

AVEO PEREGIAN SPRINGS RESIDENTS' ASSOCIATION

Quarterly General Meeting

Meeting opened at 2.10 p.m, Tuesday, 4th February, 2025, at The Manor

MINUTES

1. Attendance and Apologies

There were 81 residents in attendance and 20 apologies

Secretarial Note: The quorum for a QGM is 25% of residents. There are 312 residents meaning the quorum is 78. This meeting has reached a quorum.

2. Confirmation of the Previous Minutes

Ray Larke moved that the minutes of the previous meeting be accepted.
Seconded by Sue Barden

3. Business Arising from the Previous Minutes

Sam Denny - Report on Bocce/Petanque Court

As some of you will have noticed the site for the bocce/ petanque court has been marked out.

We have the required funds of \$7500 thanks to the Aveo resident referral program, and the fundraising raffles and a generous anonymous donation. So well done everyone and many thanks to all that made this happen.

We have an Aveo approved contractor and their subcontractor Kieran Strongman who does some residents gardens here in the village. He will do the work and Bob Jack will ensure he gets it right.

We have a date to start work week of Feb 17th and it should take a week with some slight disruption around the Manor at that time. We will let you know what that will mean closer to the time. With Cosimo currently away there may be a slight delay to that date.

We will let everyone know when the court is ready for use and there will be a how to play sheet and information about time restrictions for play, so our manor residents are not disturbed early morning or at night. We have both a petanque set and a bocce set and these will be housed in the games cupboard.

We will also plan an opening event, so you will all be invited to celebrate in due course.

4. Community Manager's Report

Community Manager, Cosimo Ronconi could not attend the meeting due to being on holidays and sent his apology. Assistant Manager, Isabelle Jones presented the CM's Report which was focussed on the Emergency EEVI operation and Sam Denny assisted with Medical Management during Social Events.
Refer to Attachment 1.

5. Treasurer's Report: Bill Henderson

Refer to Attachment 2 for Financial Report for 3 months to the 31ST December, 2024.

Treasurers Report : Quarter 3, 2024/25.

Another generally successful three months, with various social events and raffles working well, and maintaining bar turnover.

As before, the accounts shown in the Attachment to the Minutes, are prepared on a simple cash in, cash out basis for the quarter. This usually works well enough, however with the end of the quarter being 31 December, bar and some New Year's Eve event receipts did not hit the bank account until January. If this is taken into consideration, the rather lacklustre cash deficit for the quarter of \$560 is transformed into a surplus.

Bar takings of about \$900, and NYE event takings of about \$250, together changed things to a surplus of about \$600. Also, if the Bocce Court receipts of \$350 are removed, our `operating` surplus – after meeting all the usual costs and subsidising social events where necessary, came in at \$250. However, the RAC also invested in a secretarial computer costing about \$1000, so, that is a long-winded way of saying that the results were not as poor as the cash accounts indicated.

There were two, successful, raffles in the period. One in November, at the time of the free sausage sizzle, and also the usual Xmas one. The November raffle took in \$617, with prize costs of \$222, giving a profit of \$395. Xmas had a profit of \$719, (\$1010 less costs of \$301), giving a joint contribution of \$1,114 (perilously close to the operating surplus outlined above!). These funds were dedicated to the cost of the Bocce Court, and the RAC is now holding a total of \$1,917 on behalf of this project.

You will note that the net assets of the RAC, (after deducting the funds being held on behalf of the Computer Club and Bocce), are essentially stagnating – despite there being a number of significant social events in the quarter. This is happening due to the declining `profitability` of bar sales. The Bar targets a gross margin of around 30% on sales, and, until recently, this has been achieved. The margin for the September quarter was just shy of 30%, but this has dipped to around 25% for the current quarter.

This is as a result of very significant cost increases for drinks etc., in the last couple of years – but especially so in the last few months. Government taxes increase in line with inflation every six months, and there are all of the other cost pressures which suppliers are facing, which are passed on to the consumer – us!

6. Reports from Sub-Committees and Working Groups

Bar Coordinator, Kerry Jewell

Kerry presented his Report on the Bar. Refer to Attachment 3.

Events Coordinators, Sue and Geoff Barden

Geoff presented the Event Coordinator Report covering previous events and gave a comprehensive overview on planned future Events.

Refer to Attachment 3.

