MINUTES OF AGM
Tuesday19 Sep 2023
Kedron-Wavell Services Club

1. WELCOME — JUDY MAYFIELD (PRESIDENT)

The meeting was opened by Judy Mayfield at 10:05am

A warm welcome was extended to all members and guests present, with a special mention of the following:

- 3 senior officers from the Department of Housing (Russell Morgan, Katherine Harvey and Rowina Andrews and a student policy officer
- Megan Hobson – ACCPA (Aged & Community Care Providers Association)

2 ATTENDANCE — JUDY MAYFIELD (PRESIDENT)

Refer to records held at the ARQRV office, Brendale

Members – 83, Guests – 18

No proxies were recorded. There were 28apologies.

A quorum was confirmed.

3 CONFIRMATION OF MINUTES: — JUDY MAYFIELD (PRESIDENT)

The minutes of 20 September 2022 Annual General Meeting had been previously circulated to all members of ARQRV via the Connect newsletter.

MOTION MOVED by Ray Jordan (Palm Lake Resort Beachmere Sands)

> *That the minutes of 20 September 2022 Annual General Meeting, as circulated, be accepted.*

SECONDED: Brian McKay – (Palm Lake Resort Beachmere Sands)

MOTION CARRIED

4 BUSINESS ARISING FROM MINUTES: — JUDY MAYFIELD (PRESIDENT)

No business arose from the minutes of the previous AGM.

5 REPORTS

5.1 PRESIDENT'S REPORT JUDY MAYFIELD (PRESIDENT)

Refer to Annual Report

Judy spoke about the following issues noted in her written report.

Achievements of the previous year including:

- Increase in the use of video conferencing technology by members and Residents Committee Support Desk subscribers.
- Trialling village visit presentations by utilising our professionally filmed video, followed by a live video conferencing for Q & A.
- Providing specific support and education to residents committees who subscribe to the Residents Committee Support Desk, and the opportunity to participate in state-wide video conferencing get-togethers. Judy thanked officers from the Regulatory Services Unit, Department of Housing; and Danielle Lim, solicitor of DSL Law, who attended the sessions to provide information and answer questions from participants committees.
- Increase in industry acceptance of *Guidelines for Village Managers Working with Residents Committees.*
- Facilitating regular Zoom meetings with the Membership Support Officers (MSOs) across the State.

Resignation of Mike Fairbairn – Judy thanked Mike most sincerely for his hard work and commitment to ARQRV over the 9 years working with village disputes.

Welcome to Mark Richards, Solicitor – Judy thanked Mark who has taken on the disputes portfolio as a volunteer in an advisory capacity.

Thank you – Judy thanked all the people, including the committee, who work tirelessly, in a volunteer capacity, to make sure that ARQRV provides accurate information and services that benefits all our members. Judy also expressed appreciation to Laurie and Pauline of the office for their efficient work. Finally, a thank you to relevant staff from the Department of Housing ,and to the Village Operators who have reached out to us offering support and being prepared to listen to what we have to say.

5.2. TREASURER'S REPORT LES ARBOR (TREASURER)

Refer to Annual Report, Financial Statements and Auditors Report

Independent auditors report required by legislation –the Associations finances were audited by David Unwin Accountants CPA Pty Ltd, Morayfield Qld.

Treasurer's Report – Les presented a precis of the financial position of the Association.

Les explained that the accounts for Financial Year 2022-23 show a net loss of $27,235, against the budgeted loss of $55,377. This was due to the following factors:

- the second tranche of the BCC Funding Grant of $26,268 (Les expressed the Associations appreciation to the Department of Housing)
- subscription income totalled $103,819, against a budgeted income of $89,530

- increase in the upgrade to life subscriptions of $14,437, against the budgeted $3,850
- product sales and support desk contributed $9,126 against the budget of $5,600 including . The Guidelines for Managers contributing$4,409 to this income stream.

Operating expenditure was $7,199 under budget at $169,783.

Major expenditures were salaries, IT ($16,919), newsletter production and postage ($9,930) and office lease ($18,218).

Travel costs of $4,898 for village vists were expended by four members of the committee.

At the end of June, our balance sheet showed that our net assets were $331,614, including two term deposits totalling $281,383.

The 2023/24 budget predicts a loss of $77,232, after allowing for the third tranche of the BCC Grant.

Les explained that the Association primarily relies on residents for its funding, but the majority of residents do not recognise the role that the Association plays on their behalf and that is limiting our funding. In this respect, we cannot understate our appreciation for the BCC Grants.

Acceptance of Treasurer's Report

MOTION MOVED by Brian McKay – (Palm Lake Resort Beachmere Sands)

> *That the 2022/23 financial reports and audited statements, as circulated, be accepted.*

SECONDED: Meg Scott – Wheller on the Park
MOTION CARRIED

Appointment of auditor 2023/24

MOTION MOVED by Les Ambor – AVEO Albany Creek

> *That David Unwin Accountants CPA Pty Ltd, Morayfield Qld be appointed as auditor of the association for the* next financial year

SECONDED: Meg Scott – Wheller on the Park
MOTION CARRIED

5.4 VILLAGE BUDGET ASSISTANCE REPORT LES AMBOR (TREASURER)

Refer to Annual Report

Les spoke about his role assisting resident committees with their understanding and interpretation of their village budgets and financial accounts. The most common issues raised are:

- the lack of understanding of S107, particularly in respect to wages; and
- over reliance on Quantity Surveyors' reports, when operators set the MRF budgets.

