

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 24 088 348 663



Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
 - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
 - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
 - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at www.brooklea.com.au
- All amounts in this document are GST-inclusive, unless stated otherwise where that is permitted by law.

Notice for prospective residents

Before you decide whether to live in a retirement village, you should:

- Seek independent legal advice about the retirement village contract – there are different types of contracts and they can be complex
- Find out the financial commitments involved – in particular, you should understand and consider ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:
 - Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.
 - The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

- If you decide to move into a retirement village, the operator will provide you with a Prospective Costs Document for your selected unit, a residence contract and other legal documents.
- By law, you must have a copy of the Village Comparison Document, the Prospective Costs Document, the village by-laws, your residence contract and all attachments to your residence contract for at least 21 days before you and the operator enter into the residence contract. This is to give you time to read these documents carefully and seek professional advice about your legal and financial interests. You have the right to waive the 21-day period if you get legal advice from a Queensland lawyer about your contract.

The information in this Village Comparison Document is correct as at 1st December 2023 and applies to prospective residents.

Some of the information in this document may not apply to existing residence contracts.

Part 1 – Operator and management details

1.1 Retirement village location	Retirement Village Name Brooklea Lifestyle Village Street Address 1 Lindeman Avenue Suburb CRANBROOK State QLD Post Code 4814
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner Australian Retirement Living Australian Company Number (ACN) 088 348 663 Address PO Box 967 Suburb AYR State QLD Post Code 4807
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Australian Retirement Living Pty Ltd Australian Company Number (ACN) 088 348 663 Address PO Box 967 Suburb AYR State QLD Post Code 4807 Date entity became operator 09/02/2001
1.4 Village management and onsite availability	Name of village management entity and contact details Australian Retirement Living Pty Ltd Australian Company Number (ACN) 088 348 663 Phone 07 44127110 Email brooklea@parkside.biz An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> Full time 8am to 4:30pm Monday to Friday

1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No.
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Part 2 – Age limits

2.1 What age limits apply to residents in this village?	Over 65 years unless approved by Management
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ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

3.1 Resident ownership or tenure of the units in the village is:	<input checked="" type="checkbox"/> Lease (non-owner resident)
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are 93 units in the village, comprisingsingle story units; units in multi-story building with levels
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Accommodation unit	Freehold	Leasehold	Licence	Other [name]
Independent living units				
- Studio				
- One bedroom		12		
- Two bedroom		46		
- Three bedroom		35		
Total number of units		93		

Access and design

3.3 What disability access and design features do the units and the village contain?	<input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Step-free (hobless) shower in <input type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input type="checkbox"/> all <input type="checkbox"/> some units
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Part 4 – Parking for residents and visitors

<p>4.1 What car parking in the village is available for residents?</p>	<p><input checked="" type="checkbox"/> 73 units with own garage or carport attached or adjacent to the unit <input checked="" type="checkbox"/> 20 units with own garage or carport separate from the unit <input checked="" type="checkbox"/> General car parking for residents in the village</p> <p>Restrictions on resident's car parking include:</p> <p>1 vehicle per villa/apartment</p>
<p>4.2 Is parking in the village available for visitors? If yes, parking restrictions include</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Between 6am and 6pm after this time the gate is closed and a code will need to be provided by the resident to open</p>

Part 5 – Planning and development

<p>5.1 Is construction or development of the village complete?</p>	<p>Year village construction started 2001</p> <p><input checked="" type="checkbox"/> Fully developed / completed</p>
<p>5.2 Construction, development applications and development approvals Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.</p>	<p>Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the <i>Planning Act 2016</i></p> <p>None planned</p>
<p>5.3 Redevelopment plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<p><input checked="" type="checkbox"/> Activities or games room <input checked="" type="checkbox"/> Arts and crafts room <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" type="checkbox"/> Billiards room</p>	<p><input checked="" type="checkbox"/> Swimming pool [indoor / outdoor] [heated / not heated] <input checked="" type="checkbox"/> Separate lounge in community centre <input checked="" type="checkbox"/> Spa [indoor / outdoor] [heated / not heated] <input checked="" type="checkbox"/> Workshop</p>
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	<input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Library	
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6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	Gardens, Emergency Call Access facilities, On-site Manager, Recreational/Social facilities, Solar heated saltwater spa and pool, Woodworking shop and BBQ
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7.2 Are optional personal services provided or made available to residents on a user-pays basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Hairdresser – Glenda Meals – YouFoodz These services are arranged and paid for directly by the Resident
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7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?	<input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services
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Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*. **Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.**

Part 8 – Security and emergency systems

8.1 Does the village have a security system?

Yes No

Security Camera's

8.2 Does the village have an emergency help system?

If yes or optional:

- the emergency help system details are:

Yes - all residents

Tunstall Australasia Healthcare monitors the village's emergency call system, 24 hours per day, seven (7) days per week

Each accommodation unit, community hall and swimming pool is fitted with an emergency call alarm

24 hours/7days per week

8.3 Does the village have equipment that provides for the safety or medical emergency of residents?

If yes, list or provide details e.g. first aid kit, defibrillator

Yes No

A first aid kit and defibrillator is located in the Community Hall. Each accommodation unit is fitted with smoke detectors/alarms. The Community Hall is also fitted with smoke detectors/arms along with fire extinguishers and a fire blanket.

