

Event Summary	TARRV Special General Meeting
Date	12th November 11:00 am
Venues: South	Barossa Park, Glenorchy
North	Lions Club, Kings Meadows

Meeting Attendees:

Name of Member	Village	Name of Member	Village
Nigel Burch	Riverside Retirement Village	John Behrens	Queen Victoria Care
Roger Soffe	Tamar Valley Court	Peter Williams	Sandown
Jon Hosford	Glenara Lakes	Noeleen Lincoln	Lady Clark
Jan & Don Peterson	Glenara Lakes	Kenneth Hodges	Lady Clark
Gary Hosking	Glenara Lakes	Lawrence Cornish	Lady Clark
Glennis Soffe	Tamar Valley Court	Vicki Harrison	Barossa Park
Jan and Don Peterson	Glenara Lakes	Robyn & Tony Fulton	Barossa Park
Gary Hosking	Glenara Lakes	Jon Purves	Barossa Park
Glennis Soffe	Tamar Valley Court	Yvonne Johnson	Barossa Park
Roy Davies	Tamar Valley Court	Hilary Neale	Queen Victoria Care
Elizabeth Davies	Tamar Valley Court	Rowena MacKean	Queen Victoria Care
Tina McGlynn	Garden Village	Roslyn Behrens	Queen Victoria Care
Irmgard Rosenfeldt	Garden Village	Frances Russon	Mary Ogilvie
Lana Wall	Garden Village	David Fleming	Queen Victoria Care
Allan Miller	Glenara Lakes	Albert Stolp	One Hill Estate
Alison Smart	Glenara Lakes	Tony Coombe	One Hill Estate
Margot Langley	Glenara Lakes	Jill Sidswell	Barossa Park
Barry Victory	Cosgrove Park	Ian Excell	Lady Clark
Christine Bowen	Glenara Lakes	Needa Tyson	Barossa Park
Allan Thompson	Docking Court	Heather Henderson	Barossa Park
Adrienne Dabner	Garden Village	Elwyn Adams	Barossa Park
Patricia Young	Garden Village		

John Swindells	Regis- Norwood		
Shirley Watson	Flowers Court		
Joy Allen	Tamar Valley Court		

Apologies:

Name of Member	Village	Name of Member	Village
Jan Davis	Beltana Court	Sandra & Lionel Gray	Barossa Park
Stephen Robinson and Carolyn Thomas	Beltana Court	June & Michael King	Barossa Park
Jose Verhoeven	Flowers Court	Chloe Fenton	Barossa Park
Caroline & Brian Morton	Grange Villas	Kay & Doug Bennett	Barossa Park
Raelene & Ken Stewart	Queen Victoria Care.	John Adams	Barossa Park
Hugh Murdoch-	St Canice.	Marj Cuthbert	Queen Victoria
Anthony Goldsmith-	Tamar Valley Court	Heather Dickenson	Queen Victoria
Monica Knobloch-	Tamar Valley Court	Paul & Rosemary Dobber	Queen Victoria
Janine Hosking	Glenara Lakes	Doris Griffiths	Queen Victoria
Don Blizzard	Tamar Valley Court	Pat Kaye	Queen Victoria
Thea Helderman	Lady Clark Centre	Jen Luddington	Queen Victoria
Susan Thompson	Queen Victoria	John Mckenzie	Queen Victoria
Beverley Tindall	Queen Victoria	Ken & Rae Stewart	Queen Victoria
		Carmel Swan	Queen Victoria

Quick recap

The meeting focused on introducing new and existing board members while discussing technical improvements for future meetings. The group explored residents' rights regarding budget increases in retirement villages, including voting requirements and financial procedures under the Retirement Villages Act. The meeting voted on, and passed, amendments to the Rules of TARRV in respect of membership admission rules. The conversation ended with discussions about operator fee increases, compliance issues with CBOS, and plans for future audits and seminars to educate operators about the Retirement Villages Act.

