



## **MINUTES of ANNUAL GENERAL MEETING**

**10 February 2017**

Held at Piney Lakes Environmental Education Centre, Winthrop

- 17.02.01 Opening**  
President Colin Edwards welcomed all in attendance and opened the meeting at 10.00 am.
- 17.02.02 Present** 61 as per register  
**Apologies** 6 as per register
- 17.02.03 Minutes of General Meeting held 12 February 2016**  
Minutes had been circulated previously. Confirmed as a correct record.  
Moved Corry Knappers, Teranca Mews      Seconded Ron Hasluck Forrest Lakes
- 17.02.04 Business Arising from Minutes**      Nil
- 17.02.05 Correspondence**      Nil
- 17.02.06 Reports**
- 06.1 President – Colin Edwards**  
Colin presented the President's report outlining the progress of the Association.(attached)
- 06.2 Treasurer – Bob Hamilton**  
The Treasurer, spoke to his audited financial report (attached).  
  
It was agreed that the audited accounts for 2016 be accepted.  
Moved Bob Hamilton      Seconded Alec McSwain, St Ives, Murdoch
- 06.3 Legislation – Verelle Ward**  
As Verelle Ward had tendered her resignation prior to AGM her report was read by President Colin Edwards. (attached)
- 06.4 Membership development - Ian Nordeck**  
Ian presented the membership report outlining the increase in membership in 2016. (attached)
- 06.5 Publicity – Julia Lynch**  
In the absence of Julia Lynch the report was ready by Secretary Val Brown. (attached)
- 17.02.07 Election of Committee of Management for 2017**  
As per the WARVRA Constitution, 10.1(a) the committee has a maximum membership of 10 elected members, plus may co-opt up to two additional members for their special skills/abilities as advisors/assistants.  
**Colin Edwards** (Halls Head Village, Halls Head), **Julia Lynch** (Murray River Village, Dudley Park),  
**Verelle Ward** (Parklands, Woodlands) and **Arthur McCarthy** (Meath Mews, Trigg) all have completed their two-year term. Colin Edwards and Verelle Ward did not renominate.

Nominations have been received from **Julia Lynch** (Murray River Village, Dudley Park), **Arthur McCarthy** (Meath Mews, Trigg) **Frank Egan** (Belswan, Pinjarra), **Laurie Varendorff** (St Louis Estate, Claremont), **Robert May** (St David's Retirement Centre, Mt Lawley)

**As the total of existing and Nominated Committee members (8) does not exceed the number of vacancies (10), a ballot of votes will not be needed.**

Office bearers and sub-committee members will be appointed at the first meeting of the new Committee on Friday 17 February 2017. Members are reminded that the Constitution allow for the co-opting of further members to the Committee

**17.02.08 General Business**

**GUEST SPEAKER: Speaker from COTA Chris Jeffrey (Policy Manager).** Presentation was "the outcome of a Forum held to discuss issues facing seniors". COTA will select major issues after evaluating all feedback as well as the outcomes of the Election Q and A with key politicians. These will be presented to the State Government prior to the elections in March.

**17.02.09 Next General Meeting**

Friday 12 May 2017 at Piney Lakes Environmental Centre, Winthrop

**17.02.10 Meeting closed at 11.55**

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President Mr C Edwards

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Secretary Mrs V Brown

# WARVRA PRESIDENT'S AGM REPORT , February 10<sup>th</sup> 2017

## **Review of Activities during 2016**

*Our year started with a somewhat depleted Committee of 8 instead of previous 10 members(+ optional additional 2) At that time, I wondered how the anticipated work load for 2016 could be handled.*

*However, all the available elected Committee members (**and remember all are volunteers**) have really done a brilliant job in the individual portfolio and generic duties they agreed to perform during 2016 to the present.*

*Those portfolios comprised....*

- **Administration** ie President, Vice President **Verelle Ward**, Secretary **Val Brown** and Treasurer **Bob Hamilton**
- **Legislation** ie Convenor and two other members **Des Cousins, Verelle Ward & Arthur McCarthy**
- **Membership**, membership training and Branch Development Convenor – **Ian Nordeck**
- **Publicity** and public information displays **Julia Lynch**
- **Member Advocacy** and public information (phone & Face to Face.) **Des Cousins & Colin Edwards**
- **Non-Committee Volunteers** Legislation, Legal Advice, Data Base Development & Newsletter Editor
- **Peter Thohaven, Shelley Whitaker, Dave Porter & Noelline Edwards**