COSTS AND FINANCIAL MANAGEMENT

Part 9 – Ingoing contribution - entry costs to live in the village

An ingoing contribution is the amount a prospective resident must pay under a residence contract to secure a right to reside in the retirement village. The ingoing contribution is also referred to as the sale price or purchase price. It does not include ongoing charges such as rent or other recurring fees.

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village

Accommodation Unit	Range of ingoing contribution
Independent living units	
- One bedroom	\$ 220,000 to \$ 280,000
- Two bedrooms	\$ 280,000 to \$ 345,000
- Three bedrooms	\$ 345,000 to \$ 415,000
Full range of ingoing contributions for all unit types	\$ 220,000 to \$ 415,000

<p>9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>9.3 What other entry costs do residents need to pay?</p>	<p><input checked="" type="checkbox"/> Costs related to your residence contract</p> <p><input checked="" type="checkbox"/> Other costs Survey Plan, Legal Costs document preparation & lodgement, Registration of Lese and Administration Costs</p>

Part 10 – Ongoing Costs - costs while living in the retirement village

General Services Charge: Residents pay this charge for the general services supplied or made available to residents in the village, which may include management and administration, gardening and general maintenance and other services or facilities for recreation and entertainment described at 7.1.

Maintenance Reserve Fund contribution: Residents pay this charge for maintaining and repairing (but not replacing) the village’s capital items e.g. communal facilities, swimming pool. This fund may or may not cover maintaining or repairing items in your unit, depending on the terms of your residence contract.

The budgets for the General Services Charges Fund and the Maintenance Reserve Fund are set each financial year and these amounts can increase each year. The amount to be held in the Maintenance Reserve Fund is determined by the operator using a quantity surveyor’s report.

Note: The following ongoing costs are all stated as weekly amounts to help you compare the costs of different villages. However, the billing period for these amounts may not be weekly.

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Independent Living Units		
All villas pay a flat rate	\$ 122.20	\$ 10.51

Last three years of General Services Charge and Maintenance Reserve Fund contribution

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2023	\$118.99	+4.87%	\$10.18	+5.6%
2022	\$113.46	(1.24%)	\$ 9.64	(26.30%)
2021	\$114.89	+2.1%	\$13.08	+4.52%

<p>10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)</p>	<p><input checked="" type="checkbox"/> Contents insurance</p> <p><input checked="" type="checkbox"/> Electricity</p> <p><input checked="" type="checkbox"/> Gas</p>	<p><input checked="" type="checkbox"/> Telephone</p> <p><input checked="" type="checkbox"/> Internet</p> <p><input checked="" type="checkbox"/> Pay TV</p> <p><input checked="" type="checkbox"/> Other Replacement Keys & Remotes, Swipe Cards Light Bulbs, Pest Control.</p>
<p>10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?</p>	<p><input checked="" type="checkbox"/> Unit fittings</p> <p>Additional information</p> <p>Any non-standard fitout items requiring maintenance, will be an ongoing maintenance cost to the resident.</p>	
<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Onsite Manager arranges maintenance services but all costs involved are invoiced directly to resident by maintenance provider/supplier.</p>	
<p>Part 11 – Exit fees – when you leave the village</p>		
<p><i>A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).</i></p>		
<p>11.1 Do residents pay an exit fee when they permanently leave their unit? If yes: list all exit fee options that may apply to new contracts</p>	<p>Yes – all residents pay an exit fee calculated using the same formula</p> <p>% based on Ingoing Contribution amount, calculated on a daily basis to the date of exit.</p>	

Time period from date of occupation of unit to the date the resident ceases to reside in the	Exit fee calculation based on
1 year	10% of your ingoing contribution
2 years	15% of your ingoing contribution
5 years	22.5% of your ingoing contribution
10 years	35% of your ingoing contribution
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 35% of the ingoing contribution after 9 years of residence, calculated on a daily rate. The minimum exit fee is 10% of your ingoing contribution x 1/365</p>	

11.2 What other exit costs do residents need to pay or contribute to?	<input checked="" type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Other costs Reinstatement & Real Estate Agent if engaged to sell
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Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p><i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i></p> <ul style="list-style-type: none"> • <i>fair wear and tear; and</i> • <i>renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i> <p><i>Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.</i></p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
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<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> No</p> <p><i>Renovation means replacements or repairs other than reinstatement work.</i></p> <p>By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.</p>
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Part 13– Capital gain or losses

<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital gain or capital loss on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> Yes, the resident's share of the capital gain is 50 % the resident's share of the capital loss is 50 %</p>
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Part 14 – Exit entitlement or buyback of freehold units

An exit entitlement is the amount the operator may be required to pay the former resident under a residence contract after the right to reside is terminated and the former resident has left the unit.

