

# SPECIAL EDITION

# ARQRV CONNECT

***This is a Special Edition of Connect to answer the questions many of you are asking about the Building Consumer Confidence Initiative and to give you some information of how you can be involved.***

## **BACKGROUND**

In December of last year, we were invited to tender for monies that were being made available to Peak Organisations in Qld to assist residents of retirement villages and home owners of manufactured homes to better understand and exercise their rights in relation to the amendments that had been made to the *Retirement Villages Act 1999* and the *Manufactured Homes and Residential Parks Act 2003*. The initiative also included tenants of residential services, living in boarding houses and rental accommodation, to assist them to understand the amendments to the *Residential Services (Accreditation) Act 2002*.

The amendment of these three Acts form part of the *Housing Legislation (Building Better Futures) Amendment Act 2017 (Qld.)* and introduces new standards for operators and residents of retirement villages, residential parks and residential services in order to protect Queensland seniors and vulnerable Queenslanders. These amendments build better consumer protection to ensure that all residents have a safe place to call home.

## **WHO IS INVOLVED**

Five peak organisations were invited to provide a service delivery model that would support and achieve the Government's stated aims and outcomes. \$1mill was made available to be allocated across the five organisations -

*Association of Residents of Qld Retirement Villages (ARQRV), Associated Residential Parks Qld (ARPQ), Tenants Qld. Inc (TQ), Council on the Ageing Qld Ltd (COTA Qld.) and National Seniors Australia. (NSA).* Each of these Peak Organisations bring a unique understanding of the issues affecting seniors living arrangements. The expectation is that the five organisations will build networks, including formal and informal arrangements and work collaboratively in partnership with other industry organisations and representative groups. The actual service delivery model for each organisation funded under this Initiative is agreed to by the Dept. of Housing and Public Works (DHPW) and detailed in a Service Delivery Plan.

*The ARQRV Committee are pleased to be a part of this initiative as it will raise awareness across the State of our Association and the role it can play in assisting residents when issues and concerns arise in their village.*

## **WHAT IS ARQRV DOING**

The Building Consumer Confidence (BCC) project is an 18-month program of works funded by the DHPW.

Our specific aims under this project are to:

- Assist residents of retirement villages to understand both the RV Act and its current amendments and how these will be of benefit to them.
- Assist residents of retirement villages to build their ability to represent their interests to village managers and scheme operators.
- Significantly raise the profile of ARQRV and enhance its capacity to reach and assist more people.

## HOW WILL WE ASSIST RESIDENTS TO UNDERSTAND THE AMENDMENTS

- Build a new and improved ARQRV website (including accurate information explaining the changes to the RV Act).
- Arrange mailouts of hardcopy information (developed and produced by all partners of the BCC project) to current members and build new networks with managers and operators.
- Collaborate with COTA Qld. in the preparation and delivery of face to face information sessions and the on-going support of Peer Educators with a particular focus on regional areas.
- Collaborate with all partners to develop a range of resources, using different media styles and design, to provide information.
- Liaise with scheme operators and developers to ensure all residents in all retirement villages across the State have access to the information about the RV Act and its amendments.

*There are currently 306 registered retirement villages across Qld with 28,559 accommodation units. ARQRV has approximately 6000 members, we have a long way to go if we want to be a real voice in the industry*

## HOW WILL WE ASSIST RESIDENTS TO BUILD THEIR SKILLS

- The new website will provide updated topics and content and incorporate new links to services and organisations that can provide assistance to residents.
- Develop a comprehensive Residents' Committee Manual to assist residents' committees to better understand their function and provide them with examples of templates that may be useful to help them fulfil their role.
- Recruit additional Liaison Officers (LO) to ensure that ARQRV has a presence in the majority of Qld retirement villages
- Produce a Liaison Officer handbook and information pack to better support Liaison Officers.
- Provide on-going administrative support to Liaison Officers.
- Collaborate with COTA Qld. in the recruitment and training of Peer Educators to provide information sessions and seek on-going funding to continue to support educators once the project is complete.
- Build information networks with providers of senior's support services in local areas for on-going support and information to residents
- Develop a standard protocol for referrals to Parks and Villages Information Link (PAVIL) who can provide free legal advice to residents.



