

ACT Retirement Village Residents Association Inc.

To: provide independent information, advice, advocacy and representation

13th ANNUAL GENERAL MEETING

22 November 2023, 11:30am – 1 pm

Corinna Room 2, Southern Cross Club, Woden

MINUTES

Attendees: John Beagle, Kay Beagle, Janine Lewis, Mike Vale, Trish Carroll, Anne Caine, Margaret Simmonds, Margaret Ryan, Ken Freeman, Annie Carrick, Phil Graney, Janet Graney, Judith Benson, Helen Crabb, Edward Dittmer, Allan E Doolan, Margaret Freeman, Rosemary Godfrey, Verena Guffond, Jeremy Harden, Thelma Heyde, Cliff Hicks, June Hicks, Alice Lerch, Peter Lerch, Peter Malone, Kerry Malone, Colin McAuliffe, Ian Pennell, Maripet Ripoli-Alvez, Anne Ross, Ruby Sloan, Gwen Svoboda, Faye Saunders, Anne Candy, Robin Candy, Helen Merity, Majorie Gordon, Herbert Hodgson, Carol Elvin.

Apologies: Steve Finn, Eva Beaton, Heather Bell, Harry Burkitt, Lionel Davidson, Catherine Davidson, Tony De Bont, Jenny De Bont, Sheena Dickens, Pauline Everson, Brian Hanvin, Rita Hanvin, Margaret Lewis, Colleen Perriman, Patricia Quiggin, Gary Smith, Kay Tremble, Laurie Westcott.

1	<p>Opening of AGM and welcome</p> <p>The President, John Beagle, opened the meeting and warmly welcomed everyone in attendance.</p>
2	<p>Confirm minutes of 2022 AGM</p> <p>Moved: Peter Malone Seconded: Margaret Ryan Carried</p>
2A	<p>Margaret Ryan: Vote of Thanks to Former Committee Members</p> <p>On behalf of the RVRA, Margaret said she would like to thank the members of the Committees that commenced in September 2022. She said it was a 'fragile ship' at that time, captained by Rev Peter Malone and five others: just sufficient to become a legal entity. Unfortunately, over the next couple of months, four people resigned due to health and family reasons: Vicki Hooper, Russell Richards, Robert Allen and Dr Anita Callaway. The Committee was down to two members! Sensing a shipwreck, the Committee sent out an SOS letter, and welcomed Mary Samara-Wickrama, Heather Bell, Anne Ross and Tony Gay. For various reasons over the next months, they also resigned, but two additional members had signed on. There were now four members on the Committee. At this point, the ACT RVRA and the Committee were in the doldrums, and penned a desperate letter requesting help from those on the ACT RVRA mailing list. It was at this point that the RVRA welcomed seven new people who piloted the ship in a new direction.</p> <p>Margaret said she wanted to thank those people who 'hung in there' and helped to keep the ACT RVRA ship afloat, and to the 'newbies' who have the talent, background, networks, knowledge, generosity and persistence to lead the organisation confidently in a new direction – which will benefit the residents of all ACT RVs.</p>
3	<p>Receive President's Report: see Attachment A</p> <p>John Beagle, the President, referred people to his report, but highlighted a few points:</p> <ul style="list-style-type: none"> • John thanked Lance Williamson, website administrator, for his fantastic work for

