



2024 Annual Report

Retirement Living
Code of Conduct



The Code Review Panel



Independent Chair

Dr Elizabeth Lanyon is a lawyer with more than 40 years' experience; she was previously a senior Victorian Government executive with policy responsibility for retirement village regulation.

Operator Representative



Until October 2024

Anthony Heald has more than 20 years' experience working in the retirement living, infrastructure and finance sectors. Anthony works at RetireAustralia as General Manager for People, Culture and Technology.



October 2024 to present

Tamara Rasmussen has worked at Lendlease and now Keyton for the past 20 years. With over 25 years of experience in the property and retirement industry, her wealth of knowledge encompasses everything from community engagement and sales to operations and development management. At Keyton, Tamara is responsible for the day-to-day operations of Keyton's 76 retirement villages and resorts with over 17,000 residents and more than 600 staff.

Resident Representative



Judy Mayfield is the President of the Association of Residents of Queensland Retirement Villages, a position she has held for nine years. Judy has held various positions in the community sector. Prior to her retirement she was, for 12 years, the CEO of a supported accommodation service for people with an intellectual disability.

Operator Representative (alternate)



From October 2024
Kim Teudt is the Head of Business Development for Endeavour Foundation, Life Member of the Retirement Living Council, Chair of the Qld Property Council Retirement Living Committee, Member of the Code Review Panel, Non-Executive Director of Lions Haven Aged Care Limited. Kim is a strategic, passionate and empathetic leader who has held Executive leadership, Director, Non-Executive Director and volunteer roles in the retirement living and aged care sector over the last 30 years.



From October 2024
Harish Bastian has more than 25 years' experience working in the Retirement Living and hospitality management sectors. He's worked across a broad range of retirement living models from rentals, land lease and DMF. Since 2016 Harish has been part of the South Australian Retirement Living Committee and will take on the role of Chair in 2025.

Resident Representative (alternate)



Craig Bennett is the President of NSW Retirement Villages Residents Association. Before retiring Craig worked in investment banking (Commodities and Structured Finance). He has held various Board positions including Company Secretary of Bendigo Community Bank, CEO of Socotherm Australia, member of Community Board of Advice for Hawkesbury Hospital and Deputy Chair of Audit Committee for Hawkesbury City Council. Craig is also a volunteer Chaplain in an aged care facility.

The Code Administrator



Deborah (Debbie) MacDonald stepped into the role of Code Administrator in April 2024 and is based at the Property Council's Queensland office. Debbie has extensive administration and compliance experience with KPMG Law, Logan City Council, QUT and The University of Queensland.

Report from the Independent Chair of the Code Review Panel

We are pleased to issue our report on the operation of the Retirement Living Code of Conduct for the year 2024.

Code Review Panel members reflect both operator and resident experience. Panel members also have deep lived experience and significant hands-on operational backgrounds so are practical and knowledgeable. This balance stood us in good stead when answering the question: why have the Panel not found any Code of Conduct breaches to date? We are confident that we are applying robust and measured consideration to each allegation. There are a few reasons why breaches are not coming to us: difficult legal questions naturally find their way direct to tribunals or regulators; signatories are leading the way with extensive resident consultation and communication and internal complaint handling systems are working well with escalation to senior staff in cases of complexity (as required by the Code). We received some interesting breach complaints this year. One concerned a range of emergency management issues. Another was our first allegation of elder abuse based on complaint handling processes.

In 2024, the Code Scheme received four complaints, two from New South Wales and two from Queensland. In one instance, the Administrator did not proceed with an investigation after making initial enquiries because the matter was being dealt with by a State regulator and raised legal interpretation questions. The substantive issue underlying another complaint had been already determined by a State Tribunal who directed the operator to enforce village rules with another resident. The complainant has requested the Administrator to consider internal complaint handling by the operator and we await documentation. A third complaint alleged elder abuse, which was treated by the Scheme as an allegation of breach of Code values. The Administrator determined that there was no evidence to support a determination of breach but did issue written guidance to the Signatory. This recommended that an individual complainant should always be advised briefly how the operator proposes to deal systemically with village wide issues, such as a staff training and discipline. The resident should be enabled to have a support person with them especially if the complaint escalates to meeting with senior executives. The last complaint involved a large number of intersecting issues relating to the individual resident and more broadly to a range of issues in the village. The Administrator conducted a thorough review of all documentation relating to the issues and the responses of the operator and the complainant and determined that no Code breaches had occurred. In the course of this investigation the Administrator worked closely with both parties to successfully remove any barriers to positive and constructive communication to solve or progress the issues.

Apart from alleged Code breaches, the Administrator also receives a number of phone calls and written complaints about resident to resident disputes and disputes between the resident and the operator. The Administrator actively liaises with the parties to ensure communication lines are restored and workable solutions are reached.

Panel membership changed this year. Anthony Heald stepped down and we thank him warmly for his contribution. Tamara Rasmussen and Harish Bastian were appointed as operator representatives. The other operator representative is Kim Teudt. The resident representatives, Judy Mayfield and Craig Bennett, continue their valuable contribution to the scheme. All members of the Panel attended the Retirement Living Forum and several of the Panel shared the podium speaking with Age Discrimination Commissioner Robert Fitzgerald AM on the resident experience.

Deborah MacDonald has provided expertise and energy as Code Administrator, engaging with signatories and code compliance officers, systematising records, arranging new printed and online material and liaising with stakeholders at the Forum. She also arranged the very successful webinar on emergency management. The Panel thanks Deb warmly for her work this year.

The Administrator conducted the bi-annual review of the Code of Conduct using a survey. It is pleasing that the RLCA and the RLC approved significant changes and, in particular, agreed to add a requirement for signatories to prepare, implement and publish a strategy to respond to elder abuse. This recommendation for reform was made before the “call to action” at the Forum by Mr Fitzgerald.

The RLCA has taken steps to increase take-up of the Code by lowering the prices for subscription and renewal. In addition, a refreshed marketing approach is designed for early 2025. We are keen to ensure further coverage of the Code by enlarging the number signatories.

In a timely step, after 5 years in operation an external review of the Code of Conduct has been commissioned from Cameron, Ralph Khoury. Extensive consultation will occur in the first half of 2025.

