Membership Application

- [ ] **New Annual Membership** $69.00*
- [ ] **New Annual Membership - pro rata** $47.00**
  (joining 1 September to 1 March)
- [ ] **Renewing Annual Membership** $44.00
- [ ] **Life Membership** $440.00

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

Banking details
Bank of Qld BSB: 124-001 Acc No: 20511301
Include reference (last name & village) in transaction

Membership Information

ARQRV (ABN 40263620100) carries $10,000,000 public liability insurance.

Membership fees include GST. All new annual memberships inc. $25 admin fee.

Annual membership renewals must be completed each year before 1 March.

* Associate membership is available for persons who are considering becoming a retirement village resident or are 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.

Annual and Life membership applications and **renewals** may be made:
- by sending your completed membership application form to the ARQRV office and pay by cheque or bank transfer
- by phoning the office and paying by credit card; or
- by applying on our website.

Contact Details

Website   www.arqrv.org.au

MEMBERSHIP & ADMINISTRATION ENQUIRIES

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

Phone   **0429 098 417**

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

ASSISTANCE & 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.

ARQRV

The voice of residents in Queensland retirement villages

Who we are

The Association of Residents of Queensland Retirement Villages Inc (ARQRV), formed in 1992, is the united voice of residents in Queensland retirement villages.

We are the Government recognised peak organisation representing the rights and interests of all residents to Government and industry peak bodies. We also provide individual support to members and subscribing residents committees.

ARQRV is a member-based non-profit association of residents, and a registered charity, run by a committee of volunteers with a strong consumer protection philosophy, who too are residents, well-versed in retirement village matters.

What we do

Representing residents interests

Our Committee, a member of the Queensland Government Housing Legislation Consultative Group, provides direct resident-focused input to Government about proposed changes to policy relating to retirement villages.

Lobbying and advocacy

Our Committee lobbies and advocates for change to Government policy, and to industry positions, via various paths to advance and protect the rights and interests of all retirement village residents.

We work closely with operators and village manager training providers to convey a resident's perspective on a range of matters identified to our Committee.

Providing information and education

Our website has a collection of freely available articles for people living in, moving out, or thinking about moving in to a retirement village.

We conduct face-to-face or audio-visual linked presentations to keep villages up to date with important topics including residents constitutions, residents committees, and changes to retirement village law.

Assisting and supporting members

ARQRV specialist advisors assist and support individual financial members in issues with their village operator relating to the *Retirement Villages Act 1999*, or their residence contract.

Where required, we continue to provide advice and support to financial members or their families, about village exit costs and exit entitlements when the member leaves their village.

Advisors will usually first seek to resolve matters in an informal manner directly with the scheme operator or the village manager.

Members may contact us at any time with general enquiries about retirement village matters.

Members will be kept informed of topics relevant to retirement village living, by regular newsletters.

Please note – we do not become involved in issues between residents or matters of a similar nature.

Supporting and educating residents committees

We provide individual support, upon request, about the functioning of committees (including village financial matters) to villages that subscribe to our Residents Committee Support Desk. We also assist subscribing villages when endeavouring to establish a committee. Subscribing committees are invited to general educational quarterly audio-visual forums with guest speakers.

There are various print-based resources available for committees, including the *Residents Committee Manual* and the *Village Financials* guideline.

More information and the costs associated with the Support Desk can be found on our website.

Getting involved

ARQRV members are encouraged to become active in the association by nominating for the Committee, as a specialist advisor or a Membership Support Officer for their village. Contact our office to find out more.

Nominate for the Committee

Committee members are elected at ARQRV's Annual General Meeting. However, you may like to be an observer at a committee meeting prior to nomination.

Nominate as a specialist advisor

Specialist advisors support the Committee within their area of expertise and knowledge (e.g. village financials or village insurance).

Nominate to be a Membership Support Officer

The ARQRV committee is always looking for volunteers where villages do not have Membership Support Officers (MSOs).

Expressions of interest for this role are welcome at any time.

OUR VISION
To be Queensland's leading advocacy organisation for residents living in retirement villages.

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.