



WARVRA

## Western Australian Retirement Villages Residents Association Inc

### Minutes of the Annual General Meeting

8<sup>th</sup> February 2019 10.00am

Dept. of Mines, Industry Regulation and Safety Exhibition Hall Perth

#### 1. PRELIMINARIES

##### 1.1 Welcome

President Ian Nordeck extended a welcome and thanked all for attendance.

**1.2 Attendance:** 66 as per Register

**Apologies:** 11 as per Register

#### 2. MINUTES OF MEETING

**Resolved:** That the Minutes of the Annual General Meeting of the Association on 9<sup>th</sup> February 2018 as distributed be approved.

*Moved: Eugene Browne*

*Seconded: Corry Knappers*

*Carried*

**2.1 Business Arising from Minutes** Nil

#### 3. CORRESPONDENCE Nil

#### 4. REPORTS

##### 4.1 President

*(See attachment)*

President Nordeck presented a comprehensive Report.

**Resolved:** That the Report be received.

*Moved: David Street*

*Seconded: Doug Sturrock*

*Carried*

Question : If representation to Consumer Protection is required, will WARVRA provide representation?

Response: The President replied that without documented information and the circumstances, it is difficult to provide a definite answer.

Statement: That because Consumer Protection is a public instrumentality, the provisions of the Act of the Freedom of Information should apply and should be available for application by WARVRA. (Jim Thomson – St Ives Mandurah).

Response: The President acknowledged with thanks the receipt of this information.

Question: What is the situation regarding residents of Retirement Villages being exempt from Council Rates? (Keith Edwards – Maddington)

Response: The President stated that a response to WARVRA's submission to the Minister is awaited.

##### 4.2 Treasurer

*(See attachment)*

Treasurer Rae Nordeck spoke to the Report as presented, the Auditor's Report of satisfaction, and acknowledged with thanks the assistance of Retiring Assistant Treasurer, Brian Woods.

**Resolved:** That the Report be accepted.

*Moved: Lexie Beardmore*

*Seconded: Hans Speijers*

*Carried*

Ned Stokes acknowledged with thanks the work of the President and Treasurer.

**4.3 Legislation and Advocacy**

*(See attachment)*

Vice Chairperson Ron Chamberlain presented the Report.

*Moved: Eugene Browne*

*Seconded: Jim Thomson*

*Carried*

The President thanked the Vice Chairperson for taking on the role of Convenor from the time of the resignation of Eugene Browne.

**5. ELECTIONS**

The President informed the meeting that the Constitution provides for a Committee of Management of 10 members. Eight nominations were received for 8 positions and so no ballot for election was required. Five names were drawn to determine a 2 year term with the remaining three a 1 year term.

Elected with applause were:

Lexie Beardmore	2 years	Lindsay Lane	1 year
Ron Chamberlain	2 years	Ned Stokes	1 year
Jill Cooper	2 years	Doug Sturrock	1 year
Bernard Frayne	2 years	Term continuing: Corry Knappers	1 year
Ian Nordeck	2 years	Rae Nordeck	1 year

The five newly elected members introduced themselves.

**6. GENERAL BUSINESS**

The Chairperson spoke to the matters to be considered by the Committee of Management in 2019.

- (a) The need for changes to the Constitution; Des Cousins has offered to undertake this;
- (b) The desirability of offering WARVRA Associates to Management and Operators of Villages;
- (c) The development and marketing of WARVRA fees to be paid from the Village Operating Account.
- (d) The development of a plan and strategy to directly involve State Politicians in the matters and concerns of WARVRA.

The matter of a lack of penalties for non-adherence to Legislation was raised.

**7. FINALITIES**

**7.1 Vote of Thanks**

The President expressed thanks to all members who had served on Committees during the past year. This was endorsed with applause.

A vote of thanks by David Street, to the President, was endorsed with applause.

