



Special Edition eConnect - COVID-19

Given the recent and on-going events surrounding the COVID-19 virus I thought I would take the opportunity to reach out to our members to provide an update on what is occurring in villages across Queensland. While I am unable to comment specifically about what is happening in your village I will provide a general overview gained from speaking with both Government and Industry representatives.

You would, I'm sure, be keeping yourselves informed of events as they unfold. Both the domestic and global situation in relation to the Coronavirus is changing from one moment to the next. Directives from governments at home and abroad are unforeseen and increasingly instantaneous. This means the level of uncertainty felt by businesses and individuals can be unnerving as we head into unchartered waters.

Operators have a duty of care to you, their village residents, and even though you may not agree with all the decisions they are making they are in fact trying to deal with a totally unknown situation, with no known outcomes, in an unknown timeframe. A

difficult call under any circumstance.

These are some of the things that have been put in place by operators:

- Postponement of activities and programs
- Cancellation of residents meetings
- Limiting use of the community facilities
- Closing the community centre
- Encouraging residents to limit visitors to the village
- Banning visitors from entering the community centre
- Requiring self-isolation for the full 14 day period if a resident has been out of Australia
- No access to community centre if a resident is unwell
- In aged care and serviced apartments putting controls in place as to who may enter those facilities
- Requiring all trades people to report to front office prior to entering the village
- Providing extra cleaning for all community areas
- Suspending non-essential bus trips
- Not running sales events or open homes
- Non-urgent maintenance put on hold
- Cancellation of external presentations and entertainers
- Providing regular updates to residents about changing requirements.

Not all restrictions have been applied in every village. Some operators are engaging with the residents committee prior to making any decisions, others are issuing notices with no consultation. We suggest that if you are confused or unsure of what is happening in your village that you speak to your Village Manager. ARQRV is unable to assist you as each village is responsible for its own decisions.

I am aware however that the closure of the community centre and cancellation of activities may cause some difficulties for people who could feel isolated, lonely and experience some anxiety without their usual social interaction. The Government is keen to find out about the unintentional consequences of some of the restrictions they have introduced so please let me know if this is a personal problem for you.

Budget meetings will soon be happening, operators will deal with these in different ways. Some may go ahead with small meetings with

the residents committee or Finance Advisory Panel, others may choose to video or teleconference the meeting. There could be penalties for operators who do not hold these meetings.

I have been contacted by some of our members asking about general meetings and AGMs.

I have spoken to the Dept Housing & Public Works about this matter. Given the circumstances, if you are unable to hold a general meeting in your community centre and the matter in hand requires an urgent vote you may hold a postal ballot. The downside of this is that residents would not have an opportunity to discuss the issue. If possible, delay the vote until you are able to meet. AGM elections, although the Retirement Villages Act states that no person can hold a position on the residents committee for more than 12 months, it is suggested that if committee members are willing to stay on until an AGM and election can be held, that residents be informed and advised that an election will take place as soon as a meeting are can be convened.

These are interesting times especially since we do not know how long these restrictions will last.

ARQRV will do its best to answer your questions, but in the meantime all village visits will be put on hold and committee members will not travel to individual villages but conduct business over the phone. All our usual publications will continue to be distributed.

Keep safe & well.

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For further information on the Coronavirus pandemic, updates

and advice, please visit the [Australian Government website](#) or [Queensland Health website](#).



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

Annual Membership Renewal Reminder

Annual Membership Renewals must be paid by Tuesday 31st March. Any annual member who has not paid their renewal by this date, will be required to join as a new member (including paying the \$22 joining fee) should they wish to remain a member of ARQRV.

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