



Western Australian Retirement Villages Residents Association Inc

MINUTES of the GENERAL MEETING

Friday 8th November 2019

Dept of Mines, Industry Regulation and Safety Exhibition Hall

1. PRELIMINARIES

1.1 Welcome

President Ron Chamberlain welcomed all to the meeting and expressed thanks to the Department for the use of facilities and the assistance of personnel.

1.2 Attendance: 60 members as per the Register.

0 WARVRA Associates Family
5 prospective individual members

Apologies: 14 as per Register including Vice President Lindsay Lane and Treasurer Corry Knappers.

2. MINUTES OF GENERAL MEETING 9th August 2019

2.1 Resolved: That the Minutes of the Meeting be adopted

Moved: Lexie Beardmore Secoded: Sue Bray Carried

3. CORRESPONDENCE Nil

4. REPORTS

4.1 President

President Chamberlain presented a Report. (See attachment)

4.2 Legislation and Advocacy

Convenor Chamberlain presented a Report. (See attachment)

4.3 Membership

Convenor Bernie Frayne presented a Report. (See attachment)

4.4 Treasurer

With a Power Point presentation, and in the absence of Treasurer Corry Knappers, the Secretary presented the 1st January 2019 – 30th September 2019 Financial Statement. (See attachment)

Statement Summary:

Table with 2 columns: Description and Amount. Rows include Opening Balance (\$ 7,254.54), Receipts (19,743.73), Expenses (9,384.93), Closing Balance (17,613.34), Unpresented cheque (33.32), Funds ANZ account (17,646.66), Westpac Business Cash Reserve (2,208.17), Term Deposit Investments (47,287.50), and TOTAL FUNDS (67,142.33).

In the absence of the Treasurer, details of General Expenditure were not to hand, and the vision for WARVRA's funds was to resource any special matters in the future.

Resolved: That the Report be accepted.

Moved: Maureen Miller

Seconded: Lois Jones

Carried

5. GENERAL BUSINESS

5.1 WARVRA Constitution

The President read the Special Resolution.

'Special Resolution: The General Meeting agrees that Draft 6 of the WARVRA Constitution posted on the WARVRA website, be accepted as the WARVRA Constitution and forwarded to Consumer Protection for ratification'.

In the absence of comments and questions, it was

Resolved: That Draft 6 of the WARVRA Constitution be accepted and forwarded to Consumer Protection for ratification.

Moved: Eugene Browne Seconded: Lexie Beardmore Carried by 45 votes, including Proxy.

5.2 With Power Point, the President provided a summary of

WARVRA's Response to Legislation Consultation Paper 1

and offered to share this upon receiving a request.

Des Cousins was invited to provide further information and responses to questions from members.

6. FINALITIES

6.1 Closing Remarks: The President thanked members for their interest and participation, and advised that the next Meeting will be the Annual General Meeting on 14th February 2020.

He encouraged members to consider nominating for the Committee/Council positions, and advised that the Secretary must receive Nomination Forms in writing by the 24th January 2020.

6.2 Close

In closing the Meeting at 12.00 noon, the President wished members a Happy Festive Season.

Minutes adopted:

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Chairperson

During October, I attended three Regional Meetings and visited three villages. On each occasion I spoke about the CRIS-1 paper and the WARVRA response, which was delivered to Consumer Protection on 24 September. Since that time we have met with Consumer Protection to discuss suggestions we made about the timelines of the papers to follow. While I support trying to “speed up” the process, I am very conscious of the need to do the work thoroughly as this is our best opportunity to make the legislation “fairer for residents” and to make the code enforceable among many other issues. I am not sure that we changed their thinking on the way this programme is being “rolled out” but they did agree to provide an executive summary to future papers. I think that this will assist readers to obtain an understanding of the proposals before dealing with the detailed arguments.

We have had some discussions with the Property Council about the industry and have indicated our support for a “healthy” industry where investors make a fair profit, we will not forget that the Property Council represents about half of the operators. The Property Council is very keen to obtain support for their Code of Conduct in their villages but clearly we want all villages subject to a regime which can only be managed by a Government body with power to fully enforce the legislation.

I have found that residents who attended the meetings were very appreciative of what WARVRA was doing on their behalf. I was also keen to point out to them that subsequent CRIS papers will be more relevant as they will deal with many issues which are “of concern” to current residents. The second part of my presentation at the meetings was to listen and possibly comment on residents’ concerns and questions. Bernie attended the Peel Regional Meeting and enlightened us with some of the issues regarding the Settlers demise which is being blamed on the notion of “buyback” which is in operation in Queensland and which, I believe, will be discussed in the next CRIS paper. Anyone who experienced this type of business failure would be encouraged by the fact that they live in a retirement village, with a memorial on the land, but business failure often leaves question unanswered and is disconcerting to residents. “Buyback” will be a big issue in the CRIS process but we must not allow it to become the only issue.

