

ARQRV CONNECT

ISSUE 115

AGM EDITION

AUGUST 2021

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



PRESIDENT'S PONDERINGS...

As usual our August newsletter is a lead up to the AGM which will be held on Tuesday 21 September at 10am. You will find all the details that you need about the meeting in this newsletter. We have invited the new Minister for Communities, Housing and Digital Economy, the Honourable Leeanne Enoch, to attend, but as yet have not received confirmation. However, if she is not available we will have an officer from the same Department to update us on the finalising of the amendments to the *Retirement Villages Act 1999*. Unfortunately, COVID continues to impact on the way we operate and arrangements may need to be changed at the last minute, again we let you know ASAP if this happens, but of course you will also hear about any restrictions from the Premier.

As I advised in the last newsletter, I will be stepping down from the role of President at the AGM. We are most fortunate to have a couple of new nominations for the committee but there are still vacancies, so if you are interested in gaining a broader view of the industry and making a contribution to how the sector operates please contact me and we can discuss how you can be involved.

The Retirement Villages Act 1999

We continue to wait to hear the final Regulations in regard to the amendments for financial reporting and standardised contracts. Be aware that the changes to contracts will not affect existing contracts which will all remain the same. The new contracts will reflect many of the same conditions that you currently have but will be written in easy-to-understand language. Every village will be using the same format but each operator will have their own clauses and conditions. We also await the final outcomes from the review of the 18-month



Judy Mayfield
ARQRV President

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buyback clause that was introduced in the 2017 Amendments.

Village Visits

We had hoped to re-commence visits in June, but already some have had to be postponed. Unfortunately, there is little we can do in these circumstances.

Code of Conduct

Thank you to those residents who responded to the request from the Code of Conduct Administrator for feedback. Many villages have now signed up for the Code which is a first step to full accreditation under ARVAS (Australian Retirement Villages Accreditation Scheme). Currently this is a voluntary national accreditation scheme however in Queensland and other states, the government is moving to make accreditation mandatory, as it is with aged care, although there has been no decision as yet on whether they will adopt ARVAS or develop their own. Currently four villages have received full accreditation, one in NSW, two in ACT and one in Victoria. You can ask your village manager if your operator is a signatory to the Code.

I look forward to seeing as many of you as possible in September.

Judy Mayfield

President ARQRV

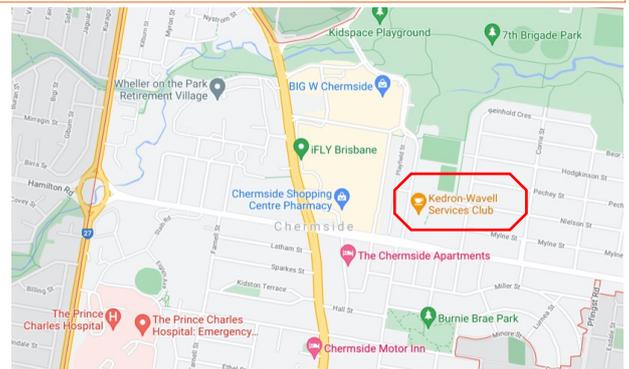
ARQRV — 2021 Annual General Meeting

An Invitation

The ARQRV Annual General Meeting is your opportunity to meet committee members—old and new, learn more about the work we have done over the past year and chat informally about your ideas for the Association in the next year.

Time and place

The ARQRV Annual General Meeting will be held on **Tuesday 21st September 2021** at **Kedron-Wavell Services Club**, 21 Kittyhawk Drive, Chermside commencing at **10am**, concluding at 12:30pm. On-site parking is available.



Agenda

10am Opening and Welcome

1. Attendance and Apologies
2. Minutes of previous meeting – as circulated
3. Business arising from minutes
4. Reports:-

- President
- Treasurer - Appointment of Auditor
- Mediation and Advocacy
- 5. General Business
- 6. Election of incoming committee
- 7. Election of Honorary Life Member
- 8. Closure of meeting

Honorary Life Member

The Committee have proposed that Judy Mayfield be given Honorary Life Membership

Extract from ARQRV constitution

Clause 3.1(c)

Honorary Life Member - any person (member or not) nominated by the Committee, who has made a significant contribution to the objects of The Association and who is elected by simple majority at an Annual General Meeting. Such Honorary Life Member shall be entitled to all the rights and privileges of the membership of an Ordinary Member without payment of subscriptions and shall be eligible to serve, in any capacity, on the Association Committee. The number of Honorary Life Members shall not exceed five (5) at any one time.

There will be a vote held at the AGM on 21st September 2021.

MINUTES - ARQRV 2020 ANNUAL GENERAL MEETING

Tuesday 17th November 2020 Beachmere Sands Beach House, Beachmere

WELCOME Judy Mayfield (President)

The meeting was opened by Judy Mayfield (President ARQRV) at 10:10am

1 ATTENDANCE: Judy Mayfield (President)

The attendance record showed 10 members physically attended the meeting and 3 committee members and 4 guests attended the meeting via Zoom. The number of proxies held by members were 2. There were 4 apologies: Refer to record sheets held at the ARQRV office at Brendale.

