

TARRV

Your Voice in Retirement

EDITOR: Jon Hosford

www.tarrv.org.au ↗



FROM NIGEL BURCH

President's report

We have not been idle! There is much to report from across our community.

AGM & Committee Updates

At our August AGM, Ian Green stepped down as President. Fortunately, Ian remains on the committee, so we will continue to benefit from his extensive experience in the retirement village sector.

The AGM also saw the unanimous adoption of our new constitution, which has now been approved by the relevant government authorities. We will now forward our application to the Australian Charities and Not-for-profits Commission (ACNC) to secure official charity status.

We also welcomed two new committee members at the AGM: Una Hobday and Frank Nott. To help everyone get acquainted while tackling our busy agenda, our September committee meeting was held in person in Ross.

Village News & Support

Since the last newsletter, we have been active on several member issues:

Northbourne Park, Scottsdale

Ian and I met with residents and the voluntary board in July. It is a well-run facility and a true community asset. The board warmly invited us to return whenever we wish.

St Ann's Living, Old Beach

A leaking roof issue was brought to our attention. Because the unit was privately owned and still under warranty, we advised that this was primarily a building warranty matter.

Beaconsfield Park

A query arose regarding resident gardening. Where residency contracts are silent on gardening, can residents enjoy this healthy activity without impacting insurance? We suggested a practical approach for the board to resolve this with their insurer and hope to establish a helpful precedent for other villages.

President's report continues on page 2 →

PRESIDENT'S REPORT · CONTINUED

Advocacy & village news

Newstead Courts, Launceston

We received a complaint regarding residents being required to pay for a 24-hour emergency alarm service many did not want. Because the residency contracts explicitly require the operator to provide this service, a resolution is complex, and we are actively investigating.

Southern Cross Care / Calvary Transition

Both Southern Cross Care and Calvary briefed us prior to their public announcement, which we greatly appreciated. Based on our current understanding, this takeover will not impact residents' day-to-day living or rights.

Advocacy & Legal Reform

CBOS & Riverside Retirement Village

We previously lodged a formal complaint with CBOS (Consumer Affairs) regarding \$800,000 removed from the village bank account by a previous operator. CBOS rejected the complaint on the grounds that it was not the residents' money. Crucially, CBOS framed this as a "decision" rather than a "formal determination," which effectively blocks us from appealing the outcome to TasCAT.

State Parliament Meetings

In mid-September, Ian, Jon Hosford, and I had a very positive meeting with George Razay MHA and Rosemary Armitage MLC. We presented our 20-point submission on necessary amendments to the Retirement Villages Act, highlighting the Riverside situation as a prime example of why reform is urgently needed. Both members pledged their support.

Commonwealth Rent Assistance Lobbying

We have joined a nationwide coalition alongside other state resident associations and the Property Council of Australia. Together, we are lobbying the federal government to raise the \$267,000 ingoing threshold for Commonwealth Rent Assistance. The current threshold classifies those residents who receive an age pension and paid an Ingoing Contribution above this amount as "homeowners", and therefore not entitled to assistance—a figure that no longer reflects market reality.

Thank you for your continued support, and I look forward to serving as your new President.

Warm regards,

Nigel Burch

President, TARRV

OUR ASSOCIATION

Committee 2026–27

Our Annual General Meeting was held in August at Kings Meadows and Queen Victoria Care in Lindisfarne. The following positions were confirmed at the Meeting:

President Nigel Burch	Senior Vice President John Behrens	Vice President Joy Allen
Treasurer Ian Green	Secretary Jon. Hosford	

Committee members

Roger Soffe, Hugh Murdoch, Una Hobday, Frank Nott

Recognising service

TARRV is grateful to Peter Williams who has been a Vice President since 2023 when TARRV was formed. Peter did not stand again for re-election this year, although he continues to serve TARRV as a Village representative. Peter was honoured for his service to TARRV in being made an Honorary Life Member. Peter's input to decision making and planning has been exceptional. He has been a consistent analytical communicator giving great guidance to the Committee and membership.

Thank you Peter!

Ian Green has stepped down as President after 3 years since formation. Ian's background in Law and understanding of complex issues is well respected within TARRV. Ian had almost a full-time job in leading the development of TARRV and is realising that retirement does not mean working anymore, but rather not being paid any more. He continues to serve as Treasurer and undoubtedly will give much time to our membership as well. Ian and his wife Pam were made Honorary Life Members last year.

Forthcoming TARRV meetings

Wednesday	Meeting
14 October 2026	Committee
11 November 2026	Committee
9 December 2026	Committee
10 February 2027	Committee
10 February 2027	General meeting · Venues TBA

CONTRACTS & RESIDENT RESEARCH

Lifestyle Living Contract found to be Opaque

An issue relating to Victorian Lifestyle Villages, and one operator's practice of charging an Exit fee based on a percentage of the unit sale price has been ruled an opaque practice by the Victorian Civil Appeals Tribunal (VCAT). The Operator is required to refund DMF money acquired under this practice.