*All your team at WARVRA I again would suggest have done a remarkable job given our membership growth and subsequent increased workload resulting in our reappraising the need for a relatively large Committee team.*  
**THEY DESERVE YOUR RECOGNITION TODAY !**

*All have their relevant Annual reports to follow however I must make the following comments*

*Full implementation in 2016 of Bill 1 of the revised Retirement Villages Code and Regulations created considerable advocacy needs from members, many of whom had difficulties in understanding the detail and implementations in day to day activities within their villages.*

*Believe it or not, as one of our advocacy team I've also been approached by a number of Village Managers for legislation advice!*

### **Finance and Data Base upgrades**

*In particular, our treasurer, Membership convenor and secretary, in addition to their normal work have put in many hours working with an external consultant in implementing our new data base, much needed again because of our membership and record keeping demand growth.*

### **Presentations & PC Industry Meetings**

*In addition to Ian's extensive Membership Training presentations, I have presented the following "what residents expect from their village managers" presentations.....*

- Property Council Conference at the Hyatt – approx 170 participants
- Two Owner's managers meetings – approx. 30 participants
- Property Council Managers Certificate Training Program
- WHAT TO LOOK FOR IN A RETIREMENT VILLAGE - Seniors living Expo Claremont – approx 60 participants

**Meetings:** 2 with the property Council (Self & Des & Verelle)

1. General discussions to increase communication and potential working closer together strategies.
2. 2017 State Election – PC platform of their requirement interests – seeking our support or discussion.

### **National activities**

In general, most states are involved in some form or level of Legislation review & implementations over and above their normal activities. It is however noticeable that short comings in relevant Govt. Dept support in enforcement actions with errant Village owners in Compliance issues have and are creating a lot of grief.

Victoria in particular is deep in the middle of a parliamentary Enquiry of the industry as a whole with It's Villages Association pushing for a much more powerful (and responsible) dedicated Industry body/ombudsman and system to settle disputes between both parties.

Of interest COTA invited us along with other Aged/ Seniors' organisations to assist them in compiling a platform of needs for the information of the competing State political parties at which I, representing you our members pushed for the same requests as Victoria.

I have available some lists of issues compiled from that meeting and also our guest speaker today from COTA will speak on those outcomes.

My overall comments for the year would be that on the positive side we have achieved a lot of positive results that I believe have advanced WARVRA's status and recognition both within the Industry and publicly.

The downside however that despite a lot of work and effort we have at least 5 serious cases where residents have appeals to either DOC or SAT for frankly blatant noncompliance to the regulations issues (some of which are in excess of 2yrs running) without result.

In Des and my absence, Verelle & Peter Thohaven will be fronting the DOC and representatives of RWA in one of those cases.

I'm sure you would join me in wishing them every success that is long overdue for our RWA member residents!

Finally, I regrettably have not renominated for your new Committee due to a number of health issues preventing my ability to give what I believe is a necessary commitment to Committee.

I will however if required try to assist your new committee in any way I'm capable.

I sincerely thank all those serving with me on past Committees for their generous support and so many of you our members for your support and so often – your friendships

Regards to you all  
Colin Edwards

## TREASURER'S REPORT

Good morning ladies and gentlemen | trust that all have access to a copy of the financial statement.

The rise in expenditure is due to the activity in Membership and Education which has increased our membership base and as a result income from fees by 30% over last year. | anticipate that expenses in this area will be considerably reduced in the coming year.

An increase in fees was considered but on balance the Committee held the view that it was unnecessary and more important to maintain a fee structure which made membership easily accessible. The importance of a large member base cannot be underestimated when negotiating.

Arrangements are in place to reinvest the term deposits which have matured at a better rate.