Next steps

- [Jon Hosford: Distribute AGM minutes to members immediately if approved](#)
- [Jon Hosford: Submit approved constitutional changes to CBOS within 14 days of the meeting](#)
- [TARRV Committee : Arrange December committee meeting to be held at Ross with all committee members face-to-face](#)
- [TARRV Committee: Seek meeting with the Attorney General and Minister for Health and Hygiene](#)
- [TARRV: Notify CBOS or the Tribunal if residents request representation at tribunal hearings regarding recurrent fee increases](#)
- [Ian Green: Make President's report available on TARV website, including CPI calculation examples](#)
- [Nigel Burch: Follow up on term deposit interest rates and banking arrangements for better returns](#)
- [TARRV: Post copy of Retirement Villages Act on website for members to download](#)

Summary

Board Member Introduction Meeting

The meeting began with an introduction of board members, including Ian Green, Nigel Burch, Jon Hosford, and Roger Sophe. Ian Green, the meeting chair, explained that they would not have a guest speaker due to previous technical difficulties and boredom, and instead, members would be introduced to allow for better interaction. Ian also mentioned that the meeting would be run from Hobart, with all participants confirmed to be online and able to communicate clearly.

Meeting Introduction- Committee introduction.

The meeting focused on introducing new and existing members of the TARRV Committee, Ian Green, Peter Williams, Noeleen Lincoln and John Behrens, Hugh Murdoch, Jon. Hosford, Nigel Burch, Roger Soffe, Wayne Holt, highlighting their backgrounds and contributions. Ian and Jon discussed the progress and challenges of using technology for meetings, with plans to improve technical setups for future sessions. It was decided that the next committee meeting will be held in Ross, aiming for all future meetings to be face-to-face, emphasizing TARRV's role as a peak body representing residents in retirement villages in Tasmania.

Resident Fee Increase Scrutiny

Ian discussed the importance of residents' rights to approve or vote against proposed budget increases above the relevant CPI in retirement villages, emphasizing the need for operators to **demonstrate** the reasonableness of fee increases with evidence. He highlighted that some operators have proposed significant fee hikes, ranging from 19% to 48% above CPI, and encouraged residents to scrutinize these increases carefully. Ian also noted that the Retirement Villages Act requires operators to provide a written explanation justifying the increases, and he suggested residents request evidence, such as water cost invoices, to verify the claims.

Retirement Village Voting and Fees

The meeting focused on explaining the voting process and financial procedures for retirement villages under the Retirement Villages Act. Ian clarified that a vote would be required for proposed increases, with specific motions needing to be moved and seconded by residents. Ian explained the distinction between recurrent fees and levies, noting that recurrent fees do not require a vote if the increase is within the legislated CPI limit, while levies must be approved by 75% of attendees at a special general meeting. The discussion also covered proxy voting, with Ian clarifying that the Act does not limit the number of proxies a resident can hold, unless specified in the residence contract. The conversation ended with Ian emphasizing the importance of using the correct quarters for budget calculations as per the Act, and TARRV through the Secretary, or he was available for further questions after the meeting.

Treasurer's Report and Banking Issues

The meeting covered the acceptance of the Treasurer's report, which detailed financial activities since July, including whole of life memberships, regular memberships, and legal fund donations, with total funds approaching \$18,000. The group discussed issues with banking transactions using the TARRV acronym, which sometimes failed due to perceived scams, and it was suggested that using the full organization name or TARRVINC. might resolve the problem. The motion to accept the Treasurer's report **Moved Nigel Burch, seconded Roger Soffe** was carried without opposition.

Membership Rule Amendment Discussion and Motion on Notice:

The meeting discussed amending Rule 5 to remove the requirement for a person applying for membership of TARRV to be proposed and seconded by a member. Ian explained that the proposed changes were discussed with CBOS and would be presented at this Special General Meeting.

Motion on Notice: Sent to all members within the Newsletter circulated on 28th October 2025 To remove the requirement for a person applying for membership of TARRV to be proposed and seconded by a member, therefore to amend Rule 5 to read (required deletions are also shown):

5. Membership of Association

(1) A person who is ~~nominated and~~ approved for membership in accordance with this rule is eligible to be a member of the Association on payment of the annual subscription specified in [rule 33](#).

(2) A person who is not a member of the Association at the time of the incorporation of the Association is not to be admitted as a member of the Association unless –

(a) the person is a resident of a Retirement Village in the State of Tasmania; or

(b) ~~the person is nominated for membership in accordance with [subrule \(3\)](#)~~; the person is genuinely considering moving into a retirement village; and

(c) the person is approved for membership by the committee.

(3) ~~A nomination~~ An application by a person for membership is to be –

(a) made in writing ~~and signed by 2 members of the Association~~; and

~~(b) accompanied by the written consent of the person nominated; and~~

(b) lodged with the public officer.