	<p>the ACT RVRA: prompt, professional – and very reasonably priced. Thanks Lance!</p> <ul style="list-style-type: none"> • The ACT RVRA still does not have a precise idea of all the RVs in the ACT, the number of ILUs, the number of residents living in those ILU's, which RV have aged care facilities in them etc. There is more work to be done on this. John thanked Janine Lewis and Steve Finn for all the work they had done on this so far. • The ACT RVRA is waiting for seed funding to help to run the association. The ACT Government has promised the association \$25,000 – but we have been waiting for this for several months. Hopefully we will receive good news before Christmas! • The association needs more members to continue the exciting and challenging work that we have been doing for the last few months (Dispute Resolution Brochure, Membership of ACT Government Working Group on improvements to the regulatory environment for ACT RVs, and other significant issues). John wants RV residents to consider joining the ACT RVRA, and also the Committee if they have a range of skills, and enthusiasm, to assist the work of the Committee (see: Current Activities document: Attachment B) • John has approached the ACT Government about setting up a Star Rating system for ACT RV's as a way of encouraging RV owners to provide high quality RVs for residents. The ACT Government has expressed interest in this idea. • The ACT RVRA is visiting ACT RVs to raise awareness of the ACT RVRA's existence and their Current Activities, and to encourage residents to join the Association. Contact Janine Lewis at enquiries@actrvra.org.au if you would like a visit to your RV in 2024. <p>Moved: Ken Freeman Seconded: Janine Lewis Carried.</p>
<p>4</p>	<p>Statement of Accounts 2022-2023: See Attachment C</p> <p>Ken Freeman reported the following: The Association's finances are very simple. All of our income in the FY 2022-23 came from membership fees. All of our assets are in our bank account. Our income goes straight into the bank, and our bills are paid directly from the bank account, so our bank statement gives a complete overview of our transactions for the financial year.</p> <p>Because of Covid, the Association was not very active for a few years, and had saved \$4287. Our total income in 2022-23 was \$1545. The Association came back to life in 2022-23. In the process, we used some of the reserves that had been saved in the Covid years and our expenditure was \$2127.</p> <p>The main items of expenditure for FY 2022-23 were:</p> <ul style="list-style-type: none"> • web-site development and management (\$682), through which members can get information and can pay their membership dues easily and without additional expenses • printing and stationery \$534 • postage \$611. More members are using email, so the postage costs will go down as most of our communications move to email. • advertising \$250 for the Forum event held in June. <p>The current income is not sufficient to sustain even a modest level of activity by the Association.</p> <p>The Treasurer thanked our honorary auditor/reviewer Brian McDonald from The Aerie for undertaking the review of our financial report, and Steve Finn from Marigal Gardens (and former committee member) for his generous assistance in preparing the financial report for audit.</p>

	Moved: Anne Caine Seconded: Mike Vale Carried																
5	Special Resolution: To increase membership fee in 2024 The Committee recommendation to increase membership fees from \$10 to \$15 for single, and from \$15 to \$25 for a couple from July 2024 was carried by simple majority.																
5A	ACT RV Dispute Resolution Anne Caine outlined the recent history of this issue. She said that after the challenging experience of a fellow resident at his RV who was in dispute with the RV management, John Beagle prepared a petition to create a specialist ACT RV Ombudsman and presented this to the Legislative Assembly – where it was unanimously approved. However, after some months of consideration by the Justice and Community Safety Directorate, the ACT Government decided not to set up a RV Ombudsman but to set up a Working Group ‘to work collaboratively with the [RV] sector on other measures to enhance dispute resolution, and identify other potential improvements to the general regulatory framework.’ The ACT RVRA is a member of this Working Group (WG) (along with 10 other organisations who have an interest in the ACT RV sector), and there are already a number of important issues on the agenda of this WG, including a review of Part 8 of the ACT Retirement Villages Act 2012 (deals with Disputes in a RV between an operator and a resident), a review of the finance models in current RV contracts and the preparation of a standard form contract for people entering into an ACT RV. One major achievement of the ACT RVRA in the last couple of months has been the preparation of a Dispute Resolution Brochure which described options for RV residents to consider if they are in dispute with the operator of their village. The was a joint project between the ACT RVRA and the Property Council of Australia (representing RV owners). This brochure is to be distributed to all residents of ILUs in ACT RVs in the next couple of months.																
6	Election of 2024 Committee All current Committee members vacated their positions. Margaret Ryan was appointed Returning Officer to conduct an election. Nominations called for: <ul style="list-style-type: none"> ❖ President ❖ Vice President – Administration ❖ Vice President – Village Liaison ❖ Secretary ❖ Treasurer ❖ Committee members – up to seven. <p>The following people nominated for the positions on the Committee:</p> <table border="1"> <thead> <tr> <th>Position</th> <th>Nominee</th> </tr> </thead> <tbody> <tr> <td>President</td> <td>John Beagle</td> </tr> <tr> <td>Vice-President (Village Liaison)</td> <td>Janine Lewis</td> </tr> <tr> <td>Vice-President (Administration)</td> <td>Mike Vale</td> </tr> <tr> <td>Secretary</td> <td>Anne Caine</td> </tr> <tr> <td>Treasurer</td> <td>Ken Freeman</td> </tr> <tr> <td>Committee Member</td> <td>Margaret Simmonds</td> </tr> <tr> <td>Committee Member</td> <td>Annie Carrick</td> </tr> </tbody> </table> <p>Margaret called of nominations for 4 vacant Committee positions from the floor – but no nominations were forthcoming. The election of the people nominated for the positions above was conducted by a show of hands, and all were elected unopposed and unanimously.</p>	Position	Nominee	President	John Beagle	Vice-President (Village Liaison)	Janine Lewis	Vice-President (Administration)	Mike Vale	Secretary	Anne Caine	Treasurer	Ken Freeman	Committee Member	Margaret Simmonds	Committee Member	Annie Carrick
Position	Nominee																
President	John Beagle																
Vice-President (Village Liaison)	Janine Lewis																
Vice-President (Administration)	Mike Vale																
Secretary	Anne Caine																
Treasurer	Ken Freeman																
Committee Member	Margaret Simmonds																
Committee Member	Annie Carrick																

