



Mercy Health

Care first

Factsheet for loan-licence or loan-lease retirement village

Under the *Retirement Villages Act 1986*, all retirement villages operating in Victoria must give this factsheet to a retiree (or anyone acting on their behalf) within seven days of a request, and include it in any marketing material provided to them and intended to promote a particular village.

Make sure you read and understand each section of this document before you sign a contract to live in this village.

Consumer Affairs Victoria suggests that before you decide whether to live in a retirement village, you should:

- seek independent advice about the retirement village contract – there are different types of contract and they can be complex
- find out the financial commitments involved – in particular, you should understand and consider entry costs, ongoing charges and financial liabilities on permanent departure (covered in sections 9 and 10 of this document)
- 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.

All amounts in this factsheet are GST-inclusive, unless stated otherwise where that is permitted by law.

1. Location

Name and address of retirement village:	Mercy Place Apartments, 62 Cade Way, Parkville Vic 3052
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2. Ownership

2.1 Name and address of the owner of the land on which the retirement village facilities are located (company /organisation/owners corporation):	McAuley Property Ltd 720 Heidelberg Road, Alphington Vic 3078
2.2 Year construction started:	2008

3. Management

3.1	<ul style="list-style-type: none">Name of company or organisation that manages the retirement village: Mercy Aged and Community Care Ltd.ABN: 77 191 901 062Address: Level 2, 12 Shelly Street, Richmond Vic 3121Telephone number: 03 8416 7777Date company or organisation became manager: 2008
3.2	Is there an onsite representative of the manager available for residents? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the onsite representative is available on these days: <ul style="list-style-type: none">Monday from 9.30 am to 4.00 pmTuesday from 9.30 am to 4.00 pmWednesday from 9.30 am to 4.00 pmThursday from 9.30 am to 4.00 pm

- Friday from 9.30 am to 4.00 pm

4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village is:

- Lease (non-owner resident)
- Rental (tenant) **no longer offered**

5. Number and size of residential options

5.1 Number of units by accommodation type:

- 6 one-bedroom units
- 40 two-bedroom units
- 6 three-bedroom units
- **52 in total**

5.2 Garages, carports or car parks:

- Each unit has its own garage or carport
 - attached to the unit
 - separate from the unit.
- Each unit has its own car park space
 - adjacent to the unit
 - separate from the unit.
- General car parking is available in the village for residents and visitors.
- Other (*specify*):
- No garages, carports or car parking are provided.

6. Planning and development

Has planning permission been granted for further development of the village?

- Yes No

7. Facilities onsite at the village

7.1 The following facilities are available to residents as at the date of this statement.

Note: If the cost for any facility is not funded from the recurrent service charge paid by residents or there are any restrictions on access, a list is attached with the details.

- BBQ Area Outdoors
- Billiards Area
- Games Area
- Garden Beds
- Community Room
- Dining Room
- Library
- Club Lounge
- Chapel **
- Café **
- Hairdressing Salon **

** These facilities are located at the adjacent Mercy Place Parkville Aged Care. Charges may apply.

7.2 Does the village have an onsite or attached residential or aged care facility? Yes No

Mercy Place Parkville Aged Care

Note: The retirement village owner or manager cannot keep places free for residents. To enter a residential or aged care facility, you must be assessed as eligible through an aged care assessment in accordance with the Commonwealth *Aged Care Act 1997*.

8. Services

8.1 Services provided to all village residents (funded from the recurrent service charge paid by residents):

- Maintenance of lawns and gardens
- Maintenance and repairs of Apartment building other than maintenance and repairs that are the Resident's responsibility pursuant to their Contract
- Maintenance of communal areas and other facilities excluding facilities based at Mercy Place Parkville Aged Care
- Maintenance of Emergency Response System
- Maintenance of smoke detectors in common areas and resident apartments
- Management and administration services
- Utilities, Council rates and Water rates for common areas and communal facilities
- Garbage collection and removal from designated areas and bins

8.2 Are optional services provided or made available to residents on a user-pays basis?

Yes No

Schedule of user-pay services is available on request.

9. Entry costs and departure entitlement

Mercy Classic – Departure entitlement based on the ingoing contribution paid by the next resident on resale of the lease, this option is designed to appeal to the client who is happy to be exposed to the fluctuations in the property market for capital gain.