Thank you and congratulations to the Code Review Panel, Code Administrator, Signatories, Code Compliance officers and residents for their ongoing commitment to the Retirement Living Code of Conduct.

Dr Elizabeth Lanyon

Independent Chair of the
Code Review Panel



State-by-state

Benefits of the Code

Retirement community operators who sign up to the Code of Conduct will be listed on www.awisemove.com.au as a signatory, enabling current and prospective residents to easily identify them when making their decision to move to a community.

Signatories can also use the Retirement Living Code of Conduct seal in their marketing materials and within their communities, to acknowledge their commitment to the Code's standards.

The Code provides a complaint management framework, including an independent dispute resolution service, to assist the speedy and cost-effective resolution of complaints where possible.

Code signatories will have developed consistent and transparent complaints and dispute management systems that have the support of the Code and its framework.

Figure 1
Villages by State
Data as of 31 December 2024

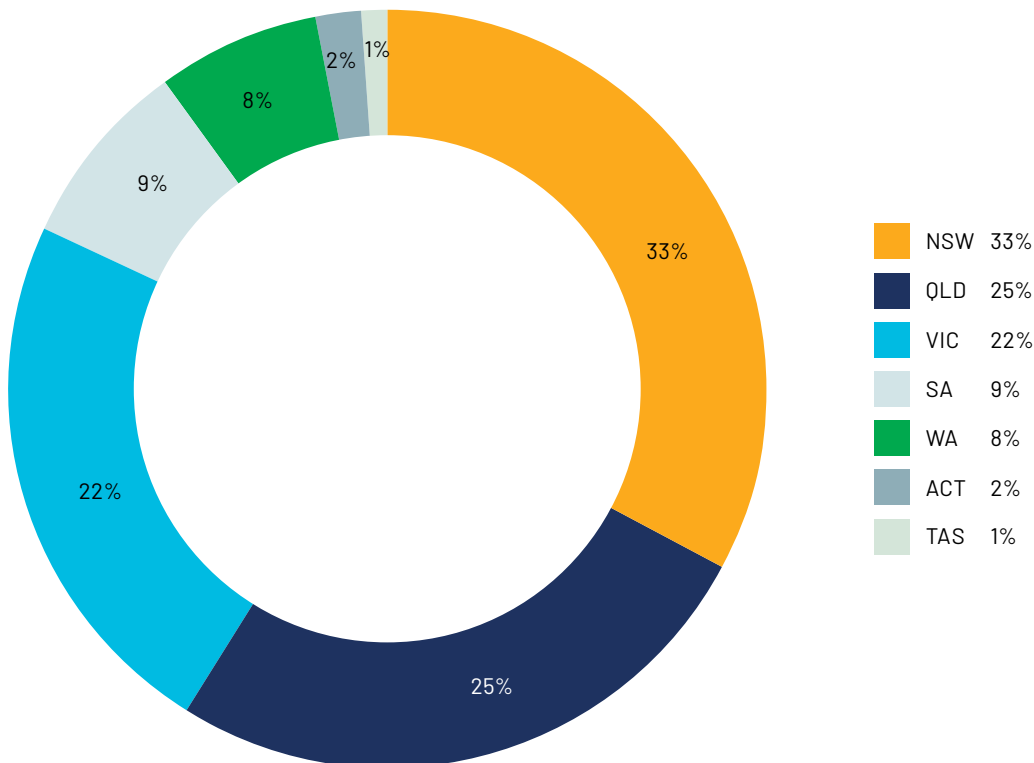


Figure 2

Annual Growth - Independent Living Units (ILUs)

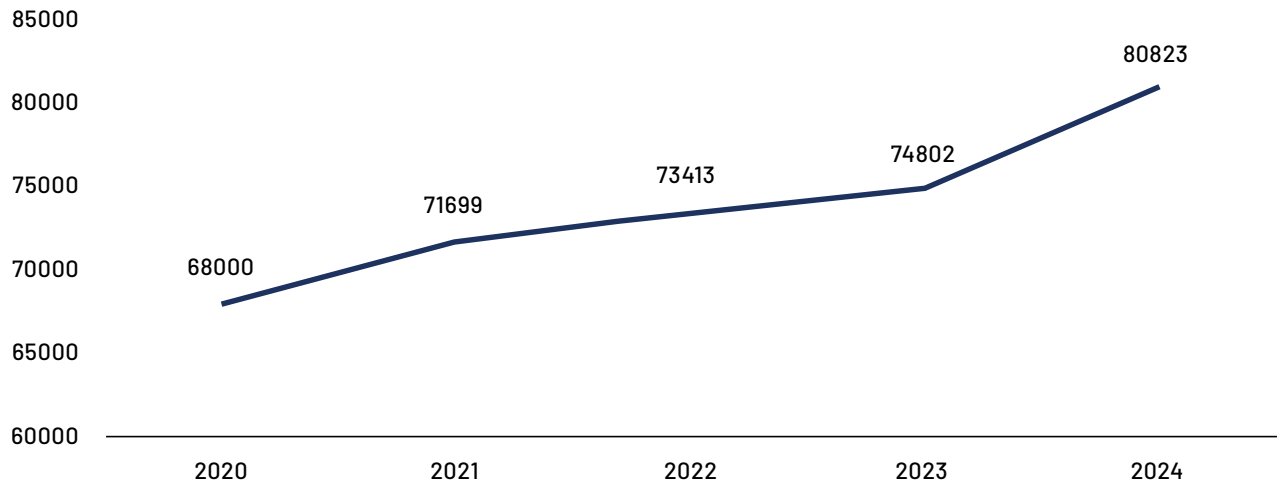
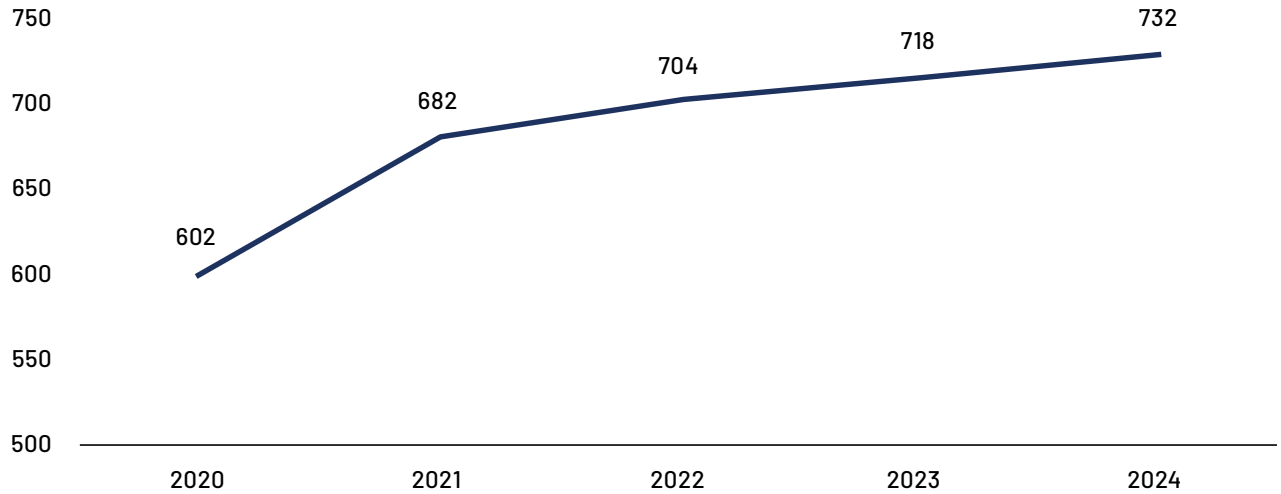


