



StewartBrown
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Retirement Living Performance Survey

Participant Guide

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1. Retirement Living Survey Participant Guide

New participants

Thank you for registering your interest in the StewartBrown 2025 Retirement Living Performance Survey.

A Registration Kit should have been sent to you. If you have not yet received your registration kit, then please contact us at retirement.survey@stewartbrown.com.au and reference “Registration Kit” in the subject line.

You will need to complete the registration kit so we can setup your organisation and villages in the Retirement Living Survey Portal. The portal is where we securely store your data, process your data and prepare your reporting.

Once we have received your registration kit, we will setup your organisation and villages in the portal and then send you a data collection workbook that is pre-populated with your villages.

Returning FY24 Survey participants

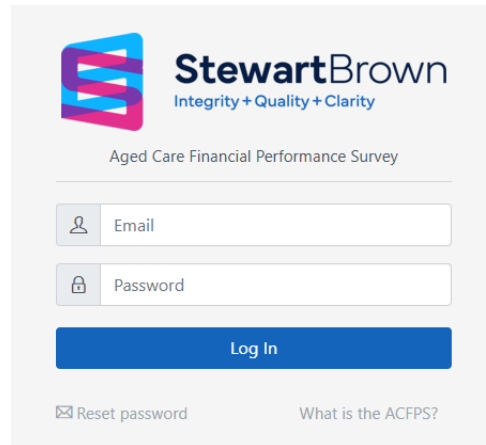
Returning FY24 Survey participants completed the registration setup of their villages in the previous survey are **not required to re-register** and should have received an email with a link to download their FY25 data collection template from the Retirement Living Survey Portal.

If you have not received your data collection template or have new villages that need to be registered into the system then please contact retirement.survey@stewartbrown.com.au and reference “Data collection template” in the subject line and the Team will promptly organise this for you.

Alternatively, if you have no new villages to register you can download your data collection workbook from the following link:

<https://acfps.stewartbrown.com.au/?sector=3&url=DataUpload.cshtml-qfrdownload=1>

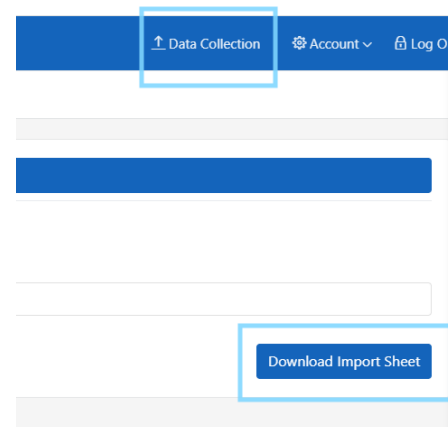
Login into the portal. The link will require you to sign in to the StewartBrown benchmarking portal using your email address and password. If you have trouble remembering your password you can click on the Reset password button and an email to reset your password will be sent to your email address.



The login screen features the StewartBrown logo and tagline at the top. Below this is the title 'Aged Care Financial Performance Survey'. The login form consists of two input fields: 'Email' with a person icon and 'Password' with a lock icon. A blue 'Log In' button is positioned below the password field. At the bottom, there are two links: 'Reset password' with an envelope icon and 'What is the ACFPS?'.

Once logged in to the benchmarking portal, if you have used the link provided, the data collection workbook will automatically download from the Data Collection section at the top of the portal. Simply open the downloaded workbook to start entering the required Retirement Living data.

Alternatively, the data collection workbook can be downloaded at any time when you login into the benchmark portal you will see the Download Import Sheet button at the top right of your screen, click this and then the download import sheet:



If you have any problems signing in, downloading the collection workbook, need any new villages added to the workbook or have any queries, please feel free to contact us at retirement.survey@stewartbrown.com.au or call (02) 9412 3033.

2. Registration Kit

Within the registration kit there is a Retirement Village tab. It is important to provide us a detailed listing of all your retirement villages so we can set them up in our survey portal. This will enable us to allocate a survey ID code for each of your villages and provide you with a pre-populated data collection template with your villages.

If you are a larger Operator and would prefer to send us a CSV file or alternative file format that lists your retirement villages then we are happy to accommodate.

We will need to know which villages are Independent Living, Assisted Living/Service Apartments and Land Lease communities. This is because there are 'smarts' built into the data collection template that help split out the sales data collection between these market segments.



Contact Us:

Telephone: 02 9412 3033

Email: retirement.survey@stewartbrown.com.au

RETIREMENT LIVING SURVEY Registration – Retirement Living Villages

Please provide the following information for each Retirement Living Village for which data is to be submitted.

For providers with a large number of villages, you are welcome to create your own csv file with this data and email this to us if this is more convenient for you

Villages

Name of Village:

Address:

Suburb:

State:

Postcode:

Year village was built?

(Enter Village Name)	(Enter Village Name)	(Enter Village Name)	

Village type

Independent living

Assisted Living/Service Apartments

Land Lease Communities

Rental housing

Social housing

☐
☐
☐
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3. Data Collection Timeline

Data submissions are due by the **30 November 2025**. If your organisation cannot make this timeline then please contact us. We do have some limited flexibility to grant extensions on a case-by-case basis to ensure maximum participation while delivering to the survey timelines depicted below:

FY25 Retirement Living Survey – Key Dates

October 2025

Register to participate in FY25
Survey today, allowing time to
organise data collection

7 Oct – 30 Nov 2025

Survey **data collection** goes
live in the field

Dec 2025 - Jan 2026

Data cleansing - rigorous review each
survey submission

February 2026

Analysis of the FY25 survey
data

28 February 2026

Reporting available to
assist with FY26
budgeting

28 February 2026

Participant report released. This is a
detailed analysis of FY25 results.
Only available to survey participants

28 February 2026

FY25 Power BI Dashboard
Reporting available for
participants

24-25 March 2026

StewartBrown presents FY25
Sector observations at **DCM**
Leaders Summit

25 March 2026

**Public Sector Report available. A
higher level sector report is released
after DCM Leaders Summit
presentation**

4. Data Collection Workbook Overview

The data collection workbook will be pre-populated with your Villages. If we have missed a village in the registration setup then please advise us so we can rectify your setup.

In the remainder of this guide will provide you an overview of the workbook collection template with worked examples on how to populate. If you have any queries regarding the data collection, then please do not hesitate to contact us at retirement.survey@stewartbrown.com.au or phone our office (02) 9412 3033.

Menu Tab

The Menu tab will help you navigate to different sections of the data collection workbook. The blue data collection tab names on the left of the Menu tab are hyperlinked so you can click on the hyperlinks to quickly navigate to each of the data collection tabs from the Menu tab.

Retirement Living Survey

Financial Year ended 30 June 2025

Data Collection Workbook

Due date: 30 November 2025. Please send completed collection book to retirement.survey@stewartbrown.com.au

Data collection tabs (hyperlinked below)

- [Organisation Activity](#)
- [Village Profile](#)
- [Resident Demographics](#)
- [ILU Sales](#)
- [Assisted Living Sales](#)
- [Contract Structure](#)
- [Village Fees and Income & Expenditure extracts](#)
- [Provision for Care Services](#)
- [Development & Refurbishment](#)
- [Sustainability](#)

[Survey overview/Check List](#)

NOTE: PLEASE DO NOT MOVE/REMOVE COPIES OF THE PAGES FROM THIS FILE FOR OTHERS TO COMPLETE, PLEASE GIVE THEM A COPY OF THE WHOLE FILE AND RENAME THE FILE TO ADVISE THE TYPE OF DATA THAT IS INCLUDED, THANK YOU.



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Contact Details:

Phone: (02) 9412 3033
Facsimile: (02) 9411 3242

Email: retirement.survey@stewartbrown.com.au

Our Website: www.stewartbrown.com.au

PO Box 5515
CHATSWOOD NSW 2067

Sharing and splitting the workload

If your organisation plans to split or share the data collection efforts between various people and departments, please do not break tabs out of the workbook as this may corrupt the workbook. Please provide internal departments the entire workbook and save under the name of the data collection. For example, if the Sales Team populate the sales tabs, then rename the file to “sales”. Multiple workbooks may be sent where the workload has split the between internal departments, and StewartBrown can consolidate at our end.

Overview Checklist Tab

The Overview and checklist tab provides a brief description of the different areas of the data collection and provides guidance on the people within your organisation who are likely to be privy and knowledgeable about sourcing the data requirements for each section. A checklist column is provided, allowing you to keep internal notes on your data collection progress.

