



WARVRA

## Western Australian Retirement Villages Residents Association Inc

### Minutes of the General Meeting

10<sup>th</sup> May 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:** 60 as per Register

**Apologies:** 2 as per Register

#### 2. MINUTES OF MEETING

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

*Moved: Bernie Frayne*

*Seconded: Doug Sturrock*

*Carried*

##### 2.1 Business Arising from Minutes

Patrick Wyburn brought up the issue of 'Associate Members', advising that they were not legally able to become members of WARVRA under the Constitution as they were not residents of retirement villages. Patrick also commented that General Meetings should be for members only.

Several members made various comments on this matter, but did not identify themselves before speaking (so names and comments have not been recorded).

President Ian responded that the WARVRA Associates are NOT recorded anywhere as 'members' which is clearly stated on the application form, and all matters discussed at General Meetings are in the Minutes which are available to all and sundry on the website.

#### 3. CORRESPONDENCE

**3.1** Letter from Penny Lipscombe, Director, Legislation and Policy, Consumer Protection Division, DMIRS, concerning the Fair Trading (Retirement Villages Interim Code) Regulations 2019 was read to the Meeting.,

*(See attachment)*

#### 4. REPORTS

##### 4.1 President

President Ian presented a comprehensive Report, advising that the Training Seminars held at the end of last year were very successful with 34 graduates volunteering to become involved in some way. This has allowed the formation of 3 groups North and South of the river and including Peel and the South West .... who will now be trained to assist with the ongoing presentation of the various Powerpoint Presentations to villages who request such presentations. A new Powerpoint presentation has also now been developed 'Residents' Committees Resources' which assists village committees to understand and become better informed as to their numerous tasks as committee members.

Ian also spoke on three new projects being developed this year –

- Developing political influence. This includes more communication with politicians and

making them more aware of our role. The co-ordinator is Ned Stokes

- Annual fees – the present system involves an enormous amount of work for both our Treasurer and Secretary, and it has been decided to approach village operators to include WARVRA Fees as a line item in the budget, and management pay the Village Renewals direct. In this regard, a letter is presently being designed to be sent to all villages. The co-ordinator for this project is Jill Cooper.  
Some WARVRA village managers have asked to become WARVRA Associates to enable them to better understand the workings of WARVRA and the relationship between WARVRA and village management. Doug Sturrock is the co-ordinator for the project. Already, Village Solutions, Bethanie, Masonic Care and Amana have indicated agreement for their village managers to become WARVRA Associates (a fee of \$10.00pa will apply), to enable them to be more understanding of WARVRA’s role in improving the relationships between residents and management. They understand that they ARE NOT WARVRA members and do not have voting rights, but have indicated that WARVRA information and Powerpoint presentations have provided them with much needed education as to what residents are looking for in a village.
- A meeting has been held with Minister Quigley at which six members of WARVRA attended. A large range of issues were discussed, the principal one being the continuing delay in commencing the second tranche of the legislative review. Minister Quigley expressed concerns over delays that WARVRA has experienced in many matters and assured us that they would be raised with the Commissioner for Consumer Protection.

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

*Moved: Angela Potiphar*

*Seconded: Lexie Beardmore*

*Carried*

**4.2 Treasurer**

Treasurer Corry Knappers presented the Treasurer’s Report for the First Quarter of the year, ie to 31<sup>st</sup> March, 2019 *(See attachment)*

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

*Moved: Ned Stokes*

*Seconded: Doug Sturrock*

*Carried*

**4.3 Legislation and Advocacy**

*(See attachment)*

Vice Chairperson Ron Chamberlain presented his Report which is attached.

*Moved: Ron Chamberlain*

*Seconded: Lexie Beardmore*

*Carried*

**5. GENERAL BUSINESS – No general business was forthcoming**

**6. GUEST SPEAKER –**

Michael Hodgkins, Partner, Birman & Ride

Michael’s presentation dealt with the various Retirement Housing Options available for retirees to consider in Western Australia which was very well received by those in attendance at the meeting.

**7. FINALITIES**

**7.1 Vote of Thanks**

Vice President Ron moved a vote of appreciation to Michael for his excellent address.

**7.2 Close of Meeting: 12.30pm**

Minutes adopted: / /

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Chairperson



Government of **Western Australia**  
Department of **Mines, Industry Regulation and Safety**  
Consumer Protection

Our Ref: A26905368

17 April 2019

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Dear Mr Nordeck

**FAIR TRADING (RETIREMENT VILLAGES INTERIM CODE) REGULATIONS  
2019**

This letter is to inform you of the introduction of a new interim Retirement Villages Code (Fair Trading (Retirement Villages Interim Code) Regulations 2019. The new interim code was gazetted on 22 March 2019 and takes effect from 1 April 2019 to 30 September 2019. This code mirrors the provisions of the previous interim code which expired on 31 March 2019.

Minor consequential amendments have also been made to the Retirement Villages Regulations 1992 to update certain cross references to the new interim code in Regulation 4A and Schedule 1, Forms 1 (notes 15, 17 and 19) and Form 1A (note 10). No major changes have been made in the interim code or the regulations.

