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ANNUAL GENERAL MEETING

Friday 11th August 2023

10.00am - 12.30pm

Exhibition Hall: Department Mines,
Industry Regulation and Safety.

140 William Street Perth

AGENDA

- **Election of Council**
- **Reports:** President, Legislative and Advocacy, Treasurer and Membership.
- **Guest Speaker: Trish Blake**
Commissioner for Consumer
Topic The Role of the Commissioner

In order to have voting rights at the meeting, members must register their name and village with Shannon Macfadyen (admin@warvra.org.au) no later than 5.00pm on Wednesday 9th August 2023.

The name and village of a proxy vote must also be registered and the form provided on the day - [Link to the forms page on our website.](#)

President's Report - Ron Chamberlain

WARVRA is rapidly approaching an Annual General Meeting on 11 August and I wish to share with you the current workings of Council.

For the first time in many months, the Council has both a Secretary and Treasurer, two elected members, and four appointed members. We have tried to appoint more women to Council to reflect the gender balance in villages. Unfortunately, one female member had to leave due to the caring duties of a sick friend.

My sincere thanks to all Council members for their willingness to contribute to the working of Council. Sincere thanks also go to Administrative Assistant, Shannon Macfadyen, who has made a significant contribution to the working of WARVRA during the last six months.

Council is very much aware that there are many members with the capacity and experience to make a valuable contribution to the workings of WARVRA..

Many of these people serve the village community well by serving on the residents' committee, budget sub-committee, or in other capacities in the village. These are important jobs and contribute to the well-being of residents in villages. There may be some of these people and others, not engaged in village affairs, who should consider becoming involved in Council affairs.

Council is still looking for a communications person to advise Council on the best way to communicate with members and raise the community's WARVRA profile. This position has been previously advertised as a marketing person but we believe that it is best described as someone with quality communication skills.

We have found that approaching members and inviting members to join Council is often an effective way of recruiting people with an interest in Council affairs.

Having said all of the above, I cannot stress enough the importance of the Annual General Meeting where members exercise their democratic right to have Council working in the best interest of members.

Continued...



WARVRA

Presidents Report continued...

Please give these matters some thought and you may wish to approach and nominate a person for a position on Council. Please remember that Council membership carries a lot of responsibility and, is only as good as its members.

Banking has been an issue in some villages. I had the following experience when changing the signatories to a village bank account and wish to provide the following advice:

- President/secretary/treasurer to visit the bank to establish that the bank has a way of recording those who are signatories to the account.
- Provide a letter from the president, citing of the minute from the AGM of those members who are signatories to the account.
- Ensure that all previous signatories are removed from the register.
- Complete all necessary documentation required by the bank.

It sounds simple but is necessary to ensure that there are no unforeseen consequences as a result of not following the process. The bank (Australia's largest) assured me that both incorporated and unincorporated associations are treated exactly the same.

Ron Chamberlain - President WARVRA

LEGISLATION AND ADVOCACY COMMITTEE REPORT

Legislation Review

The Committee now consists of Ron Chamberlain, Lexie Beardmore, Barry Butterworth, David Street, David Cummins, Peter Farrell, Hank De Smit and I. The increased membership was considered necessary to cope with any surge in the consultation workload resulting from the legislative reform program.

Although there was a recent Cabinet reshuffle, the Hon. Minister for Commerce Sue Ellery remains responsible for the Retirement Village Act and the current reforms. and is fully supportive of the recommendations from Consumer Protection. The drafting priority is "BX" (level 3) which is reasonably high.

We have one more meeting scheduled with Consumer Protection dealing with loose ends before the drafting of the new legislation commences. At the last meeting (number 3 of 4) we considered Exit Entitlements, Reinstatement, Renovation, Fair wear and Tear and Condition reports and other aspects which will bring in changes that will benefit residents. Our aim is to ensure that the final legislation produces the desired result.

In the process we have seen legislation from other Australian States and have been quite impressed by some of it. Queensland legislation for instance was very clear in defining the different categories of expenditure and different funds, and who is responsible for the funding in each case, with numerous practical examples given. Their financial definitions are also linked to Australian Tax Office definitions. We have recommended using some of Queensland's definitions and explanations in the new RV legislation for WA.

Continued...



L&A Report continued...

Our request to reduce excessive “exit entitlement” delays has resulted in significant improvement. Under the new “exit fee” arrangements, residents will receive their “exit entitlement” no later than 12 months after they vacate the village – whether the lease has been on-sold or not. This important reform is on track to be implemented

Consumer Protection estimates that the Bill is expected to be lodged in Parliament later this year.

Advocacy

Visits to villages both local and regional continue to raise issues which are normally quickly resolved. The more difficult are often raised with Consumer Protection at our regular meetings for their action if required, and some we follow up on with their assistance. Some recent minor activity included the following.

- We confirmed that short term rental arrangements are acceptable under the Retirement Villages Act and noted several requirements.
- Prescribed forms (like Form 1) can be changed for instance by adding signature blocks etc. However any such changes must not alter the required content or intent of the form, or conflict with it in any way.

Embedded Power

Our survey on embedded power indicated that about one third of the 39 villages that responded actually had an embedded power network. Many systems worked quite well and resulted in less electricity costs for residents. However in some villages the benefits were not passed on to residents or the village, but to the operator only as profit. A general problem in villages with Solar Panels was electricity “going to ground” because the excess electricity cannot be returned to the main grid.

Energy Policy WA produced their own survey results paper recently which was industry wide including shopping centres, businesses, strata office blocks, caravan parks and retirement villages. It was very comprehensive and concluded that Retirement Village residents were more inclined than the rest, to regard involvement with embedded networks as a positive experience. After seeing the bigger problems in other sectors I had to agree.