7. Reports from Activity Groups

Trish Kelly V126– The Manor Book Club and Movie Club

Dear Residents,

I'm delighted to take this opportunity to remind everyone about **The Manor Book Club**, which has been bringing the joy of reading to our community since its founding in 2005. Every resident is welcome to join! We meet on the **first Friday of each month at 9:30 AM in the Theatre**, followed by coffee and biscuits—a wonderful way to share insights and enjoy good company.

Our **Movie Club** continues to be a great source of entertainment, with a carefully selected film screened on the **third Saturday of each month**. I love hearing your feedback and always aim to choose movies that appeal to as many residents as possible.

The Theatre is also home to our jazz **musical afternoons**, hosted by Hazel and Denny, and Phillip always delights us with fantastic entertainment—his **Les Misérables** event last year was truly memorable! These musical afternoons are usually held on **Tuesdays**, leading perfectly into **Happy Hour**.

Because there are so many great films to enjoy, I'd love to introduce an **extra movie screening each month on a Tuesday afternoon**, before Happy Hour. Most of our films come from **Foxtel's Platinum subscription, generously provided by Aveo**, but I can also source movies from other streaming services or DVDs. If you'd be interested in a **Tuesday afternoon movie**, please let me know—I'd love to make it happen!

Looking forward to another wonderful month of books, movies, and music with you all.

Trevor Davis – Computer Club

The Gracemere Computer Club meets for the first time in 2025, tomorrow at 9am in the theatre. All welcome to attend.

The club has scored a government grant for tuition of seniors in digital literacy. We are negotiating training sessions to be presented here in the Manor during April. The first session will be a large meeting on the subjects of internet safety and scammers. Everyone in the village will be invited to attend.

Following sessions will be of smaller groups to enable individual assistance on apps, banking, MyGov and Centrelink.

We will bring more detail and invitation to enrol, closer to the date.

John Weeden V4 – Bowls

John advised that Bowls is played both on a Thursday and Sunday afternoon commencing at 2.00 p.m. Thursday is practice and laughs and Sunday is the competition.

There is a book in the Library under the window on which to write your name down. The left hand page is for Thursday Bowls and the right hand page is for Sunday Bowls.

Please contact John Weeden Villa 4 if you require further information.

Anne Marshall V152– The Diners Club

To celebrate the festive season, the Diners Club enjoyed a delicious and fun lunch at Gustos in Noosaville last December.

We are starting off the New Year with a lunch at Sole, a delightful fish restaurant, almost on our doorstep in the charming beachside Town of Seaside, Marcoola.

This is on Thursday, 6 February at 12 noon, Our numbers hover between 20- 30 members for every lunch and new members are most welcome.

To join and / or for further information, please contact Añne Marshall at aemarsall@bigpond.com or Glenda Townsend at sunseeker2@bigpond.com Bon Appetit, Anne Marshall

Cheryl Botha SA222– Ladies Snooker

We have started a Ladies Cues. Thank you to Bob Jack for fixing the cues. We now have 2 more ladies cues. There are sufficient cues for 8 ball at night. We have a lot of fun and enjoyment with the spectators who come to watch. We play from 1.30 to 3.30 p.m. on Tuesday and Saturday. Maybe one day we will be able to challenge the men.

Ray Larke V94 – Bus trip

Our first Bus Trip is to The Barn at Flaxton next Tuesday 11th February.

Payment is this Friday, 7th February, 4.00 p.m. to 6.00 p.m. at Happy Hour.

Boarding the Bus will be from 10.00 a.m. Bus Departs for Flaxton at 10.30 a.m.

Geoff Barden V50 – Thank You

Geoff thanked Bob Jack for his help with Events, the RAC and Bar Staff for all the work that they do.

8. Body Corporate Report

Chair, Pat Bowen advised there wouldn't be a report from the BCC as they are still on holidays. Their first meeting for 2025 will be on Friday 7th February, however, Pat wished to advise that the new Bench seating around the village will be a Body Corporate Item as it is on Common Areas of the village. Pat also offered his support for the concept.

9. Chair's Report: John Parsons

Good afternoon and welcome everyone to the first QGM for this calendar year and warm New year to everyone. I hope 2025 is a good year for all of us. My remarks to today will not be so much about the past but more about our future and what we can expect in 2025 or at least until the mid year elections. Firstly, the "bad" news. We are, with your approval going to put up the bar prices. Shock, horror I see written on your faces. Let me explain why we are doing this and then let me know your reaction.