Data Collection Tabs (hyperlinked below)	Description	What You Will Need	Key Personnel within your organisation with knowledge or access to information to populate template	Applicable?
Organisation Activity	Organisation activity mix, service mix, pipe line development plans	Extensive knowledge of your organisation service offerings, strategic plans, and capital development plans	CEO, CFO, Finance Manager, Business Analyst, Commercial Manager	Yes - all operator types
Village Profile	Village attributes, legal structure, build configuration, services and amenities	Detailed knowledge of each individual village	CEO, CFO, Finance Manager, Business Analyst, Commercial Manager, Village Manager	Yes - all operator types
Resident Demographics	Village occupancy, average age of residents, average length of resident stay in village, village exits	Most of these KPIs will likely be part of your internal reporting. You may need your Management Accountant or Business Analyst to analyse your resident admissions data	CFO, Finance Manager, Business Analyst, Commercial Manager, Management Accountant	Yes - all operator types
ILU Sales	Ingoing contribution prices, advertised prices, sales volume, average days on market etc	Analysis of your sales data. Total sales volume, average ingoing contribution received, highest and lowest ingoing contribution received. Your Sales and Marketing Team may already have this data readily available as part of their internal reporting and KPIs	CFO, Finance Manager, Business Analyst, Commercial Manager, Management Accountant, Marketing and Sales Team	Retirement/ILU Villages
Assisted Living Sales				Assisted living/serviced apartment villages
Contract Structure	Resident contract structure details for deferred management, capital gain sharing and other departure fees	Resident contract agreement detail for residents who entered into the village during the June 2024 financial year	Legal, CFO, Finance Manager, Business Analyst, Commercial Manager, Management Accountant, Marketing and Sales Team	Operators regulated by the Retirement Village Acts and regulations
Village Fees and Income & Expenditure extracts	Recurrent service fees charges, key resident expenditure items	Audited Village income and expenditure, access to financial data and internal management reporting. Some minor analysis maybe required by your Accountant/Business Analyst	CFO, Finance Manager, Business Analyst, Commercial Manager, Management Accountant	Yes various sections will be applicable to different operator types
Provision for Care Services	Information regarding care services provided within the village	Information regarding number of residents using commonwealth home support (CHSP), and Home Care (HCP) services	CEO, CFO, Finance Manager, Business Analyst, Commercial Manager, Village Manager	Yes - all operator types
Development & Refurbishment	Information regarding unit refurbishment and reinstatement works, unit maintenance policy, village expansion plans	Analysis of your average cost to refurbish units back to market condition. Understanding of both cost and time. Access to strategic capital and investment plans for each of the Villages	CFO, Finance Manager with assistance for the Property Team, Procurement Manager	Yes - all operator types
Sustainability	ESG and Sustainability Reporting	This is relevant for Operators who are interested in ESG and sustainability reporting. This reporting is becoming more important because of growing consumers and investors interest with supporting investments and products that support strong governance around environment and social sustainability issues. You will need to know if each village measures it NABERS rating and if your organisation has a Reconciliation Action Plan etc	CEO, CFO, Finance Manager, Property Team, Procurement Manager	Yes - all operator types

Organisation Activity Tab

The organisation tab is a high-level overview of your organisation activity mix, pipeline investment and development plans. Definitions provide additional guidance to ensure your information is correctly populated.

Organisation Profile

Organisation name

StewartBrown

Organisation service mix

Please include:

Number of villages

4

Definition/Guidance

Number of villages irrespective of village type

Number of retirement living/independent living units

90

Retirement village units/apartments, Independent living units/apartments, Seniors independent housing regulated by state based retirement village act. Residents live independently.

Number of assisted living units/serviced apartments

20

Serviced Apartments are regulated by the State based Retirement Village Act but provide a provision for care services as part of the living arrangement. Residents live independent with the support of services such as meals, cleaning and care. The provision of services is part of the agreement.

Number of rental housing units

30

Seniors housing regulated by State based Residential Tenancy Act

Number of land lease community units

Seniors housing where transportable homes are generally owned by the residents and they lease the land and common facilities from the operator. Generally regulated by State based residential tenancy Acts and local government regulations. In Queensland, they are regulated under the Manufactured Homes (Residential Parks) Act 2003. NSW regulated by NSW Residential Land Lease Communities Act 2013. VIC regulated by Residential Tenancies Act 1997 (VIC), Part 4A. SA regulated by Residential Parks Act 2007. WA regulated by Residential Parks (Long-stay Tenants) Act 2006 and the Residential Parks (Long-stay Tenants) Regulations 2007.

Number of social housing units

Is there a proportion of units set aside for social/affordable housing for seniors. Funding is generally by state government agreement

Total number of units

140

If not current participant of StewartBrown Aged Care Financial Performance Surveys, please include:

Number of Residential Aged Care homes

1

Number of Residential operational places

70

Number home care clients/packages

100

Village Acquisitions

Number of Villages acquired during the financial year
 Number of units acquired in village acquisitions during financial year
 Number of retirement living/independent living units
 Number of assisted living units/serviced apartments
 Number of rental housing units
 Number of land lease community units
 Number of social housing units
 Number of co-located residential aged care beds

0
subtotal

Definition/Guidance

Village acquisitions are where the Organisation has acquired established retirement living villages from another Retirement living operator

Village Divestments (ready to sell or sold)

Number of Villages divested during the financial year
 Number of units divested during financial year
 Number of retirement living/independent living units
 Number of assisted living units/serviced apartments
 Number of rental housing units
 Number of land lease community units
 Number of social housing units
 Number of co-located residential aged care beds

0
subtotal

Definition/Guidance

Village divestments are where the Organisation has sold established retirement living villages to another Retirement living operator. Include villages that were sold during the financial year and/or were ready to be sold during the financial year

Village Decommissioning (Permanently closed or to redevelop)

Number of Villages decommissioned during the financial year
 Number of units decommissioned during financial year
 Number of retirement living/independent living units
 Number of assisted living units/serviced apartments
 Number of rental housing units
 Number of land lease community units
 Number of social housing units
 Number of co-located residential aged care beds

1
40
40

Definition/Guidance

Village decommissioning relates to both full village and partial village decommissioning. Include retirement living units that were being decommissioned during the financial year due to coming to the end of their economic life cycle. This includes units/villages that are to be permanently closed or being decommissioned for the purpose of demolition and redevelopment to build a more contemporary retirement living village/accommodation.

New units supply completed during the FY25 financial year

Number of new Villages opened during the financial year
 If known average time (months) to get DA approval for new villages/redevelopments (months)
 Number of new units opened during financial year
 Number of retirement living/independent living units
 Number of assisted living units/serviced apartments
 Number of rental housing units
 Number of land lease community units
 Number of social housing units
 Number of co-located residential aged care beds

1
110
30
30

New Village Development Plans

Does the organisation have any new village development plans?

☐

Tick box for Yes, leave blank for No

If no, please skip below sections

Number of new villages planned

Number of new villages to be built to 9C standard to have funded residential aged care services?

Percentage of in-construction or planned build units that comply with National Construction Code (NCC) Classification Class 9c

Number

1
1
100%

Number of new units on Greenfield sites (new villages)

FY2026

FY2027

FY2028

FY2029

FY2030

Beyond FY2031

Number of new greenfield units

Total	Retirement living/ILU	Assisted Living/Serviced apartments	Land lease communities	Rental housing	Social housing	Co-Located Residential Aged Care	Number of new villages
0							
0							1
0							
50	50						
0							
0							
50	50						

Approximate build cost estimate \$ - Greenfield sites (new villages)

Approximate land acquisition costs estimates \$ - Greenfield sites (new villages)

	\$	\$	\$	\$	\$	\$	Definition/Guidance
Approximate build cost estimate \$ - Greenfield sites (new villages)	\$ 37,500,000	37,500,000					Approximate build cost investment required to meet strategic greenfield development plans
Approximate land acquisition costs estimates \$ - Greenfield sites (new villages)	\$ 3,000,000	3,000,000					Approximate cost of land acquisitions for new villages

New stages

Number of new units Brownfield sites (new stages of existing villages)

	Total	Retirement living/ILU	Assisted Living/ Serviced apartments	Land lease communities	Rental housing	Social housing	Co-Located Residential Aged Care
FY2026	0						
FY2027	0						
FY2028	30						30
FY2029	0						
FY2030	45		45				
Beyond FY2031	0						
Number of new brownfield units (new stages of existing villages)	75		45				30

Approximate build cost estimate \$ - Brownfield site (new stages of existing village)

Approximate land acquisition costs estimates \$ - Brownfield sites (existing villages)

	\$	\$	\$	\$	\$	\$	Definition/Guidance
Approximate build cost estimate \$ - Brownfield site (new stages of existing village)	\$ 38,430,000.00		24,750,000			13,680,000	Approximate investment required to meet strategic brownfield (existing village expansion) development plans
Approximate land acquisition costs estimates \$ - Brownfield sites (existing villages)	\$ -						Approximate cost of neighbouring land acquisitions for expansion of existing villages

Redevelopment (excludes refurbishment and renovations)

Number of new units Brownfield sites (Redevelopment of existing villages)

	Total	Retirement living/ILU	Assisted Living/ Serviced apartments	Land lease communities	Rental housing	Social housing	Co-Located Residential Aged Care
FY2026	25	25					
FY2027	0						
FY2028	0						
FY2029	0						
FY2030	0						
Beyond FY2031	0						
Number of new brownfield units (Redevelopment of existing villages)	25	25					

Approximate build cost estimate \$ - Brownfield site (Redevelopment of existing village)

Approximate land acquisition costs estimates \$ - Brownfield sites (Redevelopment existing villages)

	\$	\$	\$	\$	\$	\$	Definition/Guidance
Approximate build cost estimate \$ - Brownfield site (Redevelopment of existing village)	19,725,000	19,725,000					Approximate investment required to meet strategic brownfield redevelopment of existing village. This the knock down and rebuild of existing villages in full or partial rebuild. This cost does not include costs of refurbishment or renovation of existing units, this implies a complete new rebuild of the village
Approximate land acquisition costs estimates \$ - Brownfield sites (Redevelopment existing villages)	0						Approximate cost of neighbouring land acquisitions for redevelopment of existing villages

Village Profile Tab

The first half of the Village Profile tab collects data on the village ownership structure, unit configurations and type, build configuration, year of last major construction etc. There are checks built into this template to ensure the village unit profile and unit configuration type reconcile.

