellent facilities including dining room, library, hairdressing salon, pool, spa and BBQ facilities, mini-gymnasium, auditorium, billiards and indoor bowls facilities, and a number of well-appointed lounges. The schedule of activities includes day trips and outings, church services at the village, craft, bingo, exercise classes, Happy Hour, special events and dinners.

One of Cypress Gardens' most striking features is the majestic Moreton Bay fig tree which towers over the community. Boardwalks and seating have been strategically placed to allow residents to admire not only the fig tree but the prize-winning gardens. A boardwalk parallels the bank of Boobegan Creek, giving residents a choice of walking routes, be it for exercise or pleasure.

Hayville Village

Hayville Village is located in the suburb of Box Hill South in Melbourne, which is approximately 14km East of the Melbourne CBD.

The Village is comprised of 130 Independent Living Units. These units range from one and two bedrooms, with some offering studios.

The Village is situated in a convenient location close to Box Hill Central Shopping Centre, Box Hill Golf Club and also the Box Hill Hospital. This convenience ensures that residents have access to the services they require to enjoy their lifestyle.

The Village features beautifully landscaped gardens and the friendly neighbourhood lifestyle of the village is a major drawcard when attracting new residents.

The Community Centre for the village features not only the Administration section of the village, but it is also the busy

centralised hub of all activity in the village. It features a dining room and community kitchen, community Internet access, games room, library, resident kiosk and even the village hairdressing salon.

The village also has visiting service providers that regularly come to the village to service residents, creating convenience and ease for residents.

There is an active social atmosphere in the village that is enhanced by a committed group of residents who organise outings and events. These activities are assisted by the availability of the village bus for transport.

Regular activities within the village include Tai Chi, Line Dancing, Happy Hours, Catered Dinners, and much more.





James Ommaney Village

While James Ommaney Village is the smallest of TriCare's villages, it is not small on warmth and atmosphere. Residents readily acknowledge the genuine interest the staff show in their concerns and well-being. This caring contributes greatly to the close-knit community spirit. Guests visiting the village often comment on its welcoming appeal.

The village has 60 apartments including studio, one and two-bedroom apartments. Like all TriCare villages, its position is exceptional. A medical centre, including doctor's surgery, X-ray and pharmacy, is situated directly across the road. The Mt Ommaney Shopping Centre is five minutes away and public transport stops around the corner.

The Jindalee Nursing Centre is adjacent and is linked to James Ommaney by a covered walkway. Some village residents have loved ones at the centre, which makes visiting easy. The nursing centre offers a 32-bed extra services section, 45 standard beds, and a 16-bed secure

area, which allows residents to move about safely.

The village's gardens are well-established with many native trees attracting a wealth of bird life. The main complex surrounds central courtyards, containing lush, tropical gardens that fill the complex with light. The dining room is spacious and airy, featuring an open fireplace.

Residents' guests are always welcome to dine with them. A number of lounges provide a choice of venues for the variety of activities offered.

For those who have grandchildren to entertain or who simply want to cool off in the summer months, there is a swimming pool and heated spa. Other facilities include billiards, hairdresser, craft room, BBQ area and indoor bowls. The Jindalee Bowls Club is five minutes away, located next door to the Jindalee Golf Course.

The village bus visits the shopping centre twice weekly and regular day trips and outings are arranged for residents. A full program of social and recreational activities is offered every week.



Mt Gravatt Retirement Village

Mt Gravatt Retirement Village is comprised of 53 independent living units and 88 serviced apartments. Its location can't be beaten for convenience. Situated on Logan Road, it has public transport available via two bus stops, both a short walk from the front gate. Garden City Shopping Centre is five minutes away.

The Mt Gravatt Nursing Centre (148 beds) is a few minutes walk away. The Mt Gravatt Private Hostel, which has 60 single suites and offers extra services, adjoins the village.