Welcome extended to those joining via Zoom. Welcome also to the four officers from the Department of Housing and Public Works. Judy noted that it is a very different AGM this year with limited numbers able to attend and the impact of COVID-19 still affecting the way we do business

2 CONFIRMATION OF MINUTES: Judy Mayfield (President)

The minutes of 3rd September 2019 Annual General Meeting had been previously circulated to all members of ARQRV.

MOVED: Brian McKay - Beachmere Sands Retirement Resort . SECONDED: Sandra Lilley – Noosa Waters Retirement Estate, that the minutes of 3rd September 2019 Annual General Meeting be accepted CARRIED

3 BUSINESS ARISING FROM MINUTES: Judy Mayfield (President)

At the AGM last year's changes were made to the membership renewal date. This was moved to 1 March and a pro-rata rate introduced for those members joining on or after September. This has worked well and taken some of the financial pressure off spending over the Christmas period by members.

4 REPORTS

4.1 President's report—Judy Mayfield (President) REFER ANNUAL REPORT

Judy advised that the AGM Report will be forwarded to those members with email addresses, members may request a copy of the audited financial statements. She commented on the COVID-19 restrictions that had been put in place in all villages and the loss of social interaction this had caused. Many members contacted ARQRV with concerns in regard to operator lockdowns as residents often did not understand that these restrictions had been imposed by government and Health Directives.

With the easing of restrictions many villages are now starting to be hold residents general meetings, hopefully this is the start of building connectedness within villages. The ARQRV activities put on hold during 2020 eg village visits will recommence in 2021. Educational sessions for the financial amendments continue to be on hold as the draft Regulation to support the Financial Amendments of the RV Act are yet to be released.

Judy congratulated John Rae, Des Robinson, Ray Jordan and David Wise for all the effort put into the new Village Financial document, which provides a comprehensive overview of how village budgets and financial reports can be reviewed to ensure they are compliant with the RV Act.

The ARQRV Committee have been holding its monthly meetings via Zoom. Judy extended her thanks to Peter Smyth for his help in setting these up.

Judy thanked John Rae, Peter Smythe and Des Robinson who are resigning from the committee. The skills and expertise have contributed much to the committee and is gratefully acknowledged and appreciated.

4.2. Treasurer's report John Rae (Treasurer) REFER ANNUAL REPORT AND AUDITORS REPORT

John Rae presented his report and gave an overview of the Audited Report as circulated at the meeting. John advised that the audit company that had been ratified at the last meeting to audit the ARQRV financial reports was sold during the year and bought by McFillin Audit Services. This company was used for the June 2020 audit.

In presenting his report John made mention of the small loss incurred this year which was not unexpected and was budgeted for.

Wendy Skitch from Wheller on the Park questioned whether GST is reflected in the report – YES.

VERIFICATION OF AUDITOR 2019 / 2020

John Rae proposed the acceptance of McFillin Audit Services who conducted the ARQRV audit for 2019/20 Financial year.

SECONDED: Mike Fairbairn, Noosa Waters Retirement Estate

CARRIED

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ACCEPTANCE OF 2019/2020 FINANCIAL REPORT AND STATEMENTS

John Rae proposed that the 2019/20 financial reports and audited statements be accepted

SECONDED: Ray Jordan, Beachmere Sands

CARRIED

APPOINTMENT OF AUDITOR 2020/2021

John Rae proposed the appointment of McFillan Audit Services as the Auditor for 2020/2021

SECONDED: John Halling, Wellington Manor

CARRIED

4.3 Mediation & Advocacy Mike Fairbairn (Vice President) REFER ANNUAL REPORT

Mike acknowledged Judy Mayfield, Des Robinson and John Rae who all contributed their expertise and assistance with village disputes. COVID had an impact on members who continued to contact us with their disputes, often disruption in postage times contributed to delays in handling their issues. Mike added that even though the number of queries had reduced, the complexity of the issues had increased.

In addition to the day to day queries, the government review of the 18 month buy-back resulted in a considerable amount of time spent to track down past residents for their feedback about the exit procedure and how exit entitlement payments were handled.

The final report from the Review Panel is to be handed to Government in late November.

Wendy Skitch from Wheller on the Park thanked Mike for resolving their village dispute.

5 GENERAL BUSINESS Judy Mayfield (President)

Wendy Skitch raised an issue with parking in a village which can be a potential problem with residents' rights. Mike Fairbairn advised that any change to a contract must be agreed to by both parties.

However as this was viewed as a problem specific to a particular village Wendy was advised to discuss her concerns directly with Mike.

Judy advised that the Royal Commission into Aged Care may affect retirement villages as they could be drawn into the outcome as operators move to become aged care providers.

