



Western Australian Retirement Villages Residents Association Inc

GENERAL MEETING

12 May 2017 at 10.00am

Piney Lakes Environmental Education Centre, Winthrop

17.05.01 Opening 10.00am

17.05.02 **Attendance and Apologies:**
Present 63 as per Register

Apologies 14 as per Register

17.05.03 **Minutes:** of the Annual General Meeting on 10 February 2017 confirmed
Moved Alex McSwan Colin Edwards **CARRIED**

17.05.04 **Business Arising from the Minutes:** Nil

17.05.05 **Reports:**

5.1 President – Ian Nordeck

- **A new Minister for the Department of Commerce** - A meeting with the new Minister will be arranged as soon as possible.
- **Notification of Member renewal** has been in progress. There are still several villages which have yet to pay their membership fees.
- **Database** – Four lists of members have been incorporated into one list for the database. Our system should now be more efficient. Sincere apologies to all for any inconvenience caused.
- **Planning/Training Program**- The training program conducted last year resulted in several quality people coming forward and offering their services, many of whom are now on the Committee. A second training program will possibly be run this year.
- **Regional and Village visits** – all Regions will have been visited. The Regions are performing well, visits and information imparted to the residents has been very well received.

5.2 Treasurer's Report -In the absence of Treasurer Bob Hamilton, President Ian Nordeck presented the Treasurer's Report for period ending April 2017

Opening Balance	\$7,967.43
Income	\$5,334.00
Expenditure	\$170.28
Closing Balance	\$13,131.15

5.3 **Legislation and Advocacy** – Laurie Varendorff

An apology for lack of activity since appointment to this role as has been overseas for SEVEN-7 weeks & only returned in late April.

- WARVRA has been advised by the Department of Commerce that information and minutes of meeting between Department of Commerce, Retirees WA and WARVRA but are authorised to distribute the following information based on advice from Tim Banfield - Manager, Property Industries Investigations Branch, Consumer Protection, - Department of Commerce, Western Australia.
(report attached)
- **Meeting of Legislation and Advocacy** -will be organise for June.

17.05.06

General Business

The Department of Commerce operates as a negotiator, villagers who are faced with unresolved problems are recommended to approach their local members of Parliament, especially if they hold a Ministerial portfolio.

Lisle Village (Mt Claremont) - action occurred by approaching a Government Minister

Colin Edwards (Halls Head) – the same occurred in a village in Mandurah, by approaching a Government Minister.

Susan Bray (Regent Gardens) – inquired if there is any training of Village Managers.

Des Cousins (Mindarie) - The Property Academy from Property Council runs courses but these are not compulsory.

Des Cousins (Mindarie) – There is a difficulty in achieving resolutions in villages especially re unfair Contracts. Australian Consumer Law has a section on General Contracts. Not an effortless process. Shelly Whittaker does not do Court work. WARVRA needs a litigation lawyer.

Motion – The WARVRA Committee to investigate obtaining the services of an experienced litigation Lawyer and to cover the cost the possibility of increasing membership fees.

Moved Des Cousins

Seconded Syd Brooker (St Ives, Murdoch)

Syd Brooker (St Ives, Murdoch) – St Ives is owned by Murdoch University, managed by Retirement Investments which in turn are managed by St Ives. Submissions have been put to Colin Barnett who passed them onto Department of Commerce. Trying to prove that contract is unfair. Lengthy process.

Dorothy Doak (Terranca Mews) – has been to a lawyer but not successful.

Patrick Whyburn (Lawley Park) increasing membership fees is not an easy process. The decision needs to go to village Resident Committees and thus may not be passed due to costs involved.

Murray Fletcher (River Parks) – legal representation could be an extra cost to those villages who requiring it.

Meeting closed at 11.50am

Next Meeting

Meeting: 11 August 2017: Piney Lakes Environmental Education Centre, Winthrop (**General Meeting**)

PRESIDENT AND MEMBERSHIP REPORTS – MAY 2017

Firstly, may I say it is an honour for me to be elected President of our Association, and you can be assured of my total commitment to continue the outstanding work of my predecessors, Colin Edwards, Des Cousins and Patrick Wyburn.

As a result of the recent State election, we now have a new parliament and a new Minister for the Department of Commerce which has now been absorbed into one of the super departments. Presumably the Minister will remain the same and we will endeavour to arrange a meeting with the new Minister as soon as possible to ensure that the second tranche of the legislative review commences forthwith.

It is easier for me to provide an all-encompassing report rather than trying to separate my activities. Wherever I go or whatever I do, I am representing WARVRA as the President and as the Membership Convenor.

In the period under review, we have been heavily involved in membership renewals. Both Secretary Val Brown and Treasurer Bob Hamilton have done an outstanding job in co-ordinating the billing, collection, banking and updating of our records. Over 100 of our villages have renewed their memberships with only a handful outstanding; these villages will be contacted by phone to determine their position.

Database:

The four lists of members and details have been incorporated into one database, commencing last year, to be used for our annual membership renewal.

It was very disappointing to the Committee that this did not work as well as expected, and required significant work in contacting the villages that did not receive renewal notices. The outcome has been successful, but I sincerely apologise to all for any inconvenience caused. We are confident the errors have been rectified and should not occur again.

An important aspect of the renewal programme has been the co-operation of villages in providing current information on the Executive Members of their Residents Committees. Too often, our emails and letters are directed to people no longer holding office and in many cases the mail is not being re-directed. Our system should now be more efficient.