**7.2 Close of Meeting: 12.20pm**

Minutes adopted: / /

.....  
Chairperson

## ANNUAL GENERAL MEETING – FEB 8<sup>TH</sup>, 2019

### PRESIDENT'S REPORT

Whilst belated, we hope that you had a wonderful Christmas and we wish you and your extended families a healthy and safe New Year.

This report serves to inform all members on the activities of WARVRA throughout the last quarter of 2018 and during the year.

In summary, it has been a year of achievement and improvement in virtually all areas in which we function, with the exception of the delays that continue to occur with the Legislative Review.

#### Legislative Review

At the time I was elected to the WARVRA Committee four years ago, the first tranche of Legislative Review had just been completed and was being implemented – the items that were included in the first tranche were selected as being 'the easiest to deal with and to finalise'. The second tranche of harder, more complex issues would commence soon.

WARVRA is still waiting for them to commence despite being told it would happen in 2017, in 2018 and now, early in 2019!

The timeline of the Legislative Review in my period as a member of the WARVRA Committee follows:-

- 2015 – joined the Committee, the first tranche of Legislative Review had been completed and implementation was almost finalised.
- The second tranche was to commence soon
- WARVRA was advised the review would be delayed until after the impending State election
- 2016-17 – The election was held, Labor was successful, and we were informed that the first priority of business for the new government was introducing legislation to complete their electoral promises
- Whilst Legislative Review was a priority, it would need to wait for the moment
- 2017-18 – The commencement of the Review was being delayed by a comprehensive review of the legislative issues by the officers of the Department of Commerce; to the best of our knowledge the departmental review has not been completed
- October 2018 – WARVRA met with the Hon Alison Xamon, Greens Spokesperson for Seniors on the Legislative Council

- In response to our meeting with the Member, the Commissioner for Consumer Protection advises the review should commence early 2019
- November/December 2018 – the Hon Member Alison Xamon moved a Motion in the Upper House that the problems as detailed by WARVRA needed to be addressed urgently. The Motion was supported by the major parties and carried
- A letter received from the Government Leader in the Upper House, the Hon Alannah MacTiernan, confirmed this outcome and advised Minister Bill Johnston, Minister for the Retirement Villages Act, would meet with WARVRA before the end of 2018.
- A meeting was very difficult to arrange, and we were then advised Minister Johnston was no longer responsible for the Retirement Villages Act!
- WARVRA was advised the Department of Commerce is now the responsibility of Minister John Quigley. Contact has been made with his office, but any meeting will be postponed until 2019.
- And that, my dear friends, is the current state of play!!! We are pleased that WARVRA’s problems are considered a PRIORITY within government.

**Politicians – Source of Influence**

Due to the delays experienced in progressing the matter of Legislative Review, the decision has been taken by your Committee to switch our focus to politicians, acknowledging they are the people who are responsible for making the final decisions and laws.

Such a project will need considerable organisation, and member support throughout the areas in the State in which we have members residing. This will be a significant project in 2019, particularly when the Legislative Review commences.

**Training Seminars**

The WARVA Training Seminars have been well supported this year. The first seminar had 16 attendees of whom 8 indicated they are prepared to be further involved.

This is an excellent outcome as most of those people who deferred at the moment did so due to their personal Village commitments, but will quite possibly be available in the future.

The second Training Seminar is being conducted in January 2019 with a further 16 attendees.

Des Cousins makes an outstanding contribution to our Training Seminars for which we should all be extremely grateful.

**WARVRA Committee Members**

As an organisation run by volunteers, we are very fortunate to have dedicated, hard-working Committee members.

Our administration systems are constantly improving as is the quantity of work these volunteers manage so effectively.

Each year, we start with 10 Committee members, all of whom accept a responsibility to be part of the working team.

Unfortunately, during the year we may lose some members due to the ill-health experienced by themselves or their family; never have we lost a member due to the work commitment.

For this reason, we hold our Training Seminars to develop keen, enthusiastic members into dedicated Committee members.