Independent living units boast one or two bedrooms. All units offer car accommodation. Lush gardens and timber walkways, which cross a bubbling stream complete with gold fish, run beside the serviced apartment complex. This setting provides residents with a wonderfully tranquil outlook. Each serviced apartment, which range from studio, one bedroom or two bedrooms, includes a balcony or patio area. This area is the ideal spot for maintaining plants and offers the resident the opportunity to continue to enjoy gardening if they wish.

The village's scenic lake is a haven for bird, plant and animal life. Ducks, turtles, fish and native birds are drawn to the area. The waterlilies in bloom are a spectacular sight. Well established gardens surround the lake. Combined with the covered BBQ area, this area becomes the perfect setting for residents to entertain family and friends.

An additional BBQ area is adjacent to the swimming pool and is often the venue for family visits, village functions and celebrations. Other facilities include billiards and indoor bowls, library, spacious lounges, concert area and a hobby workshop. The village bus makes trips to the shopping centre twice each week and takes residents on a range of outings and day trips. A full activities program is offered every week and all residents are welcome to participate.



Willow Glen Retirement Village

Willow Glen Retirement Village, nestled in the heart of Toowoomba, the Garden City of Queensland, offers you a relaxed, independent lifestyle, with peace of mind and the opportunity to become part of a friendly community environment.

Superbly located in Donahue Street, off Ruthven Street, Willow Glen is surrounded by the "Wetlands of the World" parklands and gardens, providing a stunning outlook.

With excellent shopping and recreational facilities just a short walk away, Willow Glen Retirement Village is the ideal choice for retirement living.

There's also a wealth of things to see and do in Toowoomba. Antique and fine art galleries, historic sites, beautiful scenery and a variety of cultural entertainment and sporting events, to name a few.

Cleverly designed with the Toowoomba climate in mind, Willow Glen is a planned community, designed to offer the best in retirement living.

There are seven different styles of units to choose from, either two or three bedroom

independent living units, depending on your needs.

The Community Centre, "The Homestead", provides recreational, social, sporting and kitchen facilities for use by residents. Peace of mind and security for residents is of the utmost importance at Willow Glen, with a 24 hour emergency call system installed in every unit. Our award winning gardens and landscaped areas are undoubtedly the pride of the Village, providing a relaxed and attractive environment for residents.

An active and dedicated Residents' Committee works within the Village to ensure communication between residents and management is open and honest. The village also has regular activities and outings that enhance the social, active lifestyle within the Village for all residents.

Being a resident of Willow Glen Retirement Village also means that you have more time and energy for things you want to do. Travelling and taking holidays is easier. Residents know their home is secure while they're away, regardless of the duration.

Willow Glen Retirement Village is a wonderful place to live and enjoy life!



Runaway Bay Village

Runaway Bay Village is situated at the northern end of the Gold Coast on the canal. The village offers residents an exceptional position, both for its waterfront aspect and in terms of easy access to the Runaway Bay Shopping Village. It is well serviced by public transport with bus services stopping at the front gate. The Bayview Place Nursing Centre and Hostel is located adjacent to the village. Residents have ready access to higher levels of care and facilities as their needs change.

Being on the Coast, the pace of the village lifestyle is wonderfully relaxed. The village has 141 independent living units, which are spacious, well appointed one or two-bedroom units, many with impressive water views. Many units, both one and two-bedrooms, feature a study which can be utilised as an additional bedroom. Keppel Lodge houses the 53 serviced apartments, which are available as studio apartments. A courtesy unit is available for rent by residents' family and friends, who may wish to holiday in the village.

Being on the canal, boating enthusiasts are catered for by a number of small marinas, allowing boats to moor their craft on-site. The marinas also provide the perfect platform for fishing or merely for a leisurely stroll. Parking space is available for residents who own caravans and wish to store their vans on-site. This is a big advantage for those residents who enjoy vanning holidays, as they can travel with the peace of mind of knowing their home is safe and well looked after in their absence.

An extensive range of recreational services and facilities are available, including indoor and outdoor swimming pools, a restaurant (including Friday night dining), bowls green, workshop, craft facilities, community internet access and village bus. Billiards is extremely popular with both the ladies and gentlemen. A host of regular recreational activities, which include line dancing, Tai Chi, cards, craft and bingo, gives residents a range of opportunities to take up new interests, pursue old ones and to enjoy the company of other residents.





