

President's Report – September 2026

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.

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

Your Voice in Retirement