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# eCONNECT

June 2019

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

## President's Ponderings

### Newsletters are now bi-monthly

We are making changes to the frequency of ARQRV newsletters, however we will continue to keep you updated and informed of what is happening in the sector and on the work done by the committee. After this issue of eCONNECT, newsletters will be bi-monthly, that is, **every two months**. You will still receive a print newsletter, **CONNECT**, three times per year - **April**, **August** and **December** and you will receive the email newsletter, **eCONNECT**, in **February**, **June** and **October**.



### Annual General Meeting

You will also see that as we approach the **Annual General Meeting**, which will be held on **Tuesday 3rd September at Fitzys at Loganholme** (in the Waterford Room), we are looking for more people to join the committee. Please consider joining us as the only way we can really get our voice heard is to have an active and strong membership and a committee prepared to stand up for people living in retirement villages. The August print newsletter will have all the details about the AGM, the Agenda and the proposed new fees that will need to be voted on. We look forward to meeting as many of you as possible on the day.

### Membership Support Officer gatherings

We have just finished the last of our Membership Support Officer (MSO) (previously Liaison Officers) gatherings. It was a great opportunity to meet with residents who generously volunteer their time to promote ARQRV in their village and to collect fees from people who are unable to arrange payment themselves. We thank all MSOs for their work and commitment. If your village does not have an MSO and you would consider taking on the role please contact Jan in the office on 0429 098 417. We provide all the information about the role as well as the necessary stationery and forms you will need. Regular MSO updates are sent out.

### Village Budget

task [www.arqrv.org.au](http://www.arqrv.org.au)

## Village Comparison Document

Did you know that all Village Operators are obliged to publish all information about each of their villages so that anyone thinking about moving into a village can easily access all the information they need before deciding which village to visit. This is called a Village Comparison Document and must be available from the front page of their website. Interesting to check your own village documents. This has occurred as a result of an Amendment to the RV Act that is seeking to bring more transparency to village operations.

## ARQRV on Facebook

Have you checked out the new ARQRV Facebook page. If you have a Facebook account search for ARQRV and like or share. We are very pleased with the campaign that is currently rolling out and you can see the one short videos already released, two more will be released over the coming 12 months. Our thanks to residents in Bargara and Beachmere retirement villages who agreed to 'star' in the productions. It was quite an experience to have a full day of filming to end up with 3 x 90 minute productions. Take a look, I am sure you will be impressed.

Stay well over the coming winter months

*Judy Mayfield*

President

**ARQRV regularly visits retirement villages** to inform residents about recent changes to the *Retirement Village Act 1999*. We also inform residents about the benefits of belonging to our association. **If you would like ARQRV to visit your village**, please contact ARQRV on **0437 906 074** to arrange a suitable date and time.



## SAVE THE DATE - AGM 3rd SEPTEMBER 2019

The ARQRV Annual General Meeting will be held on Tuesday 3rd September 2019 at Fitzy's Loganholme (in the Waterford Room), Cnr Bryants Road and Pacific Highway Loganholme. Further details will be advertised closer to the date.

## Committee Catchup - June 2019

This section of the newsletter will provide a summary of what happened at the previous committee meeting. We invite feedback that is relevant to the items we discussed, if it adds to our considerations. Please do not contact us if you want to criticise "you only add to the problem if you are not part of the solution".



## Presidents Report

Judy reported on the Ministerial Housing Council meeting convened by Minister de Brenni, Minister for Housing and Public Works. The Disability housing sub-committee presented their report.

The AGM was confirmed for 3 September at Fitzy's, Loganholme. The August edition of Connect will provide all the information as well as the proposal to increase fees. As ARQRV are liable for GST, the increase is necessary to cover costs.

The new financial Amendments are being discussed by the Department of Housing and Public Works and a draft will probably be out towards the end of the year.

## Admin & Membership report

20 new life members, 25 new annual members and \$200 unknown deposits. 23 Residents Committee Manuals have been purchased, additional to those distributed free to committees. 10 villages have signed up for the help desk.