I would urge all residents to take an interest in the affairs of their village and to listen carefully to what they are told. Residents’ Committees also play an important role in this process in providing clarity of understanding for residents.

An issue which regularly surfaces in discussions is “dispute resolution” and I think deserves a comment or two. My belief is that we should always try to resolve a dispute early as it does anyone little good to prolong a dispute of any kind. I think that dispute resolution should be pretty close to the first subject discussed in the village managers’ training manual. I would also point out that it will help solve a dispute if both parties are prepared to give a little to reach a successful conclusion for both parties. By the time lawyers are called in to help settle a dispute, you can be pretty sure that the lawyers will be the only party satisfied with the result.

I wish to remind everyone that the next Quarterly Meeting in February will be the Annual General Meeting where a new Committee of Management will be selected. I would ask members to give thought to nominations. We need a committee which will bring in a variety of skills and ideas and yet work cohesively, in the best interests of residents of retirement villages. Finally, I would like to remind everyone that we are all volunteers and I would like to pay tribute to those who have volunteered to help, even a little bit, in the interest of assisting WARVRA members in villages.

Ron Chamberlain

Legislation and Advocacy Report

8 November 2019

The L & A Committee received CRIS-1 a few days prior to its general release and we submitted our response to Consumer Protection on 24 September. Thank you to the members of the L & A Committee who attended numerous meetings during this time but principally to Des Cousins who wrote the response. I think that it would be fair to say that all committee learnt a great deal during this process.

CRIS-1 was aimed at those potential residents of retirement villages and their need for accurate information upon which they could make a decision. The paper explored advertising which many would say is unreliable in the past and how the financial arrangements of village entry should be presented to potential residents. I will provide you with an edited version which I have been taking to Regional and village meetings, prior to our discussion later in the morning. The full version is available to members who wish to read it but for obvious reasons we wish it to remain confidential. If you wish to read the document, please contact me and I will send you a copy.

You should be aware that CRIS stands for Consultation Regulatory Information Paper which each department is required to produce to promote community discussion on new legislation. There will be four or possibly five of these papers to be developed during 2020 to which we will respond. WARVRA's response focused on the need to break the link between the contract which deals with the financial aspects of village entry and a retirement village scheme which fully explains what actually happens in the village such as rules and services and amenities available to the resident and at what cost. The purpose is that all residents would be on the one scheme, which could only be changed by agreement between the owner and residents. We believe that the result would be fairer than the present arrangement which often results on a number of different schemes (contracts) in the same village.

CRIS-2 is next and will deal with matters such as buyback and will be available, we understand, within the next week.

Ron Chamberlain (Convenor)

Membership & Education Report

8th November 2019

Village visits and member education will always be a significant part of our responsibility and it is pleasing to note that more villages are now coming forward and requesting educational talks and general discussion meetings within their villages.

Over the period since the last General Meeting we have 2 villages re-join WARVRA and the Membership & Education teams have conducted 8 presentations in villages the most popular topics were Exiting Your Villa and The Resident Committee.

The Membership & Education team will be looking to review all presentations in 2020, to see if we can improve our presentations. We invite all members for their input to what other topics you would like to see or would you just like us to come to your village for a question and answer session on what concerns residents in their village.

Forming the three Regional teams North of the River, South of the River and Peel/South West has helped to reduce workload on individuals, as it has spread the work it evenly between the three regions which results in less pressure on the membership & education team. But we are still looking for extra persons in the South Zone to be part of the team. If you are interested, please let me know.

Bernie Frayne (Convenor)



WARVRA

TREASURER'S REPORT

Period ending 30 September 2019

Year to date

Opening Balance 1 Jan 2019 7,254.54

Receipts January - September 2019

Village Memberships 17,774.00

Individual Memberships 1,280.00

Associates 680.00

Bank Interest 9.73

Total receipts 19,743.73

Expenditure January - September 2019

General - 9,384.93

Total expenses - 9,384.93

Closing Balance 30/09/2019 17,613.34

closing balance 17,613.34

unpresented cheque 33.32

Total Funds ANZ Bank account 17,646.66

Plus Westpac Business Cash Reserve 2,208.17

Plus Term Deposit Investments 47,287.50

Total Funds 30/09/2019 67,142.33