OFFICE ADDRESS

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GENERAL INQUIRY DOCUMENT

HARBOURSIDE FINGAL BAY

Current as at: 20th September 2026

This general inquiry document is required to be given to you as a prospective resident or as a person acting on behalf of a prospective resident.

Village details

Name of retirement village Harbourside Fingal Bay

Street address 38 - 44 Farm Road, Fingal Bay NSW 2315

Street address 169 Rocky Point Road, Fingal Bay

Name of retirement village Harbourside Crystal Close

Street address 5 Crystal Close, Fingal Bay NSW 2315

Website www.harboursideportstephens.com.au

Residency in this village is available under *[tick one or more]:*

- ☐ strata title
- ☐ leasehold
- ☑ non-registered lease/licence
- ☐ community title
- ☐ rental only
- ☐ company title
- ☐ other [specify] ……

Management details

Name of operator: Port Stephens Veterans & Citizens Aged Care Ltd

How many retirement villages do we operate in NSW? Four (4)

We have operated retirement villages in NSW since: 1981

Are we a member of any industry association? ☑ Yes ☐ No

If Yes, name of association: Ageing Australia

Contact details for further information about the village:

Retirement Living Sales & Admin

Phone: 02 4984 1811 **Email:** retirementliving@harboursideps.com.au

Accommodation details

Has construction/development of the village been completed? ☑ Yes ☐ No

44 Farm Road, Fingal Bay:

There are 106 residential premises in Stage 1 of the village, made up of:

3 x 2-bedroom villas at 169 Rocky Point Road, Fingal Bay

103 x 2-bedroom villas at 44 Farm Road, Fingal Bay

The residential premises in the village are: [*tick all that are applicable*]

- ☑ **Self-care premises / Independent Living Units**
- ☐ **Serviced apartments / Assisted Care Units**
- ☑ **Single storey** and/or ☐ **Multi-storey**

38 Farm Road, Fingal Bay:

There are 26 residential premises in Stage 2 of the village, made up of:

14 x 2-bedroom villas at 38 Farm Road, Fingal Bay

12 x 2-bedroom apartments at 38 Farm Road, Fingal Bay

The residential premises in the village are: [*tick all that are applicable*]

☑ **Self-care premises / Independent Living Units**

☐ **Serviced apartments / Assisted Care Units**

☑ **Single storey** and/or ☑ **Multi-storey**

Harbourside Crystal Close:

There are 6 residential premises in the village, made up of:

6 x 2-bedroom villas

The residential premises in the village are: [*tick all that are applicable*]

☑ **Self-care premises / Independent Living Units**

☐ **Serviced apartments / Assisted Care Units**

☑ **Single storey** and/or ☐ **Multi-storey**

Is there a residential aged care facility onsite or attached? ☐ Yes ☑ No

Note: Aged care facilities are not covered by the Retirement Villages Act 1999 (NSW). Entry is not guaranteed and will be subject to availability and meeting the eligibility requirements set by Commonwealth government laws.

Financial matters

The entry payment to enter the village is currently:

44 Farm Road, Fingal Bay & 169 Rocky Point Road, Fingal Bay
$550,000.00 *for two-bedroom villas*
Non-refundable component of entry-payment:
$250,000 non-refundable after the 90 days settling period.

38 Farm Road, Fingal Bay
$650,000.00 *for two-bedroom villas and apartments*
Deferred Management Fee (DMF)

5 Crystal Close, Fingal Bay
$650,000.00 *for two-bedroom villas.*
Deferred Management Fee (DMF)

As you enter your new home you will be asked to pay an ingoing contribution which secures the right to live in the village. The contribution will be partly

refunded to you once you leave the village. On departure from the village you will pay a fee often called a Deferred Management Fee (DMF) or Exit Fee.

The DMF is calculated from the date of entry and is based on a clear and defined percentage of the ingoing contribution that is outlined in the Disclosure Document. The DMF is based on your length of stay.

At time of exit you will be refunded the ingoing contribution less the DMF.

The amount of recurrent charges payable to live in the village is currently:

$465.51 per fortnight

Do residents pay a departure fee when they leave? ☐ Yes ☑ No

Do residents share in any capital gains? ☐ Yes ☑ No

(Other fees and charges may apply.)

Village facilities and services

Facilities and services available at the village include: *[tick all that are applicable]*

- ☐ on-site manager
- ☑ village bus
- ☑ emergency call system *(on request)*
- ☐ restaurant
- ☐ dining room
- ☐ shop *(Village Kiosk)*
- ☑ library
- ☑ community room/centre
- ☑ arts and crafts room
- ☑ activities / games room
- ☐ medical consultation room
- ☑ visiting hairdresser
- ☑ swimming pool
- ☐ tennis court
- ☐ bowling green
- ☐ gym
- ☐ chapel / prayer room
- ☐ workshop
- ☐ storage area for boats / caravans
- ☑ optional services (e.g. meals, laundry and home cleaning)
- ☑ other [specify] *Croquet Lawn, Covered BBQ area.*

Village life

Are pets allowed in the village?	☑ Yes*	☐ No
Can residents do their own gardening?	☑ Yes*	☐ No
Are there organised social activities in the village?	☑ Yes	☐ No
Are there any village rules in force in the village?	☑ Yes	☐ No
Does the village have a residents committee?	☑ Yes	☐ No

If yes, Name of secretary or chairperson:

* Conditions and restrictions may apply.

More information

This document gives a basic explanation about the village. It contains general information only and may be subject to change.

If there are village rules in force in the village, a copy of the village rules can be requested from the operator of the village.

You should also read the NSW Fair Trading publication ***Moving into a retirement village?*** which gives an overview of the retirement village industry and contains a useful checklist for prospective residents. For more information on your rights and responsibilities, contact Fair Trading by visiting www.fairtrading.nsw.gov.au or calling 13 32 20. A disclosure statement and village contract will provide you with more information should you decide to become a resident.