NutriFresh

NutriFresh, TriCare's own food services division, oversees meals for residents of serviced apartments and nursing centres. A nutritionist works closely in conjunction with the NutriFresh chefs to carefully plan the menus, providing residents with varied and appealing dishes.

Serviced apartment residents enjoy a wide selection of meals for lunch and dinner, with special dietary requirements also catered for. Ingredients for a Continental-style breakfast are provided to residents, allowing them to have breakfast in their own apartment at their leisure.

NutriFresh also produces individually packaged single-serve meals, which simply need to be heated. These meals are very well priced and are available to all residents for purchase at the villages that are catered for by NutriFresh. This is another component of service that TriCare offers to help make life simple and convenient for their residents.

NutriFresh also supply food to various well known organisations.



Village options at a glance

OPTIONS	Compton Gardens	Cypress Gardens	Hayville	James Ommaney	Mt Cravatt	Runaway Bay	Willow Glen
<u>Accommodation</u>							
Independent living units	✓	✓	✓		✓	✓	✓
Flexi-apartments	✓	✓		✓		✓	
Serviced apartments	✓	✓		✓		✓	
Nursing centre	5 minutes drive	On-site connected by covered walkway		On-site connected by covered walkway	200m away	Adjacent	10 minutes drive
Hostel					Adjacent	Adjacent	
<u>Facilities</u>							
Dining room	✓	✓	✓	✓	✓	✓	Communal Kitchen
Restaurant	✓	✓	✓	✓	✓	✓	✓
Lounges	✓	✓	✓	✓	✓	✓	✓
Activities/craft room	✓	✓	✓	✓	✓	✓	✓
Village bus	✓	✓	✓	✓	✓	✓	✓
Local bus service	✓	✓	✓	✓	✓	✓	✓
Auditorium/Concert Area	✓	✓	✓	✓	✓	✓	✓
Library	✓	✓	✓	✓	✓	✓	✓
Golf putting green	✓	✓	✓	✓	✓	✓	✓
Heated spa	✓	✓	✓	✓	✓	✓	✓
Swimming pool	✓	✓	✓	✓	✓	✓	✓
Heated pool	outdoor/hydrotherapy	✓	✓	✓	✓	indoor	indoor
BBQ areas	✓	✓	✓	✓	✓	✓	✓
Community Internet access	✓	✓	✓	✓	✓	✓	✓
<u>Services</u>							
24hr emergency call	✓	✓	✓	✓	✓	✓	✓
Personal carers	✓	✓	✓	✓	✓	✓	✓
Podiatrist (visiting)	✓	✓	✓	✓	✓	✓	✓
Optometrist (visiting)	✓	✓	✓	✓	✓	✓	✓
Hairdresser	✓	✓	✓	✓	✓	✓	Adjacent to Village
Home delivery services	✓	✓	✓	✓	✓	✓	✓
Consulting rooms	✓	✓	✓	✓	✓	✓	✓
Physiotherapist (visiting)	✓	✓	✓	✓	✓	✓	✓
General Practitioner (visiting)	✓	✓	✓	✓	✓	✓	✓
<u>Activities</u>							
Exercise classes	✓	✓	✓	✓	✓	✓	✓
Tai Chi classes	✓	✓	✓	✓	✓	✓	✓
Bowls facilities	indoor	indoor	indoor	indoor	indoor	outdoor	indoor
Aqua-aerobics	✓	✓	✓	✓	✓	✓	✓
Outings/day trips	✓	✓	✓	✓	✓	✓	✓
Billiards	✓	✓	✓	✓	✓	✓	✓
Visitors welcome (incl. overnight)	✓	✓	✓	✓	✓	✓	✓
Small pets	✓	✓	✓	✓	✓	✓	✓
<u>Additional facilities/services</u>	Aviary; Half tennis court	Gymnasium (mini)	Gymnasium (mini)	Gymnasium	Hobby workshop Gymnasium (mini)	Tennis Court; Hobby Workshop; Canoe/Boat Club; Community Gymnasium; Security Patrol	Milk; Seafood and Home Ice Cream Delivery; Post Office; City Council Library; monthly bulk loan; Church Services; adjacent to shopping centre



Fees and other related information

When moving to a retirement village, there are two types of fees a resident will encounter - service/maintenance fees and an exit fee. The service/maintenance fees are paid monthly and cover the daily operating and maintenance costs of the village. The exit fee is paid on the resale of the unit. These fees are outlined in detail below.

