Retirement Village Information Statement

Retirement Villages Act 1986, section 19
Retirement Village Regulations 2026, regulations 11-12

This form is approved by the Director, Consumer Affairs Victoria under section 19 of the *Retirement Villages Act 1986.* All retirement village information statements must be in this form.

What is a Retirement Village Information Statement?

Every retirement village in Victoria must provide it in the same standardised format. Prospective residents can use information statements to compare retirement villages on a like-for-like basis.

It is designed to provide prospective residents information to make an informed decision about whether to move into this village. It covers the costs of entering, living in and leaving; the services and facilities available; and important details about how the village operates.

Information statements must be updated at least every 12 months and as soon as possible after any change to the information provided.

How to access information statements for different villages?

Every retirement village must publish their information statement on their village's website.

The operator of a retirement village must also provide the information statement:

- at the request of a prospective resident within seven days,
- with any targeted promotional material, and
- at least 21 days before a resident enters into a residence or management contract in respect of the village.

Navigating the information statement

Part A: Village-level information	Provides information about the village and operator including about any owners corporation, types of contracts and tenure, village facilities and services, the number and types of residential premises, future developments, security and emergency assistance systems, insurance arrangements, financial management, residents committee and village rules.
Part B: Village fees and charges	Provides information on fees and charges to be paid on entry, while living in the village, and when you leave.

Attachments to the information statement provide:

- A list of village services and facilities with associated fees (Attachment 1)
- Details of village insurance information (Attachment 2)
- A glossary of fees to help prospective residents understand the terms used throughout the statement (Attachment 3).

Finding more information

Other documents and information are available to help inform prospective residents. Operators must provide the following documents to prospective residents at least 21 days before entering into a management contract:

- a draft residence contract and management contract for the village
- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

Prospective residents may also wish to ask for information on the specific fees and charges for a residence they are considering in an easy to understand form. A suggested form for this purpose can be found on the Consumer Affairs Victoria website www.consumer.vic.gov.au.

Understanding the financial commitment

Entering a retirement village is a significant financial decision.

The financial structure of retirement village living is different from conventional home ownership or renting, and the net financial outcome can vary significantly depending on the length of stay and the terms of contracts. It is important that residents understand how the costs interact and what they will ultimately receive when they permanently depart the village.

Before signing any contract, you are strongly encouraged to read all documents carefully, ask questions of the operator, and seek advice from an independent financial adviser to ensure you have a full understanding of your financial obligations and entitlements.

Where can prospective residents get help or more information?

If prospective residents need help understanding this statement or want more details about retirement village living in Victoria, they can contact Consumer Affairs Victoria for information and assistance by visiting www.consumer.vic.gov.au or calling 1300 55 81 81.

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- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at www.consumer.vic.gov.au/renting or call the Consumer Affairs Victoria Helpline on **1300 55 81 81**.

Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

Arabic

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 1300 55 81 81.

Turkish İngilize anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numerali telefondan Victoria Tüketici İşleri'ni aramalarını ve size bir Danişma Memuru ile görüştürmelerini isteyiniz.

Vietnamese Nếu quí vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

Somali Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha
Fiktooriya tel: 1300 55 81 81.

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（衹花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

Serbian Ако вам је тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

Amharic በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።.

Dari

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی(TIS) به شماره 131 450 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 1300 55 81 81 ارتباط دهد.

Croatian Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

Greek Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

Italian Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.

Part A: Village-level information

The following information applies to the village as a whole and is relevant to all prospective and current residents.

1. Village information

Village name	Encore Living Trafalgar
Village street address	2 Flagship Drive, Trafalgar VIC 3824
Village postal address	2 Flagship Drive, Trafalgar VIC 3824

Is the village accredited by a recognised industry association? ☐ Yes ☒ No

If yes, name of accreditation	
Website for information about the accreditation	

2. Proprietor and operator details

Proprietor name	Encore Living Trafalgar Pty Ltd ATF Encore Living Trafalgar Trust
ABN / ACN	ABN 34 968 589 554 ACN 168 186 007
Address for service	2 Flagship Drive, Trafalgar VIC 3824
Operator name	Encore Property Management Pty Ltd ATF Encore Property Management Trust
ABN / ACN	ABN 18 216 450 250 ACN 143 668 624
Address for service	2 Flagship Drive, Trafalgar VIC 3824

Telephone	1800 362 673	Email	trafalgar@encoreliving.com.au
Date current operator commenced in that role	2016		

3. Operator representative

Name of representative	Rebecca Hilder
Position of representative	Village Manager
Location within village	Manager's Office in Community Centre
Times available	Office Hours: 10am to 4pm Monday to Friday

Telephone 1800 362 673 Email rebeccah@encoreliving.com.au

4. Number and types of residential premises

The village has the following number and types of accommodation units:

Accommodation type	Owner resident	Leasehold	Licence	Other
Independent living units	NA	NA	NA	NA
Serviced apartments	NA	NA	NA	NA
Villas or townhouses	33	6	52	1

5. Residents committee

Has a residents committee been established at the village under the *Retirement Villages Act 1986*? ☐ Yes ☒ No

Under the *Retirement Villages Act 1986*, residents of a village may elect to establish a residents committee to represent their interests and participate in village decision-making.

6. Onsite or attached residential or aged care home

Is there a residential or aged care home onsite or attached with the village? ☐ Yes ☒ No

If there is a residential or aged care home onsite or attached, entry is dependent on a resident being assessed as eligible for entry in accordance with the *Aged Care Act 2024* (Cth).

This assessment is conducted independently and eligibility for aged care services is determined according to the criteria set out in the *Aged Care Act 2024* (Cth). The registered provider of the residential or aged care home cannot set places aside for residents of the village.

7. Village facilities and services

The list of services and facilities provided at the village and how they are funded is set out in Attachment 1 to this information statement.

The attachment includes details of:

- services and facilities funded by maintenance charges
- optional services, which are not funded by maintenance charges or rent and can be provided for an additional fee. The attachment must include costs of and restrictions on availability of optional services, and
- any other services or facilities available to residents and how they are funded.

8. Lifestyle and village rules

This section sets out key aspects of daily life in the village, including pets, gardening, and social activities, as influenced by the by-laws of the village. The full by-laws of the village are attached to a resident's contract.

Are there any restrictions on residents keeping pets? ☒ Yes ☐ No

If yes, provide details on restrictions below:

Residents are to complete a Pet Agreement. All pet ownership must comply with local council regulations, including registration. Pets must be de-sexed. Pets must be on a leash. It is the Resident's responsibility to ensure that pets are kept under control & not roaming freely outside.

Note: under Victorian law operators cannot unreasonably refuse consent for residents to keep pets.

Are residents permitted to undertake gardening in areas adjacent to their premises? ☐ Yes ☒ No

Does the village organise regular social activities and events for residents? ☒ Yes ☐ No

Additional details:

The Village has a communal vegetable garden available to the residents. The Village arranges regular social events & activities (but not limited to) billiards, dancing, table tennis, yoga, board & card games, craft groups, happy hour, social lunch or dinner, monthly Morning melodies & bus trips.

9. Planning permission for future developments

Are there any current planning permissions or approvals for future development, expansion or redevelopment of the village? ☒ Yes ☐ No

If yes:

Description of development	Stage 6 – commenced 2026
Construction timeframes (anticipated start and finish dates)	Stage 5 – completion in 2027 Stage 6 – completion 2028

10. Security and emergency assistance systems

The village is equipped with the following security system

Gated community with electronic gates which are closed at night. Access to Community Centre via fob entry after hours

The village is equipped with the following emergency assistance system

A Lumin Emergency Call System is installed in each villa & throughout the Community Centre which dials through to MePACS, operating 24 hours 7 days. Emergency calls to MePACS are answered by a registered Nurse who responds & escalates the calls to the appropriate emergency services or to village management.

