



WARVRA

Newsletter

Western Australian Retirement Villages Residents Association Inc

Issue: Vol.21 No2: April 2021. Issued Quarterly

PRESIDENT'S REPORT

The Next General Meeting of WARVRA will be held in the Uniting Church Hall on 28 May 2021. Members are asked to be patient and understanding if not all membership forms, submitted to WARVRA, have been processed in time for the General Meeting. The change in record keeping and data entry is a challenging and time-consuming undertaking. The new Minister for Commerce, Hon. Amber-Jade Sanderson MLA, has accepted WARVRA's invitation to be guest speaker.

Meeting with Commissioner

Vice-President, Eugene Browne, and I recently attended a meeting with the Commissioner for Consumer Protection, Lanie Chopping, Director of Policy, Penny Lipscombe and Manager of Investigations, Tim Bamfield. The purpose of the meeting was to discuss some comments in the last newsletter:

The time taken to complete the legislative reform process. We all agreed it has taken far too long and which should have been completed a number of years ago. Many of the issues that we are currently dealing with were identified eleven years ago and it may have been better to deal with all of the issues at that time.

Complaints and other issues referred to the Commissioner. Investigations take time and we only raise an issue with the Commissioner when a less forceful approach is considered a better option than legal intervention. During the last twelve to eighteen months WARVRA has enjoyed a good working relationship with both the Commissioner and officers from Consumer Protection. WARVRA has an additional series of meetings with officers from Consumer Protection which should result in more rapid investigation of complaints.

Experience of Consumer Protection Staff.

The point was made that there are over approximately forty investigators/conciliation officers working in that branch and that retirement village complaints occupy a large proportion of their time. It was pointed out that those working on retirement village matters were experienced investigators/conciliators and clearly had to work on the evidence presented to them. If the evidence is unclear or unsupported by facts, then little can be done. There have been many successful outcomes. In future Consumer Protection may be able to show, using case studies, how these have been dealt with.

WARVRA is keen to work closely with the Commissioner and will publish articles published by Consumer Protection in the WARVRA Newsletter. The Commissioner encouraged WARVRA members to read the Consumer Protection Bulletin for Retirement Village Residents, to which residents may subscribe (at no cost) on the CP website. She also said that WARVRA was highly respected by Consumer Protection and had received valuable feedback in relation to the legislative review from WARVRA.

WARVRA strongly supports the formation of a residents' committee in each village. Residents Committees should always operate with the best interests of all residents in mind. Residents who work as resident representatives on residents' committees are all volunteers and should be treated with respect at all times. Mutual respect for others is important, even if you do not agree with what they are doing or saying. Say what you think but keep the conversation respectful.

Ron Chamberlain, President WARVRA

**WARVRA TREASURER'S REPORT
END OF FIRST QUARTER
31st MARCH 2021**

Opening Balance 1 January 2021 \$34,990.72

Receipts

| | |
|------------------------|-----------|
| Village Contributions | 12,722.00 |
| Individual Memberships | 420.00 |
| Associates Family | 20.00 |
| Associates Management | 190.00 |
| Bank Interest | 8.43 |
| Donations | 10.00 |

Total receipts **13,370.43**

Expenditure

| | |
|---------------------------|--------|
| Postage, stationery & ink | 353.95 |
| Hall Cleaning | 40.00 |
| Auditor | 50.00 |

Total expenses **443.95**

Cash Book Balance

as at 31/03/2021 **\$47,917.20**

Bank Reconciliation

Total Funds ANZ Bank Account **\$47,917.20**

+ Westpac Community Solutions One **3,313.85**

+ Term Deposit Investments **48,118.17**

TOTAL FUNDS AS AT 31/03/2021 **\$99,349.22**

Attention:

Residents Committees

Have you advised WARVRA
of your Village Contact details after your
Village 2021 AGM?

The form can be downloaded from the

[WARVRA website](#)

and forwarded as stated.

THE GENERAL MEETING

Friday 28th May

12.30pm – 2.30pm

AGENDA

REPORTS

President – Ron Chamberlain
L & A Committee – Ron Chamberlain
Treasurer- Corry Knappers

GUEST SPEAKER

Hon. Amber-Jade Sanderson
Minister for Commerce

FINALITIES

Next meeting Friday 13th August 2021
Annual General Meeting

PLEASE NOTE:

1. The venue – Uniting Church Hall, Level 1/97 William St Perth.

From the Perth station and at the corner of Murray St/William St cross William St with the lights. Walk a short distance down William St towards Hay St and after the shoe store enter Wesley Quarter Queens Building (No.97) through two sets of self-opening doors. Take the lift in the courtyard to level 1 where the Hall is located.