Figure 3

Annual Growth - Retirement Villages



Signatory villages as at 31/12/24

Alchera Living (Inc) - Webber Gardens Village	Australian Unity - The Heritage of Hunters Hill	Aveo - Aspley Court Retirement Village
Alchera Living (Inc) - Weeronga Village	Australian Unity - Willandra Village and Bungalows	Aveo - The Newstead Residences
Amana Living - Meadow Springs Village	Australian Unity - St Luke's Green	Aveo - Aveo Springfield
Amana Living - Treendale Village	Australian Unity - Campbell Place Retirement Community	Aveo - Bridgeman Downs Retirement Village
Amana Living - Lady McCusker Village	Australian Unity - Drummond Place Carlton	Aveo - Cleveland Gardens Retirement Living
Amara Residences Pty Ltd - Amara by Pathways	Australian Unity - Geelong Grove	Aveo - Cleveland Heights Retirement Living
Amara Residences Pty Ltd - Arama by Pathways	Australian Unity - Morven Manor	Aveo - Forest Grove Retirement Living
Anglicare NSW South, NSW West & ACT - Brindabella Court Downer	Australian Unity - Peninsula Grange	Aveo - Lindsay Gardens Retirement Living
Anglicare NSW South, NSW West & ACT - St David's Close	Australian Unity - The Grace Albert Park Lake	Aveo - Manly Gardens Retirement Living
Anglicare NSW South, NSW West & ACT - Wollondilly Gardens	Australian Unity - The Oaks Retirement Community	Aveo - Newmarket Parklands Retirement Village
Arcadia Group - La Dimora Retirement Resort	Australian Unity - The Alba Easy Living Apartments	Aveo - Parkside Carindale Retirement Living
Arcadia Group - Rylands of Hawthorn	Australian Unity - Victoria Grange Residential Community	Aveo - Peregrin Springs Country Club
Arcadia Group - Rylands of Kew	Australian Unity - Walmsley Friendship Village	Aveo - Redlands by the Bay Resort
Arcadia Group - Arcadia Waters Bicton	Aveo - Banora Point Retirement Village	Aveo - Robertson Park Retirement Village
Arcadia Group - Arcadia Waters Geraldton	Aveo - Bayview Gardens Retirement Living	Aveo - Robina Gardens Retirement Living
Arcadia Group - Arcadia Waters Maddington	Aveo - Bella Vista Haven Retirement Living	Aveo - Rochedale Gardens Retirement Living
Arcadia Group - Arcadia Waters Mandurah	Aveo - Camden Downs Retirement Village	Aveo - Southport Gardens Retirement Living
Arcadia Group - The Beaumont Swanbourne	Aveo - Fernbank	Aveo - Sunnybank Retirement Village
Arcadia Group - Affinity Retirement Village	Aveo - Island Point Retirement Living	Aveo - Sunset Palms Retirement Living
Arcadia Group - Arcadia Waters Lakelands	Aveo - Lindfield Gardens Retirement Village	Aveo - Taringa Parkside Retirement Living
Australian Unity - Constitution Hill Retirement Community	Aveo - Maple Grove Retirement Village	Aveo - The Clayfield
Australian Unity - Elderslee	Aveo - Minkara Resort	Aveo - The Domain Country Club
Australian Unity - Greglea Village	Aveo - Mountain View Retirement Village	Aveo - The Parks Retirement Living
Australian Unity - Karagi Court	Aveo - Ocean View Retirement Living	Aveo - The Sanctuary Retirement Living
Australian Unity - Kiah Lodge	Aveo - Peninsula Gardens Retirement Living	Aveo - Tranquility Gardens Retirement Living
Australian Unity - Mt Eymard	Aveo - Pittwater Palms	Aveo - Derwent Waters Retirement Village
Australian Unity - Sienna Grange	Aveo - Shortland Waters Retirement Living	Aveo - Mowbray Links Retirement Village
Australian Unity - St Brigid's Green	Aveo - The Manors of Mosman	Aveo - Beachside Gardens Retirement Village
Australian Unity - St Patrick's Green	Aveo - Albany Creek Retirement Village	Aveo - Botanic Gardens Retirement Living
Australian Unity - The Governor's Retirement Resort	Aveo - Amity Gardens Retirement Living	Aveo - Cherry Tree Grove Retirement Living