There has been a query as to why a committee needs to pay to get assistance if there are already ARQRV members on the Committee. This was put in place because we have some village with no members and this provided them the opportunity to connect with ARQRV to discuss their issues. The Help Desk only provides assistance with Committee issues with a focus on the Residents Committee Manual.

## Treasurer's Report

The trend continues for total income to be just ahead of budget with lower annual subscriptions being offset by higher than budgeted life subscriptions, donations and interest. Expenses are lower than budget leading to a net profit of \$24,521 ahead of budget.

The GPS sponsorship of Connect has been withdrawn.

The ATO has confirmed that the outstanding GST of \$38,112 is payable and we are arranging to do that. We were given a concession of not having to pay interest charges or penalties as we had volunteered the information.

## Website & Information Technology Report

Cody advises that the new data base will shortly be ready to trial. Jan has asked that we wait to after the end of the financial year when she will have more time to learn the new system. Catalyst Directions are making some offline changes to the website to accommodate the new videos.

## Mediation (Tabled in Confidence)

Both Mike & Barbara tabled their reports

## MSO Update

The final Gathering was held on 11 June. Thanks to Ray, Angela and Jan who organized and delivered all the sessions.

## Building Consumer Confidence (BCC) Project

Judy and Jan visited 7 villages across Townsville and Mackay in May. It was a satisfying, if exhausting 4 days but we enjoyed meeting residents and visiting the villages. If we are able to afford it once the project is complete, then this is something we should be doing every couple of years.

National Seniors has agreed to collate reports from all 5 Organisations involved in the project into a final report for the funding body.

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## ***The Residents Committee Manual is now available!!!***

Every village which has a residents committee or is considering establishing a residents committee, is invited to apply for a **free** copy.

Residents of a village may purchase additional copies, if they decide to do so at a residents meeting. Additional copies of the manual are \$35 which covers printing, binding and postage.

ARQRV members may purchase their own copy at a cost of \$35.

Feedback on the manual has been very positive with some comments so far...

*"I feel it is a fine piece of work which will be of great benefit and guidance to Committees. My congratulations to all those who have evidently worked hard to produce the Manual". Barry, Eaglemount Retirement Resort*

*"I am sure that it will prove most valuable to our committee". Diane, Cleveland Manor RV*

To date, ARQRV has distributed over 150 copies of the manual !!

### **DON'T FORGET TO REGISTER YOUR MANUAL TO RECEIVE UPDATES AS THEY HAPPEN !!**

Updates will be provided to manual holders where contact details including an email address is registered with the ARQRV office.

Contact the ARQRV office to arrange your copy. Ph: 0429 098 417 or Email: [membership@arqrv.org.au](mailto:membership@arqrv.org.au)

#### **HANDY LINKS:**

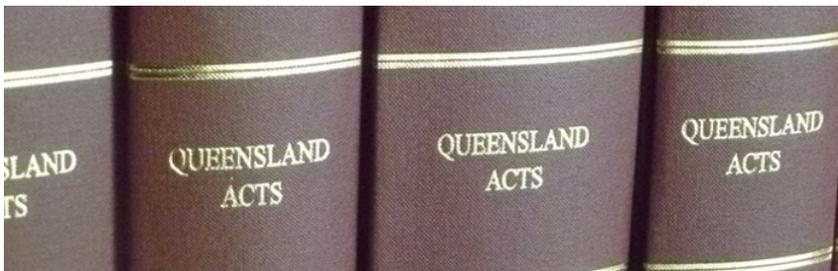
Please click on the link below to take you directly to that page

[ARQRV Website](#)

[ARQRV Contacts](#)

[Retirement Village Act 1999](#)

[Department of Housing and Public Works](#)



## **Acquiring the relevant version of the Retirement Villages Act**

**Note** – This article is relevant to only those members with residence contracts dated before 1 Feb 2019. Your residence contract may provide more beneficial conditions than those provided by the Retirement Villages Act (RV Act).