Service/maintenance fees

TriCare's villages are professionally managed on a cost recovery basis and are resident funded. Costs associated with the management and daily operation of the village are borne by the residents. Annual operational budgets are presented to the residents at the Residents' Annual General Meeting. (Details of service/maintenance fees for each village are outlined in the individual village brochures).

Included in the Service/maintenance fees are:

- Staffing costs;
- Emergency call service, 24 hours a day, 7 days a week;
- Government rates and charges;
- General insurance on units (excluding contents), community buildings, facilities, equipment and furnishings;
- Community electricity accounts – grounds, walkways and common areas;
- Minor repairs and maintenance to exterior of units, all community buildings, facilities and equipment;
- Contribution to maintenance reserve fund for major repairs to community buildings, facilities, services etc.

Additionally, serviced apartment service fees include:

- 3 meals per day;
- Weekly supply and laundering of bed and bath linen;
- Weekly housekeeping service.

Service fees for serviced apartments may vary depending on the level of services required. Prior discussion with village management is required to discuss flexibility of service provided.

Residents are responsible for:

- Personal telephone accounts;
- Electricity and gas accounts;
- Contents insurance of the unit (including Public Liability Insurance);
- Internal maintenance and repairs;
- Costs associated with any personal care requirements;
- Personal laundry.

Service fee amounts will vary from village to village depending upon operational costs.

Exit fee

Retirement village living offers far more than a purchase of accommodation only. The resident is investing in the quality of their retirement lifestyle, securing access to community living, companionship outstanding facilities, services and access to ongoing care.

An Exit fee is a feature of most retirement villages. The exit fee is the means by which the operator recoups a return on their capital investment in the establishment and development of the village. It also represents the only return the owner receives in the operation of the village. While TriCare's facilities and services are of the highest standard, the exit fees are very competitive.

Exit Fees vary from village to village. The Exit Fee is calculated in accordance with the terms stated in the Public Information Document (PID) and this Fee is retained by TriCare.



The Public Information Document sets out details of all fee structures applicable for the individual village and the specific residence to which it relates. The individual village marketing brochure and supporting sheets provide an overview and examples of the exit fee structures.

A resident may choose to terminate their occupancy at any time. The unit is resold on the resident's behalf by TriCare. At the time of resale the exit fee is deducted from the resale proceeds and retained by TriCare.

At the time of resale, costs deducted from the sale proceeds may include:

- Exit fee;
 - Refurbishment costs;
 - Outstanding service fees and other costs.
- By deferring payment of the exit fee until after the period of occupancy, rather than requiring it "up-front", residents gain a number of benefits:

- The purchase price of the resident's unit remains more affordable;
- Residents are guaranteed of the operator's ongoing commitment to manage the village, to provide services and to maintain the facilities;
- The operator has a vested interest in reselling the resident's unit as soon as possible after the conclusion of the period of occupancy;
- The exit fee is dependent upon the duration of occupancy, being capped after a fixed period.

A Capital Replacement Fund is maintained by TriCare to ensure sufficient funds are available for the replacement of village assets. TriCare is solely responsible for contributing to this fund and a portion of the ongoing purchase price of each unit is paid by TriCare to the fund. Therefore residents have confidence the village will remain a pleasant and attractive environment.

Please Note - Termination and Exit Fee arrangements will differ from Village to Village. Please refer to the individual Village marketing information for full details.

