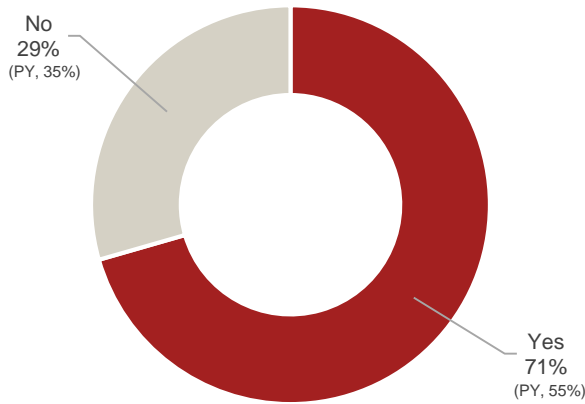


Operating Environment Snapshot



Buy Back Guarantee (% of villages)

n = 584 Villages

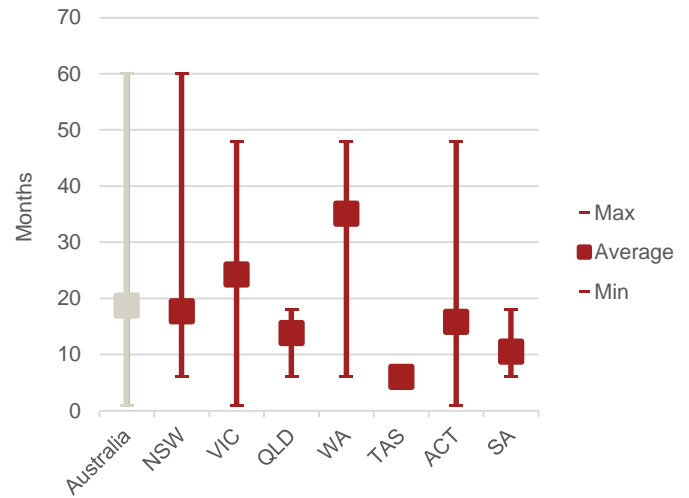


71% of villages reported a Buy Back Guarantee (combination of legal requirement and voluntary contractual obligation) compared to 65% in the 2018 Census.



Buyback Period in Months of most common contract

n = 400 Villages**



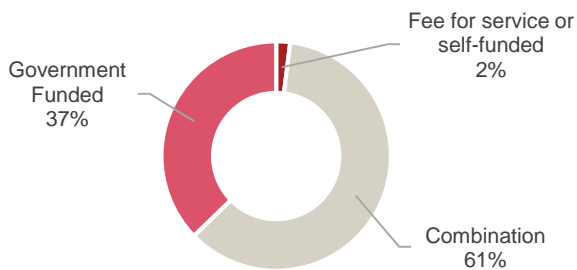
**Sample set for Tasmania is three villages

Of the 71% of villages who reported a buy back guarantee, the average buyback period in months of the villages most common contract was 19 months nationally.



If home care is provided, how is it funded?

n = 153 Villages



39% of villages have home care provided on site by the village operator. 61% of home care services are funded by a combination of government funding and fee for service and/or self-funded.

Operating Environment Snapshot



84%
Average CSAT (Customer Satisfaction) Score
n = 101 Villages



45
Average 'Net Promoter Score' Australia wide¹
n = 62 Villages



39%
Percentage of villages accredited as of June 30 2018²
n = 225 Villages

¹Net Promoter Score range from (-100 to 100)

²On 30 June 2018, the accreditation schemes in place were the Lifemark Village Scheme and LASA's International Retirement Communities Accreditation Scheme (IRCAS). ARVAS commenced 1 Oct 2019

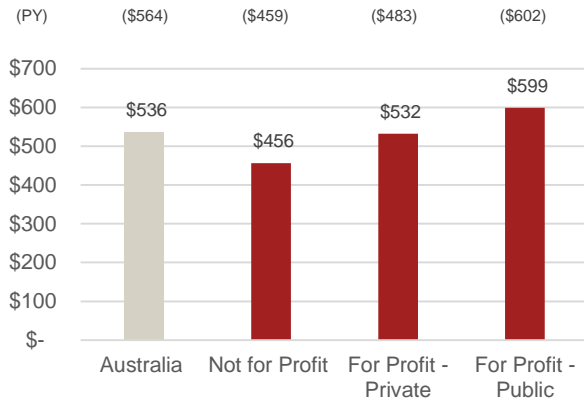
Service Fees and Deferred Payments Snapshot



