



Western Australian Retirement Villages Residents Association Inc

GENERAL MEETING

11 August 2017 at 10.00am

Piney Lakes Environmental Education Centre, Winthrop

17.08.01 **Opening 10.00am**

17.08.02 **Attendance and Apologies:**
Present 81 as per Register
Apologies 12 as per Register

17.08.03 **Minutes:** of the General Meeting on 12 May 2017 confirmed
Moved Alex McSwan (St Ives, Mandurah) Patrick Wyburn (Lawley Park) **CARRIED**

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

17.08.05 **Reports:**

5.1 **President – Ian Nordeck**

- Resignation of LaurieVarendorff due to business commitments
- Resignation of Julia Lynch due to family health issues.
- New Treasurer Rae Nordeck – ratified by WARVRA Committee.
- Des Cousins prepared a response to the Four Corners Program. This has been circulated.
- **The Legislation & Advocacy** Sub-committee is meeting monthly., has two main issues
 - Concerned that ‘consumer protection’ is not being offered to consumer residents in retirement village.
 - A meeting planned in August with David Templeman, Leader of the House, and Bill Johnston, Minister responsible for the Retirement Villages legislation, being invited to attend. David has accepted, still await a decision from Bill Johnston. The purpose of the meeting is to introduce these gentlemen to WARVRA, to discuss the above issues and to encourage Minister Johnston to re-activate the legislative review.
- **Membership** is growing. June 30,2017 125 member villages, 15,600 residents. First six months of 2017 increase has been 20 villages
- **Training Seminar** 2016 Seminar was very successful. Will be repeated in October 2017.
- **Monthly Expenses** the rise in expenditure is due to the purchase of membership training equipment.
- **Newsletter advertising** the concept will be investigated further.

5.2 **Treasurer’s Report -Treasurer’s Report for period ending July 2017**

Opening Balance	\$26,992.77
Income	\$27,898.77
Expenditure	\$17,645.15
Closing Balance	\$10,253.62

5.3 Legislation and Advocacy – Des Cousins
Spoke about the Eight Point Plan - see attached sheet

17.08.06 General Business

- Derek Farrell (Cambrai Merriwa) asked if WARVRA was looking at engage a lawyer. Not at present.
- Gus Augustus (Pines Ellenbrook) Department Of Commerce has set up a special unit to look into retirement village residents' concerns.
- President was aware of this.

17.08.07 Guest Speaker

- Dave Porter, the web master, explained about forming a Discussion Forum on the website. Members will be able to register, raise issues and get involved in discussion on these issues and other items of interest.

Meeting closed at 12.00 noon

Next Meeting: 10 November 2017: Piney Lakes Environmental Education Centre, Winthrop
(General Meeting)

PRESIDENT'S REPORT

JUNE 2017

The month under review has been very busy and in general produced very good results. Unfortunately, Laurie Varendorff resigned from the Committee due to personal commitments, and his enthusiasm will be missed.

Equally disappointing, is the news that I have just received Julia Lynch's resignation due to the fact that her husband has become terminally ill and they will remain in New South Wales with their family and friends. Julia has advised that her long-term planning is not to return to Western Australia.

New Treasurer:

As a result of Treasurer Bob Hamilton's passing away, Rae Nordeck offered to accept the role of Treasurer as she had performed the position earlier in the year when Bob was overseas for 3 months.

Rae's appointment was ratified by the Committee with the proviso that both Rae and I cannot be co-signatories on cheques or documents. It is very kind of Rae to offer her services.

4 Corners Programme – AVEO:

This programme generated significant debate within Villages and the general community. Des Cousins prepared a response to the programme for the residents of his Village and kindly allowed us to circulate his report to the membership of WARVRA through our subscriber service and newsletter.

Whilst it is most unfortunate that these incidents occurred, it confirms the need for potential residents to fully understand the legal ramifications of the documents they are signing, prior to entering a Village. Too many residents have little understanding of contracts and fail to seek proper advice, as recommended

Legislation & Advocacy:

This Sub-Committee is meeting monthly and has two main issues at the moment.

- The Sub-Committee is concerned that 'consumer protection' is not being adequately offered to consumers resident in retirement villages.

Several Villages, we believe, have legitimate complaints that have been referred to the Department without resolution despite being over 2 years old. The silence

is deafening and the Villages involved are yet to be informed of the Department's rulings.

- A meeting has been planned in August with David Templeman, Leader of the House, and Bill Johnston, Minister responsible for the Retirement Villages legislation, being invited to attend. David has accepted and we still await a decision from Bill Johnston.