11. Operator and proprietor exemptions

Is the operator or proprietor exempt from any of the provisions of the *Retirement Villages Act 1986* in relation to this village? ☐ Yes ☒ No

If yes:

Provision the exemption applies to	Description of the obligation the exemption applies to

12. Contracts and tenure

To become a resident of this village, a resident will be required to enter into one or more of the following contracts:

☐ **Residence contract**
This contract grants a resident the right to occupy a unit within the village.

☐ **Management contract**
This contract relates to the provision of services by the operator to a resident.

☒ **Combined residence and management contract**
This is a contract comprising both a residence and a management contract.

☐ **Optional services agreement**
A contract for additional services a resident may choose to receive (such as meals, cleaning, or personal care to the extent not funded by maintenance charges). This may be incorporated into a residence or management contract (or combined residence and management contract).

☐ **Other**
(for example, a contract for sale of land).

If other, please describe	

The village offers the following rights to occupy:

☐ **Owner Resident** An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	☒ **Non-Owner Resident** The resident does not own the premises but is granted a right to occupy the premises on the following basis:
☐ **Estate in fee simple**: A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor. ☐ **Company title:** A resident purchases shares in a company that owns the village. That shareholding gives the resident the right to occupy a specific unit in the village. ☐ **Unit trust**: A resident purchases units in a unit trust that owns the village. That unitholding gives the resident the right to occupy a specific unit in the village.	☒ **Licence:** ☐ term…… or ☐periodic tenancy A resident has a licence to occupy a unit. The resident does not own the unit or land, but has a contractual right to reside there. ☐ **Lease –** ☐ term……..or ☐ periodic tenancy A resident has a leasehold interest, but does not own the unit or the land. ☐ **Other**……

13. Financial management

Details of the surplus/deficit in the annual accounts for the last 3 financial years:

Financial year ending	Surplus / deficit (and amount)	Comments
2026	Deficit ($82,874.43)	The shortfall will be met by the developer until such time the village nears maturity, at which time it is expected to be in surplus.
2025	Deficit ($41,457.46)	
2024	Deficit ($21,920)	

14. Capital maintenance fund

Does the village have a capital maintenance plan? ☐ Yes ☒ No

Does the village have a capital maintenance fund? ☐ Yes ☒ No

If yes, balance at end of last financial year	$

15. Owners corporation

Is any of the common property in the village vested in an owners corporation? ☒ Yes ☐ No

If yes, complete the following:

Name of owners corporation	Owners Corporation PS742833L
Address for service of owners corporation	2 Flagship Drive, Trafalgar VIC 3824
Description of common property	All the land, buildings, and shared infrastructure that every lot owner collectively owns and is responsible for, as defined on the Plan of Subdivision PS742833L.

Does the owners corporation have a maintenance plan? ☐ Yes ☒ No

Does the owners corporation have a maintenance fund? ☒ Yes ☐ No

If yes, balance at end of last financial year	$ 53,643.70

16. Insurance arrangements

The operator has provided details of the following insurance policies in respect of the village at Attachment 2 and attached certificates of currency:

☒ Public Liability Insurance

☒ Building Insurance

☒ Other insurances (please specify): Management liability Insurance.

The operator recommends that residents take out their own insurance policies in relation to the following:

☒ The contents of their unit

☒ Public liability claims brought as a result of any incident occurring in a resident's unit

☒ Any motorised mobility aid (mobility scooter or power wheelchair) that the resident uses

☒ Other (please specify)

	Motor Vehicle; Caravan Insurance

Does the operator have any funds set aside to insure against potential damage to the village? (self-insurance) ☐ Yes ☐ No

If yes:

Amount of funds set aside	$
Nature of risk for which funds have been set aside	

17. Additional documents

The following documents are attached to this information statement:

☒ Certificates of currency for the insurances held by the operator in respect of the village (mandatory)

Part B: Village fees and charges

The fees outlined in this section apply to new residents. The purpose of this information is to inform prospective residents of the arrangements they would enter if they moved into the village.

A retirement village cannot charge new residents any fee that was not disclosed in the information statement.

Fee or charge	Owner-resident	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Entry costs: paid before or on entering the village					
Waiting list fee	☐ Yes ☒ No	☐ Yes ☒ No	*N/A*		
Is the waiting list fee refunded on entry?	☐ Yes ☐ No	☐ Yes ☐ No	*N/A*		
Holding deposit	☒ Yes ☐ No	☒ Yes ☐ No	$1,000.00	On reserving a unit	Expression of Interest (EOI) payment.
Entry payment	☒ Yes ☐ No	☒ Yes ☐ No	New villas range from: **Viscount:** $635,000 - $670,000 **Commander:** $670,000 - $705,000 **Admiral:** $675,000 - $725,000 plus, any amounts set out in the Variation Schedule	On entry	Varies based on the Loan Licence contract options offered: • Payment on Exit (Standard) • Prepaid (Upfront Fee) • Peace of Mind *** Please note: Only the Loan Licence contract option is available. Prior transition to a Retirement Village under the Retirement Villages Act in 2023, an Owner Occupier (Freehold) option was available. This Option is no longer offered. **

Other entry fees or charges – specify:					
The Upfront Fee for Prepaid Plan		☒ Yes ☐ No	Upfront fee is based on Resident's age	On entry	Residents under this option do not pay a deferred management fee
Variations		☒ Yes ☐ No	Varies depending on optional upgrades & variations are chosen		Optional Upgrades and variations are subject to approval and will incur additional charges
Ongoing costs: paid while residing in the village					
Rent	☐ Yes ☒ No	☐ Yes ☒ No	N/A	☐ Weekly ☐ Monthly ☐ Annually	
Maintenance charges	☒ Yes ☐ No	☒ Yes ☐ No	$789.81	☐ Weekly ☒ Monthly ☐ Annually	Current to 30 June 2027 and will be updated annually as per Annual CPI increase. May change between the date of this info statement & commencement of the Resident's Contract.
Owners corporation fees	☒ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	*Owner corporation fees are only charged to owner occupiers (freehold). This option is no longer available.*
Optional services charges	☐ Yes ☒ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Capital maintenance fund contribution	☐ Yes ☒ No	☐ Yes ☒ No			
Utility charges	☐ Yes ☐ No	☒ Yes ☐ No	Consumption & supply charges	When charged by the relevant	• All villas individually metered.

				supplier or the operator (as applicable)	• Utility charges (internet, electricity & water) vary according to supply & consumption basis and are payable in accordance with supply terms. • Embedded network for electricity & set Provider is through Network Energy. • Internet provider & charge is through Village Operator.
Council rates	☒ Yes ☐ No	☒ Yes ☐ No		Included in monthly service fee	Council rates are included in monthly service fee for Loan Licence. *** Owner Occupier (Freehold) option no longer available. *****
Land taxes	☐ Yes ☒ No	☐ Yes ☒ No			
Other ongoing fees or charges – specify:					
Contents insurance	☒ Yes ☐ No	☒ Yes ☐ No	Price varies based on individual requirements		Residents are responsible for their own contents insurance
Costs and entitlements on exit: when permanently leaving the village					
Deferred management fee (% of entry payment per year)	☐ Yes ☒ No	☒ Yes ☐ No	20 % of entry payment per year	On exit	<u>Payment on Exit Contract (DMF)</u>: • 20% on the 12-month anniversary from the date the resident has the right to occupy a villa. Paid when permanently vacates. • Calculated on your entry payment <u>Peace of Mind Contract (DMF):</u>

