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eCONNECT
December 2018

The Association of Residents of Queensland Retirement Villages is the voice of residents in the Queensland retirement village industry.



President's Ponderings

Firstly, apologies that you have not had an eConnect for some months. We have been busy updating our database and mailout system. I do hope you like this new look eConnect which will be published every month, except when our print Newsletter is posted. Elsewhere in this newsletter you will see some reminders, but I particularly wanted to bring your attention to them:



Membership renewals

Everybody received a Membership RENEWAL form in the last Connect Newsletter that clearly stated **DO NOT PAY IF YOU ARE A LIFE MEMBER**. We have received some irate phone calls from members asking why they should have to pay again as they are a life member. PLEASE READ CAREFULLY what we have sent out before you make a complaint.

Connect Newsletter by email

Some members have advised us that they are happy to receive the printed newsletter, Connect, via email to save ARQRV the postage. We are most grateful to them for doing this as it costs us about \$7000 every time we post out the Newsletter, nearly 5000 copies. If you are willing to receive your newsletter by email please email enquiries@arqrv.org.au to let us know. The next print edition of Connect is due out in March 2019.

Bank Deposits

If paying your membership by direct deposit from your bank account make sure you post or email a completed renewal form advising you have paid so that we can match the money with the member. Last year we received over \$2000 that we had no idea who it was from. Jan Sullivan, our Membership Officer, did a lot of searching to find out who had paid. Please send membership information and payment advice to membership@arqrv.org.au

Residents Committee Manual

The new Residents Committee Manual will be available early next year. Committees, please contact the office to provide your contact details so that we can post one to you, free, when they become available. Additional copies will be available to

purchase for \$35. A read only version will be available on our website at www.arqrv.org.au

Bequest request

We are asking you to consider leaving a bequest to ARQRV in your will if you have no other beneficiaries. This will enable us to continue and expand the work we do.

Finally, on behalf of all members of the ARQRV committee and our staff may I take this opportunity to wish you and your families a very **Merry Christmas** and a **happy, healthy and prosperous 2019**.

Judy Mayfield

President



Committee Catchup - October 2018

Membership Update

During **October**, ARQRV welcomed **21 new Life Members** and **21 new Annual Members**.

Flooding occurred in the office following a storm on 21st October. Work was undertaken by the building owner to rectify the damage.

Secretary Report

Professional Liability Insurance has been paid.

Thea Biesheuvel has resigned as Secretary but will remain on the Committee. **Jan Sullivan was appointed Secretary of ARQRV.**



Financial Report

The ARQRV financial statement and reports were tabled and discussed. Jan Sullivan will be added as a signatory to the ARQRV bank accounts.

Presidents Report

Discussion was held about the expanding role of ARQRV, the influx of new members and the greater awareness of the Association as a result of the Building Consumer Confidence project. Whilst we welcome the additional income from an increase of membership this has also resulted in an increase of disputes requiring mediation. Obviously, the work that ARQRV does provides a variety of information, education and assistance to residents which is much needed in the sector but the Committee questioned if this is sustainable in the longer term. Perhaps the Department of Housing & Public Works (DHPW) could be more involved in picking up issues where there has been an obvious breach of the *Retirement Villages Act 1999* and we should seek clarification from the DHPW about what is reasonable for us to refer to them. The other option would be to curtail the services we offer.

Mediation (Tabled in Confidence)

Both Mike Fairbairn's and Barbara Irving's mediation reports were tabled and discussed.

Website and Information Technology (IT)

Minor issues identified with the new website have been addressed. The IT managers have confirmed we will have the new database going live by end of November.

Newsletters

Feedback on the redesign of the print newsletter, CONNECT has been good. Angela Jordan engaged the help of Six String Design to assist with the layout template for the eCONNECT email newsletter.

Liaison Officer Update

To date, three Liaison Officer Gatherings have taken place. Gold Coast/Beenleigh, Brisbane Northside and Brisbane Southside. Yet to take place, are Sunshine Coast/Bundaberg and North Queensland. These are planned for early 2019. Following feedback from these get-togethers so far, Liaison Officers feel that members often expect them to act on their behalf as a 'liaison' between the village and ARQRV in dealing with their disputes. Angela Jordan recommended that the name be changed to **Membership Support Officer** which more clearly explains their role. The committee were supportive of this change. Angela will start advising Liaison Officers of this change and will update stationery and order new Membership Support Officer name badges.

Building Consumer Confidence (BCC) Project

A draft of the **Residents Committee Manual** has been given to the DHPW for checking and approval. ARQRV have upgraded the report to DHPW in regard to the BCC outputs we have delivered. John Rae completed the financial reporting required and this has also been submitted.