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>Exit Entitlement=Ingoing contribution-Exit Fee +/- (50% x capital gain or capital loss) – Reinstatement Costs – outstanding General Services/Maintenance Reserve fund contributions – any other amounts payable such as legals etc</p>
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<p>14.2 When is the exit entitlement payable?</p> <p><i>[Note: Delete if no exit entitlement as freehold units only]</i></p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract <ul style="list-style-type: none"> ➤ which is 18 months after the termination of the residence contract • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
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14.3 What is the turnover of units for sale in the village?	<p>0 accommodation units were vacant as at the end of the last financial year</p> <p>11 accommodation units were resold during the last financial year</p> <p>5 months was the average length of time to sell a unit over the last three financial years</p>
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Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/ Surplus	Balance	Change from previous year
	2023	\$12,719 Surplus	\$104,277	2.3%
	2022	\$25,399 Surplus	\$80,146	4.8%
	2021	\$54	\$68,345	0%
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$243,609
Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available			\$2,489,211	
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund			n/a%	
The operator pays a percentage of a resident’s ingoing contribution, as determined by a quantity surveyor’s report, to the Capital Replacement Fund. This fund is used for replacing the village’s capital items.				

Part 16 – Insurance

The village operator must take out general insurance, to full replacement value, for the retirement village, including for:

- communal facilities; and
- the accommodation units, other than accommodation units owned by residents.

Residents contribute towards the cost of this insurance as part of the General Services Charge.

16.1 Is the resident responsible for arranging any insurance cover? :	<input checked="" type="checkbox"/> Yes the resident is responsible for these insurance policies: Contents owned by the resident
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Part 17 – Living in the village

Trial or settling in period in the village

17.1 Does the village offer prospective residents a trial period or a settling in period in the village?

Yes No

Pets

17.2 Are residents allowed to keep pets?
If yes: specify any restrictions or conditions on pet ownership

Yes No

Small dog, cat or bird. Must be restrained when outside residence.
Respectful of other residents, clean up after and not continuous barking

Visitors

17.3 Are there restrictions on visitors staying with residents or visiting?
If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)

Yes No

Maximum of 6 weeks, over this time approval must be sought from Management.

Village by-laws and village rules

17.4 Does the village have village by-laws?

Yes No

By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.

Note: See notice at end of document regarding inspection of village by-laws

17.5 Does the operator have other rules for the village.

Yes No

If yes: Rules may be made available on request

Resident input

17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?

Yes *A residents social committee.*

By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.

You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.

Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?

No, village is not accredited

Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry?

Yes No

If yes,

- what is the fee to join the waiting list?

No fee

Access to documents

The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).

[Note: Mark which applies with an X]

- Certificate of registration for the retirement village scheme
- Certificate of title or current title search for the retirement village land
- Village site plan
- Plans showing the location, floor plan or dimensions of accommodation units in the village
- Plans of any units or facilities under construction
- The annual financial statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of the capital replacement fund, or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
- Examples of contracts that residents may have to enter into
- Village dispute resolution process
- Village insurance policies and certificates of currency
- A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of Communities, Housing and Digital Economy website.

Further Information

If you would like more information, contact the Department of Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at www.chde.qld.gov.au

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages

For more information on retirement villages and other seniors living options:

www.qld.gov.au/seniorsliving

Regulatory Services, Department of Communities, Housing and Digital Economy

Regulatory Services administers the *Retirement Villages Act 1999*. This includes investigating complaints and alleged breaches of the Act.

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au

Website: www.chde.qld.gov.au/regulatoryservices

Queensland Retirement Village and Park Advice Service (QRVPAS)

Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Department of Human Services (Australian Government)

Information on planning for retirement and how moving into a retirement village can affect your pension

Phone: 132 300

Website: www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement

Seniors Legal and Support Service

These centres provide free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: info@qls.com.au

Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

This independent decision-making body helps resolve disputes and reviews administrative decisions.

GPO Box 1639, Brisbane, QLD 4001

Phone: 1300 753 228

Email: enquiries@qcat.qld.gov.au

Website: www.qcat.qld.gov.au

Department of Justice and Attorney-General

Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.

Phone: 07 3006 2518

Toll free: 1800 017 288

Website: www.justice.qld.gov.au

Livable Housing Australia (LHA)

The Livable Housing Guidelines and standards have been developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, as well as more cost effective to adapt when life's circumstances change.

Website: www.livablehousingaustralia.org.au/