					• 5% per annum capped at 20% (4 years), commences from the date the resident has the right to occupy a villa • Calculated on your entry payment <u>Prepaid Contract:</u> • Not Applicable
Resident receives a share of capital gain on exit	☒ Yes ☐ No	☒ Yes ☐ No	% of capital gain – refer to Further Information section →	On exit	<u>Payment on Exit Contract (DMF):</u> • 50% of capital gain <u>Prepaid Contract:</u> • 100% of capital gain <u>Peace of Mind Contract (DMF):</u> • N/A
Resident is liable for a share of capital loss on exit	☒ Yes ☐ No	☒ Yes ☐ No	% of capital loss – refer to Further Information section →	On exit	<u>Payment on Exit Contract (DMF):</u> • 50% of capital gain <u>Prepaid Contract:</u> • 100% of capital loss <u>Peace of Mind Contract (DMF):</u> • N/A
Other ongoing fees or charges – specify:					
Administration fee on villa sale	☐ Yes ☒ No	☒ Yes ☐ No	Admin fee of 2.5% paid on sale price		

Villa reinstatement or renovation	☐ Yes ☐ No	☒ Yes ☐ No	50% of agreed costs		Excludes Peace of Mind Contract
Long term maintenance fee	☒ Yes ☐ No	☒ Yes ☐ No	3%		Excludes Peace of Mind Contract
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:					
Internet charge	☐ Yes ☒ No	☒ Yes ☐ No	$59.00	☒ Monthly	

21. Attestation

Operator attestation	The operator attests that, to the best of the operator's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Operator	
Print name	Thomas Leslie Camp
Date	17/11/2026

Proprietor attestation	The proprietor attests that, to the best of the proprietor's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Proprietor	
Print name	Thomas Leslie Camp
Date	17/11/2026

Attachment 1: Services and facilities

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
Provision and maintenance to the Village and each Villa including (where relevant) water, gas, light, power, air conditioning, ventilation, security, supervision, sewerage, waste removal and any usage charges with respect to same excluding any separate meter to each Villa	Mandatory	Included in Maintenance Charges (Services Fee)	The full list of General Services are specified in the Residence & Management Contract and can be provided on request.
Engage Staff & Contractors necessary for operation of the village, which may include a Village Manager, Office/Admin Support cleaning & maintenance personnel	Mandatory	Included in Maintenance Charges (Services Fee)	
Operating, repairing, and maintaining the Village generally	Mandatory	Included in Maintenance Charges (Services Fee)	
Provision and maintenance of fire protection systems where applicable	Mandatory	Included in Maintenance Charges (Services Fee)	
Any necessary statutory or otherwise inspections and reports	Mandatory	Included in Maintenance Charges (Services Fee)	
Cleaning, lighting, heating, and cooling the Community Centre & common areas	Mandatory	Included in Maintenance Charges (Services Fee)	
Garbage removal and waste disposal excluding council collections	Mandatory	Included in Maintenance Charges (Services Fee)	
Caretaking and maintaining the security of the Village including the emergency call system	Mandatory	Included in Maintenance Charges (Services Fee)	
Provision of staff and subcontractors within the Village	Mandatory	Included in Maintenance Charges (Services Fee)	
Maintaining communal services and facilities and recreation facilities within the Village	Mandatory	Included in Maintenance Charges (Services Fee)	
Lawn mowing and garden maintenance of common	Mandatory	Included in Maintenance Charges (Services Fee)	

areas and front yards of villas			
Manage the common property & Facilities: Community Centre, Indoor heated pool, Gym, BBQ area,	Mandatory	Included in Maintenance Charges (Services Fee)	
Procure for the resident the right to the non-exclusive use of the community centre and common areas	Mandatory	Included in Maintenance Charges (Services Fee)	
Optional Services	Optional	Optional Services are available to Residents on a user-pay basis (if selected)	A list of Optional Services can be provided upon request.
Additional Services	Optional	Additional Services are available to Residents on a user-pay basis (if selected)	A list of Additional Services can be provided upon request.
Total mandatory service and facility charges		Included in Maintenance Charges (Services Fee)	
Total optional and mandatory services and facilities charges		varies depending upon optional services	

Attachment 2: Details of insurance policies

Public liability insurance

The nature of the risk insured against	☒ Injury to residents in common areas of the retirement village ☒ Injury to visitors or other third parties in common areas of the village ☒ Injury arising from the operation or management of the village (for example, maintenance works, services or activities organised by the operator) ☐ Damage to third party personal property in common areas of the village ☐ Injury or property damage occurring within a resident's private unit ☐ Other risks covered (please specify):
Name of insurer	Pen Underwriting
Amount insured	$20,000,000 Public and Products Liability
Period of cover	01/07/2026 - 01/07/2027
Premium	$8,932.00
Excess	$1,000 or as otherwise noted in the policy wording
Exclusions	**Sexual Abuse Exclusion** The Insurer shall not be liable under Section One of this Policy to make any payment for or in connection with any Loss arising from any Personal Injury claim against the Insured directly or indirectly based upon, attributable to, or in consequence of Sexual Abuse – Sexual Abuse means any assault or abuse of a sexual nature, sexual molestation, indecent exposure, sexual harassment or intimidation, whether such act is the subject of criminal investigation or not. **Total Abuse Exclusion** The Insurer shall not be liable for claims in respect of liability for Personal injury directly or indirectly based on, attributable to, or in consequence of any physical, psychological and/or sexual abuse of any person.

Other information:	

Building insurance

The nature of the risk insured against

☒ Sudden damage to village property and shared buildings caused by insured events

☒ Sudden damage to residents' private units caused by insured event

☐ Insured events include:

- ☒ Fire
- ☒ Burst pipes or sudden water leaks
- ☒ Storm, wind or hail
- ☒ Vandalism
- ☐ Rainwater damage
- ☒ Flood

☐ Other risks covered (please specify):

Name of insurer	Vero Insurance
Amount insured	**Section 1** 2 Flagship Drive, Trafalgar VIC 3824 Buildings - 58 units ($310,000 each) $17,980,000 Building - Community Centre $ 3,000,000 Building - Community Shed $ 80,000 Contents $ 340,000 **Trafalgar Total $21,400,000**
Period of cover	30/07/2026- 30/07/2027
Premium	$61,850.58+ Endorsements made during the previous period
Excess	Please refer to schedule- as the excesses differ for every type of claim.
Exclusions	Please see PDS – as there is more detail than can be provided here.
Other information	

Other insurance (specify, and attach additional pages if needed)

The nature of the risk insured against	Management Liability
Name of insurer	AIG Australia Limited
Amount insured	$1,000,000
Period of cover	01/07/2026- 01/07/2027
Premium	$2,017.26
Excess	Please refer to schedule- as the excesses differ for every type of claim.
Exclusions	Please see PDS – as there is more detail than can be provided here.
Other information	

Attachment 3: Glossary of fees

Capital maintenance fund contribution: A portion of resident payments is set aside by the operator into a dedicated fund for future major repairs and maintenance of village infrastructure. The operator determines the required portion.