Judy also noted that Minister de Brenni was no longer the Minister for Housing and Public Works and that housing was now in the Housing and Communities portfolio headed by Minister Leanne Enoch. Minister Enoch has, in the past, included retirement villages in her portfolio so does have some understanding of the issues faced by residents. ARQRV looks forward to working closely with the new Minister.

Village Manager Information Packs have been developed to support managers in their role of working with residents committees. These are available for purchase.

6 ELECTION OF COMMITTEE FOR 2018 - 2019 Judy Mayfield (President)

Judy Mayfield vacated the Chair and handed the meeting over to Carol Zelow to conduct the elections.

Judy Mayfield was nominated as President

As there were no further nominations, **Judy Mayfield** was appointed as **President**

Judy was thanked by Thea Biesheuvel for her on-going work and commitment to the ARQRV

As there were no further nominations and no positions contested the following nominations were accepted

Vice President:	Mike Fairbairn	Committee Members:	Brian McKay
Treasurer:	John Halling		Gus Hatter
Minutes Secretary:	Ray Jordan		Thea Biesheuvel
Membership Secretary:	Jan Sullivan		Margaret Scott

Judy made special mention of and extended her sincere thanks to the resigning committee members – John Rae, Des Robinson and Peter Smyth, who have all indicated that they are willing to assist the new committee members transition into their role and to offer help to the committee as needed. Their offer was noted and is greatly appreciated.

MEETING CLOSED

The meeting was closed at 11.10am

It was advised that the 2021 AGM would be held on the northside of Brisbane

Village Financials



A compressive guide for residents and residents committees about village budgets and financial statements

The latest version (April 2021) is available for download from arqrv.org.au. If you do not have access to printing facilities, please contact our office for a printed copy.

From the Membership Desk

As the ARQRV Connect newsletters are now being forwarded to members via email for those with a computer and internet, it is very important that our members' email addresses are correct otherwise information, surveys and newsletters from ARQRV will not be received.

We have been made aware that some members have *Unsubscribed* to the way our Connect newsletters are being emailed. The email provider for our newsletters is called Mailchimp. If a member unsubscribes from Mailchimp, that member will never again receive an ARQRV Connect newsletter and other information that we email. To be resubscribed is a tedious process and requires our IT. Specialist to forward an invite to join Mailchimp to the member who then has to accept the invitation.

So please advise us if a financial member is not receiving the ARQRV Connect newsletter and we will investigate.

Residents Constitutions

ARQRV has published a short guide with general information about residents constitutions. It covers topics, such as:

- What is a residents constitution
- Why is a comprehensive residents constitution needed?
- Residents constitution and the residents committee
- Amending a residents constitution

The guide is available from our website.

There is also a model residents constitution (with and without explanatory notes) in MS Word format for amendment and use in a village available from our website under the tab '**Information**' 'Residents Committee Manual' '*Examples for download and use*'.

Refer to the Residents Committee Manual, Part 17 – Residents constitution, for more information.

If you require a printed copy of any of these documents, please contact the ARQRV office.



David Wise Solicitor

Discounted advice for ARQRV members

0412 254 080 | dtwise@gmail.com

www.davidwisesolicitor.com.au

PO Box 120 Woombye QLD 4559

Contact ARQRV

General Enquiries:

enquiries@arqrv.org.au

Ph: 0437 906 074

Membership Enquiries:

membership@arqrv.org.au

Ph: 0429 098 417

PO Box 5057 Brendale Qld 4500

www.arqrv.org.au

If you would like to attend the meeting, please let us know by posting the RSVP form to **PO Box 5057 Brendale Qld 4500** or scan it and send by email to: membership@arqrv.org.au

RSVP FORM—expression of interest to attend the ARQRV Annual General Meeting

I/We would like to attend:

_____ Village Name

Guest Name(s): _____ (Circle which applies)

_____ Member / Non Member

To appoint another member as your proxy, fill out the form below and give it to the appointee. **The appointed member must bring the form to the meeting and register as a proxy holder.** Only financial members can be appointed and each financial member can hold no more than two (2) proxy votes.

(Do not mail this form to us unless you wish to appoint a member of the committee as your proxy).

APPOINTMENT OF PROXY

I, _____ of _____ Village

appoint _____ of _____ Village

To be my proxy at the 2021 ARQRV Annual General Meeting on 21st September 2021.

Signed by _____ (Member giving proxy)

If you are interested in joining the committee, please fill out the nomination form below and post it to the Secretary ARQRV PO Box 5057 Brendale Qld 4500 or scan it and send by email to: membership@arqrv.org.au no later than 7th September 2021.

NOMINATION FORM

I _____ of _____ Village

Nominate: _____ of _____ Village

To be: President / Vice President / Treasurer / Secretary / Committee Member

Signed by _____ (nominator) _____ (seconder)

Accepted _____ (nominee signature)