

Meeting Summary

Event name	TARRV General Meeting
Time	Feb 12, 2025, 10:56 AM - 12:22 PM (AEDT)
Participant Centres	Jon Hosford Kings Meadows, John Behrens, Geilston Bay, Wayne Holt, Reed Estate.
Attendees:	<p>North: Ian Green, Nigel Burch, Roger Soffe, Jon. Hosford, Tony Coombe, Wayne Holt Richard Duckett, Pam Green, Lynette & Allan Miller, José Verhoeven, Lana Wall, George & Liz Prall, Gary Hosking,, Rod Boon, Glenys Soffe, Ray & Elizabeth Davies, Barry Victory, Sally Archer,, Margaret Langley, Mick Sharman, Julianne Dakin, Eric Miller, Lorraine Mannion, Frank Condon, Rosemary & Michael Weir, Jane Muirhead, Alan Thompson, Bernice Kelly,</p> <p>Visitors from Reed Estate: Helen Bayles. Robyn Barber, Vicki Fleming, Lesley Thomson, George Lockwood, Stewart Leaman, Janet Hoare, Richard Mack, Rosalie Young, Jillian Comer.</p> <p>South: John Behrens, Laurie Cornish, Yvonne Johnson, Frances Russon, Virginia Commane, Nora Potter, Rowena MacKean, Stewart Wardlaw, Carol McGhee, Jan Davis, Ken Stewart, Rae Stewart, Susan Thompson, Kate Domeney.</p>
Apologies:	John Archer, Don Blizzard, Colleen Mc Cormack, Heather Dickenson, Peter Hill, Kaye & Garth Johnson, Dorelle Lancaster, Jeanette Luddington, John Mackenzie, Nick and Leonie Tubb, Mel & Gill Morris, John Birkett, Helen Cohen, Murray & Marie Howlett, Tony McCormack, Jan & Don Peterson, Lyn Henty, Judith & Dennis Smith, Christine Bowen, Monica Knobloch , Anthony Goldsmith , John Farrar/ Penny Willington , Peter Shelley, Caroline and Brian Morton, Peter Williams, Christine & Graeme Triffitt, John Mackenzie, Ken & Dianne Arnold, Heather Henderson, Noelene Lincoln.

Summary

The meeting covered financial reports and proposals for future initiatives. Guest speakers from Commonwealth Bank discussed banking security and online safety, emphasizing the importance of vigilance against scams and fraud. The discussion concluded with practical advice on maintaining online security, including password management, safe browsing habits, and regular monitoring of financial transactions.

Next steps

- Jon Hosford to send the generic flyer for recruiting new members to all representatives who have agreed to distribute emails in their retirement villages.
- Ian Green to arrange for handouts and pens to be sent to Hobart and Prospect attendees.
- Committee to discuss the concept of establishing a legal fund at the next committee meeting.
- Committee to explore potential government grants for legal assistance and secretarial matters.
- Ian Green to schedule a meeting with Minister Ellis (possibly in Hobart).
- Nigel Burch to investigate setting up a separate secure fund for legal purposes.
- Jon Hosford to send the latest newsletter to village contacts to enlist help in hand-delivering copies to residents without email addresses.

Summary of Proceedings:

Treasurer's Report and Promoter Concept

Nigel Burch provided a treasurer's report, stating that the current cash balance is \$5,219.02 after transferring \$8,000 to a term deposit. The association received a 4.45% interest rate on the term deposit, which is lower than what individuals would receive. Ian then delivered a president's report, highlighting improved relationships between operators and residents in some retirement villages, while noting persistent issues in others. He introduced the concept of "promoters" to help with membership recruitment and renewal and discussed efforts to distribute newsletters to residents without email addresses.

Establishing a Legal Fund for Organization

Nigel explained the establishment of a legal fund for the organization, with a target of \$50,000, to be used as a last resort to establish a principle in case of disputes. He argued that the organization's current finances, around \$13,000, would not be sufficient to engage a lawyer. He suggested that the fund could be raised from the over 500 members, many of whom may be in a financial position to assist. Nigel also clarified that the legal liability would be limited to the organization, as an incorporated association under Tasmanian law, not individual members. The proposal was open for feedback from the general membership.