Village Profile Data

	Village 1	Village 2	Village 3	Village 4	Village 5
Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village	
	Tick box for YES	Tick box for YES	Tick box for YES	Tick box for YES	Tick box for YES
Is the organisation the owner and operator of the Village? (including where managed by a related party)	☒	☒	☒	☒	☐
Is the Village managed by an external contractor?	☐	☐	☐	☐	☐
What is the Village legal ownership structure/agreement types					
Loan-licence	☒	☒	☐	☒	☐
Lease	☐	☐	☐	☐	☐
Strata title	☐	☐	☐	☐	☐
Company title	☐	☐	☐	☐	☐
Purple title	☐	☐	☐	☐	☐
Rental	☐	☐	☒	☐	☐
Other/mix.	☐	☐	☐	☐	☐
Build configuration					
Horizontal/Broadacre	☒	☐	☒	☒	☐
Vertical/Multi-storey	☐	☒	☐	☐	☐
Combination	☐	☐	☐	☐	☐
What year was the latest major construction? This can be either redevelopment or new stages work done	2000	2012	2019	2025	
Are their any plans to expand the village within the next 5 years?	No	Yes	No	Yes	Select
Village profile by number of units					
Number of Retirement Village Units	60			30	
Number of Assisted Living/Service Apartments		20			
Number of Rental Housing			30		
Number of Land Lease Communities/Manufactured Homes					
Number of Social Housing Units					
Total number of units	60	20	30	30	0
Number of units by configuration type					
Studio / Bedsit					
1 Bedroom		20			
2 Bedroom	60		30	30	
2 bedroom + study					
3 Bedroom					
3 Bedroom + study					
4 Bedroom					
Other					
Total number of units	60	20	30	30	0

The second half the Village Profile tab collects information on key village services and amenities

Village Profile Data	Village 1	Village 2	Village 3	Village 4	Village 5
Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village	
Village Attributes	Tick box for YES	Tick box for YES	Tick box for YES	Tick box for YES	Tick box for YES
Residential Aged Care Facility co-located on site	☒	☒	☐	☐	☐
Village within short walking distance (within 400m) to shops and amenities?					
Supermarket	☒	☐	☐	☒	☐
Medical facilities	☒	☒	☐	☒	☐
Pharmacy	☒	☒	☐	☒	☐
Hairdresser	☒	☐	☐	☒	☐
Café and restaurants	☒	☐	☐	☒	☐
Public transport facilities	☒	☒	☒	☒	☐
Registered club (RSL, Bowling, league's etc)	☒	☐	☐	☐	☐
Village Services and amenities funded by Resident village budget (Select all that are applicable)					
24/7 Nursing	☐	☒	☐	☒	☐
24/7 Staffing	☒	☒	☐	☐	☐
Concierge	☐	☒	☐	☐	☐
Clubhouse /Community Centre	☒	☐	☒	☒	☐
Swimming pool	☐	☐	☒	☐	☐
Spa pool	☐	☐	☒	☐	☐
Gym/Wellness centre	☒	☒	☒	☒	☐
Bowling green	☐	☐	☒	☐	☐
Tennis court	☐	☐	☒	☐	☐
Village bus	☐	☐	☒	☐	☐
Golf course	☐	☐	☐	☐	☐
Cinema / Theatre	☒	☐	☐	☒	☐
Art Craft Room	☒	☐	☐	☒	☐
Multipurpose Room	☐	☐	☐	☒	☐
Workshop/men's shed	☒	☐	☐	☒	☐
Chapel/Church	☐	☐	☐	☒	☐
Pet friendly	☐	☐	☒	☒	☐
Business Centre	☒	☒	☐	☒	☐
Library	☒	☐	☐	☒	☐
Number of lifts		1			
Village Commercial services and amenities					
Onsite medical facilities /services	☒	☒	☐	☐	☐
Onsite hairdresser	☒	☒	☐	☒	☐
Onsite supermarket	☐	☒	☒	☐	☐
Onsite Café restaurant	☐	☐	☐	☐	☐
Other (please describe)					
How is café is paid? (does it sit outside commercial charges?)		Funded as part of the recurrent resident service fees/charges	Funded on commercial terms		

Resident Demographics

The Resident Demographics tab collects information on key resident demographic, including occupancy, age, resident average length of stay, and reasons for resident exits. Please note there are inbuilt checks in this template to ensure resident and occupied unit numbers reconcile across the worksheet.

Resident demographic data

		Village 1	Village 2	Village 3	Village 4	Village 5
	Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village	
Direct input cell						
Subtotal of detail from other input						
Total						
Village occupancy and vacancy statistics at 30 June 2025						
<i>By unit</i>						
Number of units occupied by single males		10	2	10	0	
Number of units occupied by single females		15	5	10	5	
Number of units occupied with couples		33	12	10	10	
Number of units occupied at the end of the financial year	Totals	58	19	30	15	0
Number of available units		60	20	30	30	0
Occupancy check at end of Financial year		97%	95%	100%	50%	
Number of units vacated during the financial year (1 July 2024 to 30 June 2025)		6	2	3	0	
<i>By Residents</i>						
Number of male residents living in village		43	14	20	10	
Number of female residents living in village		48	17	20	15	
Number of residents living in village where gender is unknown/other						
Number of residents living in village	Totals	91	31	40	25	0
Age of current residents in Village as at 30 June 2025						
<i>Please enter age in years to 2 decimal places</i>						
Average age of current residents		80.43	80.52	76.84	79.24	
Average age of male residents		79.77	78.15	77.28	80.37	
Average age of female residents		81.89	81.44	75.56	78.30	
Age profile of village residents as at 30 June 2025						
<i>All Residents - age at end of financial year</i>						
Number of residents where age is unknown						
Number of residents aged under 55 years				1		
Number of residents aged 55 to 65 years		9	3	4		
Number of residents aged over 65 to 75 years		18	6	8	4	
Number of residents aged over 75 years to 85 years		55	19	24	15	
Number of residents aged over 85 years		9	3	3	6	
Total residents as at 30 June 2025	Totals	91	31	40	25	0

Resident demographic data

		Village 1	Village 2	Village 3	Village 4
	Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village
	Direct input cell				
	Subtotal of detail from other input				
	Total				
Resident "Entries" into the village during the financial year					
New entries by singles and couples during the financial year					
Number of single males entering village during the financial year			1	1	
Number of single females entering the village during the financial year		3	1	1	5
Number of couples entering the village during the financial year		3		1	10
		6	2	3	15
<i>Please enter age in years to 2 decimal places</i>					
Average age of residents who entered the village during the financial year		75.67	77.33	73.55	79.04
Average age of male residents who entered the village during the financial year		76.70	78.36	74.58	80.07
Average age of female residents who entered the village during the financial year		74.63	76.31	72.45	78.05
Age profile of residents upon entry who entered the village during the financial year					
<i>All new residents - age on entry during financial year</i>					
Number of new residents entering village during financial year where age is unknown					
Number of new residents entering village during financial year aged under 55 years on entry					
Number of new residents entering village during financial year aged 55 to 65 on entry					
Number of new residents entering during financial year aged over 65 to 75 years on entry		1		4	4
Number of new residents entering village during financial year aged over 75 years to 85 years on entry		7	2		15
Number of new residents entering village during financial year aged over 85 years on entry		1			6
Total number of new residents entering village during financial year		9	2	4	25

Resident demographic data

	Village 1	Village 2	Village 3	Village 4
Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village
Direct input cell				
Subtotal of detail from other input				
Total				

Resident "Exits" into the village during the financial year

Average age of residents who exited the village during the financial year
 Average age of male residents who exited the village during the financial year
 Average age of female residents who exited the village during the financial year

85.50	84.22	86.89	
84.33	83.06	85.75	
86.53	85.25	87.92	

Age profile of residents on exit from Village as at 30 June 2025

Residents - age on exit during financial year

Number of residents exiting village during financial year where age is unknown
 Number of residents exiting village during financial year aged under 55 years
 Number of residents exiting village during financial year aged 55 to 65
 Number of residents exiting during financial year aged over 65 to 75
 Number of residents exiting village during financial year aged over 75 years to 85 years
 Number of residents exiting village during financial year aged over 85 years

Total number of residents exiting village during financial year

Totals

3	3	1	
6	1	2	
9	4	3	0

Resident exit reasons

Please enter number or residents who exited village during the financial year (1 Jul 2024 to 30 Jun 2025) for each reason

Resident passed away
 Resident moved to residential aged care
 Resident moved to another retirement village
 Resident moved in with family
 Resident moved to hospital
 Other