	John Beagle handed out new name badges to the newly elected Committee.
8	<p>Prizes Draw</p> <p>John Beagle thanked all the organisations who had donated prizes for the draw: (see Attachment D). There were 8 prizes to be won. Anne Caine and Ken Freeman conducted the prize draw. Ken Freeman used a random number generator to produce 8 numbers which were matched to the names on the membership list Anne was holding. None of the winners were in the audience – so John Beagle undertook to contact each of the winners in order to ask them which prize they wanted.</p>
9	<p>President’s closing remarks and invitation to enjoy Club refreshments</p> <p>John Beagle thanked all those who had attended the 2023 AGM and wished them all the best for Christmas and the New Year, and again encouraged anyone who had an interest in making ACT RVs better places to consider joining the ACT RVRA, and the ACT RVRA Committee.</p>

Meeting finished at 1.00 pm

John Beagle, President

Anne Caine, Secretary

Attachment A

ACT Retirement Village Residents Association Inc.

To: provide independent information, advice, advocacy and representation

PRESIDENT'S REPORT 2023

It is with great pleasure that I present my report to you today telling of the key events and activities of the Association over the last year, most particularly for the first half of 2023 when I became President.

You may recall in my members' report in August we highlighted our three major initiatives:

- Progress towards the creation of a Retirement Village Ombudsman.
- A well-publicised and attended first Public Forum.
- A professional website showcasing the Association for the first time.

We could not have done this without the assistance of a large number of people. The Committee is particularly grateful for the help, guidance, advice, and offer of free facilities, that have enabled the Association to get to where it is today. I would like to gratefully thank them all, particularly those who are here at the AGM.

I would also like to thank the Southern Cross Club Woden which has generously hosted this meeting as they did previously for the first Retirement Village Forum in June this year. Special mention goes to the National Zoo and Aquarium, the ACT Registered Club movement and Living Chiropractic who have donated prizes for our Draw later today.

Other organisations I need to acknowledge include the ACT Government and its agencies, especially the Justice and Community Safety Directorate (JACS) and the Human Rights Commission (HRC). Vintages Reds (VR), CARE Consumer Law, the Property Council of Australia and the Retirement Living Council, and especially the Residents Committees and Management of the ACT Retirement Villages, have all aided and supported us, which we greatly appreciate. We are also grateful for the support and advice of the Council on the Ageing (COTA, ACT) in guiding our efforts to become more firmly established and helping us to seek government funding.

Your current committee has worked hard to highlight a number of deficiencies in the governance of the ACT Retirement Village industry, and to effect change. For instance, there are no accurate statistics on the number of ACT Retirement Villages, total number of independent living units in those villages, or the number of residents living in those units. Unlike other jurisdictions, the ACT Government does not require village operators in the ACT to register their Retirement Villages. We have now prepared our own list compiled from many sources. We hope this will change soon.

Significantly, the Government has recognised the need for a review of a number of aspects of the governance and operation of retirement villages. Although it did not agree to set up an ACT RV Ombudsman (as we had strongly advocated), it has established a Working Group involving a wide range of relevant stakeholders to review the ACT Retirement Village legislation. We are a member of this Working Group, and the only representatives who can bring lived Retirement Village experience to the table.

As an indication of the Government's acknowledgement of our efforts, it is providing seed funds to enable us to create a Secretariat to better serve the ever-growing number of retirees in, and those planning to enter, ACT retirement villages. Our aim is to become a reliable resource on a wide range of matters related to retirement village living. Currently, there is no such single entity.

See our list of 'Current Activities' for the projects we are currently undertaking and those proposed for the future.

SUCCESSFUL AS THE ASSOCIATION HAS BEEN, THERE IS NO GUARANTEE OUR PROGRESSS WILL CONTINUE WITH VIGOUR UNLESS WE HAVE MORE MEMBERS. IN PARTICULAR, WE NEED MORE ENTHUSIASTIC, COMMITTED AND COMPETENT COMMITTEE MEMBERS TO REPLACE THOSE RETIRING.

UNLESS THIS HAPPENS, THE ASSOCIATION COULD FLOUNDER AS IT HAS BEFORE.