2. At this point in time the capacity of the Hall is not known. Individual WARVRA members and **residents who have received membership approval will receive priority placement.**

Each person desiring to attend **must register attendance** with the Secretary, preferably by email (see the Directory in this Newsletter) stating your name, telephone number and village, **no later than Tuesday 25th May.**

3. The meeting commences at **12.30pm**, and without a break, will conclude by **2.30pm.**

Legislation and Advocacy Report

The Response to CRIS 3 has been completed and has been forwarded to Consumer Protection. The work on CRIS 3 has been very much a team effort and involved most of the people on the L&A Committee. I thank them on the behalf of members and a special “thank you” to Des Cousins who provides the guidance and focus on the essential issues.

The final paper will be CRIS 4 which we have been told will be available in April.

We anticipate that this paper will contain many matters which will affect the daily life of many residents in retirement villages. They include moving some matters in the Code into the Regulations to make them enforceable. These include many of the financial provisions such as reserve funds, capital works and maintenance, village budgets, insurance, dispute resolution and others. The L&A Committee is compiling a list of topics which are important to residents but have as yet not been addressed in the CRIS papers. They may require consideration before this phase of the consultation process is complete.

Once the CRIS process has been completed, we understand that there will be a second process to comment on the recommendations which will go to Government where the final decision will be made on the legislation. No doubt, the L & A Committee will be fully booked with appointments to complete this process by the end of 2021.

Ron Chamberlain, Convenor



Thank
You

for the very encouraging response WARVRA has received in regard to changes in membership.

This is a very big change with new processes needing to be put in place.

It would be so helpful if WARVRA subscribed villages could please note the following:

1. Send all Applications for Membership in bulk via Australia Post. Once approval of forms and data entry has taken place, approvals of membership (both email and postal addresses) will be bulk mailed via Australia Post to the Village.
2. Newsletters for those not on email will also be sent in bulk by Australia Post.
3. **Each Village is requested to advise the WARVRA Secretary of the NAME and ADDRESS of the person who will receive and distribute mailings within the Village.**
4. The WARVRA Secretary is required to maintain up-to-date records, and so as members leave a Village, please advise the WARVRA Secretary.

Looking forward to a continued happy partnership,

Maureen Miller, Secretary

Leader's Summit 2021 – The Business of Ageing

President Ron Chamberlain and I attended an excellent National event on the 18th and 19th of March 2021 at the Duxton Hotel in Perth. This year, because of Covid-19, the Summit was held simultaneously in Perth, Melbourne, Sydney, Brisbane and Adelaide rather than just in one Capital City. Attendance in Perth was around 50 and the technical arrangements by Chris Baynes of DCM media worked very well. We were able to hear and see the 40 quality speakers and their presentations in the various venues around Australia perfectly, and could lodge questions on line.

In this its 10th year, the Summit concentrated on the findings of the Royal Commission into Aged Care and its 148 recommendations. As a result of the Royal Commission, the four major faith-based groups (Anglicans, Uniting, Baptists and Catholics) have formed and funded the Australian Aged Care Consortium which is demanding the Government implement all of the recommendations.

All 2800 pages and a 313-page summary, and the list of recommendations can be found on the website: <https://agedcare.royalcommission.gov.au/publications/final-report>

Chris Baynes also provided an excellent 4-page summary of the proposed recommendations which I have further refined into some main principles and findings.

- The care component of community home and aged care will be free.
- Accommodation and living costs will be free for pensioners, but means tested for others.
- The client will enter a bigger system earlier with one entry assessment lasting till end of life.
- There will be more people hours allocated to deliver care, and all will be

better trained.

- Residential care will be based on a smaller community model rather than the big block institutional model with doors and corridors. More like a village consisting of many community groups of 15 residents.
- Funding will be increased significantly by as much as \$750 per annum per taxpayer.
- Everyone will get care within a month of being assessed when we move from a Government-rationed approach to a free market approach.
- The commissioners criticised the leadership at every senior level and recommended that huge cultural change must occur from top to bottom.
- Non-compliance has increased, and so there will be more governance, regulation and enforcement.
- My Aged Care will be improved to make it easier to use, and a Star Rating will be introduced.
- Personal support funding will be given to customers to spend with their provider of choice.
- The government will ensure this all takes place within 5 years.