Aveo - Concierge Balwyn Retirement Living	Baptcare Ltd - Baptcare Hedley Sutton Community	Blue Care - Blue Care Caloundra Retirement Living
Aveo - Concierge Bayside Retirement Living	Baptcare Ltd - Baptcare Karana Community	Blue Care - Blue Care Carramar Retirement Living
Aveo - Coral Mews Retirement Village	Baptcare Ltd - Baptcare Strathalan Community	Blue Care - Blue Care Elanora Gardens Retirement Living
Aveo - Cornish Grange Retirement Village	Baptcare Ltd - Baptcare The Orchards Community	Blue Care - Blue Care Gracemere Gardens Retirement Living
Aveo - Domaine Retirement Living	Baptist Village Baxter - Rosebud Village	Blue Care - Blue Care Ibis Court Retirement Living
Aveo - Edrington Park Retirement Living	Baptist Village Baxter - Village Baxter	Blue Care - Blue Care Iona Retirement Living
Aveo - Fountain Court Retirement Living	Beauty Point Retirement Resort	Blue Care - Blue Care Kallmar Retirement Living
Aveo - Hunters Green Retirement Living	Benetas - Dalkeith Heights Retirement Village	Blue Care - Blue Care Kirami Retirement Living
Aveo - Kingston Green Retirement Living	Benetas - St John's Rise Retirement Village	Blue Care - Blue Care Lakeside Retirement Living
Aveo - Lisson Grove Retirement Village	Benetas - Bridgewater Lake Retirement Estate	Blue Care - Blue Care Masters Lodge Retirement Living
Aveo - Mingarra Retirement Living	Bethanie Group - Bethanie Beachside Retirement Village	Blue Care - Blue Care Nandeebie Retirement Living
Aveo - Oak Tree Hill Retirement Living	Bethanie Group - Bethanie Elanora	Blue Care - Blue Care New Haven Retirement Living
Aveo - Redmond Park Retirement Living	Bethanie Group - Bethanie Esprit	Blue Care - Blue Care North Pine Retirement Living
Aveo - Roseville Retirement Living	Bethanie Group - Bethanie Fields	Blue Care - Blue Care Tangara Retirement Living
Aveo - Sackville Grange	Bethanie Group - Bethanie Geneff	Blue Care - Blue Care Wesleyville Retirement Living
Aveo - Springthorpe Retirement Living	Bethanie Group - Bethanie Gwelup	Blue Care - Blue Care Wirunya Retirement Living
Aveo - Streeton Park Retirement Living	Bethanie Group - Bethanie Illawong	Blue Care - Blue Care Wondall Gardens Retirement Living
Aveo - The George Retirement Living	Bethanie Group - Bethanie Joondanna	Blue Care - Blue Care Yurana Retirement Living
Aveo - Toorak Place	Bethanie Group - Bethanie on the Park	Blue Care - Carlyle Gardens Mackay
Aveo - Veronica Gardens Retirement Living	Bethanie Group - Bethanie Warwick	Blue Care - Carlyle Gardens Townsville
Azure Retirement Living - Azure Retirement Living	Bethanie Group - Bethanie Waters	Blue Care - Fraser Shores 2 Retirement Village
Baldwin Living - Baldwin Living Lane Cove Gardens	Blue Care - Argyle Gardens	Blue Care - Fraser Shores Retirement Village
Baldwin Living - Baldwin Living Maroubra Gardens	Blue Care - Azure Blue Carina	Blue Hills Residences - Blue Hills Residences
Baldwin Living - Baldwin Living Seabeach Gardens	Blue Care - Azure Blue Redcliffe	Blue Hills Residences - Blue Hills Rise
Baldwin Living - Baldwin Living Northside	Blue Care - Blue Care Acacia Gardens Retirement Living	Bolton Clarke - Broadwater Gardens Retirement Living Community
Baldwin Living - Baldwin Living Sequana	Blue Care - Blue Care Alkira Retirement Living	Bolton Clarke - Darlington Retirement Living Community
Baldwin Living - Baldwin Living Vaucluse Gardens	Blue Care - Blue Care Ardmore Retirement Living	
Baldwin Living - Baldwin Living Kensington Hill	Blue Care - Blue Care Ben Bryce Retirement Living	
Baldwin Living - Baldwin Living Spring Gardens	Blue Care - Blue Care Bethania Retirement Living	
Baptcare Ltd - Baptcare Karingal Community	Blue Care - Blue Care Bli Bli Retirement Living	
	Blue Care - Blue Care Brassall Retirement Living	

