

IN
THIS
EDITION

- The Annual General Meeting
- Presidents Report
- L&A Report
- Membership Officers Report
- Auditor's Statement
- Treasurers Report
- Nominations for Election
- Summary of Survey results

Annual General Meeting - 12th August 2022 10am

To be held in the Exhibition Hall of the Department of Mines, Industry Regulation & Safety
Level 2/140 William St Perth

1. Minutes of the last AGM
2. Presidents report
3. L&A report
4. Membership officer report
5. Treasurer report
6. Auditor report
7. Election of Council
8. Morning tea break
9. General Business
10. Proposal from WARVRA Council: That the AGM approves a budget item in 2022/23 of \$25,000.00 for Administrative Services
11. In the absence of Minister Cook, a Speaker to address the Meeting has been promised

In order to have voting rights at the meeting, members must register their name and village with the Secretary (maureenmiller@westnet.com.au) no later than 5.00pm on Wednesday 10th August. The name and village of a proxy vote must also be registered and the form provided on the day.

President's Report - Ron Chamberlain

At the AGM on 12 August, members will be choosing a new **Council** for the next year, and currently there are two important positions that must be filled. These are the positions of **Secretary and Treasurer**. These positions are critical to the running of WARVRA as they carry out much of the behind-the-scenes work for the organisation.

In order to ease the load, **Council plans to contract an assistant** who would carry out the data recording and other administrative duties on a 0.4 FTE basis. WARVRA has some very busy periods and some not-so-busy times, so we would expect that the successful applicant would have to be flexible with regard to work time. Council plans for a six-month trial period to determine the effectiveness of the position in easing the workload for the Secretary and Treasurer.

Council decided at the meeting on 15 July 2022 to recommend at the AGM a trial for the contracting out of administrative services.

The initiative is designed to lessen the workload of the volunteer Council and consolidate the main administrative tasks to a single point of contact.

Council recommends that the annual expenditure on the trial be limited to \$25 000 a year, which requires General Meeting approval.

WARVRA has the funds to cover the trial and the costs for several years in order to prove effectiveness. The contract is designed to be modified at any time. **The motion appears on the AGM agenda in this Newsletter.**

Members are also invited to nominate for Council membership. We are always looking for people who have a wider interest than their own village and who have an interest in the legislation. Council has the ability to invite interested residents to join Council.

I have been informed that it is likely that by the time of the AGM a final decision regarding the **retirement village legislation** will have been made public. While Minister Cook will not be available on the day of the AGM, a **parliamentary spokesperson for the Minister** will be available to address members at the AGM regarding the proposed changes to the legislation.

Thank you to all members who completed the **survey on the Newsletter**. We received some very good advice on the way forward. Vice-President, Eugene Browne has a full report on page 6. Thanks to webmaster, Dave Porter, for the part he played in the distribution and collation of the information. **Council plans to conduct further surveys on matters of concern to residents. (Continued page 2...)**



President's Report continued...

The Zoom meetings, held on 15 and 22 June, were a success and I believe that those who participated, benefitted and enjoyed the exercise. Thanks to Consumer Protection for providing the speaker on **the Role of the Residents Committee**.

Thank you to those members who have agreed to become **WARVRA representatives** in their villages. This is an important position for WARVRA to rely on to assist in the distribution of Newsletters and other material as well as being a regular contact person.

Finally, **thank you to the Council members** for their hard work and thoughtful consideration of all matters throughout the year. Your contribution is greatly appreciated.

Legislation and Advocacy Committee, Eugene Browne - Convenor

The L&A Committee members for the 2021/22 financial year were Eugene Browne (Convenor), Ron Chamberlain, Dr Greg Roos, Barry Butterworth, John Vincent, David Street and Lexie Beardmore.

The committee met every month during the year either face to face at 140 William Street, Perth, or via zoom, to deal with WARVRA's Legislative and Advocacy business.