It is very rewarding to see people developing new skills in these areas and on behalf of our membership I sincerely thank them for their outstanding contribution.

### **Committee Elections**

Elsewhere in this Newsletter, Secretary Maureen details our forthcoming elections. The process is clarified below:

- WARVRA General Committee – elected at the Annual General Meeting as a result of nominating prior to the close of business on January 18, 2019
- The Committee comprises 10 people who will elect the President, Vice President and sub-committee Convenors at a subsequent meeting on Friday, February 15<sup>th</sup>.
- The newly elected Committee will be requested to attend this first planning meeting at the Government Offices as follows:

Date: Friday, 15<sup>th</sup> February

Time: 10.00am to 12.30pm

- Members of the two sub-committees – Legislation & Advocacy, Membership/Member Education – are appointed by the General Committee from members who indicated they wish to be involved.

### **Membership Invoices**

Village and Individual Invoices are currently being dispatched.

Incorporated in the Village Invoice is a very important form – **WARVRA Contacts**. Please complete and return this form to ensure our records are updated with all current information on Village officials.

### **Advocacy Issues**

One of our most important roles in assisting members in resolving advocacy issues that may arise in villages between residents/management and residents/residents within the village. Due to the significant increase in membership, the number of complaints is growing too!

May we remind you that if you wish to make a complaint, you must do so in writing and supply supporting evidence.

If your complaint does not contravene your Contract or the Code of Practice, your chances of success may be limited as WARVA will not be able to assist you.

The fact that a village resident may be personally unhappy about an issue does not necessarily provide grounds for a complaint to Consumer Protection or WARVRA.

### **Special Thanks**

We all owe our hard-working Committee members a sincere vote of thanks for their dedication and enthusiasm in the considerable amount of work they do on behalf of WARVRA. This includes all Committee and Sub-Committee members, Noelline Edwards who publishes our Newsletter and Dorothy Doak who organises morning tea for our General Meetings, and to the many members that happily help out when required. We also very much appreciate the support we receive from our IT webmaster, Dave

Porter.

Their contribution is outstanding and it is because of their commitment that we continue to grow and develop as an Association, the only Association that represents the 28,000 people living in retirement villages in Western Australia.

**Closing Remarks**

In closing, may I thank Maureen Miller, Brian Woods, Lyneve Amoore and Eugene Browne for their contribution to the WARVRA Committee during the year.

These three members have made a decision not to continue on the Committee and I would like to take this opportunity to recognise their contribution, which was much appreciated, and I wish them all the best in the years ahead.

**Ian Nordeck**

**President**

February 8<sup>th</sup>, 2019



**WARVRA**

Western Australian Retirement Villages Residents Association Inc

ABN 83 503 721 383

warvra.org.au [warvra@warvra.org.au](mailto:warvra@warvra.org.au) 0448 812 888

## TREASURER'S ANNUAL REPORT FOR YEAR ENDED 31<sup>ST</sup> DECEMBER, 2018

<b>Opening Balance 1 January 2018</b>	<b>5,786.52</b>
Receipts	
Village Memberships	17,225.50
Individual Memberships	1,562.00
Associate Memberships	490.00
Bank Interest	11.18
Donations	485.00
O/S Cheque	84.28
<b>Total</b>	<b><u>\$25,644.48</u></b>
<b>Expenditure</b>	
General	8,389.94
Term Deposits	<u>10,000.00</u>
<b>Total</b>	<b>\$18,389.94</b>
<b>Cash Book Balance at 31/12/2018</b>	<b>\$7,254.54</b>
<b>Bank Reconciliation at 31/12/2018</b>	
Closing Balance	17,254.54
Unpresented Cheques (2 Term Deposits)	<u>-10,000.00</u>
<b>Current Funds</b>	<b>\$7,254.54</b>
<b>Plus Term Deposit Investments</b>	<b>\$47,287.50</b>
<b>Total Funds</b>	<b><u>\$54,542.04</u></b>



