

WARVRA Newsletter

President's Message

Hi everyone, I hope your year so far has been a happy and a healthy one. Special greetings to all our new members who have joined WARVRA since our last newsletter; especially to those in the country areas.

Many of you will remember David Street who worked so hard on our Committee, and who recently had major back surgery. You will be pleased to hear he's going really well; although he still a long way from full recovery and total mobility. Keep it up buddy!

Your WARVRA Committee continue to work hard on your behalf in their various portfolios and some have included their reports for you elsewhere in this newsletter.

It has become significant however, that as we grow it is becoming more difficult to keep up with demand particularly in the fields of village presentations and advocacy.

Are there those amongst our members who would be able to speak publicly with our presentations and/or individually with residents, providing help and advice on request?

If you feel you can help, please contact myself or any other committee member for further information.

I can assure you, you will find contributing and meeting other residents in other villages very satisfying!

Talking of advocacy, many enquiries or complaints are often related to day to day issues within villages that relate to management operations, or individual concerns.

Whilst of course it is our commitment to help our members, often the information required to achieve solutions are to be found either within their individual village contracts, or perhaps within the residents' rules or constitution, which is not necessarily readily available to us.

If you have a concern, could you perhaps help us by either checking these documents yourself or having them on hand should you need to contact us.

Finally, I've received a number of approaches from owner organisations asking for our help and advice on possible future village developmental ideas. Who better to ask eh?

I hope to see many of you at the General Meeting on May 13th for your input at the Forum!

Regards
Colin Edwards, President

In this Issue

Notice of General Meeting	1	Membership Matters.....	3
President's Report	1	Forum for Prospective Residents	3
Committee Directory	2	Advocating for you	3
Your Budget	2	Working Together to Make	
Warnbro Have A Go Day	2	Villages Work.....	4



WARVRA

NOTICE OF GENERAL MEETING

A General Meeting of the Association will be held at
Piney Lakes Environmental Education Centre
Leach Highway, Winthrop
(The entry to the centre is on the south side of Leach Highway,
between Murdoch Drive and Winthrop Drive)

FRIDAY 13th MAY 2016
at 10am

BUSINESS

President's Report
Treasurer's Report
Legislation and Advocacy Report
Membership and Education Report
General Business

Forum "Members' Issues"

This Forum will give members the opportunity to discuss issues in an open situation with any member of the WARVRA committee.

VALE GEORGE BROOKS

April 14th 2016

George, of RSL Village Mandurah, was a much liked and appreciated early member of our Association and active in the subsequent formation of the Peel Branch of WARVRA.

He was also an appreciated contributor to the initial Retirement Villages review submission process.

We extend our sincere condolences to Joyce and family

Welcome to WARVRA

To date, new village members are:

Silver Vines, Margaret River
RAAFA, Meadow Springs
RAAFA, Merriwa, RAAFA, Erskine
Foley Village, Hilton
Thomas Perrott, Shelley
Theo Kannis, Mandurah

We welcome these new members and look forward to their attendance at functions.

Western Australian Retirement Villages Residents Association Inc

ABN 31 565 412 127

warvra.org.au warvra@gmail.com 0448 812 888

WARVRA Committee Directory 2016-17

Name	Role(s)	Phone	Mob	Email	Correspondence
Colin Edwards	President & Advocacy	08 9535 6005	0427 247 514	talworth40@gmail.com	11/10 Hungerford Avenue, Halls Head 6210
Verelle Ward	Vice-President & Legislation	08 9204 3402	0417 994 267	jonver2@bigpond.com	
Val Brown	Secretary	08 9557 1845	0419 910 724	gg.vb@bigpond.com	145/38 Norwood Avenue, Baldivis 6171
Bob Hamilton	Treasurer	08 9535 2240	0427 199 711	hamish53@bigpond.com	53/22 Carnegie Place, Greenfields 6210
Des Cousins	Legislation/Advocacy (C)	08 9407 7849	0417 314 735	dcousins@iimetro.com.au	
Julia Lynch	Membership & Education	08 9557 5139	-	julialynch@westnet.com.au	
Ian Nordeck	Membership & Education(C)	08 9534 7650	-	ianandrae@internode.on.net	
Arthur Mccarthy	Legislation/Advocacy	08 9447 4077	-	(tba)	

Regional Committees' Directory

NAME	POSITION	PHONE	MOBILE	EMAIL	REGION
Monika Cull	Convenor	08 9843 3786	-	monikacull@gmail.com	GREAT SOUTHERN
Ron Sparks	Co-Convenor	08 9754 2614	0427 002 614	norskrap@bigpond.com	SOUTH WEST
Dianne Wilson	Co-Convenor	08 9724 4889	-	didroy@hotmail.com	SOUTH WEST
Ian Nordeck	Convenor	08 9534 7650		ianandrae@internode.on.net	PEEL
Patricia Nelson	Convenor	-	0417 948 092	patnels2@gmail.com	MID WEST

Watch Your Budget Carefully This Year!