Contract check fee: The annual contract check, which summarises fees and exit position, must be provided free. An on-demand check is also free where the resident gives 28 or more days written notice of intention to leave.

Deferred management fee: A fee payable on exit, as a contribution toward the cost of services provided to the resident during their time in the village. It is calculated as a percentage of the entry payment, accruing daily based on length of residence. It cannot be charged where the resident leaves during the settling-in period or moves to another unit within the same village.

Entry payment: The main upfront payment for the right to live in the village. It may be a lump sum or fixed instalments. It may be fully or partly refunded when you leave (a repayable entry payment) or it may be non-refundable. It does not include rent, maintenance charges or optional service fees.

Exit entitlement: The amount paid back to the resident on exit. For non-owner residents, it starts with the repayable entry payment. For owner residents, it starts with the sale price of the unit. Any fees, outstanding charges and other deductible amounts are subtracted to give the final figure.

Holding deposit: A payment to reserve a specific unit before a residence contract is signed. It falls outside the standard entry payment rules and is regulated under the Sale of Land Act 1962 instead.

Maintenance charge: A regular fee, usually weekly, fortnightly or monthly, covering village management, staff, facilities and common areas. It is capped each year in line with the all groups Consumer Price Index (CPI) for Melbourne in original terms published by the Australian Bureau of Statistics;and can only exceed that cap if residents approve a higher amount by special resolution.

Optional services charge: A fee for extra services a resident elects to use, such as meals or personal care, that are not part of the standard village offering. These charges cease on vacation of the premises or on the resident's death.

Owners corporation fee (owner residents only): Where the village has an owners corporation, owner residents pay a separate fee covering common property upkeep and insurance. This is in addition to the maintenance charge.

Rates and taxes: Government charges such as council rates and land tax on the village land. These may be passed on through the maintenance charge or charged separately, as set out in the contract.

Reinstatement costs (non-owner residents): non-owner residents must return the unit reasonably clean and in the same condition as when they moved in, allowing for fair wear and tear. Where this has not occurred, the operator may issue a written notice specifying the required works and their estimated cost. If not disputed within 21 days, the operator may carry out the works and charge the resident the reasonable cost.

Rent (non-owner residents): Some non-owner residents pay ongoing rent for the right to occupy their unit, in place of or in addition to an entry payment. Rent is treated separately from entry payments under the legislation.

Special levy: A one-off charge for unexpected major expenses. No more than one special levy may be charged in any 12-month period, and only where required by law, approved by residents by special resolution, or covered by the contract.

Utility charges: Charges for electricity, gas and water consumed by the resident. The method of calculation varies between villages and is set out in the contract.

Waiting list fee: A fee charged to join the village waiting list. It may or may not be refundable. The operator is required to state in the information statement whether a waiting list fee applies and whether it is refundable on entry.

PSC Insurance Brokers (Melbourne) Pty Ltd

PSC Insurance Brokers Melbourne Pty Ltd ABN 87 168 428 386 Corporate Authorised Representative No. 001314603 of PSC Insurance Brokers (Aust) Pty Ltd ABN 30 129 444 828 AFSL 342385

Level 7
35 Collins Street
Melbourne VIC 3000

Tel: 03 9862 6500
Fax: 03 9862 6578
Email: melbourne@psc.com.au

CONFIRMATION OF PLACEMENT OF COVER

From: Theo Theodoropoulos

We hereby confirm that we have arranged the insurance cover mentioned below:

OCPS742833
OCPS742833
PO Box 8258
CARRUM DOWNS 3201

Date: 26/08/2026
Our Reference: OCPS742833
RENEWAL

Class of Policy: Public &/or Products Liability Insurance
Insurer: Berkley Insurance Australia
Level 10, 350 Collins St Melbourne VIC 3000
ABN: 53 126 559 706
The Insured:
Encore Property Management Pty Ltd

Policy No: E5377-0413371
Invoice No: 0202047
Period of Cover:
From 01/07/2026
to 01/07/2027 at 4:00 pm

Details:

See attached schedule for a description of the risk insured

IMPORTANT INFORMATION

The Proposal/Declaration:

- ☐ is to be received and accepted by the Insurer
- ☐ has been received and accepted by the Insurer

The total premium as at the above date is:

- ☐ to be paid by the Insured
- ☐ part paid by the Insured
- ☐ paid in full by the Insured
- ☐ paid by monthly direct debit

Premium Funding

- ☑ This policy is premium funded

This document is issued for information only and gives no rights to the holder.
It does not alter, extend, or confirm continuity of the policy detailed below.
Coverage applies only as at issue date and per the policy wording once paid.

Signature: .....

On behalf of: **PSC Insurance Brokers (Melbourne) Pty Ltd**

Schedule of Insurance

Class of Policy:	Public &/or Products Liability Insurance	**Policy No:**	E5377-0413371
The Insured:	Encore Property Management Pty Ltd	**Invoice No:**	0202047
		Our Ref:	OCPS742833

This policy has been placed through

PEN Underwriting Pty Ltd
ABN 89 113 929 516
GPO Box 1635 BRISBANE QLD 4001

PEN Underwriting Pty Ltd is an underwriting agency who has placed the policy with

Berkley Insurance Australia
ABN 53 126 559 706
Level 10, 350 Collins St Melbourne VIC 3000

Full Insured Name:	Encore Living Trafalgar Pty Ltd ATF The Encore Living Trafalgar Trust Encore Property Management Pty Ltd Owners Corporation - OCPS742833L Encore Trafalgar Pty Ltd Encore Living Paynesville Pty Ltd ATF The Encore Living Paynesville Trust
Occupation:	Body Corporate Aged Care Facility - Retirement Village Including Property Owners
Interested Parties:	Nil Advised
Wording:	Aged Care Providers Combined Liability Insurance Policy Version: vBRE0424

POLICY 1 - GENERAL LIABILITY

Limit of Liability:

Public Liability:	$20,000,000 any one occurrence
Products Liabiltiy:	$20,000,000 any one occurrence and in the aggregate during the Period of Insurance
Sexual Abuse:	Not Insured
Sub-Limits of Liabiltiy	
Property in Care, Custody or Control:	$250,000 any one occurrence and in the aggregate during the Period of Insurance
Make Safe Expenses:	$25,000 any one occurrence and in the aggregate during the Period of Insurance
EXCESS:	$1,000 any one claim or as otherwise noted in the policy

Endorsements – Policy Section One

Class of Policy:	Public &/or Products Liability Insurance	**Policy No:**	E5377-0413371
The Insured:	Encore Property Management Pty Ltd	**Invoice No:**	0202047
		Our Ref:	OCPS742833

Insured Definition amendment – Associated Provider
Definition 1.32 Insured
Section One is amended to include the following;
(m) any associated provider as referred to and defined in any Aged Care legislation

Injury to Contract Workers Excess
Section One of this Policy is subject to the following Excess:
$25,000 in respect of liability arising directly or indirectly from or in connection with, contributed to or caused by Personal Injury to:-
(a) any labour hire personnel;
(b) self-employed person;
(c) contractor or sub-contractor;
(d) an employee or worker of or engaged by any contractor or subcontractor
(e) any other worker
whilst performing work for or on behalf of the Insured

Sexual Abuse Exclusion
The Insurer shall not be liable under Section One of this Policy to make any payment for or in connection with any Loss arising from any Personal Injury claim against the Insured directly or indirectly based upon, attributable to, or in consequence of Sexual Abuse – Sexual Abuse means any assault or abuse of a sexual nature, sexual molestation, indecent exposure, sexual harassment or intimidation, whether such act is the subject of criminal investigation or not.