As you know the bar, aside from the raffles, is our sole source of revenue. Historically we have tried to price the drinks so we operate on about a 30-34% gross profit margin. As earlier described by the treasurer this margin has eroded in recent times. The cause of the eroding margins are varied and significant. By way of example, we have absorbed federal government liquor excise increases which are set twice per year and we have not passed these on for about 4-5 years. The purchase price of the stock we get from Dan Murphys has increased as well. Johnny Walker Scotch has increased from \$58.95 to \$79.71. Beer prices have increased.

We think that a general increase of \$1 per drink might be around the right mark. Soft drinks probably won't change.

These prices won't change until the committee has a formal discussion at the next meeting in March. If there is a strong view among you that this is not acceptable then we can revisit this issue. I am very conscious that about 60-90 regular bar and events patrons actually provide the revenue for the total village population of approximately 330 residents. But please remember that the revenue does provide the funds to purchase new items for all of us.

Next on my list is a review of our Residents Association Constitution. I flagged this in my remarks at the AGM last year. Our current constitution has been adequate to date but recent events have highlighted a few flaws that if not addressed will just be a damned nuisance for incoming future committees.

Some of its shortcomings are around casual vacancies and how to deal with them, getting a quorum for meetings where a vote is required, the need for a deputy Chair of the residents committee to be appointed, terms of office and the length of tenure for office bearers. This is not an exhaustive list but a snapshot of issues for review. I would expect that we will take guidance from the model constitution provided by the ARQRV. I can provide a copy of this document for anyone whose interested.

So what I'm seeking now from you is approval to press ahead with a review of the current constitution. I believe that a subcommittee should be setup to conduct the review. I am proposing that the I chair the subcommittee and I'm seeking two

representatives from the floor to participate as well. The review will have some general terms of reference that are not yet drafted and a finish date of no later than the AGM in July. So with your consent can I ask for anyone who may be interested in participating in this important piece of work to put up their hand or maybe approach me at the conclusion of the meeting, thank you.

Chairmans Post Meeting edit – Ray Larke, Archie Kennedy and George West have offered to participate in the review of the RAC Constitution.

This year also sees us being well prepared for staging social events and outings. We are planning for a mid year masked ball with some dress up for those wanting to go the extra mile, probably in late June. Our Christmas function this year is planned to be a lunch time affair. Our events calendar has events with live music, some catering scattered throughout the year. As usual we will have our Anzac and Remembrance Day services along with a Melbourne Cup function. Next week sees our first bus outing for the year. The bus is going to Flaxton for lunch and at last count we had 46 residents booked for the bus. Your committee together with Ray Larke are planning further bus trips during the year, so watch this space for more details.

Near term capital items that we've identified for consideration include a large screen TV and a Jukebox for residents to use at events or parties. I'm hearing that there is a general level of support for these types of purchases. These items are relatively expensive, in the vicinity of \$4-5k each. Not sure yet about how we'll go funding them, but we've got a couple of ideas. The committee will keep you posted on these.

The issue of village deficits continues to be a bit of a cloud over us all. We are pressing to get Aveo to put their position on this issue to us so we can be fully informed in case of a requirement for a special resolution and vote by residents. As of December 31, the deficits in the village were pretty much under control with the exception of the manor apartments. I believe this area will be the most contentious for Aveo to come up with and fair and reasonable solution for residents.

That's about it from me, but as always please be respectful and kind to each other and so I'll now take any questions that people may have, thank you

John Parsons
Chair, RAC

- **Residents Association – Constitution Review**

Chair, John Parsons called for nominations from residents to help with the review of the Constitution.

Chairmans Post Meeting edit – Ray Larke, Archie Kennedy and George West have offered to participate in the review of the RAC Constitution.

John Hooper V140 commented that 3 years would be a good term in which the Committee could complete its duties and ideas.

Chairmans Post Meeting edit ' section 127(2) of the Retirement Villages Act provides "...a member of the residents committee hold office for a term of not more than one year, but may be re-elected...."