Guest Speakers- Banking Security

Lisa Cornelius from Kings Meadows Commonwealth Bank and Owen Firth, the branch manager at Launceston, were introduced as guest speakers to discuss banking security. They addressed concerns about phone banking and explained the Commonwealth Bank's advanced security measures. Due to technical difficulties, they presented

without slides, using visual aids and discussion instead. Both Lisa and Owen have extensive experience in banking, with Owen having worked for 18 years and Lisa for nearly 17 years, including recent experience in disputes and multi-channel branches.

Online Safety, Scams, and Fraud

Owen Firth discussed the importance of online safety and the differences between scams and fraud. He explained that scams involve deception and manipulative tactics, while fraud involves exploiting vulnerabilities and committing offenses. He also shared alarming statistics on the prevalence of scams, with 2.7 billion dollars in reported losses and 601,000 total reports in 2023. He emphasized the need for vigilance and the importance of reporting suspicious activities. Owen also highlighted the anatomy of a scam, which often plays on emotions and triggers a response of urgency. He concluded by encouraging the audience to be aware of these tactics and to take necessary precautions when engaging in online banking.

Scam Awareness and Prevention Strategies

Owen discussed various scams, including phishing attempts, investment scams, and cryptocurrency scams. He warned about text messages and emails that demand immediate action, such as renewing a card or paying a bill, and emphasized that gift cards should not be used for such payments. He also highlighted the use of fake investment specialists and websites that appear strong and secure but are actually scams. Owen urged caution when dealing with investment bonds and term deposits and warned about the potential for scams to use social media to gather personal information. He concluded by emphasizing the importance of being vigilant and not falling for these scams.

Scam Tactics and Personal Protection

Owen discussed various tactics used by scammers to target vulnerable individuals. He highlighted the use of funeral notices to target victims and create a sense of loneliness, followed by a gradual transition into financial scams. Owen also mentioned the remote access scam, where scammers gain access to a person's computer and then ask for personal information or install viruses. He emphasized the importance of being cautious and not giving out personal details or access to devices without proper verification. He concluded by stressing the need to protect oneself from scams and to never give unlimited access to devices or personal information.

Online Safety and Scam Awareness

Owen emphasized the importance of being cautious when dealing with strangers and online transactions. He advised against sending money to someone you haven't met in person and warned against clicking links in emails or text messages, even from trusted sources like banks or Netflix. He also stressed the importance of trusting one's gut instincts and not feeling pressured by urgency in such situations. He shared his experience of being a victim of a scam and advised others to be vigilant and report suspicious activities to scam watch.

Online Scams and Subscription Safety

Owen discussed the importance of being cautious with online scams and subscriptions. He highlighted the need for vigilance when dealing with online relationships, as signs of potential scams include quick declarations of love, requests for money due to emergencies, and requests for personal information. Jon also emphasized the importance of verifying the authenticity of emails and messages, especially those from banks or other organizations. He encouraged attendees to report any suspicious activities to agencies like idcare.org. Owen also mentioned the possibility of generating a new license number to prevent unauthorized use of personal information. He concluded by offering assistance to anyone with concerns about online scams or subscriptions.

Online Security and Password Best Practices

Owen emphasized the importance of online security, advising against clicking on suspicious links and using trusted Wi-Fi networks. He also stressed the need for strong passwords, suggesting the use of a mix of personal information and random characters. He highlighted the risks of reusing passwords across multiple devices and encouraged the use of anti-malware and anti-virus software on devices. He also advised against using free public Wi-Fi for sensitive activities like online banking. He concluded by suggesting the use of a separate password for phone logins and other accounts to prevent unauthorized access.

Online Banking and Fraud Prevention

Owen discussed the importance of online banking for monitoring transactions and preventing fraud. He emphasized the need to check balances regularly and block cards if necessary. He also highlighted the importance of using two-factor authentication and not clicking on suspicious links. He shared his personal experiences with scams and how he uses services like eBay and PayPal to guarantee purchases. Owen also advised against doing too many direct debits and suggested paying for some items in cash to reduce the size of bank statements.

The President, Ian Green, thanked Owen Firth and Lisa Cornelius for their presentation and thanked members for their attendance.

Opportunities exist for further speakers from the Commonwealth Bank to attend resident meetings at villages to further present information on these issues.

The meeting closed at 12:120 pm

Jon. Hosford

Hon. Secretary (assisted by Zoom AI technology summary)