Public Information Document

Each village has a Public Information Document (PID), which provides a detailed summary of how the village operates, service fees, terms of tenure and copies of all relevant legal documentation. Once the relevant documents are signed, the PID forms part of the residence contract. The Public Information Document is registered with the Chief Executive of Retirement Villages.

TriCare recommends prospective residents to discuss the documentation thoroughly with their solicitor, accountant, family and friends. The Retirement Villages Amendment Act 2006 sets out guidelines, which retirement villages in Queensland must comply with.

Your investment

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 the resident enjoys patience, courtesy and support from staff through the decision making process, which may take many months.

Residents wishing to occupy a unit in a TriCare retirement village purchase a lease and preference shares in the TriCare company which owns that particular village. The Public Information Document contains copies of the lease and other relevant documents, so intending residents are able to seek legal advice with regard to the terms and conditions in the documents.

Other rights and obligations of the resident and the company are found in the company's Constitution, which governs the resident's occupation. The Constitution provides that the company has an ongoing commitment to provide the care, facilities and services that are the essential ingredients in any successful retirement community.



Upon termination of the lease and shareholding, the capital return to the resident is defined in the Public Information Document. Village management and sales staff will take

time to explain the scheme applicable to your choice of accommodation and they will provide the supporting marketing material.

Reselling your unit

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

An extensive publicity program supports a regular schedule of print advertising and editorial. This program includes presentations to Seniors groups and associations, White and Yellow Pages advertising, trade show and shopping centre displays, the TriCare website and listings on various other related websites and search engines, maintenance of a client database which includes a regular newsletter mail out, community sponsorships and much more.

Our marketing team is committed to locating a buyer for the unit as soon as possible. TriCare sales staff are not paid by commission. Company policy stipulates that every prospective buyer is invited to inspect any units that are being resold as well as new units. Any offers made to lease your unit will be discussed with you.

Money back guarantee

TriCare is so confident of the quality of lifestyle, facilities and services offered by our villages, we are willing to back it with a money back guarantee. Once a resident has purchased their TriCare unit, if, after six months they are not completely happy with the community lifestyle and for no other reason, TriCare will refund the purchase price of their unit or apartment (less unit reinstatement costs, legal fees and monthly service fees until the resident leaves).

This offer is made to the resident at the expiry of 6 months and is open for a period of one month. The guarantee is not valid for residents who terminate their lease on medical grounds and conditions apply.

Additional services

Available at no cost to you.

TriCare retirement village residents enjoy a range of additional services to help make their move to their new home as trouble-free as possible. These services can be arranged by the respective village managers.

Village visits

We will arrange for intending residents to visit the village and speak to other residents. This includes personalised pick-up from their home if required. They may enjoy a complimentary meal or participate in some of the activities.

Services applications

Assistance may be provided to organise connection or disconnection of electricity, gas and telephone services, Australia Post and insurance policies.

Furniture layout

Demonstrate positioning options for furniture in the new unit. Assist with determining kitchen and household items, such as electrical goods, linen, crockery which will be useful in the village and provide assistance in disposing of any unwanted goods through St Vincent de Paul or Salvation Army or arrange contact with a second hand dealer if required.

Furniture removalist

Assist with co-ordinating furniture removalists' quotes so residents can make a choice of removalist. Liaising with the chosen removalist to ensure that 'moving day' proves a smooth transition between home and village.

Home cleaning

Assist in obtaining quotations from professionals to clean their home or unit once the resident has moved into the village.

Tour of the area

To allow residents to become familiar with the area they will live in, we will give them a tour of the services and facilities available in the area.

Change of address information

When residents arrive at the village they will receive a 'Change of Address' kit which helps in notifying friends and family of their new contact details.

Additions to your unit

If there are items which residents may wish to add to their unit, in most cases we have contacts who can provide competitive quotes and professional services.

Your checklist

The following checklist will assist you to determine whether a move to a retirement community could improve your lifestyle.