The "financial reporting obligations" in clause 17, 18 and 19 of the 2015 Code come into force with the budgets for the 2016-17 financial year.

If you don't know what they are, they were summarised in the February 2016 Newsletter (you can read it again and the Code, too, on the WARVRA website (warvra.org.au)).

It is very important that residents do their part to

make sure the new Code is followed – we worked hard to get the new financial reporting obligations and we want to make sure the operators follow them.

If you have any queries about what your operator is doing, please contact Des Cousins on 9407 7849 or dcousins@iimetro.com.au

*Des Cousins
Legislation and Advocacy*

Warnbro Have a Go Day

Wednesday 13th April 10-2 pm

WARVRA had a booth at the Warnbro Have a Go Day to advertise the association and to provide information to prospective and current village residents. Unfortunately the downturn in the sales of retirement villas may have impacted on people showing an interest in retirement village living. Attendance on the day was low and interest in our booth was very disappointing especially when compared to the booth WARVRA had in October last year at Fremantle's 'B' shed.

However, there was no cost involved in securing the booth and we were able to pass on information to a few people.

One pleasing outcome for Colin was the people he talked to who then went to the sales rep' for Stockland who was also running a booth.

That couple subsequently looked at three villages located in Mandurah, Halls Head and Baldivis.

A successful outcome.

*Julia Lynch
Membership and Education
Sub-Committee*

Letter to the Committee

Hi Ian, Thank you once again for your excellent presentation on "Exiting your Villa".

This was very well received and I have had many follow up questions from our residents. The feed back was very good and the residents have learned so much about WARVRA and why it is important for us to support them in any way we can.

Specifically we have had a number of people asking what they can do.

I have suggested that when they are visiting their friends in other villages in this area that it might be helpful if they could ask if the village has formed a committee, and if so the names and telephone numbers of the President and Secretary.

We are looking forward to seeing you back here on the 3rd of May for the final presentation "Budget and Financial Management"

We have at last formed a financial committee for the village, when this has been finalised we would welcome any suggestions or guidance you may have to offer. I am certain we will gain insight as to how to proceed during your next presentation.

On behalf of myself, my committee and all our residents, I would like to thank you personally and WARVRA for all your help and support.

*Many thanks,
Chris Coghlan*

VOLUNTEERS NEEDED



Volunteers interested in WARVRA Member Education are needed North and South of the river to assist by making "in-village" presentations. Full training, presentation equipment and reimbursement of expenses are provided.

Be involved in the growth of WARVRA membership and knowledge.

Interested?

Please contact: Ian Nordeck

Phone: 9534 7650

Email: Email: ianandrae@internode.on.net

Membership Matters

The first quarter of the year was very busy with presentations to potential "new member" villages and to existing members who are availing their residents to our presentation and member education services.

The feedback we are receiving is that our presentations are proving very popular and informative, to the point that some villages are booking the full series over a 3-monthly period.

The three presentations we have available are:

***Why Join WARVRA? The Benefits of Membership**

***Exiting Your Villa**

***Budgets and Financial Responsibilities**

Many thanks to the members and villages that are spreading the word about WARVRA. Your referrals are creating enquiries and appointments for new membership and your help is gratefully appreciated.

Membership

On the 1st January 2016 WARVRA membership numbers were 93 villages and 10,839 members.

Then, on 31st March 2016 the membership had grown to 100 villages and 12,000 members

When we commenced the drive for new members in September 2014, there were 74 member villages with a total membership of 9,000. We have made

significant gains.

At the end of the first quarter in 2016, with our significant growth reaching the magic number of 100 villages, we can be pleased with our achievement, but we still have a long way to go as there are still many Villages out there who are not members.

Regional Meetings

Regional meetings were held throughout the country regions, and are always very well attended by residents of the local villages.

Our numbers are growing in the regions as we continue to visit villages and promote the services of WARVRA.