Bolton Clarke - Macquarie View Retirement Living Community	Bolton Clarke - Glasshouse Views Retirement Living Community	Carrington Centennial Care Ltd - Carrington Retirement Living Community
Bolton Clarke - Riverwood Retirement Living Community	Bolton Clarke - Hillside Gardens Retirement Living Community	Centennial Living - Beleura
Bolton Clarke - Winders Lodge Retirement Living Community	Bolton Clarke - Europa On Alma Retirement Living Community	Centennial Living - Cardinia Waters
Bolton Clarke - Baycrest Retirement Living Community	Bolton Clarke - Callisto Place Retirement Living Community	Centennial Living - Main Street
Bolton Clarke - Bicentennial Retirement Living Community	Bolton Clarke - Armstrong Green Retirement Living Community	Centennial Living - Wyndham Grange
Bolton Clarke - Rowes Bay Retirement Living Community	Bolton Clarke - Casey Grange Retirement Living Community	Churches of Christ in Queensland - Amaroo Retirement Village
Bolton Clarke - Talbarra Retirement Living Community	Bolton Clarke - Martha Cove Retirement Living Community	Churches of Christ in Queensland - Bribie Island Retirement Village
Bolton Clarke - Tantula Rise Retirement Living Community	Bolton Clarke - Martha Bay Retirement Living Community	Churches of Christ in Queensland - Brig-O-Doon Retirement Village
Bolton Clarke - Bongaree Retirement Living Community	Bolton Clarke - Beachlands Village Retirement Living Community	Churches of Christ in Queensland - Crows Nest Retirement Village
Bolton Clarke - Breezes Retirement Living Community	Bolton Clarke - Coral Estate Retirement Living Community	Churches of Christ in Queensland - Fair Haven Retirement Village
Bolton Clarke - Carrington Retirement Living Community	Bolton Clarke - Jacaranda Gardens Retirement Living Community	Churches of Christ in Queensland - Fassifern Retirement Village
Bolton Clarke - Cazna Gardens Retirement Living Community	Bolton Clarke - Jurien Bay Village Retirement Living Community	Churches of Christ in Queensland - Golden Age Retirement Village
Bolton Clarke - Chelsea Retirement Living Community	Bolton Clarke - Mandurah Village Retirement Living Community	Churches of Christ in Queensland - Gracehaven Retirement Village
Bolton Clarke - Fairview Retirement Living Community	Bolton Clarke - Menora Gardens Retirement Living Community	Churches of Christ in Queensland - Kilkivan Retirement Village
Bolton Clarke - Fairways Retirement Living Community	Bolton Clarke - Pearson Village Retirement Living Community	Churches of Christ in Queensland - Lady Small Haven Retirement Village
Bolton Clarke - Fernhill Retirement Living Community	Bolton Clarke - Riverwood Retirement Living Community	Churches of Christ in Queensland - Moonah Park Retirement Village
Bolton Clarke - Galleon Gardens Retirement Living Community	Bondi Beach Astra - Bondi Beach Astra Retirement Village	Churches of Christ in Queensland - Nubeena Retirement Village
Bolton Clarke - Inverpine Retirement Living Community	Boroondara Aged Services Society (BASScare) - Hester Canterbury	Churches of Christ in Queensland - Regency Park Retirement Village
Bolton Clarke - Milford Grange Retirement Living Community	Boroondara Aged Services Society (BASScare) - Morgan Glen Iris	Churches of Christ in Queensland - Sanctuary Park Retirement Community
Bolton Clarke - Moreton Shores Retirement Living Community	Brightwater Care Group - Kingsway Court Brightwater Retirement Village	Churches of Christ in Queensland - St James Retirement Village
Bolton Clarke - Pioneers Retirement Living Community	Brisbane Housing Company Ltd - Arbor Sherwood	Churches of Christ in Queensland - Sugarland Gardens Retirement Village
Bolton Clarke - Westhaven Retirement Living Community	Bupa - Bupa Sutherland Retirement Village	Churches of Christ in Queensland - Woorim Retirement Village
Bolton Clarke - Sapphire on the Esplanade Retirement Living Community	Burnside Retirement Services Inc - Pineview Retirement Village	Churches of Christ in Queensland - Arcadia Apartments
Bolton Clarke - Sunset Ridge Retirement Living Community	Buxton Group Retirement Trust - The Crescent, Brighton	Churches of Christ in Queensland - Bethany Close Retirement Village
Bolton Clarke - Bribie Cove Retirement Living Community	Buxton Group Retirement Trust - The Granton, Brighton	Churches of Christ in Queensland - Chesterville Retirement Village

Churches of Christ in Queensland - Churches of Christ in Queensland Emmaus Lodge	Gannon Lifestyle Communities - Angle Vale Gardens Retirement Estate	Ingenia Communities - Ingenia Gardens Melton
Churches of Christ in Queensland - Grant Street Retirement Village	Garden Village - Garden Village	Ingenia Communities - Ingenia Gardens Melton
Civic Group Australia Limited as trustee for Civic Church trading as Yukana Private - Yukana Private	Goodwin Aged Care - Goodwin Village Ainslie	Ingenia Communities - Ingenia Gardens Sovereign
Clayton Church Homes - Balhannah Retirement Village	Goodwin Aged Care - Goodwin Village Crace	Ingenia Communities - Ingenia Gardens Warrnambool
Clayton Church Homes - Retirement Living Beulah Terraces, Norwood	Goodwin Aged Care - Goodwin Village Farrer	Inheritance Capital Asset Management - Langton Park Retirement Village
Clayton Church Homes - Retirement Living Crafers SA Clayton Church Homes	Goodwin Aged Care - Goodwin Village Monash	Inheritance Capital Asset Management - The Elms Retirement Estate
Clayton Church Homes - Retirement Living Gumeracha SA Clayton Church Homes	Goodwin Aged Care - Goodwin Village The Manor	IRT Group - IRT Kangara Waters
Clayton Church Homes - Retirement Living Lobethal SA Clayton Church Homes	Human Touch Retirement - Mount Gilead Estate	IRT Group - Henry Brooks Estate at IRT Kanahooka
Clayton Church Homes - Retirement Living Magill SA Clayton Church Homes	Human Touch Retirement - Camden Grove	IRT Group - Howard Court at IRT Pioneer Place
Clayton Church Homes - Percival Street, Norwood	Human Touch Retirement - Gibraltar Park Estate	IRT Group - IRT Birch Villa
Clayton Church Homes - Norwood Cottages	Ingenia Communities - Ingenia Gardens Bathurst	IRT Group - IRT Braeside
Clayton Church Homes - Retirement Living Stirling SA Clayton Church Homes	Ingenia Communities - Ingenia Gardens Coffs Harbour	IRT Group - IRT Culburra Beach
Clayton Church Homes - Retirement Living Uraidla SA Clayton Church Homes	Ingenia Communities - Ingenia Gardens Dubbo	IRT Group - IRT Dalmeny
Clayton Church Homes - Retirement Living Woodside SA Clayton Church Homes	Ingenia Communities - Ingenia Gardens Goulburn	IRT Group - IRT Diment Towers
Clayton Church Homes - Bridgewater Village	Ingenia Communities - Ingenia Gardens Port Macquarie	IRT Group - IRT Edwina Court
Eastwood Retirement - Eastwood Retirement	Ingenia Communities - Ingenia Gardens Taree	IRT Group - IRT Greenwell Garden
Elements of Toronto - Elements of Toronto	Ingenia Communities - Ingenia Gardens Bundaberg	IRT Group - IRT Harbourside
Encore Living Trafalgar Pty Ltd - Encore Living Trafalgar	Ingenia Communities - Ingenia Gardens Marsden	IRT Group - IRT Macarthur
Finley Regional Care Pty Ltd - Alumuna	Ingenia Communities - Ingenia Gardens Carrum Downs	IRT Group - IRT Moruya
Forsite Capital - Balmoral Village	Ingenia Communities - Ingenia Gardens Geelong	IRT Group - IRT Peakhurst
Forsite Capital - Greenways Village	Ingenia Communities - Ingenia Gardens Geelong	IRT Group - IRT Sarah Claydon
Gannon Lifestyle Communities - Griffith Retirement Estate	Ingenia Communities - Ingenia Gardens Grovedale	IRT Group - IRT Sea View Retirement Village
Gannon Lifestyle Communities - Tamworth Gardens Retirement Estate	Ingenia Communities - Ingenia Gardens Hertford	IRT Group - IRT St Georges Basin
		IRT Group - IRT Tarrawanna Gardens
		IRT Group - IRT The Clyde
		IRT Group - IRT Thomas Holt Acacia Road
		IRT Group - IRT Towradgi Park Lodge
		IRT Group - IRT Towradgi Park
		IRT Group - IRT William Beach Gardens
		IRT Group - IRT Woonona
		IRT Group - Parkside at IRT Pioneer Place
		IRT Group - IRT Thomas Holt Stafford Court (Village)[NSW]