Total Abuse Exclusion
The Insurer shall not be liable for claims in respect of liability for Personal injury directly or indirectly based on, attributable to, or in
consequence of any physical, psychological and/or sexual abuse of any person.

POLICY SECTION 2: Professional Indemnity and Malpractice Liability
Claims Made Wording
Not Taken Up
POLICY SECTION 3: Management Liability
Claims Made Wording
Not Taken Up

PSC Insurance Brokers (Melbourne) Pty Ltd

PSC Insurance Brokers Melbourne Pty Ltd ABN 87 168 428 386 Corporate Authorised Representative No. 001314603 of PSC Insurance Brokers (Aust) Pty Ltd ABN 30 129 444 828 AFSL 342385

Level 7
35 Collins Street
Melbourne VIC 3000

Tel: 03 9862 6500
Fax: 03 9862 6578
Email: melbourne@psc.com.au

CONFIRMATION OF PLACEMENT OF COVER

From: Theo Theodoropoulos

We hereby confirm that we have arranged the insurance cover mentioned below:

OCPS742833
OCPS742833
PO Box 8258
CARRUM DOWNS 3201

Date: 26/08/2026
Our Reference: OCPS742833
NEW POLICY

Class of Policy: Management Liability
Insurer: AIG Australia Limited
GPO Box 4363 MELBOURNE VIC 3001
ABN: 93 004 727 753
The Insured: Owners Corporation PS742833L

Policy No: 9657053PVE
Invoice No: 0202392
Period of Cover:
From 01/07/2026
to 01/07/2027 at 4:00 pm

Details:

See attached schedule for a description of the risk insured

IMPORTANT INFORMATION

The Proposal/Declaration:

- ☐ is to be received and accepted by the Insurer
- ☐ has been received and accepted by the Insurer

The total premium as at the above date is:

- ☐ to be paid by the Insured
- ☐ part paid by the Insured
- ☐ paid in full by the Insured
- ☐ paid by monthly direct debit

Premium Funding

- ☑ This policy is premium funded

This document is issued for information only and gives no rights to the holder.
It does not alter, extend, or confirm continuity of the policy detailed below.
Coverage applies only as at issue date and per the policy wording once paid.

Signature: .....

On behalf of: **PSC Insurance Brokers (Melbourne) Pty Ltd**

Schedule of Insurance

Class of Policy:	Management Liability	**Policy No:**	9657053PVE
The Insured:	Owners Corporation PS742833L	**Invoice No:**	0202392
		Our Ref:	OCPS742833

This schedule and the policy wording provide details of the cover AIG have agreed to provide you.

Please review the information attached to ensure that all details are correct. If any information is incorrect or you wish to make any other change to your cover, please contact PSC Insurance Brokers (Melbourne) Pty Ltd.

AIG' agreement to provide interim cover is based on the information provided by you. If there is any further information that you need to tell AIG about, please advise PSC Insurance Brokers (Melbourne) Pty Ltd immediately, in accordance with your Duty of Disclosure.

Please keep your current schedule and policy wording in a safe place.

Your Intermediary	PSC Insurance Brokers (Melbourne) Pty Ltd
Product	AssociationEdge - Management Liability
Policy Wording Reference	PrivateEdge 1225
Policy Number	9657053PVE
Policy Period	01/07/2026 to 4PM 01/07/2027
Continuity Date	30/06/2022
Policyholder Name	Owners Corporation PS742833L
Entity Type	Association
Is this an Australian domiciled entity? (meaning the Policyholder is a company incorporated in Australia)	Yes
ABN Number	34 968 589 554
Registered for GST	No
Occupation	Strata or Body Corporate Management Service
Business Activity	Strata or Body Corporate Management Service
Consolidated Annual Turnover	$310,000
Stamp Duty Exemption	No
Total Number of Employees:	ACT 0; NSW 0; NT 0; QLD 0; SA 0; TAS 0; VIC 3; WA 0; O/S 0;

Coverage Details

Policy Section	Section Insured
1 - Management Liability	**Yes**
2 - Corporate Liability	**Yes**
3 - Employment Practices Liability	**Yes**
4 - Crime Protection	**Yes**
5 - Superannuation Trustees Liability	**No**
6 - Statutory Liability	**Yes**
7 - Crisis Event Cover	**Yes**
8 - Kidnap, Ransom and Extortion	**No**
9 - Tax Audit and Review	**No**

POLICY COVERS

Aggregate Limit of Liability	$1,000,000
SECTION 1: Management Liability	
Limit of Liability	$1,000,000

Class of Policy:	Management Liability	**Policy No:**	9657053PVE
The Insured:	Owners Corporation PS742833L	**Invoice No:**	0202392
		Our Ref:	OCPS742833

Retention	$2,500
SECTION 2: Corporate Liability	
Limit of Liability	$1,000,000
Retention	$2,500
SECTION 3: Employment Practices Liability	
Limit of Liability	$1,000,000
Retention	$5,000
SECTION 4: Crime Protection	
Sub-Limit	$500,000
Retention	$5,000
SECTION 6: Statutory Liability	
Sub-Limit	$250,000
Retention	$2,500
SECTION 7: Crisis Event Cover	
Sub-Limit	$100,000
Retention	$2,500

Endorsements

Body Corporate / Owners Corporation / Strata Body
This endorsement (and any Endorsement issued in substitution and/or any Endorsements hereto) attaches to and forms part of the Policy and any word or expression to which a specific meaning has been attached shall have the same meaning wherever it appears.

In consideration of the payment of the premium, the policy is amended as follows:

Schedule: It is noted and agreed that the Entity Type as specified in the Schedule is deleted and replaced with Entity Type - Body Corporate / Owners Corporation / Strata Body

All other terms, conditions and exclusions remain unchanged.

Insolvency Exclusion 2020
This endorsement (and any endorsement issued in substitution and/or any endorsements hereto) attaches to and forms part of the Policy and any word or expression to which a specific meaning has been attached shall have the same meaning wherever it appears.

In consideration of payment of the premium charged the policy is amended as follows:

Exclusion: The following Exclusion is added to the "General Terms and Conditions", "Exclusions" Section of the Policy:

Insolvency Exclusion 2020

Notwithstanding anything to the contrary in the Policy (including but not limited to any discovery or run-off provisions), the **Insurer** shall not be liable under any Policy Section to make any payment for **Loss** or **Direct Financial Loss** in connection with any **Claim**, **Investigation** or other matter made or commenced against any **Insured**:

(A) alleging, arising out of, based upon, attributable to, or in any way involving, directly or indirectly:

Class of Policy:	Management Liability	**Policy No:**	9657053PVE
The Insured:	Owners Corporation PS742833L	**Invoice No:**	0202392
		Our Ref:	OCPS742833

(i) any act, error or omission by any **Insured**, or other matter that is the subject of an **Investigation**, which is alleged to have led to or caused, directly or indirectly, wholly or in part, an **Insured Entity** being unable to pay any or all of its debts as and when they fall due; or

(ii) an **Insured Entity** having sustained a financial loss due, directly or indirectly, wholly or in part, to any act, error or omission by any **Insured**, or other matter that is the subject of an **Investigation**, but only if such **Claim**, **Investigation** or other matter is made or commences after:

(a) the **Insured Entity** has had an administrator, controller, receiver, receiver and manager, liquidator or any other external insolvency officeholder appointed to it; or

(b) the time at which the **Insured Entity** is determined to have become insolvent (whichever is earlier); or

B) that is brought by or on the behalf of any:

i. liquidator, administrator or receiver of any **Insured Entity**; or

ii. crediter or debt holder of any **Insured Entity** alleging, arising out of, based upon, attributable to, or in any way involving, directly or indirectly, an **Insured Entity** being unable to pay any or all of its debts as and when they fall due.