Total resident exits as at 30 June 2025

6	4	1	
3		1	
		1	
1			
1			
11	4	3	0

Describe the common other reasons for resident exits if known

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Resident demographic data

		Village 1	Village 2	Village 3	Village 4
	Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village
Direct input cell					
Subtotal of detail from other input					
Total					

Resident length of stay in village

Average length of resident stay in village (Current residents)

Please enter length of stay in years to 2 decimal places

The average length of stay for all residents currently in the village as at 30 June 2025

The average length of stay for male residents currently in the village as at 30 June 2025

The average length of stay for female residents currently in the village as at 30 June 2025

7.21	4.89	9.43	0.45	
6.78	4.46	9.00	0.44	
7.78	5.46	10.00	0.46	

Average length of resident stay in village (Departed residents)

Please enter length of stay in years to 2 decimal places

The average length of stay for residents who departed during the financial year (1 Jul 2024 to 30 Jun 2025)

The average length of stay for male residents who departed during the financial year (1 Jul 2024 to 30 Jun 2025)

The average length of stay for female residents who departed during the financial year (1 Jul 2024 to 30 Jun 2025)

10.30	6.11	13.00		
8.74	5.78	11.44		
11.25	7.06	13.95		

Retirement Living (ILUs) Sales

Please enter the sales data for the villages with independent living units. There are separate sales data collection tabs for villages with assisted living/serviced apartments. For the FY25 Survey StewartBrown has extended the data collection to include one, two and three-bedroom unit configurations, in conjunction with space for any other room configuration in the sales volume section for reconciliation purposes.

Retirement living ingoing contribution pricing and sales

		Village 1	Village 2
	Village Name	Ocean View	Hutcheon Village
Retirement Living/independent living - ingoing contribution (entry prices) received			
Sales for the financial year (1 July 2024 to 30 June 2025)			
Total dollar value of all ingoing contribution (entry price) sales received during the financial year	\$	1,880,000	13,050,000
Total number of units sold during the financial year	Number	3	15
	average sales sense check	\$626,667	\$870,000
Sales volume by room configuration (\$) for the financial year (1 July 2024 to 30 June 2025)			
One-bedroom units	\$		
Two-bedroom units	\$	1,860,000	13,050,000
Three-bedroom units	\$		
Other room configurations	\$		
Carparks	\$	20,000	
Number of new ingoing contributions (entry price) taken during the financial year by room configuration (1 July 2024 to 30 June 2025)			
One-bedroom units	Number		
Two-bedroom units	Number	3	15
Three-bedroom units	Number		
Other room configurations	Number		
Carparks	Number	1	
Median ingoing contribution (entry price) taken during the financial year (1 July 2024 to 30 June 2025)			
One-bedroom units	\$		
Two-bedroom units	\$	600,000	850,000
Three-bedroom units	\$		
Carpark	\$	20,000	
Lowest ingoing contribution (entry price) taken during the financial year (1 July 2024 to 30 June 2025)			
One-bedroom units	\$		
Two-bedroom units	\$	500,000	800,000
Three-bedroom units	\$		
Highest ingoing contribution (entry price) taken during the financial year (1 July 2024 to 30 June 2025)			
One-bedroom units	\$		
Two-bedroom units	\$	750,000	900,000
Three-bedroom units	\$		
Retirement Living/independent living - ingoing contribution (entry prices) advertised			
Median advertised or market price as at the end of the Financial period - 30 June 2025			
One-bedroom units	\$		
Two-bedroom units	\$	600,000	871,250
Three-bedroom units	\$		
Lowest advertised or market price as at the end of the Financial period - 30 June 2025			
One-bedroom units	\$		
Two-bedroom units	\$	550,000	815,000
Three-bedroom units	\$		
Highest advertised or market price as at the end of the Financial period - 30 June 2025			
One-bedroom units	\$		
Two-bedroom units	\$	750,000	930,000
Three-bedroom units	\$		

Retirement living ingoing contribution pricing and sales

	Village 1	Village 2
Village Name	Ocean View	Hutcheon Village

Retirement Living/independent living Selling and Marketing costs

Sales model (Inhouse, outsourced ie real estate agency, mixed)	Select	Outsourced i.e. real estate agency	Inhouse	
Sales staffing costs	\$		120,000	
Marketing cost (advertising and promotional material)	\$	15,000	50,000	
Sales commission (External real estate agent)	\$	94,000		
Do you pass on any of the selling costs to the residents?	Yes/no	Yes	No	
If yes, what percent of the selling price is charged to the residents	%	50%		

Retirement Living/independent living - sales time frame

Market Ready to Deposit

Average number of days on market for one-bedroom units sold within the financial year	Number			
---	--------	--	--	--

Guidance:

The average number of days it took to sell a one-bedroom unit from the day it was listed on the market. This is the average selling time for all the one-bedroom units that were sold within the financial year (1 July 2024 to 30 June 2025) regardless of financial year that they were listed. Calculate days from Market ready to deposit.

Average number of days on market for two-bedroom units sold within the financial year	Number	92	182	
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Guidance:

The average number of days it took to sell a two-bedroom unit from the day it was listed on the market. This is the average selling time for all the two-bedroom units that were sold within the financial year (1 July 2024 to 30 June 2025) regardless of financial year that they were listed. Calculate days from Market ready to deposit.

Average number of days on market for three-bedroom units sold within the financial year	Number			
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Guidance:

The average number of days it took to sell a three-bedroom unit from the day it was listed on the market. This is the average selling time for all the three-bedroom units that were sold within the financial year (1 July 2024 to 30 June 2025) regardless of financial year that they were listed. Calculate days from Market ready to deposit.

Retirement living ingoing contribution pricing and sales

		Village 1	Village 2
	Village Name	Ocean View	Hutcheon Village

Vacant possession to settlement

Average number of days from vacant possession to settlement for one-bedroom units sold within the financial year

Number

--	--

Guidance:

The average number of days it took to settle a one-bedroom unit from the day it was vacated by the previous resident(s). This is the average time for all one-bedroom units that were settled within the financial year (1 July 2024 to 30 June 2025) regardless of financial year of vacant possession. Calculate days from vacant possession to settlement.

Average number of days from vacant possession to settlement for two-bedroom units sold within the financial year

Number

217	Not applicable (New village)
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Guidance:

The average number of days it took to settle a two-bedroom unit from the day it was vacated by the previous resident(s). This is the average time for all two-bedroom units that were settled within the financial year (1 July 2024 to 30 June 2025) regardless of financial year of vacant possession. Calculate days from vacant possession to settlement.

Average number of days from vacant possession to settlement for three-bedroom units sold within the financial year

Number

--	--

Guidance:

The average number of days it took to settle a three-bedroom unit from the day it was vacated by the previous resident(s). This is the average time for all three-bedroom units that were settled within the financial year (1 July 2024 to 30 June 2025) regardless of financial year of vacant possession. Calculate days from vacant possession to settlement.

Deposit to Settlement - All unit configuration types

Average number of days from deposit to settlement - All unit configuration types

Number

65	72
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Guidance:

This is the average of days to settle on the sale from when a deposit is received. This is the average for all room configuration types. The time from deposit to settlement is a lead indicator to wider market conditions. For a resident to settle on the contract maybe conditional on selling the family home first to afford the ingoing contribution, hence the strength of the local housing market will influence deposit to settlement times.

Retirement Living/independent living - Buybacks

How many units were purchased back by the operator during the financial year?

Number

1	
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Guidance:

Please include both mandated buybacks per state based legislation and voluntary buybacks.

Assisted Living/Serviced Apartment Sales (ALU/SA)

This tab is where you enter your sales data for your villages with assisted living/served apartment units. There are separate sales data collection tabs for villages with independent living. To simplify data collection and comparability we have narrowed the detailed line of questions to focus on the two most common room size configurations for ALU/SA to studio units and one-bedroom units.

Assisted Living/Serviced Apartments contribution pricing and sales

Assisted Living/Serviced Apartments - ingoing contribution (entry prices) received

Sales for the financial year (1 July 2024 to 30 June 2025)

Total dollar value of all ingoing contribution (entry price) sales received during the financial year

Total number of units sold during the financial year

Village 1	
Village Name	Mountain View

\$	1,040,000
\$	2
average sales sense check	\$520,000

Sales volume by room configuration

Studio units	\$	
One-bedroom units	\$	1,000,000
Other room configurations	\$	
Carparks	\$	40,000

Number of new Ingoing contributions (entry price) taken during the financial year by room configuration

Studio units	Number	
One-bedroom units	Number	2
Other room configurations	Number	
Carparks	Number	2

Median ingoing contribution (entry price) taken during the financial year (1 July 2024 to 30 June 2025)

Studio units	\$	
One-bedroom units	\$	500,000
Carpark	\$	20,000

Lowest ingoing contribution (entry price) taken during the financial year (1 July 2024 to 30 June 2025)

Studio units	\$	
One-bedroom units	\$	500,000

Highest ingoing contribution (entry price) taken during the financial year (1 July 2024 to 30 June 2025)

Studio units	\$	
One-bedroom units	\$	500,000

Assisted Living/Serviced Apartments - ingoing contribution (entry prices) advertised

Median advertised or market price as at the end of the Financial period - 30 June 2025

Studio units	\$	
One-bedroom units	\$	500,000

Lowest advertised or market price as at the end of the Financial period - 30 June 2025