## TREASURERS REPORT

Receipts and expenses for the year to 31 December 2016

### Receipts

Membership fees	\$ 17,748.00	
Interest/Donations	\$ 557.88	
Maturing term deposits	\$ 19,109.07	\$ 37,414.95

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### Expenditure

Committee	-\$ 6,349.69	
Legislation/Advocacy	-\$ 3,815.73	
Membership/Education	-\$ 11,787.35	
Equipment	-\$ 2,214.12	-\$ 24,166.89

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Cash Book Closing balance		\$ 13,248.06
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### BANK RECONCILIATION

Cash Book Opening Balance 1-1-2016	\$ 11,076.12
Income less expenses	\$ 13,248.06
Total	\$ 24,324.18

Bank Statement Balance 31-12-2016	\$ 24,508.46
Less unpresented cheques	-\$ 184.28
	\$ 24,324.18

## TERM DEPOSITS

Account 9898-35412

Matured

Principal	\$ 6,440.90	Credited to cheque account on 28-11-2016
Interest	\$ 149.20	

Account 9859-76322

Matured

Principal	\$ 12,668.27	Credited to cheque account on 19-12-2016
Interest	\$ 304.87	

Account 9700-01653

Current, matures June 2017

Principal	\$ 16,558.33	Reinvested
Interest	\$ 381.89	
New total	<u>\$ 16,940.22</u>	

TREASURERS REPORT for JANUARY 2017		
Cash book opening balance		\$24,324.18
<u>Income</u>		
Village memberships	\$532.00	
Individual memberships	\$290.00	
Interest	\$0.00	
Donation	\$10.00	
<b>Total</b>	\$832.00	\$832.00
<u>Expenses</u>		
Legislation & Advocacy	\$0.00	
Membership & Education	-\$178.24	
Committee	-\$1,000.00	
Miscellaneous		
	-\$1,178.24	-\$1,178.24
<u>Cashbook closing balance</u>		\$23,977.94
<u>Bank reconciliation</u>		
Closing balance as per bank		\$25,062.22
Unpresented cheques	1569	-\$84.28
	1605	-\$1,000.00
		-\$1,084.28
		-\$1,084.28
		\$23,977.94

**LEGISLATION AND ADVOCACY  
REPORT TO THE ANNUAL GENERAL MEETING  
10 February 2017**

**THE COMMITTEE**

Over this past year, the under-resourced Legislation and Advocacy Committee (LAC) comprised Des Cousins, as Convenor, Peter Thobaven, Arthur McCarthy and Verelle Ward.

Des's resignation from the WARVRA Committee and the LAC at the end of 2016 was received with regret. Des, during his five-year tenure, has made a significant contribution and his leadership and knowledge will be missed.

I wish to also acknowledge the work of Peter Thobaven, who has given much time to research and providing us with objective analysis, factual information and informed opinion.

Appreciation is also expressed to Colin Edwards and others on the WARVRA Committee who have made their individual contributions in areas of advocacy.

**LEGISLATION**

Finalising Bill 1, the revised and rewritten Code was required to be implemented by the 1 July 2016.

In June 2016, we were advised by the Legislation and Policy Branch of the Consumer Protection Division of the Department of Commerce that, it will take two years for them to prepare Bill 2 amendments. However, they have been working on the big issues of principle first.

The experience with Bill 1 suggests that the progression with Bill 2 amendments, from the initial issues being presented to stakeholders, through to proclamation, could take up to five years.

A contributing factor to the lack of progression with Bill 2 amendments, has been the impending March state elections with the possibility of major changes, that is, a new government and new minister.

As advised by Legislation and Policy Branch some of the Bill 2 issues under examination are:

- Memorials – the lifting fully or partially.
- the registration of Retirement Villages
- and the definition a “retirement village scheme” under the Retirement Villages Act.

The LAC had been working on these and other items in the early part of this past year.

However, due to the lack of urgency for Bill 2 input and the increasing demand from our WARVRA membership for assistance, advocacy became the priority for most of the year.

**ADVOCACY**

Advocacy has been provided to WARVRA members in extensive and diverse areas and the following few points represent but a few of these.

Accordingly, LAC has provided assistance:

- To members with applications to and representation at the State Administrative Tribunal.
- Representing members at mediation meetings with the Department of Consumer Protection.
- By clarifying residents rights under both the Strata Titles Act and the Retirement Villages Act, where both legislation requirements apply within the one village.
- With liaison between residents committees and administering bodies.
- By both formal and informal education pertinent to village contractual and legislation obligations.