LEGISLATION

At the start of the year all effort went into finalising WARVRA's responses to the Consultation Regulatory Impact Statements (CRIS) before the Government's deadline of Christmas 2021. This process commenced in August 2019. When the response to CRIS 4 was sent to Consumer Protection in August 2021, the Committee had read volumes 1 to 4 of the CRIS papers containing 467 pages, and commented in detail on all the recommendations. This was a mammoth effort by the Committee, ably assisted by our consultant Des Cousins. Consumer Protection notified us that the resulting Decision Regulatory Impact Statement (DRIS) had been delivered to the Minister on 23/12/2021. That's what I call just in time!

Emerging from roundtable discussions a year earlier, there remains to this day determined opposition from the Property Council of Australia to our efforts to mandate the maximum timeframes for repayment of funds back to residents when they leave a village. **As this was one of our major reform initiatives in line with what has been done in other States**, we engaged our lawyer to make a submission supporting it. He was very aware of this widespread problem from first-hand knowledge in WA of the difficulties many retirement living residents face while trying to retrieve their funds on exit from villages.

Hopefully by the time this report is published The Hon Minister for Commerce Roger Cook will have made his recommendations regarding this and other important reforms for the benefit of residents. The process has been delayed by a change of Minister, and many other factors including Covid 19. We hope to be able to have further stakeholder input soon before the final Bill and Regulations are finalised, and await that invitation.

ADVOCACY

We dealt with many requests for assistance during the year. Some were referred directly to Consumer Protection for action, whilst many others were resolved successfully by WARVRA alone.

We met with Senior Consumer Protection staff regularly, including the Commissioner, and found these meetings to be very helpful in resolving members' issues.

The issues raised by members are generally similar from year to year being related to finance, budgeting, repairs, refurbishing, exit entitlements and resident committees, to name a few. This year was no exception, and the common elements as usual were communication, consultation and dispute resolution which, if poor, creates issues in all areas. Manager and customer service training would assist here, as well as general respect from both residents and managers when negotiating. Less daunting dispute resolution arrangements for older people would also help, and we are looking at that.

A few more recent trending issues this year were complaints about escalating insurance premiums and excess costs, and the unexpected reinterpretation of lease clauses by some managers for the financial benefit of operators.

On the other hand, we are very pleased to report that some villages run very well - all issues are resolved quickly and satisfactorily, budgets are resolved through a series of up to four pre-budget meetings commencing in February, and the managers understand the true meaning of consultation.

I would like to thank the Committee for all their dedicated work during the year, and hope they can continue next year as it promises to be very busy with all the reform Regulations coming our way.



Membership Report - Dr Greg Roos

Dear Members/Residents, happily, I can report that WARVRA currently has a membership of 4653. As ever, to better lobby on your behalf, please encourage your fellow residents to complete the one-time membership application form. We must continue to grow our membership base and thereby increase our important Retirement Village lobbying power. We still have several thousand of our fellow residents to apply for membership.

Please encourage and support your village WARVRA representatives. They can help to provide a link for you to WARVRA services. To all village WARVRA representatives, we are grateful for your efforts in getting your village membership applications completed. Please do not hesitate to seek support from WARVRA whenever needed.

The new WARVRA brochures have now been fairly widely distributed to villages. The feedback on the brochures has been very positive.

We look forward to meeting many of you when we are again able to have face-to-face General Meetings.

Treasurers Report: 1 July 2021 - 30 June 2022

Opening Balance 1 July 2021	\$45,861.69
Receipts	
Village Subscriptions	\$14,494.00
Individual Memberships	\$430.00
Associates Family	\$130.00
Associates Management	\$60.00
Bank Interest	\$67.23
Donations & re-imbursments	\$121.81
Transferred from term deposits into operating account	\$31,126.54
Total receipts	\$46,429.58
Expenditure	
Computer Expenses	\$150.00
Legal expenses	\$3,300.00
IT Services Webmaster & MailerLite subscription	\$3,102.00
Postage, stationery & ink	\$2,018.64
Printing WARVRA brochure	\$932.80
Morning tea supplies General meetings	\$54.50
Travel expenses	\$2,372.61
Hall & boardroom cleaning	\$60.00
Auditor	\$50.00
Zoom annual fee	\$230.89
Gift card for Noelline re newsletter	\$100.00
Public & Products Liability Insurance	\$637.26
Total expenses	\$13,008.70
Cash Book Balance as at 30/06/2022	\$79,282.57
Bank Reconciliation / Total Funds ANZ Bank Account	\$79,282.57
plus Westpac acc 363	\$3,460.77
plus Westpac Term Deposit Investments	\$17,287.49
Total Funds as at 30/06/2022	\$100,030.83



