MINUTES OF AGM
Tuesday 16 Sep 2025
Kedron-Wavell Services Club, Chermside

1. WELCOME — JUDY MAYFIELD (PRESIDENT)

The meeting was opened by Judy Mayfield at 10:00am

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

- Katherine Harvey and other officers from the Regulatory Services unit within the Department of Housing, Local Government, Planning and Public Works
- Italia Erlangga Contract Management, Housing and Homelessness Programs
- Danielle Lim - Solicitor
- Megan Hobson – Member Relations Officer, Ageing Australia
- Lisa Hodgkinson – COTA Queensland, Engery4Seniors
- James Peterson - Business Development Manager, Assisted Living, Bunnings

1.1 ATTENDANCE — JUDY MAYFIELD (PRESIDENT)

Refer to records held at the ARQRV office, Brendale

Members 43	Guest of Members 5	Special Guests 10
Proxies 0	Apologies 7	Staff 3

The quorum was achieved.

2 CONFIRMATION OF MINUTES: — JUDY MAYFIELD (PRESIDENT)

The minutes of 20 September 2024 Annual General Meeting were previously circulated to all members of ARQRV via the Connect newsletter.

MOTION MOVED by Brian McKay – (Seasons Mango Hill)

> *That the minutes of 20 September 2024 Annual General Meeting, as circulated, be accepted.*

SECONDED: Meg Scott (Wheller on the Park)

MOTION CARRIED

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

No business arising from the minutes of the previous AGM held 20 September 2024

4 REPORTS

4.1 PRESIDENT'S REPORT JUDY MAYFIELD (PRESIDENT)

Refer to Annual Report

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

- Productive year for ARQRV. The appointment of Jodie Gorrel as Executive Director has meant that we now have someone managing the business side of the organisation and we are now compliant with WPH&S, HR Management and employment contracts and all other business regulations that we must meet.
- Laurie Summerville, Office Manager resigned, and we welcome Vikki Whittam who joined us just a few weeks ago.
- Work with both Industry and Government has continued. I have presented at a couple of major Industry conferences where I am able to present the residents view on a range of topics.
- This year I was invited to speak at the New Zealand Operators Conference held on the Gold Coast. I am pleased to report that In Queensland we have a much better working relationship with our Scheme Operators.
- We continue to work with both Ageing Australia and the Property Council and as usual work collaboratively with officers from the Regulatory Services Unit, Department of Housing.
- Village visit requests have increased over time. We speak to village residents across the State and moving forward hope to encourage more villages to take up video conferencing as an option for hosting ARQRV in their village.
- We are not dealing with as many disputes as previously however there is an increase in families wanting assistance when a parent finally vacates a unit.

Judy thanked the following:

Jodie Gorrel for her work in her new role in the organisation

Fellow committee members for their volunteer efforts and support. Special thanks to Brian McKay and Ray Jordan for their work and contribution to the association, neither will be re-nominating for the committee.

Mark Richards, Solicitor for his volunteer work with mediation and disputes

Danielle Lim, Solicitor for her volunteer assistance and personal support

Admin Staff - Pauline for stepping up recently when Laurie resigned. Vikki, for her enthusiasm in learning about ARQRV and her role.

Officers of the Department of Housing, Local Government, Planning and Public Works who work collaboratively with ARQRV

Individual members for their continued support and loyalty.

4.2. TREASURER'S REPORT LES AMBOR (TREASURER)

Refer to Annual Report, Financial Statements and Auditors Report

Independent auditors report required by legislation –the Association's 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 for 2024 – 2025. Showing a nett loss of $95,547, which was a better result than the budgeted loss of $140,909.

Income was $13,894 better than budgeted due to primarily to additional support funding received from COTA QLD for our partnership in the Energy4Seniors Project.

Member subscription income – $8,725 which was $4,291 better than budget, however less than 2023/2024'

Residents Committee Support Desk subscriptions and product sales - $1,368, which was $827, higher than the previous year.