Studio units	\$	
One-bedroom units	\$	500,000

Highest advertised or market price as at the end of the Financial period - 30 June 2025

Studio units	\$	
One-bedroom units	\$	500,000

Assisted Living/Service Apartments contribution pricing and sales

	Village 1	
	Village Name	Mountain View
Assisted Living /Service Apartments Selling and Marketing costs		
Sales model (Inhouse, outsourced ie real estate agency, mixed)	Select	Inhouse
Sales staffing costs	\$	40,000
Marketing cost (advertising and promotional material)	\$	30,000
Sales commission (External real estate agent)	\$	
Do you pass on any of the selling costs to the residents?	Yes/no	No
If yes, what percent of the selling price is charged to the residents	%	

Assisted Living/Service Apartments - sales time frame

Market Ready to Deposit

Average number of days on market for studio units sold within the financial year

Number

Guidance:
The average number of days it took to sell a studio unit from the day it was listed on the market. This is the average selling time for all the studio units that were sold within the financial year regardless of financial year that they were listed. Calculate days from "Market" ready to

Average number of days on market for one-bedroom units sold within the financial year

Number

Guidance:
The average number of days it took to sell a one bedroom unit from the day it was listed on the market. This is the average selling time for all the one bedroom units that were sold within the financial year regardless of financial year that they were listed. Calculate days from "Market"

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Assisted Living/Service Apartments contribution pricing and sales

		Village 1
		Village Name
		Mountain View
Vacant possession to settlement		
Average number of days from vacant possession to settlement for studio units sold within the financial year	Number	115
Guidance: The average number of days it took to settle a studio unit from the day it was vacated by the previous resident(s). This is the average time for all studio unit that were settled within the financial year (1 July 2024 to 30 June 2025) regardless of financial year of vacant possession. Calculate days from vacant possession to settlement.		
Average number of days from vacant possession to settlement for one-bedroom units sold within the financial year	Number	
Guidance: The average number of days it took to settle a one-bedroom unit from the day it was vacated by the previous resident(s). This is the average time for all studio-bedroom homes that were settled within the financial year (1 July 2024 to 30 June 2025) regardless of financial year of vacant possession. Calculate days from vacant possession to settlement.		
Deposit to Settlement - All unit configuration types		
Average number of days from deposit to settlement - All unit configuration types	Number	59
Guidance: This is the average of days to settle on the sale from when a deposit is received. This is the average for all assisted living/service apartment room configuration types. The time from deposit to settlement is a lead indicator to wider market conditions. For a resident to settle on the contract maybe conditional on selling the family home first to afford the ingoing contribution, hence the strength of the local housing market will influence deposit to settlement times.		
Assisted Living/Service Apartments - Buybacks		
How many units were purchased back by the operator during the financial year?	Number	0
Guidance: Please include both mandated buybacks per state based legislation and voluntary buybacks.		

Care Services

The Care Services tab focuses on questions regarding the care services provided within the village

	Village 1	Village 2	Village 3	Village 4
Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village
Care services				
Is the operator a registered provider of Residential aged Care?	Yes			
Is the operator an registered home care package provider (HCP) or commonwealth (CHSP) provider?	Yes			
If yes, please provide the number of residents receiving HCP and/or CHSP services with the village operator at the end of the financial period	20	24	10	2
Are your village residents receiving HCP and CHSP services from external providers?	Yes	Yes	Yes	No
If known, what is the total number of residents receiving HCP and/or CHSP in the village. <i>This includes services provided by external community service providers</i>	32	29	16	2
Is the village built to class 9C standard to have funded residential aged care services?	No	No	No	Yes
If yes, percentage of current occupied units that comply with National Construction Code (NCC) Classification Class 9c	0%	0%	0%	100%
If yes, number of residents receiving funded residential aged care in their unit (Do not include residents in co-located residential aged care home)				1
Does the village partner with any aged care/HCP providers?	No	No	No	No
Does the village have health care services on site?	Yes	Yes	No	Yes
Does the village operator provide any private care services (non-government funded care services) to residents	No	Yes	No	No
If yes, please provide the number of residents receiving private care services with the village operator		20		
If known, what is the total number of residents receiving private care services in the village. <i>This includes services provided by external community service providers</i>		22		

Contract Structure

The Contract tab asks detailed questions regarding the structure of the deferred management fee (DMF) for contracts regulated by various state and territory-based Retirement Village Act(s). This includes villages that have either independent living or assisted living/serviced apartments. The line of questioning is designed to enhance your understanding of the variations in contract structure in terms of flexibility in structure, DMF/retention loading, resident share of capital gains and renovations.

Contract Structures regulated by Retirement Village Legislation

Contracts regulated by State based Retirement Living Acts and Retirement Living regulations

Contract types offered during the financial year (1st July 2024 to 30 June 2025)

	Guidance/definitions		Village 1	Village 2	Village 3
		Village name	Ocean View	Mountain View	Hutcheon Village
How many different types of contracts are offered in your village to <u>new</u> residents?	A village may offer variations in contract types. For example some contracts may offer capital gain sharing, some contracts may offer lower or zero deferred management fees for a higher ingoing contribution price etc.	Number of contract types	2	1	1

Number of new resident contracts entered into this financial year (1st July 2024 to 30 June 2025) by contract type

Traditional Deferred Management Fee	Management fees are deferred across the resident length of stay. Management fees are deducted from the Ingoing Contribution.	Number	2	2	15
Flexible Deferred Management Fee/Entry Contribution	Operator and Resident negotiate a Deferred Management fee structure based on the Ingoing Contribution/Entry Price the resident can afford, the amount of deferred management fees they wish to pay, and the outgoing contribution refund they wish to receive. Generally the higher entry price paid means lower deferred management fees, and a lower entry price means higher deferred management fees.	Number			
Upfront Management Fee	Management fees are paid up front as either a proportion of the ingoing contribution price or on top of the ingoing contribution price.	Number	1		
Refundable Contribution	No Management fees. Resident opts to pay a higher entry contribution price for no management fees to be deducted from the outgoing contribution.	Number			
Pay As You Go	Generally smaller entry contribution or security deposit paid and Management fees are paid in cash on a monthly basis	Number			
Low Ingoing Contribution	Full deferred management fee model is where the full entry price contribution is taken up in deferred management fees across the resident length of stay. Typically the resident will pay a lower entry contribution price as a compromise for forfeiting their entire outgoing contribution in deferred management fees. This may also be known as the Donation Management fee model.	Number			
100% Deferred Management Fee	Governed by State based residential tenancy Act but some villages may have a mix of rental and DMF	Number			
Rental	Any other model - please explain model(s) below each village where applicable	Number			
Other					

Contract Structures regulated by Retirement Village Legislation

		Village name	Village 1 Ocean View	Village 2 Mountain View	Village 3 Hutcheon Village	
Number of new contracts entered into this financial year (1 July 2024 to 30 June 2025) where resident has a share of the capital gain	If your new contracts do not have residents sharing in the capital gain then enter "0" for zero contracts.	Number of new contracts	3	0	0	
Entry price/Ingoing Contribution discount for low ingoing contribution for higher deferred management fee	Approximate discount on the entry price for a low ingoing contribution where the full ingoing contribution is utilised in deferred management fees. For example, if the most common contract structure for a 2-bedroom unit is based on \$500k ingoing contribution price with 30% retention (\$150k DMF), an operator may accept a 60% discount on the ingoing contribution price if the full ingoing contribution is retained in deferred management fees. In this example the resident pays a non-refundable \$200k ingoing contribution instead of the normal \$500k ingoing contribution price. Discount % in this example is derived as follows: $(\$500k - \$200k) / \$500k = 60\%$ discount	%	55%			
Entry price /Ingoing premium for higher ingoing contribution for no deferred management fee	Approximate premium on the ingoing contribution/entry price for an ingoing contribution where the full ingoing contribution is refunded with no deferred management fees taken. For example if the most common contract structure for a 2-bedroom unit is based on \$500k ingoing contribution price with 30% retention (\$150k DMF), an operator may accept a higher ingoing contribution which is fully refundable with no exit/departure fees taken if a 120% premium is paid (\$1.1m ingoing contribution price). Premium % in this example is derived as follows $(\$1.1m - \$500k) / \$500k = 120\%$ premium	%	125%			

The questions above will assist in your understanding about the level of discounting on the entry price to forego a full refund on ingoing contribution, and the level of premium charged to receive a full refund of the entry price paid (No DMF taken). Not all villages will offer this pricing flexibility.

Lastly, we ask for detail on the three most popular contracts in the village. Some villages may only have one contract type offered to new residents. In this case there is no need to populate the contract structure details for second and third most popular contract types.