Auditors Report

John Ireland
 Unit 60, 22 Carnegie Place
 Greenfields.
 WA 6208
 Phone (08) 9535 5535
 or 041 889 8122
 Email: jrjireland@bigpond.com
 7th July 2022
 To Whom it May Concern,

This is to certify that I have undertaken an audit of the financial records of the Western Australian Retirement Villages Residents Association inc. as at the 30th June 2022 and have found them to have been maintained in accordance with current accounting standards and believe them to be a true and correct view of the organisation's financial affairs as at the 30th June 2022 and that the organisation is solvent as at that date.

It should be noted that the audit was restricted to those financial accounts and reports provided by the treasurer and I am unable to verify the asset list as I did not undertake a physical examination of those assets.

Once again, I commend the treasurer on the excellent manner in which the financial records and reports to the Management Committee have been maintained.

Yours Faithfully - John Ireland AASA (ret) ACIS (ret)

NOMINATIONS RECEIVED FOR ELECTION TO WARVRA COUNCIL

President: Ron Chamberlain
Vice President: Eugene Browne
Secretary: Vacant
Treasurer: Vacant

For the 3 vacant Council Positions

1. Barry Butterworth
2. Dr Greg Roos
3. Jan Stacey

To assist members in making decisions, each Candidate was requested to provide the following information: In a CV of no more than 130 words please advise your occupations prior to retirement, the length of time you have lived in a Retirement Village, and a summary of your participation in your village or local community.

Chamberlain Ron

I worked for the WA Education Department for 44 years prior to my retirement in 2003. My wife and I moved to Joseph Banks Retirement Village in 2013. In 2014, I was elected unopposed as Chairperson of the Residents' Committee and remained as Chairperson until now. The RC had great trouble being recognised and the relationship with the administering body was severely strained. I obtained assistance and advice from WARVRA, approached Consumer Protection, and took action against the administering body at SAT. I have had loyal support from the Committee and most residents as we have systematically worked to improve the relationship with the Administering Body.

Browne Eugene

Eugene is a Licensed Surveyor. He worked for the Department of Lands and Surveys for 42 years and retired as Surveyor General of WA in 2003. He then worked part time for 14 years in various professional appointments including Secretary of the Land Surveyors Licencing Board, Executive Officer of the Surveying and Spatial Science Association, and Executive Officer of the WA Institution of Surveyors. Over many years Eugene has volunteered to assist clubs and association committees in various positions including president, secretary and treasurer. He is currently Secretary/Treasurer and Past President of the Rowethorpe Residents Association, and has been on Committee for 9 of his 10 years in Juniper Rowethorpe village. He is currently Vice President of WARVRA and convenor of the Legislation and Advocacy Committee.



Butterworth Barry

I was employed in the Postmaster-General's Department/Australia Post for 54 years, the last 36 years were spent in middle/senior management positions in State and National Headquarters.

I have lived in the Lakeside by Teman Retirement Village for 8 years now, and am currently in my second year as President of the Residents Association Inc. committee.

I have been involved in many community and sporting group committees for many years both in Perth metropolitan, regional areas and interstate, and have been awarded Life Membership for my services on three of those groups.

I have been a Councillor on the Western Australian Retirement Villages Residents Association Inc for two years now, and a member of the Legislative and Advocacy Committee this year. I would welcome your support to continue to serve on this Council again in 2022/23.