We received the final tranche of the four-year Building Consumer Confidence (BCC) Funding Grant of $29,682.

Operating expenditure was $31,468 under budget at $290,879.

Staff costs were $5,023 under budget at $178,298. Staff costs will reduce in 25/26 because of the re-organising of the office functions.

Other major expenditures – IT ($11,898), newsletter production and postage ($10,142) and office lease ($18,218). We have explored the possibility of relocating to a smaller office but postponed further consideration until later this year.

Travel costs – $3,722 – visited 26 villages during the year.

At the end of June, the balance sheet showed that nett assets were $304,009, which included four term deposits totalling $235,146.

The 2025/26 budget predicts a loss of $21,036, after allowing for the provision of a BCC funding Grant that has been signalled.

We are most grateful to the Department of Housing for their financial support which assists us in the work we do.

Questions were taken from the floor.

Acceptance of Auditor's Report
MOTION MOVED by Les Ambor (Aveo Albany Creek)

> *That the 2024/25 financial reports and audited statements, as circulated, be accepted.*

SECONDED: Meg Scott (Wheller on the Park)
MOTION CARRIED

Appointment of auditor 2025/26
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: Brian McKay – (Seasons Mango Hill)
MOTION CARRIED

4.3 EXECUTIVE DIRECTOR'S REPORT JODIE GORREL (EXECUTIVE DIRECTOR)

Refer to Annual Report

Jodie gave a business update of what we have achieved over the last twelve months.

- Getting the House in Order - reviewed operational expenses and reduced costs, new client management system which will reduce manual workload. Have introduced new policies and improved reporting protocols, updated our Workplace and Safety procedures.
- Developed new role descriptions and introduced the permanent part time Member Support & Administration Officer role. Welcome Vikki. Thank you to Pauline who is always so consistent and supportive.
- Building Consumer Confidence (BCC) Funding has allowed us to continue our important work in supporting our members and our Residents Committees.
- Application submitted for Gambling Community Benefit Fund which is still under review. Looking at other grant opportunities that suit our business.
- Ongoing Partnership with Council of the Ageing (COTAQ), Darren Young CEO, and Lisa Hodgkinson, Energy4Seniors program.
- New collaborations. Thank you James from Bunnings for coming along today and promoting the assisted living range in Bunnings.
- We re-named the MSO to ARQRV Promoter (AP). Currently we have 60 AP's who are promoting ARQRV in their village. We really appreciate the work that they do.
- Thank you to Judy for her leadership of ARQRV and the sharing of her knowledge to me. Thanks also the Management Committee. Special thank you to Brian McKay as he will be missed. Also, a special thank you to Ray Jordan for sharing his wealth of knowledge with me about the RV Act.

5. GUEST SPEAKER KATHERINE HARVEY

Department of Housing
Local Government, Planning
and Public Works

Katherine spoke about the following matters:

Regulatory Services – are a relatively small team considering the amount of work they cover across the State. In Queensland they regulate Retirement Villages, Residential Parks, Residential Services (boarding house and supported accommodation) and community housing. They accept complaints and action enquiries from both residents and Scheme Operators.

Information about villages – Regulatory Services can collect, and analyse information relevant to villages using an electronic system through which operators lodge their reports and update their village comparison documents (VCD)

Review of village financial statements – Regulatory Services have been conducting a comprehensive risk analysis by examining village financial statements. In addition to financial statements, they also receive a copy of the Quantity Surveyor Reports and examining and correlating them with MRF budgets

Fun Facts about Retirement Villages – Biggest Villages
Forest Grove Retirement Living, Durack – 626
Earle Haven Retirement Village, Nerang – 479
Bellflower Retirement Resort, Sippy Downs – 461
Carlyle Gardens, Townsville – 458
Greensill Resort, Albany Creek – 408

Smallest Villages
Pioneers Retirement Living, - 5
Tallowwood Lodge Retirement Village, Crows Nest – 6
Bli Bli Retirement Village, Bli Bli – 8
Elandra Retirement Village, Warana – 8
Amaroo Retirement Village, Gatton - 8

Total number of retirement villages in Queensland is 333 which provides 34,621 accommodation units. There are approximately 48,469 people living in a retirement village

Over the last twelve months they have received several registrations of new villages. Some facts about these: entry age ranges from 50– 65 years, one village is offering 10 x four-bedroom units in buildings that are between three to six story's high. Price range to is estimated from $594,000 to $2.7 million, exit fees between 25% – 30% of the resale value.