Thank you to all our existing Liaison Officers who do a great service assisting with membership

## HOW WILL WE SIGNIFICANTLY RAISE THE PROFILE OF ARQRV

- The new improved website will provide information to current residents and those people considering moving into a retirement village.
- New credit card processing of fees will allow for easier joining and renewals of membership.
- Strengthen co-operation by direct contact with operators and developers to better aid the negotiation process in the settlement of disputes.
- Conduct a media campaign for new members using a range of media outlets.



## CURRENTLY WORKING ON THE PROJECT ARE:

Project Manager ~ Judy Mayfield  
(President ARQRV) Volunteer

Project Officer ~ Angela Jordan  
Employed for the project

Resource Development Officer ~ Ray Jordan  
Employed for the project

*Don't expect instant resources to appear and the website to be developed, this is an 18-month project. We will keep you informed when things are launched and when they become available.*

*We have commenced recruitment for new Liaison Officers and are planning to launch the new website at the AGM on 17 September at Caboolture Sports Club.*



*The Voice of Residents in Qld Retirement Villages*

## HOW YOU CAN GET INVOLVED

### 1 Liaison Officers

If your village does not currently have a Liaison Officer you could consider volunteering for the position. The role is very simple, although you must have a computer and be able to access the internet and to send and receive emails.

The Liaison Officer:

- promotes ARQQRV to residents in the village (you are provided with resources)
- ensures that all new residents moving in are given information about ARQQRV
- and where necessary collects membership fees and banks them into the ARQQRV account (Information given on how this is done). Many residents however do prefer to pay ARQQRV direct.

### 2 Peer Educators

Included in this Newsletter you will find information from COTA Qld. about the role of Peer Educators. COTA Qld. will be co-ordinating the recruitment, interviews and training of people for this role, as this is a model they have developed and use regularly to provide information in the community.

I am hopeful that we can get some residents living in a retirement village who would be prepared to take on this role, it is a volunteer position. We are looking particularly at Townsville, Hervey Bay, Toowoomba and the Gold Coast. COTA Qld, already have Peer Educators in some

of the other regional areas. I would like to extend the information given to educators to not only provide information about the amendments to the RV Act but also to include information and promotion of ARQQRV. Once the project is completed I am hopeful that Educators will stay on to continue to provide PR visits to retirement villages in their region about the role of ARQQRV. In the first instance all expenses will be covered, as per the information from COTA Qld. If ARQQRV are successful in gaining some on-going funding to continue to support educators on completion of the BCC project, I envisage we will continue to provide on-going support and training to educators (who at that time will have to be members of ARQQRV), by facilitating information sessions in Brisbane once or twice a year with all expenses paid.

**If you are interested in becoming involved in this project please contact COTA Qld. See in following pages, details re this role and enclosed application form included in this Newsletter.**

I will be working closely with them on the recruitment and training of volunteers.

**NOTE: Applications close 30 May**

*I hope that this newsletter has provided you with all the information about the BCC project and the role of ARQQRV that you are interested in. Please contact us if you would like any more information 0437 906 074.*



*The Voice of Residents in Qld Retirement Villages*



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# Invitation to Become a Peer Facilitator

## Retirement Villages

### About this opportunity

Are you interested in helping others who are living in retirement villages, or who are thinking of moving in, to understand the legislation and their rights and responsibilities?

COTA Queensland's Peer Education program is expanding and we are looking for people who are interested in volunteering their time and skills to facilitate interactive learning and discussion sessions with seniors in their community.

Council on the Ageing (COTA) Queensland is a state-wide not for profit organisation. Our programs support older Queenslanders to influence decision making and create positive social change. We advocate to Government on issues that affect us all as we age and we promote older people's rights. We also provide free education to the community to help people be empowered to make informed decisions.

We are about to start a new community education program focused particularly on the changes to the legislation governing retirement villages and residential or manufactured home parks, including the requirements for operators and the protections for consumers. For this program we will work closely with the Association of Residents of Queensland Retirement Villages (ARQRV). In your role you will be particularly running sessions with people in, or thinking of moving into, retirement villages.

Specifically, this role will deliver facilitated education and discussion sessions for older Queenslanders to give them the information and tools they need to make decisions about living in a retirement village, understand and seek advice on contracts, and seek help and advice where they need it.

We are seeking local peer facilitators to run sessions in Townsville, Hervey Bay, Toowoomba, the Gold Coast, and the surrounding areas.

### WHAT'S IN IT FOR YOU

This is a great opportunity for someone who is looking for a volunteer role within a supportive and friendly environment that can fit around their lifestyle and commitments. You will work with a diverse range of people and be an integral part of our team.