Stacey Jan

I worked in a variety of positions for the WA Education Department over 41 years. I have lived in the Lawley Park Retirement Village for 6 years and have been on our Residents Committee for 2.5 years, holding the position of Treasurer for the first year and Secretary for the remaining year and a half. I am our WARVRA representative and introduced the new membership requirements in 2021.

I support social activities in our village and encourage residents to become "tourists" in our community, using public transport to visit local places of interest. We have a tour of the art in Parliament House booked for September this year, followed by lunch in the Parliament House dining room (COVID permitting). I volunteer with a number of community companies as well as local government, and have tried to assist with increasing membership within WARVRA this year.

Roos, Dr Gregory

I have completed a year on the WARVRA council as the membership officer.

We have achieved a revitalization of membership numbers, but there is much more to do.

Before retirement I was for 40 years a university research/teaching academic in organic chemistry. I have served wide-ranging committees across technical, sporting, and community service bodies. I have resided in Parkland Villas Ellenbrook since 2013.

Except for a break in 2021 to prepare a new constitution, I have served the Residents Committee both as chair and deputy chair. As chair, I restructured the Committee, creating practical portfolios to handle volunteers, external grants, and technology advances.

I also served as chair/member of the village Advisory Board and was instrumental in reinvigorating the 10-village Lendlease residents' chairs group.

THAT'S NOT MY JOB!

This is a story about four people named: **Everybody**, **Somebody**, **Anybody** and **Nobody**. There was an important job to be done and **Everybody** was sure that **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it. **Somebody** got angry about that, because it was **Everybody's** job. **Everybody** thought **Anybody** could do it, but **Nobody** realised that **Everybody** wouldn't do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.



Summary of Newsletter Survey from May 2022

Many thanks to the 526 members who responded to our survey regarding the WARVRA Newsletter. As you can see, the overall response was overwhelmingly positive which is very pleasing to all those in WARVRA who contribute to it. There were very few negative responses.

The suggestion of replacing the newsletter with less formal bulletins generated a mixed response with many remaining unsure. Reading through the comments on this, subscribers clearly favour continuing with the quarterly hard copy and digital newsletter, but there seems to be sufficient interest to supplement that with specialised email bulletins occasionally.

There were 182 comments made with 110 of those just confirming their strong support for what we are doing. The remaining comments were also very supportive, and additionally provided generally constructive suggestions for improvement for consideration.

There were a few common themes from the suggestions, but in very small numbers, and nothing that would override what seems to be a strong consensus that what we are doing is pretty close to the mark. Nevertheless my recommendation to the committee is to examine all the responses in detail and give them due consideration.

There are a few comments that need to be followed up personally. There are quite a few also with ideas regarding newsletter presentation, topics and content including a possible Q and A and case study idea that we should consider. It is obvious that our profile is not as good as it should be in villages, and that needs to be addressed.

Whilst the scores for length and readability were very good overall as can be seen, the few comments we had on that varied; from members wanting more light hearted less technical articles, to those wanting more legally focussed articles. So you can't please everyone.

Eugene Browne - Vice President, 14th July 2022

The Results

1. Do you read the newsletter ?

Always	Sometimes	Never
355	146	25

2. How helpful do you find the newsletter ?

Very helpful	Moderately helpful	Slightly helpful	Not very helpful	N/A
224	215	49	8	30

3. Considering the length of the articles in the Newsletters over the last 12 months, are they:

Too short	Appropriate	Too long	N/A (ie: I don't read them)
8	460	27	31

4. Are the articles in the Newsletter easy to read and understand?

Always	Generally	Sometimes	Never	N/A
107	354	37	2	26

5. What Newsletter format do you normally prefer to read?

On the website page	Download the PDF	Printed hard copy	N/A
179	211	115	21

6. If reading from a screen, what device do you mostly use?

Computer	Tablet	Phone	N/A
317	108	40	61

7. How would you rate the suggestion to replace the quarterly Newsletters with less formal, regular (perhaps bi-monthly) more targeted bulletins to members on email?

Great Idea	Bad Idea	Unsure
274	50	202