Redevelopment Plans – Regulatory Services have received 9 applications with only 2 requiring approval by the Chief Executive.

Closure Plans – there have been a few villages signalling their impending closure and 7 villages have lodged closure plans. Three of these are transitioning to operating as a rental village mainly because they are older with very small units, new retirees are looking for much larger units with 2 car garages.

Compliance Matters – many of these are yet decided. Current matters of interest are rentals, real estate commissions on sales, charges/calculations when exiting the village and valuation of resident's unit.

Current Major Investigations – relate to Scheme Operator failing to pay an exit entitlement to a former resident, Scheme Operators using funds from the GSF/MRF /CRF for purposes other than are intended for those funds, and calculations of ongoing resident's contributions after termination.

Upcoming Projects - Village Comparison Document online, further development is happening

Policies - looking into the implication of the changes to the Aged Care Act as they may impact on villages.

Various questions were posed and responded to by Katherine Harvey.

6. GUEST SPEAKER — DANIELLE LIM

Solicitor – DSL Law

Broader Changes in the retirement living sector

Over the last twelve months the 3 main trends have been:

1. Budgets – some Scheme Operators are providing levels of transparency in line with the new Regulations, whilst others are still not providing all the necessary information. Sections 106 & 107 of the RV Act are a constant source of queries especially in relation to wage issues.
2. Disputes Resolutions –there have been more disputes where Scheme Operators are paying for and becoming more proactive in mediating situations which in turn is bringing more harmony to villages. Many Managers and Operational staff are now being trained in ways to proactively prevent disputes before they occur.
3. There are new operators looking to get into the industry, which is concerning as retirement villages are ongoing communities and should not just be viewed as property development. More redevelopments of existing villages are occurring as operators seek to upgrade older villages.
4. Rentals under the RV Act, the Scheme Operator does not need to get approval from the residents to rent units within a village.
5. Admin Fees charged to village budgets have, in some villages, increased significantly, however these tend to reflect the number of facilities offered in each village.

Various questions were posed and responded to by Danielle Lim.

It was suggested that a panel discussion with Danielle and the Department be hosted to discuss broader issues.

7. GENERAL BUSINESS — JUDY MAYFIELD (PRESIDENT)

- James Peterson from Bunnings spoke about the new Independent Living Aids range that has been rolling out in many Bunnings stores over the last 8 months. They currently have 125 items in 275 of their stores. This is only phase one and Bunnings will continue to introduce more items in all their stores over the next few years.

  James commented that Bunnings are excited to work with ARQRV, to understand what products would be beneficial and if there were any in store experiences that could be useful to older Australians. He commented that Bunnings is also keen to find ways to support ARQRV moving forward.

8. ELECTION OF THE 2025 – 2026 COMMITTEE — LISA HODGKINSON

COTA

Judy Mayfield handed the meeting over to Lisa Hodgkinson 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	Jeff Burchall
Vice President	Frank Tanti
Treasurer	Les Ambor
Member	Virginia Bergman
Member	Bev Lauder
Member	Jill Brown
Member	Glenn Capper

Lisa affirmed that each person was declared elected, uncontested.

Jan Sullivan was duly appointed as Secretary.

9. NEXT AGM

The Chairperson advised that the next AGM would be held in September 2026 on the southside of Brisbane at Fitzy's, Loganholme.

MEETING CLOSED

The meeting closed at 12.20pm

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

JMayfield ..... Date 15/9/2026