**Thank you. Verelle Ward**

# MEMBERSHIP DEVELOPMENT REPORT

## ANNUAL GENERAL MEETING - FEBRUARY 10<sup>th</sup>, 2017

### **MEMBERSHIP:**

When our membership development commenced two years ago, our numbers were 73 villages and 7,000 members.

An audit of our membership revealed a number of villages were non-financial. These villages were contacted with the result that several rejoined and the balance declined to continue.

The predominant reason for declining was that 'our village is small, with an average age in the high 80's, and we no longer have a Residents or Social Committee and basically it is all too hard!'

As a Committee, we need to consider this problem this year.

Notwithstanding this, our numbers at the end of 2016 were 103 villages with over 14,300 members. A significant part of this development has occurred in the Regions where our convenors have achieved an outstanding result in developing their regional centres.

### **NEWSLETTER & COMMUNICATIONS:**

WARVRA is very fortunate to have an excellent Editor and Publisher in Noelline Edwards who produces an informative document every three months, but it has not been read by many of our members due to its lack of easy availability.

With the introduction of our new online communication service, we can encourage many more residents of villages (those with email) to subscribe to the service and thereby be kept informed of all aspects of WARVRA news.

We need your help in promoting this service within your villages because I still meet residents who claim not to have seen a newsletter before now.

### **TRAINING AND DEVELOPMENT:**

The first Training and Development Programme was held in 2016 and the results have been very positive with a number of people volunteering for our Committee, Legislation & Advocacy and Member/Education.

Three of our existing Committee members are unable to continue this year for various reasons, but we have three new members that have nominated, preserving the status quo.

You have heard me speak previously about utilising sub-committees and it is pleasing to advise that the formation of sub-committees has enabled us to achieve the following:-

Legislation & Advocacy sub-committee members will be -

Peter Thobaven, Des Cousins, Colin Edwards, David Street, Arthur McCarthy, Laurie Varendorff, Robert May, Michael Harvey and John Hudson

Membership & Education sub-committee members will be -

Mid West & Northern Suburbs -  
Laurie Varendorff, Marion Millin and Michael Harvey

Southern Suburbs (down to Peel Region) -  
Susan Burns and Ron Chamberlain

Peel Region and South West -  
Gordon Brown and Ian Nordeck

The other very significant benefit of Training and Development is that it provides the opportunity for succession planning, so that we have people trained and able to accept more significant roles as required. We cannot overlook the planning difficulties that are created by age and illness, but we must prepare for them to maintain an effective organisation.

This coming year is going to provide many opportunities to grow our organisation and to better represent and support our members. We have an excellent blend of experience and new blood, combined with enthusiasm to achieve our goals.

Ian Nordeck  
Membership & Education Convenor

## Report for Committee Meeting Friday 13h January 2017 .

During 2016 I arranged and attended five information booths at various locations from Bunbury to Claremont Show grounds. All but the Bunbury booth involved other members of the Committee providing assistance on the day.

All the information days had their success stories with some being more encouraging than others. On reflection, it has been decided not to continue pursuing the Senior Recreation Council offer of further involvement with their regular Senior Information days. These activities tend to attract seniors for whom 'independence' has become somewhat of a challenge and many attendees were actually from care facilities.

By far the most successful days were over the weekend Colin, Val, Gordon and I spent at the Property Council's Over Fifties information weekend in October. On both days Colin and I gave a talk on WARVRA and retirement living. Each day attracted a significant number of attendees and feedback from each session was very positive. We felt able to get our message across during the talk and several of those attending approached our booth following the presentation. WARVRA has been involved in these weekends for a few years but, the most recent event was well organised and, accommodated presentations in a more comfortable way for all concerned.

Local council senior information days, of which there were many, offer an opportunity for WARVRA to meet residents currently living in retirement villages, but also those thinking of a housing change. To this end, I have registered with Community Development officers at both the Mandurah and Rockingham Councils who have placed me on their mailing list for inclusion in their Senior Days. I will seek to register with other Councils, should this be recommended depending on the Committee's situation in 2017.

Colin and I have designed three posters for use at booths or other information days. These have proved very successful in attracting passers-by to our booth. The posters are easily seen and read by interested parties whom, we can often then engage in conversation offering further information.

I am available to continue for a further two years on the WARVRA Committee should there be a role for me, I will however, be away for the AGM and also all of May and June this year.

Julia Lynch  
WARVRA Committee