Contract Structures regulated by Retirement Village Legislation

Contract Structures regulated by Retirement Village Legislation		Village name				Village 1	Village 2	Village 3
						Ocean View	Mountain View	Hutcheon Village
1st most popular contract structure offered this financial year (1 July 2024 to 30 June 2025)								
Guidance/definitions								
Contract structure								
Which of the following Management fee models best describes your contract structure?	Select from the common contract models that best describes your most popular contract structure: Traditional DMF, Flexible Deferred Management Fee, Upfront Management Fee, Refundable Contribution, Pay As You Go, Low Ingoing Contribution 100% DMF, Rental, Other.	Select	Traditional Deferred Management Fee				Flexible Deferred Management Fee/Entry Contribution	Traditional Deferred Management Fee
Retention/deferred management fee (DMF) based on ingoing contribution or outgoing contribution?	Is the deferred management fee (DMF)/retention calculated on the ingoing contribution value or the outgoing contribution? Ingoing is the original price paid on entry. Outgoing is the new market price at the end of the tenure by the new replacement resident.	Select	Outgoing contribution				Ingoing contribution	Ingoing contribution
Deferred Management fee/Retention Policy								
Retention % retained upfront	Upfront management fee retained on entry. Report as a % of the Ingoing contribution price	%	0%				5%	5%
Retention % retained year 1	DMF/Retention fee % retained at the end of year 1	%	10%				4%	5%
Retention % retained year 2	DMF/Retention fee % retained at the end of year 2	%	6%				4%	5%
Retention % retained year 3	DMF/Retention fee % retained at the end of year 3	%	4%				4%	5%
Retention % retained year 4	DMF/Retention fee % retained at the end of year 4	%	4%				3%	5%
Retention % retained year 5	DMF/Retention fee % retained at the end of year 5	%	4%				2%	5%
Retention % retained year 6	DMF/Retention fee % retained at the end of year 6	%	2%				1%	5%
Retention % retained year 7	DMF/Retention fee % retained at the end of year 7	%					1%	
Retention % retained year 8	DMF/Retention fee % retained at the end of year 8	%					1%	
Retention % retained year 9	DMF/Retention fee % retained at the end of year 9	%						
Retention % retained year 10	DMF/Retention fee % retained at the end of year 10	%						
Retention % retained year 11 and beyond	DMF/Retention fee % to be retained beyond 10 years	%						
TOTAL RETENTION (%)	Total accumulative DMF/Retention fee retained over the contract period	%	30%				25%	35%
Capital gain and loss sharing:								
Resident share in capital gain %	If resident shares in capital gain, what % is the residents share of the capital gain? If resident does not have a share in the capital gain then enter zero percent as follows: 0%	%	50%				0%	0%
Resident share in capital loss %	If resident shares in capital loss, what % is the residents share of the capital loss? If resident does not have a share in the capital gain then enter zero percent as follows: 0%	%	50%				0%	0%
Resident share of unit reinstatement and refurbishment costs:								
Does the contract include clauses for resident share of unit reinstatement or refurbishment costs?	Does the contract have clauses where the resident is required to contribute financially towards the cost of bringing the unit back up to market condition either during their tenure or at the conclusion. Normally taken as an additional departure fee deducted from the refund of the remaining ingoing contribution. Common in contracts with Resident sharing of capital gains. Exclude clauses where resident is required to pay for damages beyond fair wear and tear.	Select	Yes				No	No
Resident share of refurbishment/ unit re-instatement costs	If resident contracts includes clauses for resident sharing of cost of unit reinstatement and refurbishment costs, what percentage of unit re-instatement/refurbishment cost is the resident responsible?	%	50%					
How many of the 1st most popular contract structures described above were entered into by residents during the financial year (1st July 2024 to 30 June 2025)	If the village only has one contract structure type then this would be the most popular contract. If a village has multiple contract structures then relate this question to the most popular contract structure entered into by new residents during the financial year	Number	2				2	15



Contract Structures regulated by Retirement Village Legislation

		Village 1	Village 2	Village 3
	Village name	Ocean View	Mountain View	Hutcheon Village
2nd most popular contract structure offered this financial year (1 July 2024 to 30 June 2025)				
Guidance/definitions				
The following line of questioning is designed to understand how your village contracts are generally structured for new residents who entered during the financial year. We ask for your second most popular contract types and how the management fees are structured. If the village only has one contract structure offered to new residents then no need to fill this section out.				
Contract structure				
Which of the following Management fee models best describes your contract structure?	Select from the common contract models that best describes your most 2nd most popular contract structure: Traditional DMF, Flexible Deferred Management Fee, Upfront Management Fee, Refundable Contribution, Pay As You Go, Low Ingoing Contribution 100% DMF, Rental, Other.	Select	Upfront Management Fee	Select
Retention/deferred management fee (DMF) based on ingoing contribution or outgoing contribution?	Is the deferred management fee (DMF)/retention calculated on the ingoing contribution value or the outgoing contribution?	Select	Ingoing contribution	Select
Deferred Management fee/Retention Policy				
Retention % retained upfront	Upfront management fee retained on entry. Report as a % of the ingoing contribution price	%	30%	
Retention % retained year 1	DMF/Retention fee % retained at the end of year 1	%		
Retention % retained year 2	DMF/Retention fee % retained at the end of year 2	%		
Retention % retained year 3	DMF/Retention fee % retained at the end of year 3	%		
Retention % retained year 4	DMF/Retention fee % retained at the end of year 4	%		
Retention % retained year 5	DMF/Retention fee % retained at the end of year 5	%		
Retention % retained year 6	DMF/Retention fee % retained at the end of year 6	%		
Retention % retained year 7	DMF/Retention fee % retained at the end of year 7	%		
Retention % retained year 8	DMF/Retention fee % retained at the end of year 8	%		
Retention % retained year 9	DMF/Retention fee % retained at the end of year 9	%		
Retention % retained year 10	DMF/Retention fee % retained at the end of year 10	%		
Retention % retained year 11 and beyond	DMF/Retention fee % to be retained beyond 10 years	%		
TOTAL RETENTION (%)	Total accumulative DMF/Retention fee retained over the contract period	%	30%	0% 0%
Capital gain and loss sharing:				
Resident share in capital gain %	If resident shares in capital gain, what % is the residents share of the capital gain? If resident does not have a share in the capital gain then enter zero %	%	50%	
Resident share in capital loss %	If resident shares in capital loss, what % is the residents share of the capital loss? If resident does not have a share in the capital gain then enter zero %	%	50%	
Resident share of unit reinstatement and refurbishment costs:				
Does the contract include clauses for resident share of unit reinstatement or refurbishment costs?	Does the contract have clauses where the resident is required to contribute financially towards the cost of bringing the unit back up to market condition either during their tenure or at the conclusion. Normally taken as an additional departure fee deducted from the refund of the remaining ingoing contribution. Common in contracts with Resident sharing of capital gains. Exclude clauses where resident is required to pay for damages beyond fair wear and tear.	Select	Yes	Select
Resident share of refurbishment/ unit re-instatement costs	If resident contracts includes clauses for resident sharing of cost of unit reinstatement and refurbishment costs, what percentage of unit re-instatement/refurbishment cost is the resident responsible?	%	50%	
How many of the 2nd most popular contract structures described above were entered into by residents during the financial year (1st July 2024 to	If the village only has one contract structure type then this question is redundant	Number	1	

In the sample data only has one village ocean view has more than one contract with two contract types being offered on the market during the FY25 period, therefore the information for the third contract is left blank. However, if your villages have three or more contract types offered on the market in FY25, then the third most popular contract structure should be populated. The survey data collection is limited to the three most popular village contract offering. Please do not include redundant historical contracts that are no longer offered to new residents during the FY25 period.

Contract Structures regulated by Retirement Village Legislation

		Village 1	Village 2	Village 3
		Ocean View	Mountain View	Hutcheon Village
3rd most popular contract structure offered this financial year (1 July 2024 to 30 June 2025)				
Guidance/definitions				
The following line of questioning is designed to understand how your village contracts are generally structured for new residents who entered during the financial year. We ask for your third most popular contract types and how the management fees are structured. If the village only has one or two contract structures offered to new residents then no need to fill this section out.				
Contract structure				
Which of the following Management fee models best describes your contract structure?	Select from the common contract models that best describes your most 2nd most popular contract structure: Traditional DMF, Flexible Deferred Management Fee, Upfront Management Fee, Refundable Contribution, Pay As You Go, Low Ingoing Contribution 100% DMF, Rental, Other.	Select	Select	Select
Retention/deferred management fee (DMF) based on ingoing contribution or outgoing contribution?	Is the deferred management fee (DMF)/retention calculated on the ingoing contribution value or the outgoing contribution?	Select	Select	Select
Deferred Management fee/Retention Policy				
Retention % retained upfront	Upfront management fee retained on entry. Report as a % of the Ingoing contribution price	%		
Retention % retained year 1	DMF/Retention fee % retained at the end of year 1	%		
Retention % retained year 2	DMF/Retention fee % retained at the end of year 2	%		
Retention % retained year 3	DMF/Retention fee % retained at the end of year 3	%		
Retention % retained year 4	DMF/Retention fee % retained at the end of year 4	%		
Retention % retained year 5	DMF/Retention fee % retained at the end of year 5	%		
Retention % retained year 6	DMF/Retention fee % retained at the end of year 6	%		
Retention % retained year 7	DMF/Retention fee % retained at the end of year 7	%		
Retention % retained year 8	DMF/Retention fee % retained at the end of year 8	%		
Retention % retained year 9	DMF/Retention fee % retained at the end of year 9	%		
Retention % retained year 10	DMF/Retention fee % retained at the end of year 10	%		
Retention % retained year 11 and beyond	DMF/Retention fee % to be retained beyond 10 years	%		
TOTAL RETENTION (%)	Total accumulative DMF/Retention fee retained over the contract period	%	0%	0%
Capital gain and loss sharing:				
Resident share in capital gain %	If resident shares in capital gain, what % is the residents share of the capital gain? If resident does not have a share in the capital gain then enter zero %	%		
Resident share in capital loss %	If resident shares in capital loss, what % is the residents share of the capital loss? If resident does not have a share in the capital gain then enter zero %	%		
Resident share of unit reinstatement and refurbishment costs:				
Does the contract include clauses for resident share of unit reinstatement or refurbishment costs?	Does the contract have clauses where the resident is required to contribute financially towards the cost of bringing the unit back up to market condition either during their tenure or at the conclusion. Normally taken as an additional departure fee deducted from the refund of the remaining ingoing contribution. Common in contracts with Resident sharing of capital gains. Exclude clauses where resident is required to pay for damages beyond fair wear and tear.	Select	Select	Select
Resident share of refurbishment/ unit re-instatement costs	If resident contracts includes clauses for resident sharing of cost of unit reinstatement and refurbishment costs, what percentage of unit re-instatement/refurbishment cost is the resident responsible?	%		
How many of the 3rd most popular contract structures described above were entered into by residents during the financial year (1st July 2024 to 30 June 2025)	If the village only has one or two contract structure types then this question is redundant	Number		