All other terms, conditions and exclusions remain unchanged.

Medical Malpractice Exclusion

The **Insurer** shall not be liable under any Policy Section for **Loss** arising out of, based upon or attributable to any actual or alleged medical or professional malpractice including, but not limited to, the rendering or failure to render any medical or professional services.

Property Development - Professional Services Excl.

This endorsement (and any Endorsement issued in substitution and/or any Endorsements hereto) attaches to and forms part of the Policy and any word or expression to which a specific meaning has been attached shall have the same meaning wherever it appears.

In consideration of the payment of the premium, the policy is amended as follows:

Exclusion: This policy shall not cover **Loss** or make payment in connection with any **Claim** arising out of, based upon, attributable to:

(i) the provision of professional services or any actual or alleged breach of duty owed in a professional capacity in respect of a property development project including, but not limited to, services rendered as a builder, architect, engineer, contractor, developer, development manager, construction company, valuer, surveyor or project manager;

(ii) the failure of any person or entity involved in a property development project (including but not limited to builders, contractors, developers, development managers, construction companies, valuers, surveyors and project managers) to procure or maintain financing;

(iii) the insolvency or failure of any person or entity involved in a property development project (including, but not limited to, builders, contractors, developers, development managers, construction companies, valuers, surveyors or project managers) to pay their debts as and when they fall due;

(iv) the final cost of a property development project exceeding a preset financial limit or not being completed on time or within budget; or

(v) the failure of any person or entity to effect or maintain adequate insurance in respect of a property development project.

All other terms, conditions and exclusions remain unchanged

Underwriting Questions

When was the business established?	2000

Class of Policy:	Management Liability	**Policy No:**	9657053PVE
The Insured:	Owners Corporation PS742833L	**Invoice No:**	0202392
		Our Ref:	OCPS742833

Is the company currently under or anticipate being under external administration in the next 12 months?	No

Note this includes:

(a) the appointment or likely appointment to any Company of any insolvency practitioner, including but not limited to any receiver, manager, creditor, liquidator or administrator; or

(b) where any Company has entered, or is likely to enter, a Deed of Company Arrangement.

Amount of revenue derived from Australia and/or New Zealand?	100%
Does the insured have operations or activities in the USA or Canada for which cover is required?	No
Number of locations	2

Claims Questions

In the last 5 years have there been any claims made against the company or its directors or employees which may have been covered under this policy if it were in force?	No
In the last 5 years has the company suffered any direct financial loss exceeding $5,000 as a result of fraud or dishonesty committed by a staff member?	No
Has any director or officer of the company ever had proceedings (civil or criminal) instigated against them alleging misconduct or breaches of the law in their capacity as a director or officer of a company?	No
Are any of the directors or employees aware of:	No

a) Any facts which might give rise to a claim being made against the company or its directors or employees which may be covered under this policy if it commences?

b) Any facts which would cause a reasonable person to think that the company might suffer a direct financial loss as a result of fraud or dishonesty committed by a staff member?

Important Notice

Your Duty of Disclosure

Before you enter into an insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

If you do not tell us something

Class of Policy:	Management Liability	**Policy No:**	9657053PVE
The Insured:	Owners Corporation PS742833L	**Invoice No:**	0202392
		Our Ref:	OCPS742833

Subject to the Non-Avoidance provision in this policy:

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Declaration

I/we declare that:
(a) I/we have made all necessary inquiries into the accuracy of the responses given in application for insurance and confirm that the statements and particulars given in this application for insurance are true and complete and that no material facts have been omitted, misstated or suppressed. I/we agree that should any of the information given by me alter between the date of this application for insurance and the inception date of the insurance to which this application relates, I/we will give immediate notice thereof to the insurer;

(b) I/we have read and understood the content of the Important Notices in this document and in the Policy Wording.

I/we confirm that I/we am authorised by the Company and its Directors to complete, sign and submit this application for insurance on behalf of the Company and its Directors.

Name: _____
Title: _____

Signature: _____
Date: _____

Subject to all of the terms, conditions and exclusions of this policy. This policy is underwritten by AIG Australia Limited (AIG), ABN 93 004 727 753, AFSL 381686.

PSC Insurance Brokers (Melbourne) Pty Ltd

PSC Insurance Brokers Melbourne Pty Ltd ABN 87 168 428 386 Corporate Authorised Representative No. 001314603 of PSC Insurance Brokers (Aust) Pty Ltd ABN 30 129 444 828 AFSL 342385

Level 7
35 Collins Street
Melbourne VIC 3000

Tel: 03 9862 6500
Fax: 03 9862 6578
Email: melbourne@psc.com.au

CONFIRMATION OF PLACEMENT OF COVER

From: Theo Theodoropoulos

We hereby confirm that we have arranged the insurance cover mentioned below:

OCPS742833
OCPS742833
PO Box 8258
CARRUM DOWNS 3201

Date: 26/08/2026
Our Reference: OCPS742833
RENEWAL

Class of Policy: Industrial Special Risks Insurance
Insurer: AAI Limited T/As Vero Insurance
15 WILLIAM ST MELBOURNE VIC 3000
ABN: 48 005 297 807
The Insured: OC - OCPS742833 -Encore Living Trafalgar Pty Ltd
Encore Living Paynesville Pty Ltd ATF

Policy No: ISA240065847
Invoice No: 0203088
Period of Cover:
From 30/07/2026
to 30/07/2027 at 4:00 pm

Details:

See attached schedule for a description of the risk insured

IMPORTANT INFORMATION

The Proposal/Declaration:

- ☐ is to be received and accepted by the Insurer
- ☐ has been received and accepted by the Insurer

The total premium as at the above date is:

- ☐ to be paid by the Insured
- ☐ part paid by the Insured
- ☐ paid in full by the Insured
- ☐ paid by monthly direct debit

Premium Funding

- ☑ This policy is premium funded

This document is issued for information only and gives no rights to the holder.
It does not alter, extend, or confirm continuity of the policy detailed below.
Coverage applies only as at issue date and per the policy wording once paid.

Signature: .....

On behalf of: **PSC Insurance Brokers (Melbourne) Pty Ltd**

Class of Policy:	Industrial Special Risks Insurance	**Policy No:**	ISA240065847
The Insured:	OC - OCPS742833 -Encore Living Trafalgar Pty Ltd Encore Living Paynesville Pty Ltd ATF	**Invoice No:**	0203088
		Our Ref:	OCPS742833

Policy type Industrial Special Risks

The Insured Encore Living Trafalgar Pty Ltd and
Encore Living Paynesville Pty Ltd ATF The Encore Living Paynesville Trust

(a) subsidiary companies, organisations and other associated companies as defined under Section 50AAA of the Corporations Act 2001 (Commonwealth) , and

(b) social and sports clubs (including the committees and officers from time to time of unincorporated bodies) and the trustees of the Insured's superannuation and pension funds and welfare organisations and

(c) all organisations and other entities to whom (whether mortgagees, lessors, joint ventures or other parties with a legal or equitable interes in the Property Insured) the named Insured has a responsibility to maintain insurance;

all for their respective interests, rights and liabilities and to the extent that they are not more specifically insured, but excluding nil

Additional Insured The Encore Living Trafalgar Trust; Encore Property Management Pty Ltd; Owners Corporation - OCPS742833L; Encore Trafalgar Pty Ltd

Interested Parties AusCity Capital Pty Ltd
(Specific to Encore Living Paynesville Pty Ltd only)

The Business Principally Residential Care For The Aged Operation and any other occupation incidental thereto, and any other activity incidental thereto and any other activity incidental thereto.