The purpose of this meeting is to introduce these gentlemen to WARVRA, to discuss the above issues with them and to encourage Minister Johnston to re-activate the legislative review as soon as possible.

Membership:

Membership continues to grow. The membership drive commenced almost three years ago and the results have been very encouraging:

September 2014	-	60 member villages, 6,000 residents
June 30, 2017		125 member villages, 15,600 residents

But there is still a long way to go as there are 228 villages in Western Australia containing over 25,000 residents. We need your support to continue promoting 1WARVRA to friends and acquaintances in non-member villages.

Another important statistic is that in the first six months of this year, our increase has been 20 Villages, many of which have been lapsed Villages that have re-committed to WARVRA.

Training Seminar:

Last year's training seminar was very successful and is being repeated in October this year.

The seminar is being promoted throughout Villages and in our Newsletter. Enthusiastic, committed members are welcome and the purpose of the seminar is to help attendees make an informed decision on whether to continue to be involved with our Committees, or not.

Please do not hesitate to contact Des Cousins (0417 314 735) or me (9534 7650) if further information is required.

Monthly Expenses:

The monthly expenses for membership show expenditure of \$2,882 which may cause some concern. The major portion of this expenditure is \$2,000 for additional membership training equipment for use in the Southern Zone by Ron Chamberlain and Susan Burns, who are doing an excellent job.

The expenditure for this equipment and a second set for the Northern Zone, when required, was approved by the WARVRA Committee in 2016.

The balance of \$800 was spent attending the autumn seminars in our five Regional Zones and Village visits.

You can be assured your fees are being put to good use.

Newsletter Advertising:

We have received an enquiry in this regard, which has led us to investigate the concept further. When the investigation is completed, we shall prepare a full report.

Subscriber Information Service:

This is an excellent service created by our IT consultant, Dave Porter, to enable cost-effective dissemination of information to members.

To date, it has been used mainly for our Newsletter and Membership Renewals, but we can also use it to circulate general meeting and Committee Minutes, activity reports and news items as they occur.

Please encourage those members of your Village who own a computer to enrol and become better informed of WARVRA activities.

General Meeting:

At our next General Meeting to be held on Friday, August 11 at Piney Lakes, we will have Dave Porter as Guest Speaker, and he will inform us about forming a Discussion Forum on our website where members can register, raise issues and get involved in discussion on these issues and other items of interest.

Your input at this Meeting will be welcome and is encouraged.

Ian Nordeck
President

**TREASURERS REPORT for July 2017**

Cash Book Opening Balance \$ 26,992.77

Income

Village Memberships	876.00	
Individual Memberships	30.00	
Interest	0.00	
IBD Maturity	0.00	
Total	906.00	\$ 27,898.77

Expenses

Legislation & Advocacy	0.00	
Membership & Education	357.66	
Committee	17,287.49	
Publicity	0.00	
	17,645.15	\$ 17,645.15

Cashbook Closing Balance **\$ 10,253.62**

Bank Reconciliation at 31st July 2017

Closing balance as per bank \$ 10,337.90

Unpresented cheques: 1569 -84.28

Outstanding deposits 0.00
-84.28 - \$ 84.28

Bank Reconciliation Balance **\$ 10,253.62**

EIGHT POINT ACTION PLAN

for retirement living

1. Support nationally consistent retirement village legislation and contracts.
2. Ensure there are transparent and easy-to-understand descriptions in contracts of entry pricing, ongoing service fees, reinstatement costs and fees and payments relating to departure, so residents have certainty about the costs associated with living in a retirement village.
3. Encourage all potential residents to seek independent legal advice before signing a contract, and work together with government and the legal profession to make this happen. We will also encourage potential residents to share this information with family members and trusted advisers.
4. Improve training and professional support for village managers, sales people and other staff who engage directly with current and potential residents.
5. Commit to improve industry village accreditation standards and coverage, and support government initiatives to make accreditation a mandatory requirement for operating a village.
6. Work with the Australian Retirement Village Residents Association to implement an industry Code of Conduct to set and maintain high standards about the marketing and operation of villages, as well as dispute management procedures for all operators and residents.
7. Commit to the establishment of an efficient and cost-effective government-backed independent dispute resolution process, such as an Ombudsman or Advocate, for disputes that are unable to be solved at a village level.
8. Maintain and strengthen the relationship between the industry and the Australian Retirement Village Residents Association to make sure resident issues are clearly identified and addressed.