Village Fees and Income and Expenditure Extract

The Village Income and Expenditure tab collects data on monthly resident recurrent recharges and how they are increased. In this section we also collect high-level data on village operating expenditure from the audited resident income and expenditure statements.

Village name		Village 1	Village 2	Village 3	Village 4
		Ocean View	Mountain View	Greenside Gardens	Hutcheon Village
Extract Village Income & Expenses Audited Financials ended 30 June 2025					
Resident I&E - Audited June 2025	Definition	\$ dollars	\$ dollars	\$ dollars	\$ dollars
Corporate charges/ head office charges	Share of corporate and head office costs allocated to the Village operating fund	53,280	17,760	26,640	21,570
Audit fees	The total charges incurred for professional services executed for auditing and reviewing financial statements within a financial year	2,280	760	1,140	1,050
Total village staff costs (includes village Manager and other staff)	Employee wages, allowances, uniform costs, leave, fringe benefits, superannuation, workers compensation excesses and wages paid to, or in respect of, village staff.	127,200	42,400	63,600	66,540
External management costs	Costs paid to external management services to manage the Retirement Village operations	0	0	0	0
Total repairs & maintenance costs	Total repairs and maintenance costs to operate and maintain the village. This includes materials and repairs for routine and reactive maintenance of village assets, minor capital works, contracts for gardening, security, pest control, fire protection etc	126,240	42,080	63,120	65,610
Utilities	Electricity and gas costs for common areas	11,580	3,860	5,790	5,730
Water and rates	Cost of water and rates in the village	31,800	10,600	15,900	8,790
Insurance premium	Cost of insurance premiums for the village	25,620	8,540	12,810	14,280
Operator contribution towards vacant unit recharges	How much did the operator need to contribute for recurrent charges for vacant units? In VIC, this would include the operator contribution for maintenance charge for vacant units and in QLD, this would include the operator contribution for the general service charge and maintenance reserve fund contribution.	24,900	8,300	12,450	105,990
Net Result Resident Income and expenditure statement for June 2025	Result - referring to the resident expenditure covered by the resident recurrent recharges (operating). This is generally legislated for the resident budget to break even. It excludes deferred management revenue and other non-operating expenditure.	-12,900	-865	1,689	0
Village Management costs		\$ dollars	\$ dollars	\$ dollars	\$ dollars
Village Manager staff costs	Village Manager staff costs allocated to the village				
Village Manager full time equivalent (FTE) for village	FTE in respect of village management staff time allocated to the village				
Additional Questions					
How are recurrent charges increased? (Select one)		Select one from below	Select one from below	Select one from below	Select one from below
Fixed rate		☐	☐	☐	☐
by CPI only		☒	☐	☒	☐
Another measured amount (eg pension increase or some other indices)		☐	☐	☐	☐
By resident agreement		☐	☒	☐	☒
Other method		☐	☐	☐	☐
No increase - fees are fixed for life		☐	☐	☐	☐
Order by Tenancy tribunal		☐	☐	☐	☐
Was the Village Budget approved by residents? (2026 budget)		No	Yes	Not Applicable	Yes
Is property maintenance mostly outsourced or insourced?		Mixed	Insourced	Insourced	Outsourced

The monthly service fee questions have been split out by market segment and standardised to focus on service fees for the most popular room configurations in each of the market segments. New for FY25, StewartBrown are collecting the private optional service fees for assisted living/serviced apartments.

Village name		Village 1	Village 2	Village 3	Village 4
Monthly service fees /recurrent charges for the financial year (1 July 2024 to 30 June 2025)		Ocean View	Mountain View	Greenside Gardens	Hutcheon Village
Monthly service fees - Assisted Living/Serviced Apartments		average monthly service fees \$	average monthly service fees \$	average monthly service fees \$	average monthly service fees \$
General services fee - Studio assisted living/serviced apartments	Equivalent monthly service charges used to fund the operations of the retirement village. This covers the costs for village services and routine maintenance. These general service fees are commonly referred to as "recurrent charges" in NSW, SA, WA, ACT, NT. In Victoria the terminology commonly used is "maintenance charge". In QLD this would be the combination of the general service charge and the maintenance reserve fund contribution.				
General services fee - One-bedroom assisted living/serviced apartments			600		
		average monthly optional fees \$	average monthly optional fees \$	average monthly optional fees \$	average monthly optional fees \$
Monthly private/optional fees - Assisted Living/Serviced Apartments					
Optional service fees for private to services into studio apartments assisted living/serviced apartments	Average monthly fees privately charged to the residents for optional services into the unit for catering, laundry, cleaning, provision of care. This is separate from the recurrent charges for the general services to operate the village.				
Optional service fees for private to services into one bedroom assisted living/serviced apartments			2,000		
Monthly service fees - Retirement Living /Independent living		average monthly service fees \$	average monthly service fees \$	average monthly service fees \$	average monthly service fees \$
General services fee - One-bedroom units	Equivalent monthly service charges used to fund the operations of the retirement village. This covers the costs for village services and routine maintenance. These general service fees are commonly referred to as "recurrent charges" in NSW, SA, WA, ACT, NT. In Victoria the terminology commonly used is "maintenance charge". In QLD this would be the combination of the general service charge and the maintenance reserve fund contribution.				
General services fee - Two-bedroom units		740			770
General services fee - Three-bedroom units					
if applicable					
Monthly Rental fees - Rental (normal residential tenancy agreement)		average monthly rental fees \$	average monthly rental fees \$	average monthly rental fees \$	average monthly rental fees \$
One-bedroom units	Equivalent monthly rental for one, two and three bedroom unit/dwelling. These are senior housing arrangements on a tenancy agreement and are not land lease communities				
Two-bedroom units					
Three-bedroom units				790	

Development and Refurbishment

The Development and Refurbishment tab collects information on the total number of units that have been reinstated and refurbished. We also ask for the average cost to reinstate and/or refurbish a unit back to a markable condition. The questions on the average cost to reinstate or refurbish a unit have been standardised to focus on the average costs for the most common room configuration for your applicable market segment. This is to limit the amount of analysis to be carried out by operators.

Development and Refurbishment		Village name	Village 1 Ocean View	Village 2 Mountain View	Village 3 Greenside Gardens	Village 4 Hutcheon Village
Unit reinstatement	Definition					
	Unit reinstatement refers to restoring the unit back to its original condition. This typically involves a repaint, new floor and window coverings etc.					
No. of units undergoing unit reinstatement work during the financial year (FY25)	The number of units undergoing reinstatement work during the financial year.	Number	3	1	2	0
Retirement Living/Independent Living - popular room configuration assumed two-bedroom						
Average cost per two-bedroom unit reinstatement	This is the average cost for a unit reinstatement of a two-bedroom unit in your village for the financial year.	\$	22,180		25,400	
Average number of days to reinstate a two-bedroom unit from vacant possession	This is the average number of days it took to reinstate a two-bedroom unit in your village from vacant possession.	Number	30	32	36	
Assisted Living/Serviced Apartments - popular room configuration assumed one-bedroom						
Average cost per one-bedroom unit reinstatement	This is the average cost for a unit reinstatement of a one-bedroom unit in your village for the financial year.	\$		15,070		
Average number of days to reinstate a one-bedroom unit from vacant possession	This is the average number of days it took to reinstate a one-bedroom unit in your village from vacant possession.	Number		32		
Unit Refurbishment	Definition					
	Unit refurbishment refers to major renovation work required to bring the unit back to a markable position beyond 'make good'. The work required is more than a unit reinstatement, it is improving the quality of the unit to be an improvement on its original condition and could involve removal of existing furnishing and fittings and replacing with new bathrooms, kitchen etc. to modernise the unit to current market expectations.					
No. units undergoing unit refurbishment work during the financial year	The number of units undergoing refurbishment work during the financial year.	Number	3	1	1	
Retirement Living/Independent Living - popular room configuration assumed two-bedroom						
Average cost per two-bedroom refurbishment	This is the average cost for a unit refurbishment of a two-bedroom unit in your village for the financial year.	\$	95,436		75,326	
Average number of days to refurbish a two-bedroom unit from vacant possession	This is the average number of days it took to refurbish a two-bedroom unit in your village from vacant possession.	Number	94		70	
Assisted Living/Serviced Apartments - popular room configuration assumed one-bedroom						
Average cost per one-bedroom unit refurbishment	This is the average cost for a unit refurbishment of a one-bedroom unit in your village for the financial year.	\$		80,236		
Average number of days to refurbish a one-bedroom unit from vacant possession	This is the average number of days it took to refurbish a one-bedroom unit in your village from vacant possession.	Number		80		

Within the Development and Refurbishment tab we also ask questions on your general maintenance policy for your village and whether you have any new stages planned to expand the village. Data collection for Operator Capital Expenditure (CAPEX) has been included in the FY25 survey, which is split between business as usual, capital to maintain the asset redevelopment/rebuild work and facility improvements. All these capital expenditure line items exclude individual unit reinstatement and/or refurbishments.