~~(4) The consent referred to in [subrule \(3\)\(b\)](#) may be endorsed on the nomination.~~

(4) As soon as practicable after the receipt of a nomination an application, the public officer is to refer the nomination application is to be referred to the committee.

(5) If an application is approved by the committee, the public officer is to –

(a) notify the applicant, in writing, that the applicant has been approved for membership of the Association; and

(b) on receipt of the amount payable by the applicant as the first annual subscription, enter the applicant's name in the register of members.

(6) A member of the Association may resign by serving on the public officer a written notice of resignation.

(7) On receipt of a notice from a member of the Association under [subrule \(7\)](#), the public officer is to remove the name of the member from the register of members.

(8) A person –

(a) becomes a member of the Association when his or her name is entered in the register of members; and

(b) ceases to be a member of the Association when his or her name is removed from the register of members under [subrule \(8\)](#) or [rule 33\(4\)](#) or upon his or her death.

(9) The public officer is to maintain, or establish and maintain, a register of members containing –

(a) the name of each member of the Association and the date on which he or she became a member; and

(b) the member's postal or residential address or address of business or employment; and

(c) an email address, if any, that the member has nominated as the email address to which notices from the Association may be sent; and

(d) the name of each person who has ceased to be a member of the Association and the date on which the person ceased to be a member of the Association.

Please Note:

Secretary/Public Officer, Jon Hosford, had a second telephone meeting with Mr Darren Dillon of CBOS on the 18th September. His advice is that he is “confident that a change in our rules as outlined above would be absolutely in order.”

Darren advised that there was no need to submit our intentions in writing, but to proceed with the intended changes at our next General meeting (making it a Special General Meeting for the purpose) and then to submit the approved changes within 14 days of the meeting to CBOS as required under the Act.

The proposed changes to the constitution were read out, emphasizing that membership eligibility would be based on payment of annual subscription and approval by the Committee.

Moved: Ian Green, seconded Nigel Burch.

Carried without objection.

Financial Notice and Representation Process

Ian explained the process for members to receive notices about financial matters and encouraged anyone unsure to email the Secretary. He addressed a question from Jon Hosford about representation at a tribunal, confirming that if a complaint is taken to the tribunal, residents can have someone present, and the organization could be asked to join as a representative. Ian outlined several options for addressing concerns about fee increases, including negotiating with the operator, spreading the increase over several years, or voting against it at the annual general meeting. He emphasized that residents have the right to vote against increases above the CPI if they believe they are not right.

Operator Fee Voting Requirements

The meeting focused on discussing operator fee increases and voting requirements. Ian explained that operators must notify the tribunal within 28 days if they intend to appeal against a decision of residents to vote against their properly notified intention to change, and that recurrent fees cannot be increased without a 65% vote in favour from those present including proxies. Ian advised checking with banks about managing direct debit payments during fee disputes, and Jon suggested moving separate motions on CPI increases and above CPI recurrent charges to make the voting process clearer.

TARRV-CBOS Compliance Concerns

Ian and Jon discussed the relationship between TARRV and CBOS in answer to a question from Tony Coombe, noting that responses to inquiries have been slow and unsatisfactory. Ian highlighted that a complaint of non-compliance with the Strata Titles Act and the Retirement Villages Act for Derwent Waters was made last year, but no action has been taken. Jon mentioned writing to CBOS on behalf of the committee about issues raised by residents, and Ian expressed disappointment with CBOS's responses, particularly their reliance on an undefined statutory period as an excuse for inaction.

Retirement Villages Act Compliance Updates

The meeting discussed the progress of audits and compliance with the Retirement Villages Act. Ian mentioned that Southern Cross Care had been audited, and a list of 42 questions was developed and answered. TARRV considered running a seminar on the Act, which was initially supported by Southern Cross Care but later rejected by CBOS in favor of conducting audits and using those findings to educate operators. Ian explained that CBOS stands for Consumer and Business Operations Services, a government department under the Attorney General. The conversation ended with plans to meet with State Ministers, including the Minister for Health and Housing, to discuss consumer protection in retirement villages.

The President invited members to share a cup of tea and coffee and to chat with Committee members about issues they were concerned about or issues affecting their Village.

The meeting was closed at 12:05 pm.

Jon Hosford

Hon. Secretary

Public Officer

TARRV Inc.

12/11/2025

Confirmed: Ian Green , Chairman.....
12/11/2025