## **ASSET REGISTER AS AT 1<sup>ST</sup> JANUARY 2019**

- 1 X HP 10" Laptop Computer, Serial No CND447CT34
- 1 x Epsom Projector, Model EMP-1710 with carry case
- 1 x 1.8m Projector Screen with stand and carry case
- 1 x 10m, 4 socket extension reel – HCR10S
  
- 1 x HP 12" Laptop Computer, with Remote, carry case & all cords
- 1 x 1.5m Projector Screen with Stand
- 1 x Hitachi Projector, Serial No CP-WX3541WN with carry case
- 1 x 10m Cord Tech extension reel
- 1 x Timber portable lectern
- 1 x Tripod speaker stand
- 1 x Minpro speaker (converted to latest technology)
- 1 x WARVRA portable banner 1 x 2mtrs with carry case
- 1 x Large Carry Bag with assorted cables and 2 microphones
- 1 x Large wheeled carry-all (morning tea equipment)
- 1 x Zoom Handy Recorder with carry case
- 1 x Powertech Battery Charger
- 1 x Shure Lapel Microphone Set with carry case
  
- All held by Ron Chamberlain, the balance of items held by Ian Nordeck.

## **Legal & Advocacy Annual Report for 2018**

The year has been a very busy one for the L & A Committee with some significant changes in personnel throughout the year. Fortunately, Ian Nordeck, Des Cousins and David Street have provided the experience and stability throughout the year and I chaired the meetings from mid-year.

The expectation held by the Committee was that the discussion paper regarding the legislation for retirement villages, to be prepared by Consumer Protection, would be available early in 2018, but is now expected to be available in the new year.

The WARVRA relationship with the Commissioner for Consumer Protection, David Hillyard, has developed throughout 2018, thanks to the efforts of the Commissioner, who has provided WARVRA with meeting rooms and regular meetings with himself and senior officers of his department during 2018. These meetings have enabled WARVRA to raise matters regarding the forthcoming legislation and some long term issues. Unfortunately, a number of these issues have still not been resolved to our satisfaction.

The Four Corners programme AVEO stimulated discussion about retirement villages and the associated costs of retirement village living while, confusing these issues with the Aged Care debate. At this time the Property Council of Australia announced an Eight Point Action Plan which included a Code of Conduct and a dispute resolution process. While the intention of the Property Council was to provide some guidance and direction for the industry, WARVRA could not support the Action Plan or the Code because the Property Council could not guarantee the support of the whole industry, only those controlled by Property Council members. After a great deal of discussion between state organisations representing residents of villages, no state organisation was in a position to support the Action Plan or Code of Conduct.

The New South Wales government commissioned the Inquiry into the NSW Retirement Village Sector (Greiner Report) which addressed many of the issues which WARVRA considers should be addressed in the Western Australian legislation. These include contracts, definitions, dispute resolution and village maintenance. The L & A Committee is monitoring the progress of the NSW legislation.

The L & A Committee was involved in discussion with several legal firms over the provision of legal advice for the Committee, at an affordable cost to WARVRA. This was seen to be necessary as we had hoped that WARVRA would be engaging in some important discussion about the much anticipated legislation, which would involve definitions and legal concepts requiring explanation. We are hopeful that early in 2019, we will be in possession of the discussion paper.

The Honourable Alison Xamon MLC gave the WARVRA cause some valuable publicity with a motion in the Legislative Council supporting WARVRA's initiative in drawing the Government's attention to a long list of issues the Committee expect would be addressed in the new legislation. Her motion was well supported by members of all political persuasions.

While there are many matters to be addressed, it is important that contracts are written in plain English and contain all of the necessary information for future residents to decide whether to join a village community. Current residents need clarification on such matters as the purpose of a reserve fund, what constitutes maintenance and what is capital works, and who is responsible for providing these funds. WARVRA also wants established a system established which will expedite the resolution of disputes and complaints which is fair to both management and residents.

Ron Chamberlain