Les raised the important issue of problems surrounding the application of surpluses in the GSCF to reduce fees. The current interpretation of applying surpluses to monthly fees means that discounting must be recovered in the following year's budget, which means those fee increases will most likely be more than CPI.

Les asserted that this is not serving the residents as I think the Department intended and recommends that a better system is to allow disbursements, be that one only, or a number throughout the year.

5.5 MEDIATION AND ADVOCACY (MaD) MARK RICHARDSON

Refer to Annual Report

Mark explained that since January 2023 he has dealt with 13 new matters, and one continuing matter from the previous year on behalf of members. This is 1.4 matters per month which is substantially lower than the previous years.

The inherited matter concerns the apportionment of the insurance cost for a village under a Global Policy shared amongst several villages of the scheme operator compared to if the operator had individual policies for each village. ARQRV has supported this matter as the outcome may impact many villages and residents. This matter is listed for a Hearing in late September in QCAT.

Mark was pleased to advise that all 13 new matters have been resolved to the satisfaction of the members, and included the following:

- spouse licences
- reinstatement costs on exiting a village
- The operator's requirement for a resident to sign a Deed of Alterations and Additions in relation to the installation of solar panels on common property with substantial legal costs to be paid by the resident
- exit entitlements
- an operator proposing to set up childminding facilities in a village
- responsibility for trees on the common property compared to in a resident's lot
- water charges and the cost of installing new meters.

In many instances, the issues were resolved by explaining and clarifying the resident's rights and obligations, or having conversations the operator's staff to resolve the misunderstanding. On a couple of occasions, more direct intervention was required by meeting with the operator.

Mark explained that disputes are down because:

- residents have a better understanding of their rights and obligations; and
- there is a general trend with the behaviour of operators improving and being prepared to engage in and discuss issues particularly when the ARQRV is involved.

Mark was of the view that ARQRV has gained the respect of operators and government departments alike; and that there is a general acknowledgment that the ARQRV will support its members in a way that is conciliatory with a view to resolving issues in a common-sense way.

He noted the benefits of:

- the ongoing dialogue and collaboration between the ARQRV and the Department of Housing as well as the industry bodies that represent operators
- how the Royal Commission has been a catalyst for a change in how operators engage with their residents.

6 GENERAL BUSINESS — JUDY MAYFIELD (PRESIDENT)

No general business was raised or conducted.

7 GUEST SPEAKERS

SPEAKER — RUSSELL MORGAN
Manager, Strategic Policy and Legislation
Housing and Homelessness Services
Department of Housing

Russell provided an update of the Department of Housing Legislation and Reform Projects for retirement villages, which reflect action items in the Housing and Homelessness Action Plan 2021-2025, namely:

- improving transparency of financial reporting
- greater regulation of residence contracts
- implementation of the independent panel's recommendations regarding timeframes for the payment of exit entitlements and mandatory buybacks
- improved dispute resolution mechanisms across both retirement villages and residential parks.

Russel reiterated that the Department would continue consulting with the ARQRV on policy proposals as they progress, as a member of the Housing Legislation Consultative Group.

SPEAKER — KATHERINE HARVEY
A/Principal Regulatory Officer
Regulatory Services
Housing and Homelessness Services
Department of Housing

Katherine gave an insight into what big picture matters Regulatory Services (RS) have been considering over the past year, namely:

Online village comparison document – Once this form is digitised RS will be able to learn a lot more about villages in Qld and the information could be used to help identify industry trends or even where there might be problems.

Regulatory Guidelines – Another focus for the team has been the development of regulatory guidelines for operators and residents.

Capital Gain – Regulatory Services are currently working on improvements to the village comparison document.

When is a resident no longer independent? – Retirement village operators and residents have expressed concerns around what independent living really means and when a resident can be considered no longer suitable to remain in independent living.

SPEAKER — ROWINA ANDREWS
A/Regulatory Team Leader
Regulatory Services
Housing and Homelessness Services
Department of Housing

Rowina gave an interesting precis of the day-to-day business conducted by the Regulatory Services team since the start of this financial year, including visiting villages, reviewing VCDs and actioning complaints and request for assistance.

Questions to the panel of guest speakers – Various questions from members were responded by the panel.

8 ELECTION OF THE 2023 – 2024COMMITTEE — RUSSELL LEWIS
Frazer Shores 2)

Judy Mayfield handed the meeting over to Russell Lewis to conduct the election.

All positions were declared vacant.

The following written nominations were received, by the Secretary, before the meeting:

President – Judy Mayfield
Vice President – Margaret Scott
Vice President – Brian McKay
Secretary – Jan Sullivan
Treasurer – Les Ambor
Member – Ray Jordan
Member – Frank Tanti
Member – Roger Savage

Russell affirmed that each person was declared elected, uncontested.

9 NEXT AGM

The Chairperson advised that the next AGM would be held in September 2024 on the southside of Brisbane.

MEETING CLOSED

The meeting closed at 12:30pm

Signed by Judy Mayfield, President as an accurate record of the meeting

J Mayfield

Date 24 September 2024