



**Western Australian Retirement Villages Residents Association Inc**

**MINUTES of the GENERAL MEETING Friday 12<sup>th</sup> November 2021 10.00am**  
held in the Exhibition Hall Department of Mines, Industry Regulation and Safety

**1. PRELIMINARIES**

**1.1 Welcome**

President Ron Chamberlain welcomed all in attendance including a number of members attending for the first time, and 2 residents visiting from an Albany Village.

**1.2 Attendance:** 39 members  
2 visitors

**1.3 Apologies:** 6

**2. MINUTES OF GENERAL MEETING Friday 28<sup>th</sup> May 2021**

**Resolved:** That the Minutes be approved.

*Moved: E Browne*

*Seconded: C Knappers*

*Carried*

**3. CORRESPONDENCE Nil**

**4. REPORTS**

**4.1 President** Chamberlain highlighted recent Reports and added some additional information. *See attachment*

**4.2 Legislation and Advocacy (L&A) Committee**

President Chamberlain advised the meeting of the appointment of Vice Chairperson Eugene Browne as Convenor of the Committee and the retirement of Des Cousins from the Committee after years of dedicated commitment to the work of WARVRA.

Convenor Browne provided a Report. *See attachment*

**4.3 Financial Report**

Treasurer C Knappers presented the 1<sup>st</sup> July 2021– 30<sup>th</sup> September 2021 as provided for the meeting and in the October 2021 Newsletter.

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

*Moved: C Knappers*

*Seconded: L Beard*

*Carried*

**4.4 Membership**

Membership Officer Dt Greg Roos provided a Membership Report. *See attachment*  
His appeal to WARVRA representatives and villages encouraged feedback from the meeting

: one representative provided forms to 140 residents, only 3 declined to complete;

: if representatives have not retained a list of those who submitted a form from their village, a list of names only can be obtained from the Secretary.

: to overcome 'fear' of release of information to other groups, a statement be added to The Application for Membership form stating that this will not happen

: the question was asked why the group that had been active in promoting WARVRA in the northern suburbs has not reformed;

: WARVRA's success stories and how the Newsletter is written will attract attention.

**MORNING TEA BREAK 11.00 – 11.30am**

**5. GENERAL BUSINESS**

**5.1 Presentation**

With Power Point and printed copies, President Chamberlain and Vice President Browne presented a synopsis of WARVRA’s responses to Consultation Regulatory Impact Statements 1-4 prepared by Consumer Protection. A panel of the L&A members responded to questions.

Statements and responses from members and the L&A Committee to some matters included:

- (a) knowing that Exit entitlements need to be paid, why don’t all operators plan accordingly?  
WARVRA is requesting that Exit entitlements be paid within 6 months of vacating, but possibly 12 months during a period of adjustment to the new legislation, reverting to 6 months.
- (b) Retirement Village legislation will not accommodate a group of residents co-operatively developing a Retirement Village. The Village would need to be strata titled.
- (c) WARVRA has requested that the 6 month limit also apply to Exit entitlements for deceased estates, but this is being strongly resisted by operators.
- (d) Legislation is unlikely to address accruing interest until properties are sold;
- (e) matters of insurance - where residents have added to units eg patio, the operator will not arrange insurance, the resident cannot insure because they don’t own the unit, but after sale the operator takes ownership and arranges insurance;
- (f) Memorials are fundamental for Retirement Villages and WARVRA wants no major change;
- (g) WARVRA was encouraged to ‘fight hard’ for legislation against non-ethical practices in Retirement Village operations.

The President concluded by offering to provide responses to members who submit questions by email.

**6. FINALITIES**

**6.1 Next Meeting:** Friday 11th February 2022 10.00am.

**6.2 Close:** The meeting concluded at 12.30pm.

Adopted:

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Chairperson

## President's Report

- Changes to Council – VP Eugene Brown of L & A Committee with Greg Roos and Barry Butterworth are joining us on that Committee. Des has decided that he has other things to do and will be leaving the L & A Committee.
- Greg Roos will be leading Membership and Education. You would be aware that we have a membership list of about 3000. There are numerous villages that while having paid their village subscriptions, we have no members signed up from those villages. I am aware that there is resistance to the change of having to sign a form to be a member but people must understand that there is no other way than to follow the rules of an incorporated association. This should have been done a long time ago, but wasn't!
- We are on the lookout for members who can help us with membership and L&A, so please contact Greg, Eugene or myself and we will bring those names to the Council for consideration.
- Residents' Committees are a very important part of our organisation and I would like to mention a couple of observations that I would like to make about Residents' Committees:
- WARVRA recommends that RC does not opt to become incorporated unless your village has a very good reason for doing so. In many cases incorporation causes a great deal of unnecessary work and often brings about unintended consequences and cost to residents. You will also find that if you wish to go to Consumer Protection, if your residents' association is incorporated, they (CP) will direct you to Associations Branch to resolve the matter.
- My second point is that people on Residents' Committees are representing the residents which means that they (through the chairperson) should be reporting back to residents regularly on what has been discussed with the village Manager. I would suggest that meeting regularly means more than meeting more than once a year, perhaps four or six, perhaps monthly where need be!
- Eugene, Barry and I have been attending regular meetings with Consumer Protection where we raise issues of a general nature where CP often issue bulletins such as Bulletin 13 about consultation which should take place or on issues which relate to residents.
- In matters of dispute relates to a resident a resident can take a matter to the RC or issue a Notice of Dispute to management stating the nature of the dispute and what needs to be done to fix the situation. The Notice of Dispute should be issued because every village should have a dispute resolution process and CP wants to that these are in place in all villages.
- While I try to bring you information about disputes that have been resolved to the satisfaction of the resident/s, CP is very keen to ensure that confidentiality is maintained so no names or location (even north/south of the river) are used, so that anonymity is maintained.

Ron Chamberlain



WARVRA

*Western Australian Retirement Villages Residents Association Inc*

## LEGISLATION AND ADVOCACY COMMITTEE

The L&A Committee for 2022 is Eugene Browne (Convenor), Ron Chamberlain, Lexie Beardmore, Greg Roos, David Street, and Barry Butterworth.

### Advocacy

**Bethanie Gwelup:** In response to a resident query to WARVRA and some discussions, Consumer Protection (CP) has provided some guidance to the Residents Committee on a constitutional change proposed for the Village. A proposed special meeting has been postponed pending further advice and discussion on residents' needs, and the legislative requirements.

**Meeting with CP Investigation staff:** On the 19<sup>th</sup> October 2021, representatives of the Committee met with CP staff and discussed a number of cases, some of which CP took up for further action. Several included insurance issues relating to premiums, excesses and responsibility for payment of damage to units.

### Legislation

**Meeting with CP Legal Staff - CRIS papers:** On 29<sup>th</sup> October 2021 the L&A Committee met to discuss the WA Treasury Corporation report on the possible effects of proposed mandatory time limits for repayment of the agreed portion of entry contributions to residents when they exit a village. The report only considered the effects on operators, and much of the data was provided by them in response to a survey by WATC. WARVRA questioned some of the findings and sent an email to CP. WARVRA has been assured by CP that a balanced operator/residents view will be considered in the final recommendations by CP to the Minister for this important legislative reform.

**Final CRIS comments:** It was decided to provide CP with a summary of any issues not fully covered in the CRIS papers, including some clarifications regarding the village change process and changes to Community arrangements.

Eugene Browne

**WARVRA TREASURER'S REPORT – July to September 2021**  
**30th September 2021**

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<b>Opening Balance 1 July 2021</b>	<b>45,861.69</b>
<b><u>Receipts</u></b>	
Village Contributions	406.00
Individual Memberships	40.00
Bank Interest	10.04
<b><u>Total receipts</u></b>	<b><u>456.04</u></b>
<b><u>Expenditure</u></b>	
IT Services / Webmaster Support	957.00
Stationery & ink	314.44
Postage	220.00
Travel expenses re. regional meetings Albany & Geraldton	1,143.68
Morning tea supplies AGM	38.25
Zoom annual fees	230.89
Auditor	50.00
Uniting Church Hall & Boardroom cleaning	60.00
<b><u>Total expenses</u></b>	<b><u>3,014.26</u></b>
<b>Cash Book Balance as at 30/09/2021</b>	<b>43,303.47</b>
Bank Reconciliation / Total Funds ANZ Bank Account	43,303.47
plus Westpac account 363	3,460.77
plus Term Deposit Investments	48,118.17
<b><u>Total Funds as at 30/09/2021</u></b>	<b><u>94,882.41</u></b>

## Membership Officer

Having newly arrived in this portfolio, I would like to make the following observations. For reasons beyond the scope of this current meeting, **WARVRA** finds itself missing thousands of members who were (nominally) registered in its traditional membership base.

- In the latest Newsletter, I appealed to all villages (~140), especially our paid-up subscribed villages (~110) to adapt to the current requirement for individual **Application for Membership** forms to be completed **ONCE** (not required in subsequent years).
- Current evaluation of our data reveals a registration of ~22%. In other words, only about 2800 of our subscribed >12500 are strictly registered.
- This makes it difficult to claim to represent and advocate for the entire RV sector. To ensure relevance in any negotiation with legislative branches, it is imperative that our representation is elevated back above the 70% level.
- I am now appealing to all those present to help spread the word to ensure all residents with the strongest representation that is possible. At the end of the day, WARVRA can only be as strong as you the residents make it.

Greg Roos