In Tasmania all current operators of retirement villages under the Retirement Villages Act 2004, the legislation that applies to Tasmanian retirement villages, at the entry to a contract, are required to specify the percentage of an Ingoing Contribution that becomes the property of the operator and over how many years it applies. Typically, in Tasmania, DMFs range from 30%-40% of the Ingoing Contribution applied over 5-8 years. They are sometimes referred to as Exit fees, as they are applicable at the termination of a contract.

TARRV wishes to assure members that, at present there are few Lifestyle Villages within Tasmania of a similar nature to those Lifestyle Villages in Victoria, and that this practice could not legally occur in Tasmania under the current Act.

We are aware of 3 operations within Tasmania that are offering contracts that are similar to those in Victoria which have been found to be exploiting areas that are not adequately addressed within the Retirement Villages Act 2004.

TARRV is working with politicians currently to ensure that a full review of the Retirement Villages Act 2004 is undertaken to ensure that issues which are potentially opaque, and therefore not apparent to a resident upon entering a contract, are clearly stated either in a rewriting of the Act or within its Regulations.

HAVE YOUR SAY · SURVEY RESULTS

Support at Home survey

2,451

residents surveyed

8,800

comments considered

The national Support at Home Survey we have invited members to participate in earlier this year has released a preliminary report. The survey was taken by 2,451 residents of retirement villages across Australia. The survey considered 8,800 comments made by residents in relation to the Federal Government's latest Support at Home Program.

You can visit the survey at the link below:

[Read the preliminary report ↗](https://juliepallant.aflip.in/7d8450092d.html#page/1)

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INFORMATION & MEMBERSHIP

Helping families understand village contracts

COMPASS · GUIDING ACTION ON ELDERLY ABUSE

www.compass.info ↗

An excellent interview with Roger Pallant, President of the RVRA, the Association for residents of retirement villages in NSW can be found at the link below on Youtube. This link is quite secure, and the 15-minute interview is well worth watching.

It emphasises the need for residents to communicate with, and educate, family members on the contract residents have entered into in retirement villages. Although the Tasmanian Law is different in many respects, the principle that family needs to be a part of the process in passing on your estate from your retirement village is most relevant.

TARRV is committed to assist you in doing this with family and we shall make an effort this year to establish links that family can learn how to interpret contracts you have entered in your retirement village choice. When you choose or need to leave through changing health issues or death, your family will know their rights and responsibilities to support you and /or your estate. Cntrl (Click) or copy and paste the link below into your browser to view this. You will be exposed to a little advertising on this link, but we assure the quality of the information is not to be missed.

[Watch the interview on YouTube](https://www.youtube.com/watch?v=g9KGRjlxsnQ) ↗<https://www.youtube.com/watch?v=g9KGRjlxsnQ>

Membership

518

 Financial members

11 Couples & 42 Annual members did not renew before September 30th

Very few members have registered to use the Member Portal.

This is understandable, as currently many of our older members do not use computers for communication. We are confident that this access will increase in the future. At present the system is greatly assisting our secretary.

[Your Member Portal guide](#) → page 6

KEEP THIS GUIDE

Your Member Portal

The Member Portal can be accessed on any internet connected device but is especially useful for mobile phones or tablets as it allows a member to access their member record.

Instructions to install

1. Click on the Member Portal app either on your organisation's web site:
<https://tarrv.org.au/members/membership/> or in the email link sent to you. The link is: [Open the TARRV Member Portal](#)
2. If you are the only member or couple using the email address registered with TARRV you can register with your email address or your Member No:
3. Whether you have entered your email address OR your member number, a security code will be sent to your registered email address.
4. The security code is valid for 24 hours so if you need to return to the site you can simply enter your email address or member number then enter the code you received earlier.
5. If you do not have an email address then you will need to contact the email address listed for the support of the Portal for your organisation. They will be able to enter a temporary email address into your record so you can obtain the security code. Once you've registered and set a password or PIN the email address can be removed from your record.
6. On registration you will be asked to enter a password or a PIN. In future when you return to this page you will be able to login with just your email address (or member number) and your password. Registration needs only be carried out once unless you forget your password or PIN in which case you will need to re-register.

Troubleshooting install

If the system is unable to verify your email address please check:

1. If you do not have an email address then you will need to contact: secretary.tarrv@gmail.com or phone Jon. Hosford [0419 317 808](tel:0419 317 808). Jon will be able to enter a temporary email address into your record so you can obtain the security code.
2. If the system advises that you are not permitted to access the Portal then you need to contact Jon. Hosford 0419 317 808 as it could be that your membership is inactive, if it remains unpaid after September 30th 2026.

Using the Member Portal

The Home screen will show you your Membership status including any outstanding amounts.

1. You can view your member statement by clicking the Statement button.
2. You can update your personal details by clicking Change my Contact Details
3. You will be able to view documents such as newsletters in your Member Portal.
4. You can obtain Help by clicking the Help button in the top right corner. This will give you the email address of the person at your organisation who is the nominated Portal Assistance member. (Jon. Hosford)
5. You can return to the main Portal screen at any time by clicking the Home button in the top left of the screen.

We are happy to arrange with Village Resident Committees to explain and demonstrate this. In the next few months we shall develop webcasts on our website that demonstrate this.