

MINUTES- ARQRV 2019 ANNUAL GENERAL MEETING
Monday 3rd September 2019 Fitzzy's Function Centre, Loganholme

1 WELCOME Judy Mayfield (President)

The meeting was opened by Judy Mayfield (President ARQRV) at 9.30AM

2 ATTENDANCE: Judy Mayfield (President)

The attendance record showed 46 members attended the meeting and 12 guests. The number of proxies held by members were 3. There were 29 apologies: Refer to record sheets held at the office.

Welcome extended to Graham Marriott and Noel Wright, President and Secretary of the Associated Residential Parks Qld (ARPQ) the equivalent of ARQRV but focusing on residential parks and manufactured home estates, also known as land lease communities.

Welcome also to three officers from the Department of Housing and Public Works and to Kim Teudt our guest speaker from the Retirement Living Council, which represents mostly the larger Village Operators.

3 CONFIRMATION OF MINUTES: Judy Mayfield (President)

MOVED: Brian McKay - Beachmere Sands Retirement Resort . SECONDED: Barbara Irving – Noyea Riverside Retirement Village, that the minutes of 17th September 2018 Annual General Meeting be accepted CARRIED

4 BUSINESS ARISING FROM MINUTES: Judy Mayfield (President)

NIL

5 REPORTS

5.1 President's report—Judy Mayfield (President) REFER ANNUAL REPORT

Judy referred to her written report presented in the Annual Report and made some additional comments about the industry in general - the slowing down of the property market and the impact on sales in villages, the Government's focus on ageing in place and the fact that many village operators are also becoming aged care providers and the focus now on training for village managers with a focus on customer service and resident's satisfaction.

5.2. Treasurer's report John Rae (Treasurer) REFER ANNUAL REPORT AND AUDITORS REPORT

John presented his report and gave an overview of the Audited Report as circulated at the meeting. He expressed his thanks on behalf of the Association to those members who had made a donation to ARQRV during the past year.

MOVED: Brian McKay - Beachmere Sands SECONDED: Ken Farquhar - Mt Gravatt RV

CARRIED

APPOINTMENT OF AUDITOR:

John firstly explained that he had not used the Auditors appointed at the September 2018 AGM as he had, as the newly appointed Treasurer, not been satisfied with the amount of information they had provided in the 2018/19 audited. Instead he had used McFillan Audit Services.

John then called upon the meeting to ratify the use of McFillan Audit Services for the 2018 /19 Audit

MOVED: Des Robinson - Village at Yeronga SECONDED Mike Fairbairn - Noosa Waters

CARRIED

Proposal to appoint McFillan Audit Services as Auditors for 2018 /2019 Financial Statements

MOVED: John Rae, Treasurer SECONDED: Des Robinson - Village at Yeronga

CARRIED

5.3 Mediation & Advocacy Mike Fairbairn (Vice President) REFER ANNUAL REPORT

Mike acknowledged the work of Barbara Irving, Vice President who was handling the disputes on the southside of Brisbane. He also acknowledged the help and support he had received during the year from people with very specific skills who all contributed their expertise in assisting with village disputes Ian Wallbank, Hilton Conroy, John Scouller and Bruce Evans

Mike commented on the fact that he had not taken any disputes to QCAT during the past 12 months, managing to negotiate a successful outcome with the operator.

Members responded with a round of applause.

6 CONSTITUTION AMMENDMENTS Judy Mayfield (President)

Judy spoke to the proposed Amendments to the Constitution that had been circulated to all members in the Connect Newsletter in early August. These amendments sought to change the annual membership year from 1 January to the 1 March. Acknowledging that Christmas could be an expensive time of the year and that this change would remove the additional expense for annual members at this time.

The second amendment focused on an increase of fees to include GST. It was noted that ARQRV had been unaware of its GST obligations and had received a significant GST bill from the ATO.

The following motions were put to members:

Motion 1

1. That section 3.5 of the ARQRV Constitution be amended to read
2. Subscriptions for Ordinary Members and Associate Membership shall be paid at a rate determined by members at the Annual General Meeting and shall fall due on 1st March each year.
3. Members shall become unfinancial should their annual subscription remain unpaid after 31st March. Lapsed members must re-join as a new member.
4. New Members joining after 1st September shall pay 50% of the annual fee plus administration costs and be covered for membership to 1 March of the following year,

The Motion was carried unanimously

Motion 2

That membership fees be set at the following rates until further notice

- New Annual / Associate Membership \$35 plus administration fee \$22.
Total \$57 to join as a new member
- Annual / Associate renewal (existing members) \$35 pa
- Life Membership which includes the administration fee \$300

The motion was carried unanimously

7 ELECTION OF COMMITTEE FOR 2018 - 2019 Judy Mayfield (President)

Judy Mayfield handed the meeting over to Ray Jordan to Chair the elections.

Ray thanked the committee for all their work during the past year and noted that as volunteers it required a great deal of time and energy to fulfil their role

As there were no further nominations, Judy Mayfield was appointed as President

As there were no further nomination and no positions contested the following were accepted

Vice Presidents: Mike Fairbairn and Barbara Irving Treasurer: John Rae

Secretary: There being no nominations for Secretary in line with clause 4.1 of the Constitution Jan Sullivan was appointed.

Committee Members: Peter Smyth; Brian McKay; Stephen Irving; Des Robinson; Gus Hatter; Thea Biesheuvel

8 GENERAL BUSINESS Judy Mayfield (President)

- Letter received from Graham Haussmann, President of the residents committee at Regis Whitfield village commenting that their committee believed that month to pay membership fees was not enough time.
- Question from the floor - how do you encourage more residents to join ARQRV. A member responded that in their village a visit by the President had resulted in 9 new members. Judy Mayfield replied that she and /or other members of the committee were always available to do a village visit, although regional areas posed more of a problem due to the travel costs involved.
- New initiative by ARQRV : Brian McKay, ARQRV committee member, provided information an idea that ARQRV are pursuing to find a lender who would be willing to advance small personal loans to retirement village residents that could be repaid with interest from their exit entitlements. The Retirement Living Council, the Operators, would support such a scheme if it could be established. However, at this time we have yet to locate a financial institution will to take up the idea.

Judy Mayfield asked for a show of hands if members present thought it was a good idea and worth pursuing. The majority of members voted that it was worth pursuing. Members advised that we would keep them informed when there was any progress

9 GUEST SPEAKERS Kim Teudt

Chairperson of the Qld Committee of the Retirement Living Council Kim provided information on two major pieces of work undertaken by the RLC on a national level.

The first, a Code of Conduct to be signed by operators about the ways in which they will conduct their business and the second, a set of Standards, which the Code will underpin and which will be assessed by an independent auditor. Both the Code and Standards will encourage operators to conduct their business in a fair and equitable way to support and uphold fair practices and the rights of residents. At this stage the Code and Standards are voluntary, and operators must sign up to them and pay for their Accreditation.

The question was asked who will pay for this accreditation process, Kim said this was unclear at this stage, Judy commented that she did not believe it was a cost that should be levied at residents.

Judy thanked Kim for her attendance at the meeting.

9.1 Social Media Campaign Peter Smyth

Peter provided information on the ARQRV Facebook page and urged members to like the page. He spoke about the Social Media campaign currently running and showed the 3 short videos that ARQRV have produced.

10 MEETING CLOSED Judy Mayfield (President)

The meeting was closed at 12noon

It was advised that the 2020 AGM would be held on the northside of Brisbane.