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# Safety and Compliance Manager

Position Outline



# The Lifestyle Story...



**2003**

James Kelly, Dael Perlov and Bruce Carter developed a business plan

**2004**

Development of our first community at Brookfield –  
Opened in June 2005

**2007**

Listed on the Australian Stock Exchange

**2012**

Major capital raising of \$36m

Since beginning Lifestyle Communities in 2003, our mission has always been to enable working, semi-retired and retired people over 50 to enjoy affordable luxury living in a secure community setting, while having the freedom to enjoy new possibilities with greater peace of mind.

Our first community was at Brookfield in Melton, and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

1. “You never get a second chance at a first impression” and we ensure that whether it is the look of our communities or the service we deliver, our customers always get a fantastic first impression.
2. “A customer may forget what you told them, but they will never forget how you made them feel”. We want to make every customer touchpoint an amazing experience, one that they will remember and recall with friends and family. We want to ensure that their experience living in a Lifestyle Community is an extremely positive one.

These two adages have been the key enabler of our growth and success over the years and will become even more important as we develop and grow.



# Our Purpose

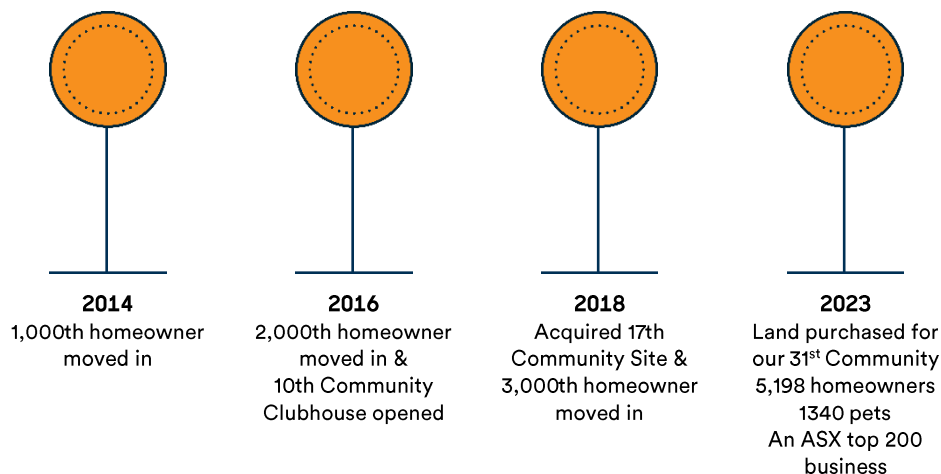
We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

We **build** communities because our homeowners have worked hard for what they have and they deserve affordable, beautifully-designed and low maintenance homes in concert with best-in-class amenities. We **create** communities because our homeowners haven't given up on returning to a time when they built strong communities around their own homes. We **nurture** the homeowners within our communities because they seek a space that's truly their own, that strikes the perfect balance between connection and privacy; independence and activity.

Like us, our homeowners rail against an earnestly bland existence or disappearing into a sea of sameness; the one-size-fits all approach that places limitations on what's possible. Which is why we actively listen to them; to their hopes for now and their dreams for the future, so the next time they ask, "what's next?" we've already been busy reimagining.

But, most of all, we champion bigger, more enhanced lives for our homeowners because we know that reducing their property footprint takes a giant leap of faith. This is why we believe it's a privilege to walk alongside them as they elevate the next phase of their lives.

Like us, we believe they're just getting started.  
After all, they're the generation of change. **And they're not done yet.**