Succession Planning/Training Programme:

It is my belief that a critical aspect of the performance of committees is succession planning.

At the end of last year, we lost our three most experienced committee members, mainly through a combination of poor health and being 'burnt out'. It is a significant

problem for an organisation such as ours.

The training programme conducted last year resulted in a number of good quality people coming forward and offering their services, many of whom are now on committees. Our future organisational leaders will come from these people as we constantly need to replenish the talent bank for the future.

For these reasons, we should consider running a second training programme this year – we will be looking for volunteers!

Membership:

To create activity, your Membership Committee has recently sent emails to our Member Villages, promoting our services, and letters to all non-member villages, encouraging them to learn about the benefits of WARVRA membership.

Foremost to me is the fact that every benefit and improvement within our village life is generally brought about by the activities of WARVRA, and this benefits **every** person residing in a village in WA – why then are there only 50% of residents of villages, members of our Association?

We can all help our growth by promoting WARVRA at every opportunity.

Regional and Village Visits:

By the end of next week, all Regions will have been visited this year. The Regions are performing well, our visits and the information imparted to the residents is very well received.

A presentation was made to the new Amaroo Village in Albany, and whilst they are small, they will grow to 60 villas. A new Amaroo Village in Denmark is the next target for the Region, and if we can secure them as members, we will have 100% coverage.

Next week, Laurie and I will visit Geraldton during which we shall make a membership presentation to Geraldton village (RSL Care) which is the only village in that region that is not a member.

Other presentations have been made to:-

Leschenault Village, Bunbury
Settlers Village, Ravenswood (2)
Homestay Village, Queens Park
Villa Maria Village, Lesmurdie

Additional bookings for membership presentations have been made with:-

TK Sullivan Village, Wilson
Castledare Village, Wilson
Mercy Village, Wembley

Members of the Membership Sub-Committee have assisted in these presentations and will soon be taking over most of the responsibility.

Many other committee meetings have been held and you can be confident of the effort and enthusiasm being showed by your elected committee.

Thank you. Any questions please?

Ian Nordeck
President and Membership Convenor
12th May 2017



Western Australian Retirement Villages Residents Association Inc

TREASURERS REPORT for April 2017		
Cash book opening balance		\$7,967.43
<u>Income</u>		
Village memberships	\$5,132.00	
Individual memberships	\$202.00	
Interest		
Donation		
Total	\$5,334.00	\$5,334.00
<u>Expenses</u>		
Legislation & Advocacy	\$0.00	
Membership & Education	\$0.00	
Committee	-\$170.28	
Miscellaneous		
	-\$170.28	-\$170.28
Cashbook closing balance		\$13,131.15
Bank reconciliation		
Closing balance as per bank		\$13,153.43
Unpresented cheques 1569	-\$84.28	
Outstanding deposits	\$62.00	
	-\$22.28	-\$22.28
		\$13,131.15

I am pleased to advise that \$20,000 of the organisations funds previously held on term deposit has been reinvested at a higher 3.1% with Westpac. I anticipate arranging the same for the \$16000 due to mature on the 30th of June next.

WARVRA General Meeting 12th May 2017

Legislation & Advocacy Sub-Committee Report

I wish to apologise for my lack of activity since my appointment to this role as I have been overseas for SEVEN-7 weeks & only returned in late April.

That said I did attend a meeting at Verelle Ward & Peter Thobaven on the 1st March at the Department of Commerce - Consumer Protection Division where representative of the Department of Commerce, Consumer Protection, Retirees WA and Western Australian Retirement Villages Residents Association attended.

WARVRA has been advised that we cannot distribute the Department of Commerce Minutes of that meeting but we are authorised to distribute the following information based on advice from Tim Banfield - Manager, Property Industries Investigations Branch, Consumer Protection, - Department of Commerce, Western Australia.

WARVRA has received advice from **Tim Banfield** - Manager, Property Industries Investigations Branch, Consumer Protection, - Department of Commerce, Western Australia which advises the following.

The Department don't believe that the minutes of confidential meetings themselves ought to be circulated outside of the parties to those meetings; however we don't think there is anything wrong with the tenor of the meetings and outcomes being communicated generally such as:

- Productive meetings have been held by CP - Consumer Protection, WARVRA and RWA;
- Agreements have been reached about delivering financial statements at AGM's.
The Department believes that if WARVRA advise residents what was agreed you will need to be clear to also explain that the AGM of the association is different to that at individual villages;
- The major maintenance (plumbing) issues at one village have been resolved. WARVRA will supply RWA with a list of any ongoing maintenance issues raised by residents of the RWA villages;
- RWA has agreed to ensure that staff and management deal appropriately with residents and resident committees;
- CP- Consumer Protection, is working with RWA on a better documented dispute resolution process;
- WARVRA to ascertain any villages that want a residents committee;
- WARVRA will forward details of complaints to RWA in the first instance; **NOTE: WARVRA will compile a list of any issues raised by residents of RWA & will advise RWA of these issues in general terms. WARVRA will not disclose individuals Names or Details as this would be contrary to our belief in maintaining confidentiality on any individual's behalf that have raised issues.**
- WARVRA, CP and RWA have agreed to reconvene on an as needs basis; and
- WARVRA also agreed to a couple of things which you will no doubt inform your members of in due course.

Due to my overseas travel there has been no meeting of the Legislation & Advocacy Sub-Committee.

I intend to organise a meeting prior to the next WARVRA Committee Meeting in June

Laurie Varendorff

Convenor of the Legislation & Advocacy Sub-Committee