IRT Group - IRT Thomas Holt Kilpatrick Court (Village)[NSW]	Keyton - Hibiscus Nambour	Keyton - Harbourside Village Mindarie
IRT Group - IRT Parklands	Keyton - Hibiscus Noosa Outlook	Keyton - Homestay Village
IRT Group - IRT The Palms	Keyton - Keperra Sanctuary	Keyton - Lakeside Village Bibra Lake
IRT Group - IRT The Ridge	Keyton - The Gardens on Lindfield	Keyton - Parkland Villas Booragoon
IRT Group - IRT Woodlands	Keyton - The Lakes Bundaberg	Keyton - Parkland Villas Ellenbrook
James Milson Village - James Milson Village - North Sydney	Keyton - The Terraces	Keyton - Parkland Villas Mandurah
James Milson Village - James Milson Village - Woolwich	Keyton - Elliot Gardens	Keyton - Parkland Villas Woodlands
Jeta Gardens - Jeta Gardens Retirement Village	Keyton - Townsend Park	Keyton - The Pines
Keyton - Isabella Gardens	Keyton - Trinity Green	Keyton - Timberside Villas
Keyton - The Aerie	Keyton - Vermont Estate	Keyton - Woodstock West
Keyton - The Grove - Ngunnawal	Keyton - Abervale Village	LDK Healthcare - Greenway Views
Keyton - Annesley Bowral	Keyton - Ardency Kennedy Place	LDK Healthcare - Amberfield
Keyton - Ardency Aroona	Keyton - Burwood Terrace	LDK Healthcare - The Landings
Keyton - Ardency Trebartha	Keyton - Caesia Gardens	Levande - Ridgecrest
Keyton - Ashton Gardens	Keyton - Classic Residences Brighton	Levande - Bellevue Gardens
Keyton - Brentwood Village	Keyton - Evelyn Ridge	Levande - Bexley Gardens
Keyton - Closebourne Village	Keyton - Fiddlers Green	Levande - Camden View
Keyton - Coastal Waters	Keyton - Forest Hills Retirement Village	Levande - Cardinal Freeman
Keyton - Dee Why Gardens	Keyton - Goodwin Close	Levande - Castle Ridge
Keyton - Glenaeon	Keyton - Heathglen	Levande - Golden Ponds
Keyton - Henry Kendall Gardens	Keyton - Highvale Retirement Village	Levande - Lincoln Gardens
Keyton - Kingfisher Grove	Keyton - Koorootang Court	Levande - Lourdes
Keyton - Lakeside Retirement Village	Keyton - Lexington Gardens	Levande - Macarthur Gardens
Keyton - Little Bay Apartments	Keyton - Martha's Point	Levande - Macquarie Grove
Keyton - Lutanda Manor	Keyton - Meadowvale Retirement Village	Levande - Maybrook
Keyton - Nelsons Grove	Keyton - Menzies Malvern	Levande - Parklands
Keyton - Pittwater Village	Keyton - Peppertree Hill Retirement Village	Levande - Queenslake
Keyton - Rochford Place	Keyton - Port Phillip Retirement Village	Levande - The Cove
Keyton - The Baytree by Ardency	Keyton - Sherwin Rise	Levande - The Village Swansea
Keyton - Allora Gardens	Keyton - The Brighton on Bay	Levande - The Willows
Keyton - Bellflower Retirement Resort	Keyton - The Links at Waterford	Levande - Wamberal Gardens
Keyton - Bernborough Ascot	Keyton - The Village Williamstown	Levande - Waratah Highlands
Keyton - Buderim Gardens Retirement Village	Keyton - Viewbank Gardens	Levande - Willowdale
Keyton - Eaglemount Retirement Resort	Keyton - Waterford Park	Levande - Bellcarra
Keyton - Hibiscus Buderim Meadows	Keyton - Waterford Valley Lakes	Levande - Farrington Grove
Keyton - Hibiscus Chancellor Park	Keyton - Waverley Country Club	Levande - Fig Tree
	Keyton - Windsor Park	Levande - Greenleaves
	Keyton - Woodlands Park	Levande - Newport
		Levande - North Lakes