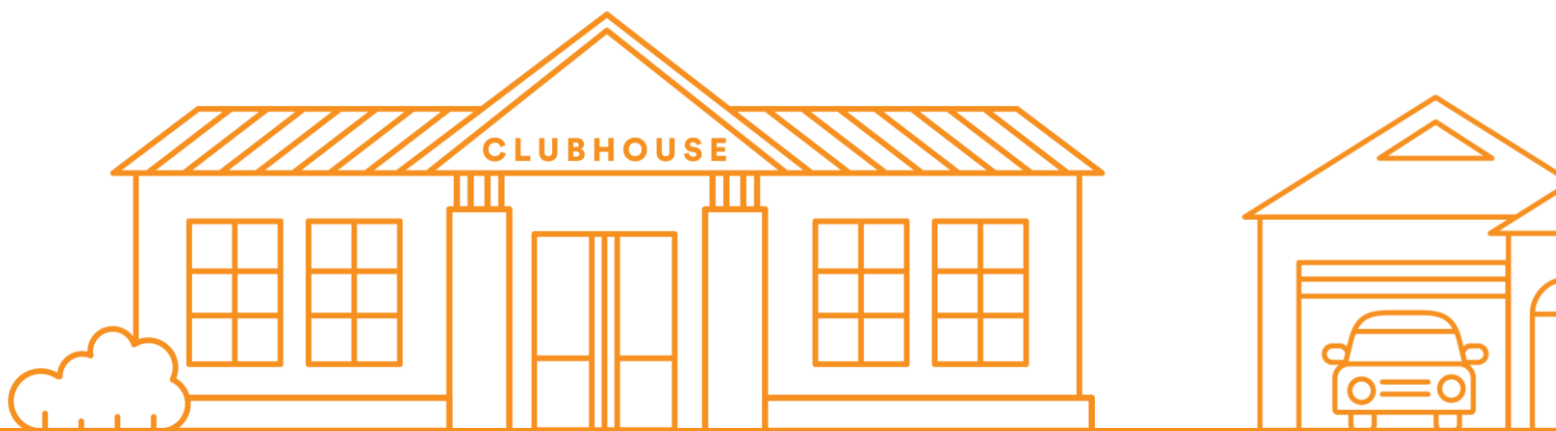


# Role Summary

In this role, you will be the subject matter expert on Safety and Compliance across all our Communities. You will understand the functionality of our clubhouses from a homeowner's experience perspective, be up to date with building and construction laws, and have experience with large assets such as shopping centres, retail, universities etc.

You will be responsible for developing, implementing, and monitoring safety and compliance frameworks across our communities and facilities. You will ensure a safe and compliant environment for our homeowners, team, contractors, and visitors by investigating incidents, embedding best practice standards, and fostering a customer-centric approach to risk management.

You will lead our safety committee and bring all areas of the business together to ensure we are compliant with regards to building, refurbishing, and maintaining the safety of all our Homeowners and team members whilst they enjoy our beautiful clubhouses and infrastructure.



# Who Am I?

I am a **passionate** person that really enjoys working in a highly engaged and supportive environment to deliver **amazing** service to our team and customers. I have an absolute **passion** about customer service and believe that delivering amazing customer service should be in every business' ethos.

I have **high empathy** and can put myself in the shoes of team members and our homeowners to understand their needs and how to provide an experience that exceeds their expectations.

I have **high EQ** and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.

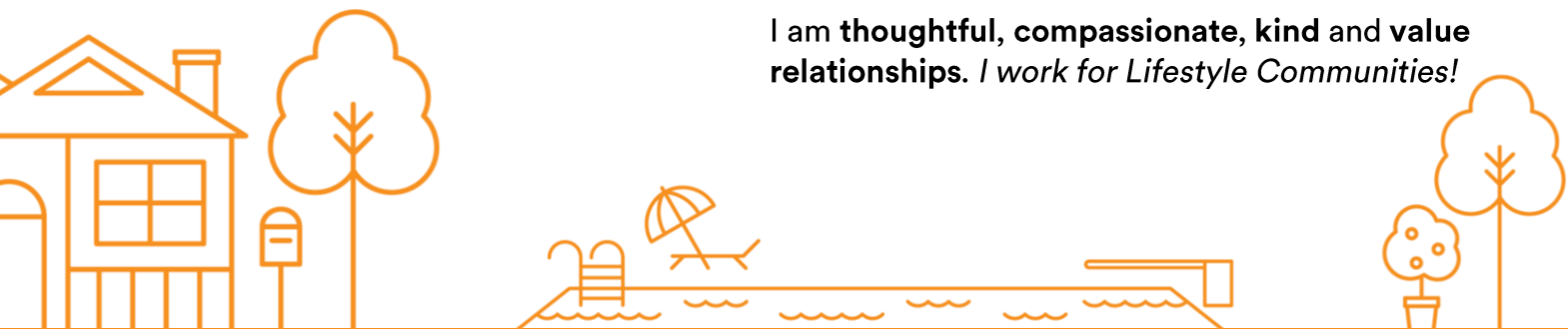
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.



I continually seek to improve the overall experience for our team members and homeowners. I am excited to **think outside of the box** and constructively challenge the business to be exceptional in all that we do.