- Is your house becoming difficult to maintain?
- Are you having trouble finding reliable trades people for lawn mowing and maintenance work?
- Are you feeling more and more isolated in your own home because you are tending to go out less often for social occasions?
- Is it important to remain within close proximity of your family, friends and current social activity?
- Are your financial circumstances sufficient to fund a retirement village lifestyle?
- Would retirement community living suit you? Should you speak to residents in the village and gain feedback from them?



This checklist will guarantee the retirement community you are considering has all the benefits you need to ensure your move is the right one.

	TRICARE VILLAGES	OTHER VILLAGES
1. Does the village provide access to higher levels of care?	YES	
2. Is there an on-site 24 hr emergency call service?	YES	
3. Is the village professionally managed by a reputable company?	YES	
4. Does the village provide privacy without isolation from the community?	YES	
5. Are there suitable community and recreational facilities within the village?	YES	
6. Are residents' comments welcomed on issues relating to the operation and management of the village?	YES	
7. Does the village have a Quality Assurance program which encourages feedback from residents and their families?	YES	
8. Does the village operate under nationally recognised food safety standards for preparation and serving of meals?	YES	
9. Is the village well located close to shopping facilities and transport?	YES	
10. Is the village constructed with quality materials and attention to detail?	YES	

Retirement Villages

Brisbane

Compton Gardens Retirement Village
97 Albany Creek Rd, Aspley
(07) 3263 8319

James Ommaney Village
146 Capitol Dve, Mt Ommaney
(07) 3376 6399

Mt Gravatt Retirement Village
1748 Logan Rd, Mt Gravatt
(07) 3849 6628

Gold Coast

Cypress Gardens Retirement Community
Gooding Drive,
Clear Island Waters
(07) 5579 9022

Runaway Bay Village
98 Bayview St, Runaway Bay
(07) 5537 4177

Toowoomba

Willow Glen Retirement Village
11 Donahue Street, Toowoomba
(07) 4636 4507

Melbourne

Hayville Village
300 Elgar Rd, Box Hill South
VIC (03) 9890 0171

Catering

NutriFresh Pty Ltd
213 Broadwater Rd, Mansfield
(07) 3349 9855

Nursing Centres

Brisbane

Annerley Nursing Centre
421 Annerley Rd, Annerley
(07) 3391 2787

*Jindalee Nursing Centre
22 Endeavour St, Jindalee
(07) 3723 3500

*Mt Gravatt Nursing Centre
20 Somerfield St, Mt Gravatt
(07) 3349 9122

*Stafford Heights Private Nursing Centre
682 Rode Rd, Chermside West
(07) 3359 1529

Gold Coast

*Bayview Place Nursing Centre
86 Bayview St, Runaway Bay
(07) 5503 2500

*Cypress Gardens Nursing Centre
Gooding Dve, Clear Is. Waters
(07) 5579 9644

*Labrador Nursing Centre
71 Brighton St, Biggera Waters
(07) 5537 1066

*Mermaid Beach Aged Care Residence
2424 Gold Coast Hwy,
Mermaid Beach
(07) 5554 7300

Pimpama Nursing Centre
Anembo Ave, Pimpama
(07) 5546 6366

Sunshine Coast

*Kawana Waters Nursing Centre
Riveraine Ave, Kawana Waters
(07) 5493 5850

Regional Centres

Bundaberg Nursing Centre
12 F/E Walker St, Bundaberg
(07) 4151 2611

Pt Vernon Nursing Centre
193 The Esplanade, Pt Vernon
(07) 4128 3122

*Toowoomba Nursing Centre
Cnr Wooldridge & Curzon Sts,
Toowoomba
(07) 4632 7588

Hostels

Brisbane

*Mt Gravatt Private Hostel
20 Agay St, Mt Gravatt
(07) 3343 9254

*Stafford Heights Private Hostel
682 Rode Rd, Chermside West
(07) 3359 1529

Gold Coast

*Bayview Place Private Hostel
86 Bayview St, Runaway Bay
(07) 5503 2500

Sunshine Coast

*Kawana Waters Private Hostel
Riveraine Ave, Kawana Waters
(07) 5493 5850

*includes Extra Services



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