General Business

Mike Fairbairn and Judy Mayfield will be attending the **Retirement Living Summit in Canberra**. Judy is part of the panel "Meet the Residents" along with Jim Gibbons, President of Residents Association NSW. Both have a 15-minute delivery session.

Mike and Judy will also meet with the National Retirement Living Council along with other State association representatives.

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Bequest Request

The ARQRV is a recognised and respected **not-for-profit organisation**, operating on a **very small budget** and run by volunteers. Its sole source of income is from **modest fees** and small **donations**. Everyday costs continue to erode finances and there is a conscious effort to **keep membership fees low**.

To help the Association continue to survive and to assist members who need assistance now and in the future, as many of you have done in the past, you may **consider a bequest in your will**.

Remember the **benefits to your family** are there long after you are gone.





Would you like a free ARQRV carry bag?

For a limited time, if you recruit a new ARQRV member, both you and the new member will receive a **free ARQRV carry bag**. Be sure to let us know the new membership was referred by you.

Basic Rights Queensland

Social security law is vast, complex and frequently changing, creating confusion and uncertainty for many Centrelink recipients. Basic Rights Queensland cuts through that complexity, helping people to know where they stand and, if an incorrect decision has been made, what to do about it.

Disability discrimination is unlawful; it is also often hurtful. With staff possessing legal and human services expertise, BRQ is able to assist the person to understand and protect their rights while being sensitive to and offering support in relation to their emotional and psychological situation.

A state-wide, telephone-based service, BRQ offers the same expert, specialist services to all clients, whether they live in Brisbane or Boulia.

Funded by Queensland Department of Justice and Attorney-General and Commonwealth Attorney-General's Department, BRQ has been operating for over thirty years with the support of volunteers, sponsors, donors and pro-bono assistance.

Telephone Advice Booking and Administration Line

Between 9.30am - 12:30pm and

1:30pm - 4.30pm weekdays

Ph: 3847 5532

Freecall: 1800 358 511



HANDY LINKS:

Please click on the link below to take you directly to that page

[ARQRV Website](#)

[ARQRV Contacts](#)

[GPS Investment Fund Ltd](#)

[Retirement Village Act 1999](#)

[Department of Housing and Public Works](#)

A Topical Issue

Unlikely though it seems, men over the age of 85 have the highest suicide rate in Australia, and these deaths are not all the result of men dealing with a mental health illness. Even sadder is the fact that not too many people know about it or even care.

Why does this happen

Most elderly men were once the bread winners and providers for their families but having retired, may feel worthless and devalued – no longer able to contribute to a society that values work and achievement. These men are often less physically

resilient and more likely to be suffering from a variety of physical illnesses. For some, their wives or partners were basically their entire social network and if they have passed away or unable to communicate, they feel as though they have no one left.

Whilst older women often have similar experiences, they are more likely to talk with friends and other

women to express these feelings.



What is the answer

If you are in this position, don't be afraid to ask for help. Talk to your doctor, a family member or trusted friend. See a counsellor or make a phone call, some contacts are listed below. You can even access some services through Medicare. Self-worth comes down to how you feel about yourself, so get involved in activities in your village, offer to share your knowledge or skills with other people, find a new hobby or activity, perhaps something you have always wanted to do – tell yourself that *now you have the time to do it*. Each of us has something we can contribute to village life and, whether or not we actually believe it, we all have something to share that others will value

On the other side, look out for your neighbour, your friends and for your family members. Don't be afraid to ask *are you OK* and mean it. If you are concerned, suggest they talk to their doctor as the first contact and if you can, support them to get professional help.

Life is too precious to throw away, no matter what your age.

Contacts

Lifeline 13 11 14 www.lifeline.org.au

Beyond Blue 1300 22 4636 www.beyondblue.org.au

Did you know you can now pay your membership fees online on our website.

Simply visit the ARQRV website's membership renewal page at

www.arqrv.org.au/membership/renew-membership

LIFE MEMBERS - DO NOT NEED TO RENEW

IF YOU ARE UNSURE IF YOU ARE A LIFE MEMBER, PLEASE **PHONE** THE ARQRV OFFICE ON **0429 098 417**

BEFORE PAYING

Merry Christmas



*Seasons
Greetings from
the ARQRV
Committee
and Staff*

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ARQRV PO Box 5057 BRENDALE Qld. 4500

Membership enquiries

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General enquiries

Phone: 0437 906 074 Email: enquiries@arqrv.org.au

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