Member Education:

WE NEED HELP IN THIS AREA!! – hence the call for volunteers that would like to assist in spreading member education through the metropolitan and country areas.

It is non-demanding and rewarding work, particularly if we can spread the workload amongst more people. We wish to develop teams north and south of the river to make visits to villages by appointment.

Are you interested and able to help?

Please contact WARVRA by: Telephone: 9534 7650 or email: ianandrae@internode.on.net

Ian Nordeck
Membership and Education

Forum For Prospective Village Residents.

WARVRA will again run a Forum for prospective village residents this year on Thursday September 15th at Heathcote in Applecross.



The program will differ a little from previous years in that we will be inviting speakers from other agencies. The purpose of this is to provide those attending with a comprehensive look at services and

accommodation for retirees. A significant part of the Forum will be, as usual, based on retirement village living with WARVRA committee members presenting the information.

Further information will be available in future newsletters as the program is finalised.

Please let family and friends know about the Forum and provide them with WARVRA's email address to register their interest.

Julia Lynch
Membership and Education
Sub-Committee

Advocating for You!

One of WARVRA's activities is advocacy on behalf of village residents.

It has become a very popular and demanding aspect of our work: so much so, that we are not really coping with all the people and all the issues that need help.

This organisation is, at this time, entirely voluntary. It depends on people giving some time for other villages than their own, people who can share their own experiences of negotiating or explaining the Code or working with those who have a problem. We don't have enough people doing this and our requests for volunteers in the legislation and advocacy areas have, so far, not borne any results!!

So, we need to set some working rules:

1. Priority will be given to whole village problems, not the problems of an individual. If the Village Residents Committee has not taken up the matter, that may be a good indication that it is a personal problem.

2. Priority will be given to small villages with very limited personnel resources.

3. Problems with contracts are beyond our competence – these need to be taken to a lawyer.

4. We can only help with matters that fall under the Retirement Villages Legislation suite (Act, Regulations and Code).

Please understand that we would like to help all residents, but the few of us doing this simply cannot!

Des Cousins
Legislation and Advocacy

WARVRA Newsletter

Next Issue 29 July 2016

All contributions should be received by Wednesday 20th July.
Contact Secretary Val Brown for more information

Here's some good advice

WORKING TOGETHER TO MAKE VILLAGES WORK!

The Retirement Villages Code sets out the rights of residents in retirement villages.

The general rights of residents are contained in Clause 3 of the Code:

- (a) the well-being and interests of residents, together with the rights of administering bodies, must be given due consideration; and*
- (b) the freedom of decision and action of each resident must be restricted as*

- little as possible and must be recognised in the relationship between a resident and the administering body of a retirement village; and*
- (c) the relationship of residents with their family and past and present communities is important and must be recognised, taking into account the cultural, religious and linguistic background of each resident; and*
- (d) residents must be treated fairly and not*

be subject to abuse or exploitation.

Clause 5 of the Code further outlines the rights of residents:

- (a) The administering body of a retirement village must respect a resident's right to privacy in his or her residential premises, subject to the right of the administering body to inspect the premises as set out in the residence rules and the residence contract.*
- (b) The administering body of a retirement*

- village must respect a resident's right to quiet enjoyment of his or her residential premises and any communal amenities.*
- (c) The administering body of a retirement village must respect a resident's right to complete autonomy over his or her property and personal and financial affairs, subject to any legislative restriction or any other restriction provided for in the residence contract.*

BUT, THE CODE IS NOT ENOUGH TO MAKE A VILLAGE WORK WELL

These are some of the other factors that lead to a village working well:

- open and regular communication with the management – such as the chairperson of the residents committee meeting with the manager weekly, or the manager attending all residents and residents committee meetings and being given the opportunity to contribute to the

meetings. In small villages without committees, a regular morning tea with the management works well.

- an active and forward thinking residents committee, not focussing on problems but finding solutions to the challenges posed by the village operation.
- a competent finance committee that takes the trouble to

understand the village financial operation and reports.

- the residents and management use the pronoun “we” a lot in their conversation.
- good communication between the residents committee and all residents – newsletter, minutes available for everyone to read, regular open and informative residents meetings with well-prepared reports

from the residents committee and village management.

Our experience in working with villages is that rarely are the problems all one-sided. We find in many cases that well-meaning managements and residents have not communicated with each other well. Take time, make time, to understand the other side's point of view!