Monthly service fees by village operator – two bedroom ILU

n = 40,727 Units

Weighted Average Fee

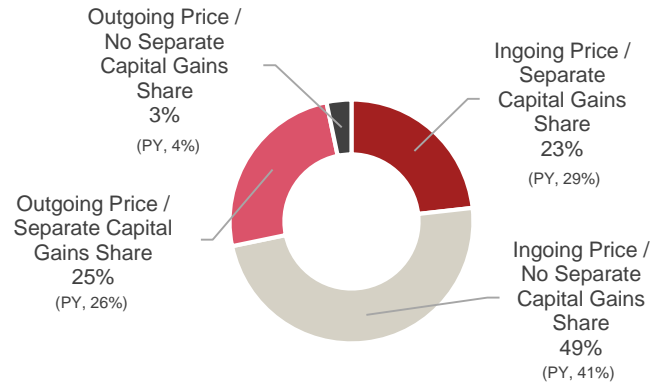


Nationally, the average monthly service fee was reported to be \$536. This is down 5% compared to 2018 Census figures, largely driven by a greater proportion of Not For Profit participants. Private, For Profit operators reported an average 10% increase in their service fee, whilst Not For Profit and For Profit – Public operators service fees were consistent with prior year.



Deferred payment structure offered to new residents

n = 577 Villages

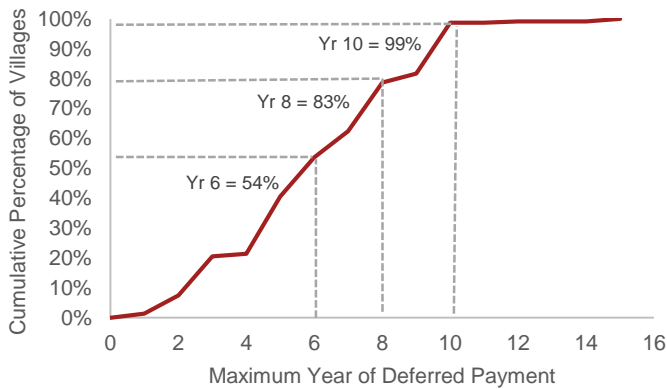


The proportion of deferred payments with a separate capital gains share and those without a separate capital gains share are almost equal (48% and 52% respectively) compared to the 2018 Census (55% to 45% respectively).



Maximum year of deferred payment at villages

n = 568 Villages

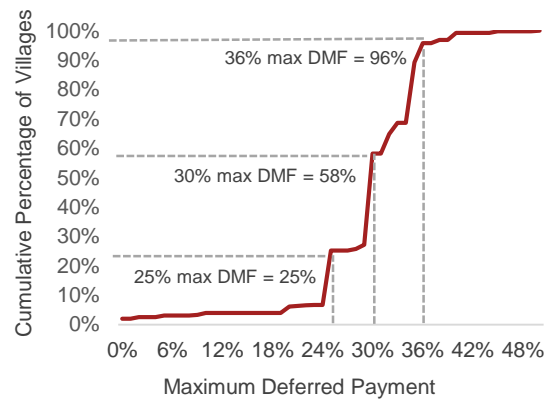


54% of the villages reach the maximum deferred payment percentage within 6 years, 83% by 8 years and nearly all remaining villages reaching the maximum percentage by 10 years.



Maximum deferred payment at villages

n = 577 Villages



There are a variety of deferred payment structures reflecting a broad range of village standards, service offerings and financial arrangements tailored for residents.

The 2019 Census shows that the maximum deferred payment percentage for 96% of villages is 36% or below.

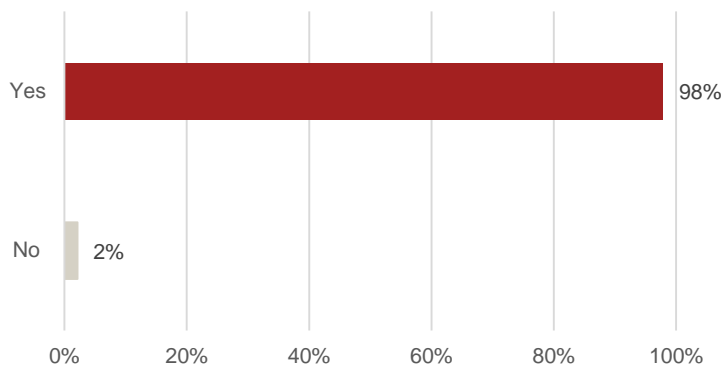
The median maximum deferred payment percentage is 30% over 6 years.