The Situation &/or Premises

Principally, 2 Flagship Drive, Trafalgar VIC 3824 and
91 Coast Avenue, Paynesville & 59 Ilfracombe Way, Paynesville 3880

any other situation/premises in Australia owned or occupied by the Insured for the purposes of the Business or elsewhere in Australia where used by the Insured or where the Insured is undertaking work or has goods or property (including where goods or property are stored, or undergoing processing, repairs, maintenance, overhaul or improvements).

Period of Insurance From 4.00pm on 30/07/2026
To 4.00pm on 30/07/2027 Both Local Standard Time

Declared Values

Section 1

<u>2 Flagship Drive, Trafalgar VIC 3824</u>	
Buildings - 59 units ($325,000 each)	$19,175,000
Building - Community Centre	$ 3,000,000
Building - Community Shed	$ 80,000
Contents	$ 340,000
Trafalgar Total	**$22,595,000**
<u>91 Coast Avenue, Paynesville & 59 Ilfracombe Way, Paynesville 3880</u>	
11 completed villas at $325,000 each	$ 3,675,000
Fencing & Gates	$ 1,000,000
Paynesville Total	**$ 4,575,000**
Section 1 – All Property Insured	**$27,270,000**

Class of Policy:	Industrial Special Risks Insurance	**Policy No:**	ISA240065847
The Insured:	OC - OCPS742833 -Encore Living Trafalgar Pty Ltd Encore Living Paynesville Pty Ltd ATF	**Invoice No:**	0203088
		Our Ref:	OCPS742833

Section 2 - Business Interruption	
Gross Rentals	$644,800
Item 2 - Claims Preparation Costs	$200,000
Item 4 - (Additional) Increased Cost of Working	$500,000
Section 2 – Consequential Loss	**$1,594,800**
Total	$28,864,800

Limit(s) of Liability

The amounts set out hereunder represent the Insurer's maximum Limits of Liability for any one loss or series of losses arising out of any one original source or cause at any one Situation, subject to any Sub-Limits of Liability specified elsewhere in the Policy and the Schedule. The Limit of Liability applies in excess of any applicable Deductible.

Combined Sections 1 & 2	$25,000,000

Sub-Limit(s) of Liability

The liability of the Insurer shall be further limited in respect of any one loss or series of losses arising out of any one original source or cause at any one Situation as set out hereunder. The Sub-Limits of Liability apply in excess of any applicable Deductible.

Section 1 - Material Loss or Damage	
Damage Diminution and Accidental	$50,000
Discharge Costs (B)	
Loss Minimisation (B)	$100,000
Personal Property of Employees and Others (B) (per person)	$5,000
Personal Property of Employees and Others (B) (any one event)	$20,000
Accompanied Baggage in Australia (C) (per person)	$5,000
Accompanied Baggage in Australia (C) (any one event)	$10,000
Liability to Make Enquiries (A)	$100,000
Statutory Inquiries	$50,000
Unpacking Expenses	$50,000
Liability for Duty	$50,000
Landscaping (C)	$50,000
Cost of Clearing Blocked Drains, Pipes,	$100,000
Expediting Expenses	$100,000
Loss of Land Value (B)	$250,000
Customers' Goods	$50,000
Works of Art, Antiques and Curios	$50,000
Securities	$250,000
Abandoned Undamaged Portion of a Building	$250,000
Extra Cost of Reinstatement	$250,000
Additional Extra Cost of Reinstatement (B)	$500,000
Removal of Debris	$2,000,000
Theft, or any attempt thereat	$50,000
Theft of Property in Open Air	$25,000
Money	$20,000
Weather Damage to Certain Property	$50,000
Decorative Livestock (Fire cover only)	$10,000
Temporary Removal Exemption (B)	$200,000
Unspecified Damage	$1,000,000
Glass	Replacement Value
Rewriting of Records	$100,000
General Property ($2,500 any one item)	$25,000 per event

Class of Policy:	Industrial Special Risks Insurance	**Policy No:**	ISA240065847
The Insured:	OC - OCPS742833 -Encore Living Trafalgar Pty Ltd Encore Living Paynesville Pty Ltd ATF	**Invoice No:**	0203088
		Our Ref:	OCPS742833

Residents Property $5,000 any one resident	$5,000 per event
Emergency Evacuation	$250,000
Fire Fighting and Extinguishment Costs	$100,000
Replacement Locks and Keys	$50,000
Section 2 - Consequential Loss	
Item 2 - Claims Preparation Costs	$200,000
Item 4 - (Additional) Increased Cost of Working	$500,000
Premises in the Vicinity (Prevention of Access)	$500,000
Contractual Fines and Penalties (B)	$100,000
Interdependency - Australia	$100,000
Unspecified Suppliers' and/or Customers' Premises (Australia & New Zealand) (Single Limit) (B) Unspecified Suppliers' and/or	$250,000
	$100,000
Customers' Premises (Worldwide) (B) Remote Premises of	
Public Utilities (B)	$500,000
Other Contributing Properties (A)	$100,000
Royalties Receivable (B)	Not Insured
Royalties Receivable (B): Name of Entity	Not Insured
Accounts Receivable (B)	$250,000
Trade Exhibitions (A)	$100,000
Temporary Accommodation Expenses	$500,000
Infectious or Contagious Diseases; Vermin, Pests or Defective Sanitary Arrangements; Food or Drink Poisoning; Murder, Suicide	Not Insured
Combined Sections 1 and 2	
Fusion	$50,000
Flood	$2,000,000
Acquired Companies (D)	$2,000,000
Declarations of Acquired Property (B)	$2,000,000

Deductibles

Section 1 - Material Loss or Damage

The Insured shall bear the following amount(s) in respect of each claim or series of claims arising out of any one original source or cause:

- Earthquake, Subterranean Fire or Volcanic Eruption (a) $20,000; or (b) an amount equal to 1% of the total Declared Values for Property Insured at the Situation where the loss occurs; whichever is the lesser.
- Unoccupied Tenancies - Units $25,000
- Flood $25,000
- Weeather Related Losses $10,000
- Named Cylone $5,000
- All other losses $2,500

Section 2 – Consequential Loss

Class of Policy:	Industrial Special Risks Insurance	**Policy No:**	ISA240065847
The Insured:	OC - OCPS742833 -Encore Living Trafalgar Pty Ltd Encore Living Paynesville Pty Ltd ATF	**Invoice No:**	0203088
		Our Ref:	OCPS742833

The Insured shall bear the following amount(s) in respect of each claim or series of claims arising out of any one original source or cause:

- Remote Premises of Public Utilities (B) 48 hours
- Premises in the Vicinity (Prevention of Access) 48 hours
- Unspecified Suppliers' and/or Customers' Premises (Australia & New Zealand) (Single Limit) (B)
- Unspecified Suppliers' and/or Customers' Premises - (Worldwide) (B)

Infectious or Contagious Diseases; Vermin, Pests or Defective Sanitary Arrangements; Food or Drink Poisoning; Murder, Suicide

Indemnity Period 24 Months

Uninsured Working Expenses (Applicable only to the definition of Gross Profit)

The words and expressions used herein shall have the meanings usually attached to them in the books and accounts of the Insured unless otherwise defined in this Policy.