Levande - Pine Lake	Living Choice Australia - Living Choice Kawana Island	Oak Tree Group - Oak Tree Retirement Village Jesmond
Levande - Salford Waters	Living Choice Australia - Living Choice Twin Waters	Oak Tree Group - Oak Tree Broadmeadow
Levande - Shine Birtinya	Living Choice Australia - Flagstaff Hill	Oak Tree Group - Oak Tree Boronia Heights
Levande - Bay Village	Living Choice Australia - Fullarton	Oak Tree Group - Oak Tree Burpengary
Levande - Hillsview	Living Choice Australia - Living Choice Woodcroft	Oak Tree Group - Oak Tree Cairns
Levande - Lightsview	M by Montefiore - M by Montefiore	Oak Tree Group - Oak Tree Capricorn Coast
Levande - Ridgehaven Rise	Martin Luther Homes Boronia Inc - Martin Luther Homes	Oak Tree Group - Oak Tree Darling Heights
Levande - Salford Community	Mbark Pty Ltd - The Arbour Berry	Oak Tree Group - Oak Tree Goodna
Levande - Somerton Park	Mbark Pty Ltd - Wivenhoe Village	Oak Tree Group - Oak Tree Goondiwindi
Levande - The Grange	Mecwacare - Pascoe Vale Gardens Retirement Village	Oak Tree Group - Oak Tree Norman Gardens
Levande - The Villas in Brighton	Mercy Care Ltd - Mercy Care Retirement Wembley	Oak Tree Group - Oak Tree Park Avenue
Levande - The Villas on Milton Ave (Fullarton)	Minda Incorporated - Brighton Dunes	Oak Tree Group - Oak Tree Pelican Waters
Levande - Unity	Mountainview Retreat Retirement Village - Penrith Village	Oak Tree Group - Oak Tree Riverway Townsville
Levande - Walnut Grove Estate	Mountainview Retreat Retirement Village - Round Corner Village	Oak Tree Group - Oak Tree Toowoomba
Levande - Arilla	Mountainview Retreat Retirement Village - Wattlegrove Village	Oak Tree Group - Oak Tree Victoria Point
Levande - Donvale	Murray Lands Retirement Village - Murray Lands Retirement Village	Oak Tree Group - Oak Tree Warwick
Levande - Gillin Park	Novacare Busselton Village - Nova Village	Oak Tree Group - Oak Tree Yeppoon
Levande - Gowanbrae	Oak Tree Group - Oak Tree Armidale	Oak Tree Group - Oak Tree Kingston
Levande - Highlands	Oak Tree Group - Oak Tree Bathurst	Oak Tree Group - Oak Tree Skye
Levande - Knox	Oak Tree Group - Oak Tree Boolaroo	Oasis Peakhurst Retirement Apartments Pty Ltd - Oasis Peakhurst Retirement Apartments
Levande - Mernda	Oak Tree Group - Oak Tree Cardiff	Ocean Gardens - Ocean Gardens Retirement Village
Levande - Midlands Terrace	Oak Tree Group - Oak Tree Dubbo	Omega Communities - Leabrook Place
Levande - Oak Grange	Oak Tree Group - Oak Tree Goonellabah	Omega Communities - The Glenbrook
Levande - Patterson Lakes	Oak Tree Group - Oak Tree Gunnedah	OzCare - Canossa Gardens
Levande - Plenty Valley	Oak Tree Group - Oak Tree Kanwal	OzCare - Currimundi Gardens
Levande - Salford Park	Oak Tree Group - Oak Tree Moss Vale	OzCare - De Paul Manor Estate
Levande - Selandra Rise	Oak Tree Group - Oak Tree Mudgee	OzCare - Delamore Retirement Community
Levande - Tarneit Skies	Oak Tree Group - Oak Tree Orange	OzCare - Reflections on the Bay
Levande - Templestowe	Oak Tree Group - Oak Tree Rutherford	OzCare - Rendu Towers Retirement Village
Levande - Templestowe	Oak Tree Group - Oak Tree Tamworth	OzCare - Sarina Place
Levande - The Lakes Estate	Oak Tree Group - Oak Tree Taylor St Armidale	OzCare - Lakes Retirement Village
Levande - Vermont	Oak Tree Group - Oak Tree Retirement Village Coffs Harbour	
Levande - Wantirna		
Living Choice Australia - Leisure Lea Gardens		
Living Choice Australia - Alloura Waters		
Living Choice Australia - Broadwater Court		
Living Choice Australia - Deepwater Court		
Living Choice Australia - Glenhaven		

Mecawacare - Pascoe Vale Gardens Retirement Village	RetireAustralia - Wellington Manor Retirement Village	Southern Cross Care (WA) Inc - Faulkner Park Village
Peninsula Village Ltd - Cooinda Village	RetireAustralia - The Green Tarragindi Retirement Village	Southern Cross Care (WA) Inc - Foley Village
Peninsula Village Ltd - Peninsula Village	RetireAustralia - Bartonvale Gardens Retirement Village	Southern Cross Care (WA) Inc - Margaret Hubery Village
Principle Living - Principle Living	RetireAustralia - Bartonvale Lodge Retirement Village	Southern Cross Care (WA) Inc - Success Village
Ravida Properties Pty Ltd - Renaissance Living	RetireAustralia - Glengowrie Retirement Village	Southern Cross Care (WA) Inc - Thomas Perrott Village
RCA Villages - Point Cook Village	RetireAustralia - Lincoln Grove Retirement Village	Southern Cross Care QLD - Caloundra Rise Retirement Estate
Regis Aged Care Pty Ltd - Woodward	RetireAustralia - Magill Retirement Village	Southern Cross Care QLD - Edens Landing Retirement Village
Regis Aged Care Pty Ltd - Regis Retirement Living Tasmania - Norwood	RetireAustralia - Scarborough Mews Retirement Village	Southern Cross Care QLD - Noosa Waters Retirement Estate
Regis Aged Care Pty Ltd - Inala Village	RetireAustralia - Spring Grove Retirement Village	Southern Cross Care QLD - Parque Vista on Seville
Regis Aged Care Pty Ltd - Brambe Bay	RetireAustralia - Tea Tree Gardens Retirement Village	Southern Cross Care QLD - Stretton Gardens
Regis Aged Care Pty Ltd - Corinthian Court	RetireAustralia - The Laurels Retirement Village	St Ives Villages Pty Ltd - St Ives Centro
Renaissance Retirement Living - Renaissance Retirement Living	RetireAustralia - Torrens Grove Retirement Village	St Ives Villages Pty Ltd - St Ives Mandurah
RetireAustralia - Belrose Country Club Retirement Village	RetireAustralia - Wisteria Grove Retirement Village	St Ives Villages Pty Ltd - St Ives Murdoch
RetireAustralia - Boambee Gardens Retirement Village	Riverside Gardens North Richmond - Riverside Gardens North Richmond	St Ives Villages Pty Ltd - St Ives Albany
RetireAustralia - Bramblewood Retirement Village	Ryman Healthcare - Charles Brownlow Retirement Village	St Ives Villages Pty Ltd - St Ives Carine
RetireAustralia - Forresters Beach Retirement Village	Ryman Healthcare - Deborah Cheetham Retirement Village	St Ives Villages Pty Ltd - St Ives Lesmurdle
RetireAustralia - Glengara Retirement Village	Ryman Healthcare - Essendon Terrace	St Ives Villages Pty Ltd - St Ives Melville
RetireAustralia - Murray Gardens Retirement Village	Ryman Healthcare - John Flynn Retirement Village	St Ives Villages Pty Ltd - St Ives Northshore
RetireAustralia - Newling Gardens Retirement Village	Ryman Healthcare - Raelene Boyle Retirement Village	St Paul de Chartres Retirement Units - St Paul de Chartres Retirement Units
RetireAustralia - Queens Park Assisted Living	Ryman Healthcare - Nellie Melba Retirement Village	Summerset Group Holdings (Limited) - Cranbourne North
RetireAustralia - Riverina Gums Retirement Village	Ryman Healthcare - Weary Dunlop Retirement Village	Retirement Living Services - Windsor Country Village
RetireAustralia - Tarragal Glen Retirement Village	Ryman Healthcare - Bert Newton Retirement Village	The Village Glen/Community - The Village Glen
RetireAustralia - Wood Glen Retirement Village	Sencia - Green Ridge Hunter Valley	***The Village Retirement Group - The Village Coorparoo
RetireAustralia - Carlyle Gardens Retirement Village	Sencia - The Breeze	***The Village Retirement Group - The Village Redcliffe
RetireAustralia - Cleveland Manor Retirement Village	Signature Gardens Retirement Resort - Signature Gardens Retirement Resort	***The Village Retirement Group - The Village Taigum
RetireAustralia - Drayton Villas Retirement Village	Southern Cross Care (WA) Inc - Donovan Village	***The Village Retirement Group - The Village on the Downs
RetireAustralia - Noyea Riverside Retirement Village		
RetireAustralia - The Verge		