There are members contacting ARQRV about where they can acquire a copy of the latest version of the RV Act. This is not as straight forward as it sounds, as you will need to refer to two versions of the RV Act for different matters.

After amendments to the RV Act in the past, the latest version of the RV Act has included 'rules' that applied to all residence contracts, regardless of when the contract was signed. However, from 1 Feb 2019, this is no longer the case as some rules which continue to apply to your public information document (PID) and the reinstatement of your unit, have been deleted from the latest version.

Put simply, the rules in your original contract about your PID and reinstatement work still apply to you but, are included in only the 10 November 2017 version of the RV Act.

This means that you must –

- refer to the 10 November 2017 version, for information relating to PIDs and reinstatement work; and
- refer to the latest version for all other matters.

### Obtaining the relevant version of the RV Act

All versions of the RV Act are available to view, download and print from the website Office of Queensland Parliamentary Counsel (OQPC).

How to find all versions:

1. Google search 'OQPC In force legislation' and choose the appropriate result (this should take you to the 'In force legislation' page)
2. on the page 'In force legislation' click on 'R' in the table 'Acts'
3. click on page '2' at bottom of the page
4. click on 'Retirement Villages Act 1999'
5. use the timeline to browse to the relevant version.

For further information about the amendments to the RV Act, go to our website [www.arqrv.org.au](http://www.arqrv.org.au) and click on the Fact Sheets link on the right side of the home page.

It appears that printed copies can only be bought online at <https://legislation.litsupport.com.au/printOndemand/Welcome.aspx>



Would you like a free ARQRV carry bag?

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.

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**POSITIONS VACANT ON THE ARQRV COMMITTEE:**



The ARQRV committee is looking for at least two more members. Please consider joining us as we work to support our members.

### **Secretary:**

- Knowledge of the role of secretary in an Incorporated Association
- Proficient in taking minutes
- Excellent computer skills
- Ability to work to deadlines.

The Administration team in the office does many of the day to day tasks associated with the position.

### **Join the Disputes Team:**

The disputes team is led by the Vice President, Mike Fairbairn, who personally responds to and deals with all issues brought to him by members. Barbara Irving provides additional assistance to villages on the southside of Brisbane and to freehold villages. ARQRV's mandate is to deal with breaches of a member's PID and of the Retirement Village Act.

Skills needed that have been gained from experience:

- Ability to read and understand legal documents
- Understand contract law
- Negotiating skills
- Good computer skills
- Ability to write reports and letters
- Ability to travel ( mileage is reimbursed)

You will have the opportunity to work alongside Mike in the first instance and as your skills and understanding develops to take on cases of your own. There is a team of additional members who provide support and advice in relation to particular matters and we have access to legal advice when required.

If you are interested in either position please **contact Judy Mayfield (President) on 0401 695 695 to discuss** and arrange to attend a committee meeting before nominating at the September Annual General Meeting.

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## *Residents Committee Help Desk*

### **What is the Help Desk?**

The help desk provides specialist help and advice to residents committees about matters relevant to the of role residents

The help desk compliments the ARQRV Residents Committee Manual.  
ARQRV will also advise and assist with the establishment of a residents committee.

#### How does the Help Desk work?

Fees are paid annually and are based on the number of accommodation units within a village regardless of the number of ARQRV members. Subscriptions will be valid for 12 months from the date of payment.

Number of accommodation units	Annual fee
Up to 50	\$30
51 to 100	\$50
101 - 200	\$70
Over 200	\$90

#### How to subscribe

To subscribe, you must send a completed Residents Committee Help Desk Sign Up form and payment to the ARQRV office. The form is available on the ARQRV website or from the ARQRV office.



## 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.

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#### Membership enquiries

Phone: 0429 098 417 Email: [membership@arqrv.org.au](mailto:membership@arqrv.org.au)

#### General enquiries

Phone: 0437 906 074 Email: [enquiries@arqrv.org.au](mailto:enquiries@arqrv.org.au)

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