Not Applicable

Basis of Insuring Salaries and Wages
Not Applicable

Unspecified Damage Definition
UNSPECIFIED DAMAGE, for the purpose of any Limit or Sub-Limit of Liability or Deductible as shown in the Schedule, means Damage caused by any peril or circumstance not more specifically covered or excluded by this Policy other than: fire; lightning; thunderbolt; explosion; implosion; collapse; earthquake; subterranean fire; volcanic eruption; impact; aircraft and/or other aerial devices and/or articles dropped therefrom; sonic boom; theft; breakage of glass; loss of money; the acts of persons taking part in riots or civil commotions or of strikers or locked-out workers or of persons taking part in labour disturbances or of malicious persons or the acts of any lawfully constituted authority in connection with the foregoing acts or in connection with any conflagration or other catastrophe; storm and/or tempest and/or rainwater and/or wind and/or hail, and/or flood, and/or water or other liquids or substances discharged, overflowing or leaking from apparatus, appliances, pipes or any other system at the premises or elsewhere; or other peril mentioned under the heading in the Schedule, SUB-LIMITS OF LIABILITY.

Policy Wording Vero ISR Commercial Property Solutions Policy Wording and the endorsements (attached separately):

- Demolition and Removal of Owned Property
- Misdescription, Non-Disclosure and Alteration
- Money - Extended Definition
- Breach Of Conditions
- Sprinkler Installations (C)
- Cancellation by the Insured
- Notification of Claims (B)
- Basis of Settlement (C)
- Reinstatement
- Basis of Settlement (D)
- Insurers' Rights
- Order Of Priority – Subrogation Recoveries
- Precautions to Prevent Loss
- Amount of Policy not Reduced by Loss
- Termination of Cover Under Section 2 (A)

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- Impermanent Removals
- Temporary Removal Exemption (B)
- Progress Payments
- Event (C)
- Public Authorities, Storage Lease and Hire Agreements
- Money Carriers - Other Insurance
- Effect of Insurance Law on Claims Payments
- Subrogation Waiver (Partners)
- Business Hours
- Sprinkler Installations
- Decorative Livestock (Fire Cover Only)
- Adjustment of Premium
- Alteration (A)
- Sanctions Exclusion
- Paved Areas (B)
- Declarations of Acquired Property (B)
- Weather Damage to Certain Property
- Pressure Vessel Perils - Section 2
- Transmission and Distribution Lines Exclusion
- Resulting Damage to Pressure Vessels
- Demolition of Damaged Property
- Cyber Loss and Data Exclusion
- Prevention of Imminent Damage
- Communicable Disease Exclusion
- Nuclear: Exempt Equipment
- Removal of Undamaged Property
- Flood - Amended Definition
- Extra Cost of Reinstatement – Provision (v) Deleted
- Theft in Open - Resultant Damage
- Floor Space Ratio Index (Plot Ratio) (A)
- Property at Outside Stores and Outworkers Premises (B)
- Dishonest Acts by Employees (C)
- Subsidence Caused by Seismological Disturbance
- Hold-up/Theft
- Depreciation of Undamaged Stocks (B)
- Contractual Fines and Penalties (B)
- Loss of Land Value (B)
- Dual Pay-Roll - 80% Average/Under-Insurance
- Theft of Property in Open Air
- Severance Pay
- War, Civil War and Political Risks
- Perils Exclusion 4 Amended
- Terrorism Exclusion
- Government Incentives
- Indemnity Period
- Radioactive Contamination and Nuclear Assemblies Exclusion
- Consolidated Period
- Insured Pay-Roll
- Payroll: Amended Definition
- Turnover Elsewhere After Damage
- Departmental Clause
- Books of Account
- Remote Premises of Public Utilities (B)
- Other Contributing Properties (A)
- Unspecified Suppliers' and/or Customers' Premises (Australia & New Zealand) (Single Limit) (B)

Class of Policy:	Industrial Special Risks Insurance	**Policy No:**	ISA240065847
The Insured:	OC - OCPS742833 -Encore Living Trafalgar Pty Ltd Encore Living Paynesville Pty Ltd ATF	**Invoice No:**	0203088
		Our Ref:	OCPS742833

- Salvage Sale
- Registered Vehicles and/or Trailers
- Infectious or Contagious Diseases; Vermin, Pests or Defective Sanitary Arrangements; Food or Drink Poisoning; Murder, Suicide
- Accumulated Stocks
- Interdependency - Australia
- Royalties Receivable (B)
- Trade Exhibitions (A)
- Liability to Make Enquiries
- Statutory Inquiries
- Damage Diminution and Accidental Discharge Costs (B)
- Pressure Vessel Perils (B)
- Loss Minimisation (B)
- Unpacking Expenses
- Gross Profit – 80% Average/Under-Insurance
- Exploratory Costs
- Accounts Receivable (B)
- Turnover/Output Alternative Amended
- Removal, Storage and Disposal of Debris
- Unspecified Suppliers' and/or Customers' Premises - (Worldwide) (B)
- Reinstatement of Undamaged Property
- Reduced Margin
- Goods & Services Tax (B)
- Award Liability for Employees' Clothing and/or Tools (B)
- Personal Property of Employees and Others (B)
- Accompanied Baggage in Australia (C)
- Expediting Expenses
- Cost of Clearing Blocked Drains, Pipes, Filters and Pumps (B)
- Liability for Duty
- Amended Proviso
- Loss Discovered Late
- Customers' Goods
- Property Insured (B)
- Buildings, Machinery, Plant
- Landscaping (C)
- Basis of Settlement (B)
- Basis of Settlement (E)
- Basis of Settlement (F)
- Basis of Settlement (G)
- Flood
- Classification of Property Insured
- Valuation of Property – Employees and Others
- Jewellery and Furs of Employees and Others (B)
- Goods Sold But Not Delivered (A)
- Pairs and Sets (A)
- Leased Equipment (Residual Value)
- Building Materials and/or landlord’s fixtures and fittings (salvage value)
- Interests of Other Parties
- Labels, Containers and Wrappings
- Declared Values (B)
- Reinstatement of Damage by the Insured
- First Loss Insurance - Theft and Money
- Subrogation Waiver (Other Interested Parties)
- Additional Extra Cost of Reinstatement (B)
- Works of Art, Antiques and Curios

Class of Policy:	Industrial Special Risks Insurance	**Policy No:**	ISA240065847
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		Our Ref:	OCPS742833

- Election to Claim Indemnity Value (B)
- Constructive Total Loss
- Securities (A)
- Abandoned Undamaged Portion of a Building
- Undamaged Foundations (A)
- Election to Claim Indemnity Value
- Undamaged Ancillary and/or Peripheral Equipment
- Acquired Companies (D)
- Output Replacement
- Application of Deductibles
- Extra cost of Reinstatement Provision (iv)
- Extra cost of Reinstatement Provision (i)
- Reinstatement or Replacement
- Other Insurance
- Co-Insurance Clause
- Gross Rental Specification (C)
- Fusion
- General Property
- General Property - Basis of Settlement

All other endorsements are subject to agreement by Vero Insurance prior to inception of cover or the standard policy conditions and the above endorsements apply until written agreement and acceptance is confirmed in writing.