***The Village Retirement Group - The Village Yeronga	Uniting - Uniting Lough Neagh Retirement Village	Uniting - Uniting Amaroo
TIGcorp - Applewood - Applewood	Uniting - Uniting MacDonald Homes - Dee Why	Uniting - Uniting Autumn Lodge
TIGcorp - Rivervue - Rivervue	Uniting - Uniting MacDonald Homes Eastwood	Uniting - Uniting Yamba
Toby's Intet Estate Pty Ltd - Toby's Inlet Estate	Uniting - Uniting Manning House	Uniting Communities - U City Retirement Residences
Tranquil Retirement Group - Ormiston Rise Retirement Village	Uniting - Uniting Mawarra	Unitng - Uniting Leichhardt - McRae-McMahon Place
Tranquil Retirement Group - Tranquil Waters Retirement Village	Uniting - Uniting Mayflower Gerringong	Vasey - Vasey Epping Manor
Treeview Estates Pty Ltd - Treeview Estates	Uniting - Uniting Mayflower Retirement Village Bondi - Edina	Vasey - Vasey Ivan Court
Uniting - Uniting Amala Gordon	Uniting - Uniting Mayflower Village Pendle Hill	Vasey - Vasey Northcott Gardens
Uniting - Uniting 10 Congham Road, West Pymble Self Care	Uniting - Uniting Mayflower Village Rockdale	Vasey - Vasey Wurley Court
Uniting - Uniting 12 & 20 Congham Road, West Pymble (Northaven Village)	Uniting - Uniting Mayflower Village Wentworthville	Vasey - Kokoda Residences
Uniting - Uniting Bankstown	Uniting - Uniting Mayflower Westmead	Villa Maria Catholic Homes - Athelstan
Uniting - Uniting Bowden Brae	Uniting - Uniting Mulluana	Villa Maria Catholic Homes - Barnsbury Deepdene
Uniting - Uniting Bramley	Uniting - Uniting Nareen Gardens	Villa Maria Catholic Homes - Corpus Christi Village
Uniting - Uniting Carinya Epping	Uniting - Uniting Nareen Terrace	Villa Maria Catholic Homes - Providence Bacchus Marsh
Uniting - Uniting Carinya Retirement Village	Uniting - Uniting Nareena Homes	Villa Maria Catholic Homes - Shanagolden Pakenham
Uniting - Uniting Carlton Court	Uniting - Uniting Narla	Villa Maria Catholic Homes - St Joseph's Mews
Uniting - Uniting Carroona Goonellabah	Uniting - Uniting Nowra (Symons House)	Villa Maria Catholic Homes - St Thomas' Greensborough
Uniting - Uniting Carroona Woodburn	Uniting - Uniting Nulgara	Villa Maria Catholic Homes - Star of the Sea Torquay
Uniting - Uniting Chapman Close	Uniting - Uniting Pindari	Village Lifestyles - Bougainvillea Retirement Village
Uniting - Uniting Clifton	Uniting - Uniting Pinewood	Waikerie Community Senior Citizens Home - Warrawee Lodge
Uniting - Uniting Colin McFadyen	Uniting - Uniting Salamander Bay	Walka Grange Lifestyle Village - Walka Grange Lifestyle Village
Uniting - Uniting Conrad Beard	Uniting - Uniting Scenic Court	Wesley Mission Queensland - Aldersgate Red Hill
Uniting - Uniting Cooinda	Uniting - Uniting St Andrew's	Wesley Mission Queensland - Rosemount
Uniting - Uniting Copeland Gardens	Uniting - Uniting St John's	Wesley Mission Queensland - Wheller on the Park
Uniting - Uniting Denison Court	Uniting - Uniting St Margarets	Westmont Aged Care Group - Westmont Retirement Home
Uniting - Uniting Farmborough Grove	Uniting - Uniting The Garrison Retirement Centre	Woodlands Retirement Village Ltd - Woodlands Retirement Village
Uniting - Uniting Forest	Uniting - Uniting Tredinnick Village	
Uniting - Uniting Hawkesbury	Uniting - Uniting Turramurra	
Uniting - Uniting Hyandra	Uniting - Uniting Wesley Heights	
Uniting - Uniting Kankama	Uniting - Uniting Westmead	
Uniting - Uniting Kentgrove	Uniting - Uniting Wirreanda	
Uniting - Uniting Killarney	Uniting - Uniting Woodfield Terraces	
Uniting - Uniting Koinonia	Uniting - Uniting Yagoona Village	
Uniting - Uniting Lakeview	Uniting - Lemongrove Retirement Village	
Uniting - Uniting Leichhardt		



For more information please contact
The Code Administrator

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