

The ARQRV is a not-for-profit organisation run by volunteers who are themselves residents in a retirement village. Our aim is to represent the interests of residents in retirement villages to Government and Village Operators. The ARQRV, after more than 25 years, retains a focus on consumer protection, and is an advocate on behalf of residents to examine, advise and/or act upon matters referred to us by any financial member.

ARQRV is represented by a network of Membership Support Officers (MSOs), each based within a retirement village. MSOs are the day-to-day face of ARQRV and a conduit between members and the ARQRV committee. ARQRV is always looking for volunteers to become the village MSO. If you would like to nominate, please contact ARQRV.

This fact sheet provides information on the role of a MSO.

The role of a Membership Support Officer	
<b>Role</b>	<p>The role of a Membership Support Officer (MSO) is essentially to raise the profile of ARQRV within their retirement village and to refer members who have an issue with the scheme operator of the retirement village, to the ARQRV committee.</p> <p>MSOs also make themselves known to new residents in the village and pass on information about the benefits being part of an organisation devoted to helping residents in Queensland retirement villages.</p>
<b>Duties</b>	<p>The main duties of a MSO are to:</p> <ul style="list-style-type: none"> <li>• promote the services of ARQRV to new and existing residents</li> <li>• assist with new memberships</li> <li>• assist with existing membership renewals; and</li> <li>• refer members who have an issue with the retirement village scheme operator, to the ARQRV committee.</li> </ul> <p>MSOs should enjoy talking to people, be confident in handling small amounts of cash and have an email address for corresponding with ARQRV.</p>
<b>Eligibility</b>	<p>The role of a MSO is a voluntary position. Only members with an email address are eligible to take on this position as all ARQRV communication with MSO is via email.</p> <p>Villages with ARQRV members can choose a MSO or have one recruited by the ARQRV Committee.</p> <p>The person chosen as the MSO must be a resident of the village and must also be a financial member of ARQRV. (Village management are not eligible to be MSOs).</p>
<b>Support</b>	<p>A MSO Handbook has been developed by ARQRV to assist MSOs in their role. It contains helpful information such as ARQRV contacts, how to promote ARQRV within the village and how to process membership applications and renewals.</p> <p>This handbook, along with other resources such as brochures, membership forms, a badge, receipt book and payments forms are provided to the MSO. A newsletter "MSO news" will be sent regularly containing helpful information in support of the MSO role.</p> <p>The ARQRV office can provide help with membership enquiries or can forward extra resources at any time. Simply contact the Membership Officer on telephone 0429 098 417 or by email: <a href="mailto:membership@arqrv.org.au">membership@arqrv.org.au</a></p>

**For further information please contact ARQRV**

**Mob: 0437 906 074**

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

**[www.arqrv.org.au](http://www.arqrv.org.au)**

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