Speakers all agreed that aged care is urgently in need of long overdue reforms, and that the reforms must commence immediately if the 5-year target is to be met. Several speakers were very sceptical about the ability of Government or providers to meet the 5-year target. They identified many significant hurdles that will need to be overcome such as: choosing and implementing a funding model, finding additional revenue, provision and recruitment of significant numbers of additional staff (9,800 additional nurses

needed), provision of additional training schemes for the sector and convincing operators that culture change is necessary and will occur. The May 2021 federal budget will be critical here. Apart from the Commission's recommendations on funding aged care through an increased Medicare levy or through general taxation, several more contentious schemes were discussed including deductions from deceased estates or from the super fund of the aged care recipient at end of life.

Whilst the main topic was aged care, there were many implications for those of us in Independent living units (ILU's) because the whole model of ILU/aged care is likely to change. Additionally, there were many innovative ideas presented which applied to ILU residents.

A definite accelerating trend is provision of care services in the home for as long as possible. However, this is now being considered in a different light. The "home", rather than being the large typical family home which can sometimes be problematic for older people, can be a retirement village or equivalent dwelling. Being smaller and more

aged care friendly it can ideally suit older people in their transition to end of life. Most new village dwellings would be suitable, and many do provide home support services, some using staff from their on-site aged care facility.

Some of the more nimble and progressive providers are already ahead of the game in providing such customer focussed services and product offerings. One operator in Canberra turned an abandoned government building into a 300 bed one stop shop ILU/ Aged Care facility. This kept costs down and guarantees just the one shift from "home" running right through to end of life.

Rental only villages are another emerging offering with variable fee arrangements to suit the customer including a once off up-front payment.

It was reported that 66% of the aged are undernourished. In one innovative village, food is ordered like Uber Eats and delivered within 45 minutes 24/7. This has proven to be less costly, with less waste, more food eaten, and provides a better health outcome for residents.

There were lots of great ideas presented (too many to cover fully here) by some very competent and knowledgeable presenters. Ron and I found the experience very enlightening and stimulating. It will be useful in our roles on the WARVRA Council. We congratulate Chris Baynes on his organisation of the Summit and the great knowledge and assistance he provides to the Retirement and Aged care sector in Australia.

Eugene Browne, Vice President

A SURPRISE!!!!



With the change in
WARVRA's financial year
from: January 2021 – December 2021
to: July 2021 - June 2022
the next Invoice for village subscription
will be issued in April/May 2022.

Six months FREE subscription!!!!

Consultation at Budget Time

Residents will be aware that during the next month village budgets must be prepared and that the budget will determine the recurrent charge (the monthly fee) residents will pay for the next twelve months.

Irrespective of what structure your village has to deal with the budget, the Residents' Committee is responsible for the negotiation which should occur between the operator and residents.

The Code provides a guide regarding the consultation which should take place between the residents' committee (or finance sub-committee) which is acting on residents' behalf. Effective consultation means open communication between the operator and the residents to seek advice or information so that each party has the opportunity to participate in meaningful discussion about the costs associated with maintaining the village.

In some villages, consultation means that the operator prepares a budget and presents it to the residents' committee for comment. This is not what is meant by consultation. Consultation, in practical terms means several meetings and worthwhile discussion.

Valuable information on village budgets is available on the WARVRA web site and Consumer Protection will be publishing information on budgets in the next bulletin.

Ron Chamberlain

WARVRA Council Directory

** Legislation and Advocacy*

| NAME | ROLES(S) | PHONE | MOBILE | EMAIL |
|-------------------|-----------------------------|--------------|--------------|--|
| Ron Chamberlain | President and Convener *L&A | 08 9456 4598 | 0447 315 160 | ronlyn_2@bigpond.com |
| Eugene Browne | Vice President | 08 6363 6477 | 0424 818 840 | eugeneb@inet.net.au |
| Maureen Miller | Secretary | — | 0424 208 873 | maureenmiller@westnet.com.au |
| Corry Knappers | Treasurer | 08 9550 4964 | 0488 059 103 | corryadri@terancamews.com.au |
| Lexie Beardmore | | — | 0406 539 720 | |
| Barry Butterworth | | 08 9537 6937 | 0499 187 128 | |
| Frank Egan | | 08 9531 0210 | 0431 836 025 | |
| Chrissie Jordan | | 08 9384 7946 | 0409 086 412 | |

Regional Committees

| NAME | POSITION | PHONE | MOBILE | |
|----------------|---------------------------------------|-----------|--------------|--|
| Monika Cull | (Great Southern) Convener | 9842 3786 | 0407 691 975 | |
| Lorraine Watts | Co-convener (South West) Busselton | 9754 2346 | 0408 127 674 | |
| Dianne Wilson | Co-convener (South West) Bunbury | 9724 4889 | — | |
| | Convener (Peel) | | | |
| John Lewis | Convener (Mid West) | — | 0437 780 798 | |