9.1 The resident must pay:

- a **refundable** in-going contribution

9.2 If the resident must pay a **refundable** in-going contribution:

- the range is: \$595,000 to \$775,000 (Lease Premium)

It is refunded:

- ***Mercy Classic***

On the earlier of:

- 14 days of receipt of the next in-going contribution;
- 14 days of the next resident taking possession of the unit; and
- The twelve month anniversary of permanent vacation of the apartment (emptied of all personal belongings)

9.3 If the resident must pay a **refundable** in-going contribution, is a fee deducted at permanent departure?

Yes ***Mercy Classic***

If yes, the departure fee is based on:

- ***Mercy Classic***

Deferred Management Fee of 5% per year for maximum 6 years based on the Ingoing Contribution (New Lease Premium) **paid by the next resident** (calculated on a daily basis)

<p>9.4 These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution:</p>	<p><input checked="" type="checkbox"/> Yes <i>Mercy Classic</i></p> <ul style="list-style-type: none"> • <i>Mercy Classic</i> <ul style="list-style-type: none"> ○ Long Term Village Maintenance Fund Fee of 0.5% per year for maximum 6 years based on original Ingoing Contribution (Lease Premium) ○ Costs of reinstatement/refurbishment of unit ○ Sales, Marketing and Admin Fee of 2.5% of next Ingoing Contribution (New Lease Premium paid by the next resident), or 1% if an external Real Estate Agent is appointed by the resident, and where the resident pays the Real Estate Agent costs ○ Legal costs
<p>9.5 The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis):</p>	<ul style="list-style-type: none"> • 1 bedroom unit: \$595,000 to \$635,000 • 2 bedroom unit: \$655,000 to \$700,000 • 3 bedroom unit: \$725,000 to \$775,000

10. Ongoing charges

<p>10.1 The current rates of ongoing charges for new residents:</p>	
<p>Maintenance Charge (all residents)</p>	
<p>Self-contained unit:</p>	<ul style="list-style-type: none"> • \$637.33 per month (as of 01/01/2026) • Fee is increased on 01 January each year in accordance with the Retirement Villages Act (Victoria) 1986

11. Financial management of the village

<p>11.1 The village operating surplus or deficit for the last financial year is:</p>	<p>\$39,426 surplus year ended 30 June 2025.</p>
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11.2 Does the village have a long-term maintenance fund? Yes No
If yes:
• the balance of the maintenance fund at the end of the last financial year was **\$281,894**

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss on the resale of their unit? Yes No

- ***Mercy Classic***
Resident accepts 100% Capital Gain and 100% Capital Loss

13. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation of the unit on permanent departure? Yes No

If yes, the resident must pay for:

- ***Mercy Classic***
Ensuring that the resident's unit (including fixtures) is in good order and in a condition, to maximise the likelihood of re-letting the unit and the amount of the next in-going contribution. Includes repairing, reinstating, refurbishing, restoring or replacing any part of the unit (which may include repainting or recarpeting the resident's unit and replacing fixtures).

14. Insurance

14.1 Is the village owner or manager responsible for arranging any insurance cover for the village?

Yes No

If yes, the village owner or manager is responsible for these insurance policies:

- Public liability insurance;
- Building insurance;
- Workers compensation insurance;

14.2 Is the resident responsible for arranging any insurance cover?

Yes No

If yes, the resident is responsible for these insurance policies:

Residents must take out a liability policy for any motorised wheelchair operated by the resident (if relevant). Residents are encouraged to take out their own contents insurance.

15. Security

Does the village have a security system?

Yes No

If yes:

- the security system details are:

- the security system is monitored between:

- Swipe access into facility
- Swipe access into secure resident and visitor car parks
- CCTV surveillance in front foyer.

24 hours a day 7 days per week recorded for viewing by management in the event of an incident

16. Emergency system

Does the village have an emergency help system?

Yes No

If yes:

- the emergency help system details are:
- the emergency help system is monitored between:

Off-site monitoring

24 hours a day, 7 days per week.

17. Resident restrictions

17.1 Are residents allowed to keep pets?

Yes No

If yes, any restrictions or conditions on pet ownership are available on request.

Residents are not permitted to keep any pets at the Resident's Premises without first obtaining the Owner's written consent. Details of restrictions relating to pets are available on request.

17.2 Are there restrictions on **residents'** car parking in the village?

Yes No

If yes, details of parking restrictions are available on request.

17.3 Are there any restrictions on **visitors'** car parking in the village?

Yes No

If yes, details of parking restrictions are available on request.

18. Accreditation

Is the village accredited:

• under the Lifemark Village Scheme (administered by The British Standards Institution and initiated by the Property Council of Australia)?

Yes No

• by the Australian Retirement Village Accreditation Scheme (ARVAS)?

Yes No

• under the International Retirement Community Accreditation Scheme (administered by Quality Innovation Performance and initiated by Leading Age Services Australia)?

Yes No

19. Resident input

Does the village have a residents committee established under the *Retirement Villages Act 1986*? Yes No

20. Waiting list

Does the village have a waiting list for entry? Yes No

The following documents are in the possession or control of the owner or manager and can be inspected free of charge within seven days of a request (by law).

- Village site plan
- Plans of any units under construction
- The statutory statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of any capital works, capital replacement or maintenance fund at the end of the previous three financial years of the retirement village
- Examples of contracts that residents may have to enter into
- Planning permission for any further development of the village
- Village dispute resolution documents

Declaration: The information in this factsheet is correct as at 14 January 2026.