EPWA also proposed a Draft Voluntary Code of Practice for Embedded Network Sellers for comment, and WARVRA made a submission listing the issues above that resulted from our survey. We also mentioned that we do not have much faith in Voluntary Codes as in our experience they do not work.

Eugene Browne,
Convenor.
11 July 2023



WARVRA welcomes David Cummins to the Council



WORK: Most of my working career was spent in sales & administration in the newspaper industry with 8 years at the Sunday Times and over 25 years with Community Newspapers. At the time of retirement I was Group Sales Administration Manager for the Community Newspaper Group. These roles gave me vast experience in Financial, Administration and Managerial roles.

LEISURE/OTHER INTERESTS: Over 40 years involvement in the aquatics industry, during which time was a founder of Claremont Masters Swimming Club in 1979, served as President of Masters Swimming WA from 1987-1992 and a member of Masters Swimming Australia's Board for 20 years over two terms. Served as Chairman of the 1999 Pan Pacific Masters Swimming Championships and also chaired many State and National Championships as well as Australian Masters Games. Was an instigator of the annual open water Swim Thru Rottnest in 1976 and was the event coordinator for 40 years, retiring from this position at the end of 2017. Served on the Board of RLSSWA.

WARVRA welcomes Jacquie Liddiard OAM as our new Treasurer

I have been involved in many volunteer organisations over the past four decades.

I have held the positions of Chair, President, Treasurer and Secretary for many groups including St John Ambulance, State Emergency Services, RSL Sub Branches, WA10thLH and others.

My current positions include Secretary for the Lakeside by Teman Residents Association where I have lived for the last seven years, plus Treasurer for WA10thLH.

My main qualifications are Admin & IT Management and include budgeting over many years.

I have worked for State Government departments, local government and private enterprise over a period of 50+ years.



Membership Report

Dear Members & Residents
We are pleased to report that WARVRA currently has a membership of as set out below.

- Subscribed Villages: 105
- Members from villages: 6129
- Individual Members: 66
- Associates: 16

Figures as at the end of June 2023

Shannon Macfadyen,
WARVRA Membership Officer

Treasurers Report - June 2023

Opening Balance 31 st May 2023	\$19,203.59
Income January-March 2023	
Village Contributions	\$4,549.00
Individual subscription	\$290.00
Total	\$4,839.00
Expenses June 2023	
Admin Support	\$2,912.00
Travel & Associated Costs - RHC	\$1,545.63
WARVRA cost - EMB Mileage & Ink	\$381.37
Total	\$4,839.00
Cashbook Balance 30 June 2023	\$19,292.53
Bank Reconciliation Balance	\$19,292.53
Term Deposit Investments	\$71,280.71
Total Funds as at 30th June 2023	\$90,573.24

Jacquie Liddiard, Treasurer, 30th June 2023

Elder Abuse

A recent survey of 1259 RV residents in NSW by the Retirement Villages Residents Association, funded by the NSW Fair Trading Better Regulation Division, has found high rates of abuse.

The survey showed:

- Over 40% reported experiencing at least one type of abuse. The proportion of female reporting abuse was higher (44%) than for males (34%)
- The most commonly reported types of abuse were Patronisation (31%) followed by Harassment (20%) and Intimidation (20%)
- For each type of abuse, over two thirds of responses indicated it occurred on multiple occasions, with the highest repeat figure of 75% for Harassment.
- The most common form of abuse is Patronisation with 69% specifying Management as the source of that type of abuse. This category included village staff, the manager and Head Office.
- Resident - On-Resident abuse was the highest source of abuse at 70% (except Patronisation).

Residents should be on the lookout for Elder Abuse and report it when it occurs.



WARVRA

The Western Australian Retirement Villages Residents Association Inc

e: contact@warvra.org.au | w: warvra.org.au | ABN 83 503 721 383

WARVRA Directory 2023

Council			
Ron Chamberlain	President	9456 4598 0447 315 160	president@warvra.org.au
Eugene Browne	Vice President, Convener L&A	6363 6477 0424 818 840	vp@warvra.org.au
Hank de Smit	Secretary	0419 926 425	secretary@warvra.org.au
Jacque Liddiard	Treasurer	0400 661 523	treasurer@warvra.org.au
Jan Stacey	Membership officer	0432 506 411	jan50@iinet.net.au
Peter Farrell	Council member	0458 720 022	farpeter@mac.com
Barry Butterworth	Council member	9537 6937 & 0499 187 128	brbutters@gmail.com
Peter Oldfield	Council member	0403 029 722	peter_oldfield@yahoo.com.au
David Cummins	Council member	0419 468 230	dblecummins@gmail.com
Legislation and Advocacy Committee			
Eugene Browne	Convener	6363 6477	vp@warvra.org.au
Members: Lexie Beardmore, Barry Butterworth, Ron Chamberlain, David Street, Peter Farrell, Hank De Smit & David Cummins			
Regional Conveners			
Region	Position	Name	Phone
Great Southern	Convener	Monika Cull	9842 3786 0407 691 975
South West	Co-Convener	Lorraine Watts	9754 2346 0408127 674
South West	Co-Convener	Lynette Cooper	9724 4954 0422 523 079
Peel	Convener	Barry Butterworth	9537 6937 0499 187 128
Midwest	Convener	John Lewis	0437 780 798
Administration			
Shannon MacFadyen	Admin Assistant	0439 987 990	admin@warvra.org.au
Dave Porter	IT support, WEB & Newsletter Compiler	0411 411 639	hello@dj-software.com.au daveporter@me.com