PLEASE ASSIST YOUR ASSOCIATION TO BECOME THE ACKNOWLEDGED AND RECOGNISED CHAMPION IT HAS TO BE, FOR RETIREMENT VILLAGE RESIDENTS TO RECEIVE THEIR DUE.

John Beagle
President

November 2023

Attachment B

ACT Retirement Village Residents Association Inc.

To: provide independent information, advice, advocacy and representation

Recent Achievements

- Production of a Dispute Resolution Options brochure for ACT Retirement Village (RV) residents where an Operator and Resident are in dispute. This was done as a cooperative effort primarily between the ACT RVRA and the Property Council of Australia and its Retirement Living Council, but also with the ACT Human Rights Commission, COTA ACT and the Justice and Community Safety Directorate (JACS) of the ACT Government.
- The ACT RVRA was instrumental in the ACT Government's decision to set up a Working Group primarily to review the legal and regulatory framework for RVs (see below).

Current Projects and Activities

Currently working:

- to increase our membership so that we are able to speak to, and for, more residents living in the retirement village community;
- to raise funds to enable us to carry out our work (funds have been promised by the ACT Government);
- to prepare Information Sheets (similar to the NSW RVRA Information Sheets) to be available for RV residents, including RV Resident Committees, which aim to set out a wide range of information about the operation of the ACT RV legislation and in particular, the operations of a RV Resident Committee;
- with the ACT Government to consider the introduction of a Star Rating System for ACT RVs, as is the case on an Australia-wide basis for Nursing Homes;
- with a number of key stakeholders (see below) in an ACT Government Working Group, to examine and consider a range of issues, including:
 - ❖ amendments that are, or may be, required to the Retirement Villages legislation (Act and Regulation) to address a number of problems that have been identified, including an amendment to the RV Regulation to allow certain Resident Committee (RC) members to stay in a RC position for more than 3 years if there is no person with the relevant skills to effectively carry out a particular role (eg Treasurer);
 - ❖ the registration of RV operators to ensure that all stakeholders, including the RV regulator (Access Canberra) have more visibility over, and information about, which organisations are running RV's, how many RV's there are, which RV's have Aged Care facilities in them etc;
 - ❖ the possibility of producing a 'standard form' contract (as NSW has) for people who are entering an ACT RV (instead of each operator having its own contract);
 - ❖ improvements to the current finance models that are offered by RV operators;
 - ❖ Model Rules for RV Resident Committees; and
 - ❖ Legislative arrangements governing rental arrangements in RVs.

Stakeholders involved in the Working Group include:

- Justice and Community Safety Directorate (ACT Govt) (WG Convenor & Manager)
- ACT RVRA
- ACT Human Rights Commission

- COTA ACT;
- Property Council of Australia/Retirement Living Council
- Vintage Reds
- KJB Law
- CARE Consumer Law
- ACT Law Society
- Legal Aid ACT
- Access Canberra (ACT Govt)

The members of the Working Group have been asked to send details to JACS of any further issues that come to their attention as possibly requiring some legislative or other action in time for the next WG meeting in March 2024.

If you think it would be appropriate for the WG to consider and possibly address, please send details to enquiries@actrvra.org.au

Visits to ACT Retirement Villages

The ACT RVRA recently embarked on a program of visits to ACT RVs to talk to residents about the role and activities of the ACT RVRA.

If you would like a visit to your village, or know of residents of other villages who would like the ACT RVRA to visit, please let us know at enquiries@actrvra.org.au.

ACT RVRA Committee

20 November 2023

Attachment C

Financial Report for the YEAR to 30 June 2023

ACT Retirement Village Residents Association Inc.

To: provide independent information, advice, advocacy and representation

Financial Report
for the financial year ending 30 June 2023

ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

The Committee of the ACT Retirement Village Residents Association Incorporated (ACT RVRA) hereby present the *Financial Report for the year ended 30 June 2023*.

Committee Members

The members of the Committee, as at 30 June 2023, were:

President	John Beagle
Vice President - Village Liaison	Janine Lewis
Vice President - Administration	Robert Nairn
Treasurer	Prof. Kenneth Freeman
Public Officer	Margaret Ryan
Committee Member	Phillip Graney Janet Graney Stephen Finn Denise Rambow

Principal Activities

The Association was incorporated on 21 January 2011. The principal activities of the Association are to provide independent information, advice, advocacy and representation to protect the interests of residents of retirement villages in the Australian Capital Territory.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The deficit for the period ended 30 June 2023 amounted to -\$582 (2021-22: Deficit -\$119)

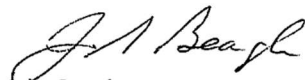
ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

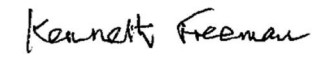
In our opinion:

- a) The attached Financial Report and notes comply with the *Australian Charities and Not-for-profits Commission Act 2012*, Australian Accounting Standards and the *Associations Incorporation Act 1991*;
- b) The attached Financial Report and notes give a true and fair view of the financial position and performance of the Association;
- c) There are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

Signed in accordance with Section 73 of the *Associations Incorporation Act 1991*.