Development and Refurbishment		Village name	Village 1 Ocean View	Village 2 Mountain View	Village 3 Greenside Gardens	Village 4 Hutcheon Village
Maintenance Policy						
Kitchens	Select from the drop down menu the time frame that best describes your maintenance policy If the drop options are inadequate please describe your maintenance policy	<i>Please select from dropdown for each</i>	Between 10 to 15 years	Between 10 to 15 years	Between 10 to 15 years	Between 10 to 15 years
Bathrooms			Between 15 to 20 years	Between 15 to 20 years	Between 15 to 20 years	Between 15 to 20 years
Internal repaint			On unit change over	On unit change over	On unit change over	On unit change over
Carpet/floor coverings			Between 5 to 10 years	Between 5 to 10 years	Between 5 to 10 years	Between 5 to 10 years
Window coverings			Between 1 and 5 years	Between 1 and 5 years	Between 1 and 5 years	Between 1 and 5 years
Other (please describe)						
New stages planned in Existing Village?						
No. Units - Independent living/Retirement living		☐	☒	☒	☐	
No. Units - Assisted living/Serviced apartments			45			
No. Units - Land lease community						
No. Units - Rental						
No. Units - Social housing						
No. places Co-located residential aged care				30		
Estimated cost - build			24,750,000	13,680,000		
Estimated cost - neighbouring land acquisition						
Estimated year of completion			2030	2028		
Operator Capital Expenditure (CAPEX) during the financial year						
CAPEX - Business as usual capital spend to maintain village assets. Excludes unit renovations and refurbishments	\$	350,000	556,500	250,000		
CAPEX - Capital spend for redevelopment (Knock down and rebuild work). Excludes unit renovations and refurbishments	\$					
CAPEX - Capital spend for village/communal facility improvements (i.e. new club house etc). Excludes unit renovations and refurbishments	\$		2,350,000			

Sustainability

The Sustainability tab focuses on ESG and sustainability reporting measures. ESG and sustainability reporting is becoming more important as consumers, investors, governments and other stakeholders place higher expectations on organisations to account for their environmental and social impacts.

ESG and Sustainability

Environmental

Does this village measure/manage environmental impacts with a NABERS rating? (Y/N)

If yes, what is the village's NABERS water rating?

If yes, what is the village's NABERS energy rating?

Does the Village provide electric vehicle charging points

Village construction or new stages of construction incorporated recycled and low emissions materials

Social and governance

Does your organisation have a Reconciliation Action Plan (RAP)?

Does your organisation have a policy for providing employment opportunities to First Nations People?

Does your organisation provide cultural diversity and awareness training to its staff?

Does your business have a Modern Slavery Statement or any policies in place to address modern slavery risks in your operations and supply chains?

	<i>Village 1</i>	<i>Village 2</i>	<i>Village 3</i>	<i>Village 4</i>
Village name	Ocean View	Mountain View	Greenside Gardens	Hutcheon Village

Yes	No	Yes	Yes
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3		3	4
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2		3.5	5
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No	No	Yes	Yes
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No	No	No	Yes
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Organisation level

Yes

Yes

Yes

Yes

5. Reporting Outputs

Offering

StewartBrown Retirement Living Performance Survey Participants will receive access to the following outputs:

Date	Activity
28 February 2026	FY25 Participant Report released
28 February 2026	FY25 Participant Village reports released
28 February 2026	FY25 Survey data available in Power BI Dashboard reporting tools
25 March 2026	FY25 Public Sector Report released

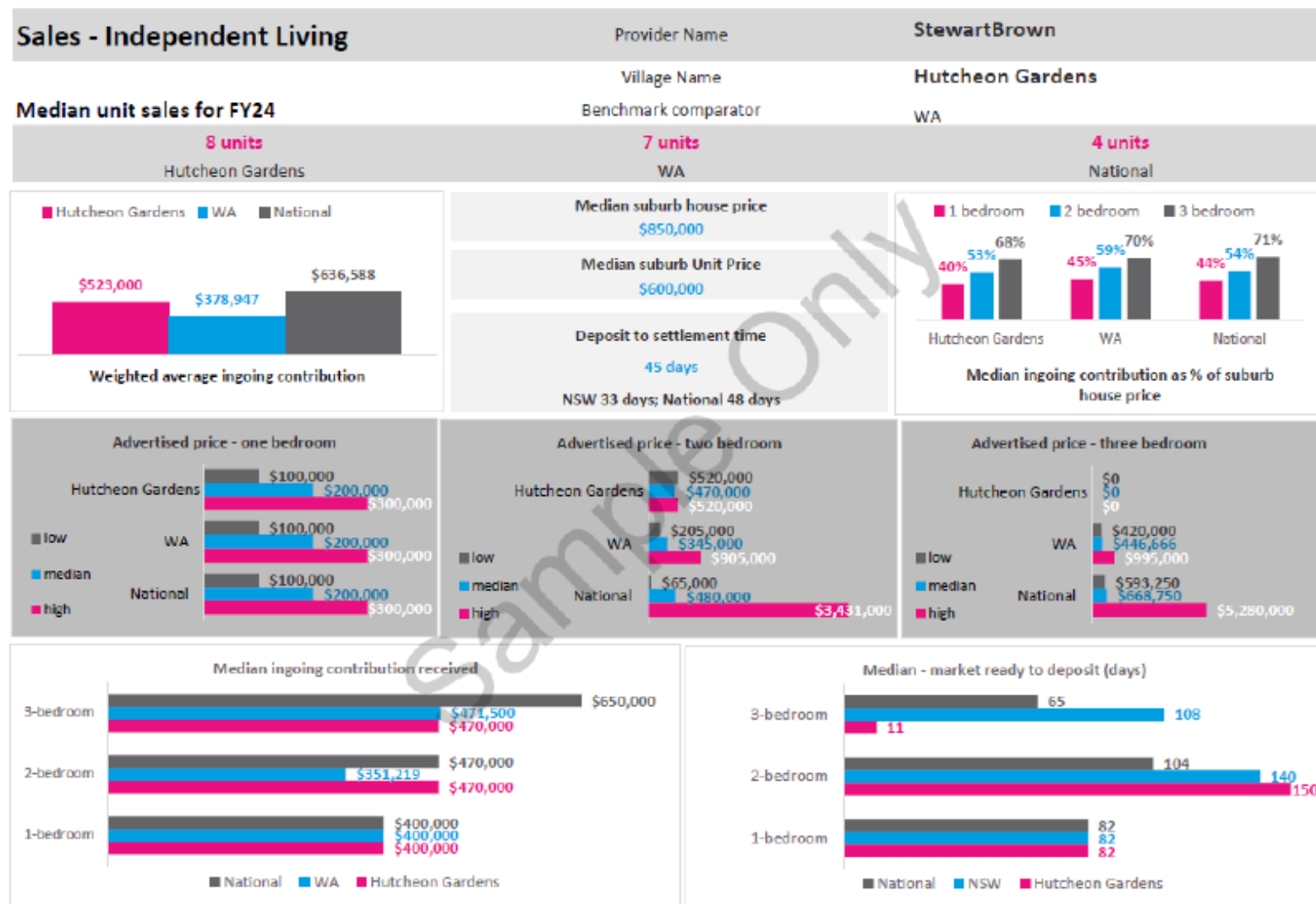
Benefits of continued Survey participation

- Access to StewartBrown interactive Retirement Living Portal with custom dashboard reporting tools
- Detailed Participant Report analysing sector trends and insights
- Village reports comparing your organisation and individual villages against comparator benchmarks
- Public Sector Report
- Independent sector data and trends

Your continued involvement not only ensures access to a resource that can assist with reviewing your current operating environment, benchmarking and monitoring your performance and informing your strategic decision-making and planning, but also contributes to further strengthening of the sector.

Village Reports

Below is a sample of the individual village reports participants will receive upon completion of each survey



Power BI Dashboard

Below is an extract of the Power BI reporting dashboards available to all participants. See introductory video [here](#)