I treat everyone with **respect** and show humility in all interactions. I believe that Lifestyle Communities makes a real difference to our customers lives and I work to ensure that I can also make a difference to what we do and the service and product we deliver.

I am **thoughtful, compassionate, kind** and **value relationships**. *I work for Lifestyle Communities!*



POSITION TITLE	Safety and Compliance Manager
REPORTS TO	Executive General Manager – Experience (People & Communities)
DIRECT REPORTS	NA
LOCATION	Support Office South Melbourne VIC 3205  Travel to Lifestyle Communities throughout Victoria, as required.
EMPLOYMENT TYPE	Full Time
DEPARTMENT	Experience Team
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none"><li>✓ EGM, Experience (People and Communities)</li><li>✓ People Experience Lead</li><li>✓ Lifestyle Managers</li><li>✓ Lifestyle Area Managers</li><li>✓ Design and Construction team</li><li>✓ EGM, Design and Construction</li><li>✓ People Experience Team</li><li>✓ All Support Office based team members</li></ul>
EXTERNAL	<ul style="list-style-type: none"><li>✓ Our Homeowners</li><li>✓ External Insurance Providers</li><li>✓ Safety Government Agencies</li></ul>

# Safety and Compliance Manager

## KEY TASKS / DELIVERABLES

### INCIDENT MANAGEMENT AND INVESTIGATIONS

- ✓ Coordinate and lead incident investigations involving homeowners and contractors.
- ✓ In conjunction with the PX team lead, coordinate and lead investigations in relation to team member incidents, excluding Psychosocial safety.
- ✓ Provide clear reporting, root cause analysis, and recommendations for corrective actions.
- ✓ Engage with external insurance providers and legal representatives to support case resolution if required.
- ✓ You will own monthly Board and ELT safety reporting.

### CUSTOMER -CENTRIC FACILITIES MANAGEMENT

- ✓ Ensure regular safety inspections of facilities (fire systems, emergency exits, lighting, etc.).
- ✓ Ensure compliance with Work Health and Safety (WHS) legislation, building codes, and Australian Standards.
- ✓ Develop, update, and enforce safety policies, procedures, and risk management plans.
- ✓ Maintain documentation for regulatory audits and inspections.
- ✓ Apply a customer-first mindset to achieve positive and practical outcomes in safety matters.
- ✓ Engage empathetically and constructively with homeowners and teams to resolve incidents and concerns.

### POLICY AND FRAMEWORKS DEVELOPMENT

- ✓ Maintain a strong understanding of relevant legislation, codes, and industry standards (e.g., WHS, building and construction compliance).
- ✓ Develop, update, and communicate compliance policies, procedures, and frameworks to support the current environment and future growth of our community's landscape.
- ✓ Ensure integrated processes are in place to monitor and report compliance performance.

### SAFETY OVERSIGHT AND COMPLIANCE

- ✓ Lead the Safety Committee, providing guidance and support to drive a proactive safety culture.
- ✓ Facilitate committee meetings, safety initiatives, and continuous improvement projects.
- ✓ Partner with internal stakeholders to ensure safety frameworks align with business objectives.
- ✓ Support and execute company wide and targeted training to ensure ongoing safety and compliance across our work locations in Victoria.
- ✓ Consult with local authorities (Council, CFA, SES) to stay up to date on changes to compliance frameworks to building codes, workplace health and safety legislation, fire safety, regulations, accessibility requirements, and environmental standards.



## What will *success* feel like for you?

In addition to fulfilling the requirements listed in this position outline, you will be **inspired** and **challenged**, and your learning curve will be steep. You will genuinely believe in the purpose of the business, and you will wake up eager to start the working day where your contributions are valued and rewarded.

### THE KEY CHALLENGES OF THIS ROLE:

- ✓ Champion a strong safety culture through leadership, communication, and making an impact with best practice standards.
- ✓ Further develop a framework/safety strategy aligned with business objectives.
- ✓ Adapt to various stakeholder groups to influence increased understanding and adoption of safety across the business.

# OUR ASK OF YOU

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We have a strong history up to today and we need passionate, motivated and entrepreneurial team members to challenge the status quo.

By joining the Lifestyle Communities team, you are committing to give it your all, live our values, take some risk and make a difference.  
That is all we ask.

I \_\_\_\_\_ understand the key deliverables and values of Lifestyle Communities and will execute my role as **Safety and Compliance Manager** to reflect this position outline.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date