Development Snapshot



New villages with 5 or more facilities and services

n = 47 Villages

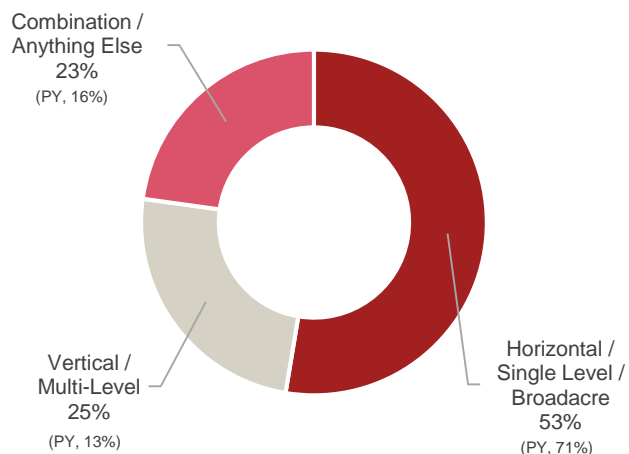


98% of new villages have an extensive range of facilities / service offerings (five or more of the listed facilities and services) compared to existing villages with 88% containing extensive facilities.



Village by Type

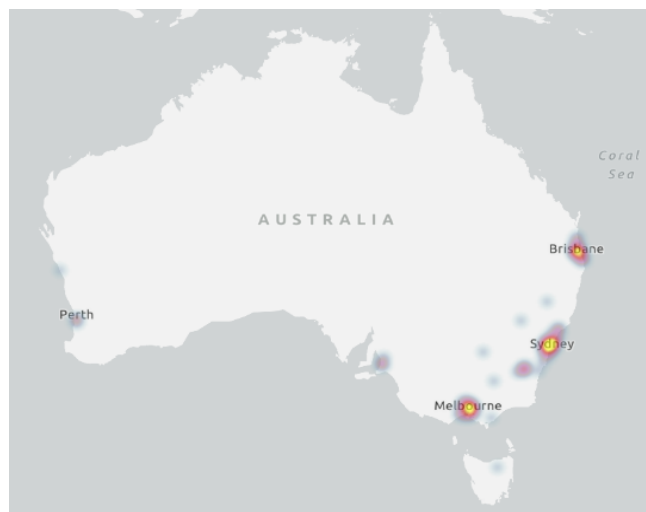
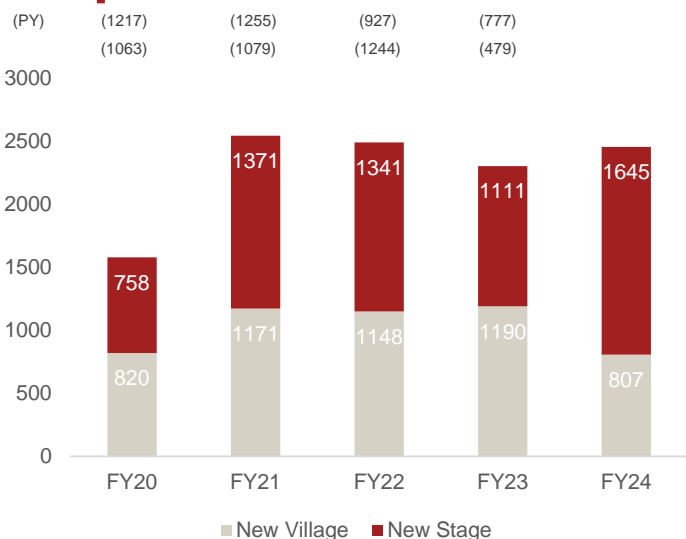
n = 114 Villages



48% of new developments are Vertical or Combination villages, compared to 23% of existing villages.



Supply pipeline (number of units)



The supply pipeline for FY20 is expected to be modest, with just over 1,500 units expected to be completed. Participants in this year's Census have reported over 2,000 units per year coming to the market in FY21-FY24 from a mix of new villages and new stages of development on existing villages. Metropolitan areas within Sydney, Melbourne and Brisbane have the greatest concentration of new supply of units.

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PwC/ Property Council of Australia sincerely thank all data contributors for their participation, and CoreLogic for providing median price data.

Notes:

When comparing previous Retirement Census numbers to this year, it is important to note that the number and diversity of participants changes from year to year. The term "Deferred Payments" is more accurate expression for what is sometimes called a "Deferred Management Fee".

The PwC/Property Council Retirement Census is the most comprehensive aggregated data source on retirement villages in Australia, covering the physical characteristics of villages, ownership details, business attributes and demographic data. The Retirement Census is based on data which was collected from Property Council retirement living operator members and other contributors and analysed by PwC.

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