On behalf of the Committee:


John Beagle
President


Prof. Kenneth Freeman
Treasurer

Canberra
Dated: 21 October 2023

ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

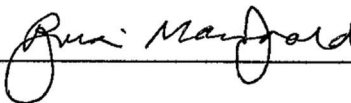
Reviewer's Report
Small Associations

Associations Incorporation Act 1991

I, BRIAN JOHN MACDONALD (B.A. Accounting and Dip Management)

have reviewed the accounts of the ACT Retirement Village Residents Association Incorporated (ACT RVRA) and confirm that, on the basis of the review, nothing has come to my attention that causes me to believe the accounting records are misleading and that they give a true and fair account of –

- (a) the income and expenditure of the Association during the financial year under review;
and
- (b) the assets and liabilities of the Association at the end of that financial year; and
- (c) any prescribed matters.

Signed: 

Date: 21/10/2023 Phone: 0409588716

ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

Profit and Loss Statement
for the year ended 30 June 2023

	2022-23	2021-22
Income		
Membership Fees	1,545	20
Total Income	1,545	20
Less: Operating Expenses		
Printing and Stationery	534	-
Web-site Management	682	-
Postage	611	-139
Advertising	250	-
AGM Expenses	45	-
Banking Fees and Charges	5	-
Total Operating Expenses	2,127	139
Net Deficit	-582	-119

ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

Balance Sheet
for the year ended 30 June 2023

	2022-23	2021-22
Assets		
Bank	3,705	4,287
Total Bank	3,705	4,287
Total Net Assets	3,705	4,287
Equity		
Current Year Earnings	-582	-119
Retained Earnings	4,287	4,406
Total Equity	3,705	4,287

ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

Cashflow Statement
for the year ended 30 June 2023

	2022-23	2021-22
Opening Balance	4,287	4,406
Plus		
<u>Income</u>	<u>1,545</u>	<u>20</u>
Sub total	5,832	4,426
Less		
<u>Operating Expenses</u>	<u>2,127</u>	<u>139</u>
Closing Balance	3,705	4,287

ACT Retirement Village Residents Association Incorporated
Statement by the Committee of Management
Year ended 30 June 2023

The Financial Report covers the financial activities of the Association for the period 1 July 2022 to 30 June 2023. The Association was incorporated on 21 January 2011.

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This Financial Report are general purpose financial statements prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, Australian Accounting Standards and the *Associations Incorporation Act 1991*.

Basis of Preparation

Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The Financial Report has been prepared on a cash basis and rounded to the nearest dollar.

Income Tax

The Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

Goods and Services Tax (GST)

The Association is not registered for GST purposes. All income and expenses are recognised on a GST inclusive basis.

Volunteer Services

No amounts are included in the Financial Report for services donated by volunteers.

Cash and Cash Equivalents

Cash and cash equivalents comprise cash on hand and cash at bank and are subject to insignificant risk of change in value.

Segment Information

The Association operated solely in the ACT.

Membership Revenue

Membership fees are recognised on a cash basis except where it is received in the last three months of the financial year which is considered to be membership in advance for the following financial year.

Member Liability

The liability of a member to contribute towards the payment of the debts and liabilities of the Association or the costs, charges and expenses of winding-up of the Association is limited to the amount, if any, unpaid by the member in respect of membership of the Association.

Attachment D

ACT Retirement Village Residents Association Inc.

To: provide independent information, advice, advocacy and representation

Sponsor/Donor	Prize
National Zoo & Aquarium	Overnight stay for 2 at Jamala Wildlife Lodge valued at \$1,600
Hellenic Club	\$100 Dining voucher
Hellenic Club	\$100 Dining voucher
Labor Club Group	\$100 Dining voucher: Can use voucher at any Labor Club
Labor Club Group	\$100 Dining voucher: Can use voucher at any Labor Club
Burns Club	\$50 Star Buffet voucher
Burns Club	\$50 Star Buffet voucher
Burns Club	\$50 Star Buffet voucher
Burns Club	\$50 Star Buffet voucher
Living Chiropractic Belconnen	\$140 Assessment voucher Use for consultation & remedial treatment if required.
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