Through the role you will have the opportunity to develop or maintain group facilitation and public speaking skills. You will gain general knowledge to help educate the community about topics important to us as we age.



## COTA QUEENSLAND

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## KEY RESPONSIBILITIES

- Attend a two-day training workshop in mid-2018 (held in Brisbane or South-East Queensland) to learn the material you will be delivering at the sessions. Your travel costs will be covered.
- Facilitate interactive learning sessions with groups of seniors.
- At the sessions, collect information about current issues seniors are facing to inform our advocacy for an age-friendly Queensland.
- Commit to facilitating at least 10 sessions over a 9 month period.
- Participate in quarterly COTA Peer Facilitator network meetings (held in Brisbane or South-East Queensland). Your travel costs will be covered.
- Represent COTA Queensland in a positive and responsible manner.

## WHAT MAKES A GOOD PEER FACILITATOR?

- Aged 50 years and older
- Genuine interest in the health and wellbeing of others, a desire to work with and meet others from diverse backgrounds, and enjoy working with groups of seniors
- Friendly and approachable, with good interpersonal and clear communication skills, and a sense of humor
- Flexibility and adaptability with good problem-solving skills
- An interest in helping COTA Queensland to fulfil its Mission and a commitment to its Values
- Trustworthiness and reliability, and ability to maintain confidentiality of session participants and discretion when responding to questions
- Willingness and ability to learn and present information to groups accurately and to facilitate discussions in a group setting, and ability to adapt presentation and facilitation style to the needs of different groups.

## OTHER REQUIREMENTS FOR THIS ROLE

- A strong interest and/ or experience in the topic area around retirement villages and residential parks
- Access and ability to communicate via emails regularly.
- Available during business hours Monday to Friday to run sessions with community groups.
- Have own transport (a registered and insured motor vehicle) or access to public transport and able to carry a box of resources to all sessions. Travel reimbursement (kilometer allowance) is available to Peer Facilitators delivering the sessions to community groups.
- Willing to undertake National Police Certificate check.
- Willing to undertake a telephone or face to face interview as part of the application process.
- The position is voluntary (unpaid).
- Willing to undergo a trial period of one month and work within COTA's code of conduct, volunteer management and support processes.

## INTERESTED?

An application form is attached. Please contact COTA Queensland on (07) 3316 2999 or [education@cotaqld.org.au](mailto:education@cotaqld.org.au) with any questions. Applications Close 30 May

## SAVE THE DATE

Our AGM will be held on Monday 17 September at 9.30am at Caboolture Sports Club.

(Across the road from Morayfield Train Station)

We look forward to seeing you there.

More information will be available in our July Newsletter.

You may like to think about nominating for the committee.

Phone Judy Mayfield (President) - 0401 695 695

If you would like to talk about what the committee does.

## SAVE THE DATE AGM Monday 17 September 2018

*Caboolture Sports Club*

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***just a few steps away from the  
Morayfield railway station***

~



## General Enquiries:

email: [enquiries@arqrv.org.au](mailto:enquiries@arqrv.org.au)

phone: 0437 906 074

## Membership Enquiries

email: [membership@arqrv.org.au](mailto:membership@arqrv.org.au)

phone: 0429 098 417

## Postal Address

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*The Voice of Residents in Qld  
Retirement Villages*

## Committee information

### PRESIDENT

Judy Mayfield

Email: [president@arqrv.org.au](mailto:president@arqrv.org.au)

### VICE-PRESIDENT

Barbara Irving

Email: [vp1@arqrv.org.au](mailto:vp1@arqrv.org.au)

### TREASURER

Stephen Irving

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### VICE-PRESIDENT

Mike Fairbairn

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### SECRETARY

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### WEB MANAGER

Peter Smyth

Email: [webmanager@arqrv.org.au](mailto:webmanager@arqrv.org.au)

## FOR ALL MEMBERSHIP ENQUIRIES TALK TO TEAM MEMBERS

Jan - Membership Administration

Val - Assistant Membership Admin &  
Newsletter

Email: [membership@arqrv.org.au](mailto:membership@arqrv.org.au)

Ph: 0429 098 417

## Office structure

FOR ALL GENERAL ENQUIRIES  
TALK TO A COMMITTEE MEMBER ON

Ph: 0437 906 074

NOTE: Office hours may vary, if there is no  
answer, please leave a message.