Interim codes maintain the status quo whilst regulation is being reviewed. As you would be aware, the Department of Mines, Industry Regulation and Safety - Consumer Protection Division (Consumer Protection) is currently reviewing the retirement villages' legislation as part of the stage 2 reform process. Consumer Protection will consult with WARVRA and other stakeholder groups regarding proposed reforms in the coming months.

In the meantime I would like to acknowledge WARVRA'S ongoing role as an important stakeholder in the retirement villages industry.

Yours sincerely

Penny Lipscombe  
**DIRECTOR LEGISLATION AND POLICY**

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## L & A Report to Quarterly Meeting: 8 May 2019

The L & A Committee has met on two occasions since the last Quarterly Meeting. Meetings with the Commissioner for Consumer Protection, the Minister's Adviser on Retirement Villages, Ron Sao, and the Minister, John Quigley, have also taken place.

The meeting with the Commissioner, David Hillyard, was also attended by Penny Lipscombe, who heads the Policy Branch, responsible for the forthcoming legislation. Penny briefed us on the progress of the legislation and we were promised a statement on how the discussion on the proposed legislation would be presented to WARVRA members. That statement appeared in our most recent newsletter.

At our last L & A Committee meeting, we cross referenced as best we could, between what was said in that briefing paper and what WARVRA has put forward in our Briefing Paper prepared in September 2018 and we found that while most of our issues were covered, a few were not addressed in the statement from Consumer Protection. These included dispute resolution, the issue of insurance in retirement villages and the training of managers, all of which, we believe, are important issues which need to be addressed in the legislation. We will raise these issues with Consumer Protection in future meetings.

We also discussed with the Commissioner some of the long standing issues and received an assurance that progress was being made to address these issues.

One of our concerns is that we do not receive any feedback on issues we have raised at these meetings with the Commissioner and we will continue to raise the matter of feedback at these meetings.

At our meeting with Minister Quigley, the Minister immediately raised the issue of the timeline for the implementation of RV legislation. He asked for a copy of the briefing paper from Consumer Protection and explained that he wanted to see legislation enacted but he was currently playing "catch up" because a long time had lapsed in the legislative process in a number of portfolios, not only consumer protection.

We discussed the rapid growth in WARVA membership and discussed the heavy workload on volunteers and that we would be seeking some Government funding to assist us. Currently, our busy time is when invoices are being sent and money collected. This is also the time of the AGM which further complicates matters. Minister Quigley said that he would meet with us in three months and he wanted to see a plan to detail how funding would be allocated. He did say not to expect immediate funding as the Budget was about to be delivered and funding was tight. We have discussed this and have started work on a Business Plan. He also wanted to know what government support is provided in other states.

The Minister agreed that he would take steps to ensure that the requirements of the Code

are moved to the RV Regulations, as soon as possible, in order to assist Consumer Protection to solve some of the outstanding issues.

He also indicated that he would extend the matters that residents could seek orders from the State Administrative Tribunal.

The matter of having access to the legislation by WARVRA was raised and the Minister promised that WARVRA would have ample access to the legislation prior to the legislation being tabled in Parliament. This has not been the case with previous legislation.

We discussed the importance of training of village managers and dispute resolution. Minister Quigley was supportive of the need for mandated training of retirement village managers.

In summary, the Minister is very supportive of WARVRA and wanted us involved as the link between village residents and the government to provide feedback on legislative proposals and in keeping village residents informed on the forthcoming RV legislation and on the merits of the issues being addressed.

I would encourage you to read the document from Consumer Protection. It appears that we will receive the first discussion paper mentioned in that document this month. The L & A Committee would like to receive your written comments on the first discussion paper, by email or snail mail, but not by telephone. Please send those comments to either myself or to any L & A Committee member and those views will be considered in future meetings.

Any questions?

**TREASURERS REPORT - END OF FIRST QUARTER - 31st MARCH, 2019**

	Year to date \$
<b>Opening Balance 1 Jan 2019</b>	<b>7,254.54</b>
 <b><u>Receipts</u></b>	
Village Membership	14,718.00
Individual Memberships	980.00
Associate Memberships	260.00
Bank Interest	3.01
Donations	
O/S Cheque	
<b>Total receipts</b>	<b>15,961.01</b>
 <b><u>Expenditure</u></b>	
General	- 1,905.23
<b>Total expenses</b>	<b>- 1,905.23</b>
 <b>Cash Book Balance at 31/03/2019</b>	 <b>21,310.32</b>
 <b>Bank Reconciliation at 31/03/2019</b>	
Closing Balance	21,310.32
Unpresented Cheques	
Outstanding Deposits	
<b>Total Funds ANZ Bank account</b>	<b>21,310.32</b>
<b>Plus Westpac Business Cash Reserve</b>	<b>1,724.05</b>
<b>Plus Term Deposit Investments</b>	<b>47,287.50</b>
 <b>Total Funds</b>	 <b>70,321.87</b>