

ARQRV Membership

- New Annual Membership** **\$57.00 ***
- New Annual Membership – pro rata** **\$39.50 ****
(joining 1 September to 1 March)
- Renewing Annual Membership** **\$35.00**
- Life Membership** **\$300.00**

Village name _____

Unit/Villa number _____

Address _____

Suburb _____ Postcode _____

RESIDENT 1

First name _____

Last name _____

Phone _____

Mobile _____

Email _____

Signature _____

Date _____

RESIDENT 2 (if applicable)

First name _____

Last name _____

Signature _____

PAYMENT BY

- Membership Support Officer
- Cheque
- Direct credit
- Credit card

Membership

Annual, Lifetime and Associate* memberships are available. (**Pro rata membership fees may apply).

* An associate member is a person aged 55 years or older who is considering becoming a retirement village resident or is a relative of an existing member. Please phone the office to join as an associate member.

** Pro rata membership is available from 1st September to 1st March.

Pro rata membership is \$17.50 plus the full joining fee of \$22.

Annual and Lifetime membership applications may be made by sending your completed membership application form and your payment to the ARQRV office. Credit card payments can be made by phoning the office.

You can apply and pay online by visiting our website www.arqrv.org.au.

MEMBERSHIP ENQUIRIES

By post **ARQRV**
PO Box 5057
BRENDALE QLD 4500

Phone **0429 098 417**

Email **membership@arqrv.org.au**

GENERAL ENQUIRIES

For general enquiries, not relating to membership

Phone **0437 906 074**

Email **enquiries@arqrv.org.au**

Telephones may be unattended. If your call is unanswered, please leave a clear voice message and your call will be returned.



The voice of residents in
Queensland retirement villages



Who we are

The Association of Residents of Queensland Retirement Villages (ARQRV) was formed in 1992 and is a registered charity under the Incorporated Associations Act 1981. Our aim is to represent the interests of residents in retirement villages to governments and village operators.

We are a strong consumer protection organisation with a sound knowledge of retirement village legislation, residents' contracts and the retirement living industry.

After more than 25 years, we retain our focus on consumer protection and advocate on behalf of residents to examine, advise and/or act upon matters referred by any financial member.

What we do

ARQRV assists and advises members in disputes with the village operator whenever there has been a breach of the Retirement Villages Act 1999 or, of their contracts. However, we do not become involved in disputes between residents.

ARQRV will seek to resolve disputes through informal negotiation. If an issue is not able to be resolved, we may suggest a formal mediation process and if necessary, progress to adjudication through the Queensland Civil and Administration Tribunal (QCAT).

ARQRV acts to inform members of their rights as village residents in terms of their contracts and the Retirement Villages Act and provides ongoing information about issues that are significant to the retirement village lifestyle.

ARQRV will continue to provide support and assistance to the family once a member leaves the village through death or on moving to a nursing home. We will work with families on the issues of deferred management fees and reinstatement costs.



How we work

ARQRV is a not-for-profit organisation, run by a committee of volunteers who are themselves residents in a retirement village. As such, they have the experience of life in a retirement village.

An important part of our operation is to lobby government and the industry to advance and protect the rights and interests of **all residents in Queensland retirement villages**.

Information and education are also important. ARQRV newsletters are circulated every two months. Annually, three electronic newsletters, eCONNECT, are sent to members with an email address and three print newsletters, CONNECT, are posted to every member. Members may contact us at any time with general enquiries on the retirement village industry.

The website, www.arqrv.org.au provides up-to-date information and articles on relevant issues, and we keep in touch with a wider audience on Facebook.

OUR VISION

To be Queensland's leading advocacy organisation for residents living in a retirement village.

OUR MISSION

To provide representation, information and support to members that allows them to live a life of quiet enjoyment in the retirement village of their choice.