- **Bar Prices**

Chair, John Parsons advised the residents drink prices could rise by \$1.00 and gave an example of a Bottle of Whiskey. Bob used to buy it for \$69.00, now it is \$79.00. Geoff Barden V50 asked why it could not be in cents. Chairman responded that is much easier to work in whole dollars especially when we're still using cash.

- **Bus Outings**

An old popular event has been revived.

- **Aveo Finance matters and future deficits**

See Chairmans Report above.

10.General Business

No General Business

Meeting closed at 3.36 p.m.

Date and Time of next QGM – 15th April, 2025

Peregrin Springs Country Club

Manager Report for Residents Quarterly General meeting

4 February 2025

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Eevi Personal Emergency System

Every unit is equipped with an Eevi personal emergency system unless the resident has completed a waiver form.

Equipment Overview:

- Black box with a red "Help" button for emergencies
- Built-in microphone and speaker
- Automatically calls 24/7 Eevi emergency call center

Resident Information Stored:

- Health concerns
- Next of kin
- Emergency contacts
- Allergies
- Medications
- Additional instructions



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Emergency Process:

1. Resident presses the help button
2. Eevi Operator assesses the situation
3. Onsite staff or emergency services (000) are contacted if needed

Pendant Unit:

- Wearable device that activates the main system
- No speaker for direct communication
- If resident is unable to speak, the operator will escalate the situation

Equipment Testing:

Quarterly Testing Requirement:

- Residents must test the system by pressing the help button or pendant and speaking to the operator
- Currently, only 30% of 350 residents comply
- Staff may need to visit apartments to conduct tests if not completed

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Updating Personal Details :

- Forms available at reception
- Residents should update information regularly

Pendant Battery:

- Built-in, non-replaceable battery
- Warning activates at 20% battery level
- Staff will order a replacement when needed

Important Reminder:

- Residents must press the pendant in emergencies For example: A fall.
- Avoiding use to prevent bothering staff is not advised
- Assistance will only be activated if the pendant or Black Box is pressed

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Community Centre Eevi Buttons

Emergency Button System in the Community Centre

•The community centre is equipped with multiple **EEVI emergency buttons**, strategically placed in various locations: **Corridors, Toilets, Gym, Bar area, Swimming pool area**

•Emergency Buttons Connectivity:

Similar to the pendants in your units, all emergency buttons are connected to a **Black Box** system.

•Black Box Locations:

Dining Area & Foyer:

- Connected to a Black Box **located behind the reception counter**.
- If you need assistance, speaking in front of the counter allows communication with the operator.

• Gym:

- Has an **independent Black Box** dedicated solely to the gym area.

• Dance Floor, Movie Rooms, Library, Bar Area and Swimming Pool

- The Black Box has been **relocated** to the wall outside the **art room** (previously positioned on the fridge).

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Resident (or Guest) Medical Incident or Fall at Event or Happy Hour

If a resident has a medical incident or fall during happy hour or an organized event, the following steps must be taken:

Emergency Response Steps:

- Push the emergency call button near the Bar immediately.
- The person who presses the button (or another able person)
- should go to the Eevi Black Box located outside the Art room and speak to the operator to request an ambulance.
- Continue relaying updates to the Eevi operator until a carer arrives and takes over.
- Requesting an ambulance is Aveo protocol.



If the resident is responsive and talking:

- Keep the resident lying down until a carer arrives to assess.
- Aveo has No Lift Policy; do not move the resident and wait for Staff and ambulance assistance.

If the resident does not appear responsive:

- Assess responsiveness using Basic Life Support Poster near the defibrillator fixed on the wall outside the Gym.
- Call emergency services (000), and report that the resident is unresponsive.
- Follow CPR instructions as per poster
- Use the defibrillator and follow vocal instructions

Ambulance transport decision:

- The resident, in consultation with the ambulance crew, will decide if hospital transport is necessary.
- If the ambulance crew agrees the resident can go home,
- It is recommended that the resident must be accompanied by a carer unless they reside with another resident.



ATTACHMENT 2 - TREASURERS REPORT

ATTACHMENT 5 Treasurers Report : Three Months to 31 Dec 2024		
	This Period	Last Quarter
	\$	\$
Bar Takings ETF	10,582	
Bar Cash	3,349	
Social Events/Raffles EFT	6,646	
Social Events/Raffles Cash	2,610	
Bocce Court Funds	350	
Total Income	<u>23,537</u>	22,449
Expenditure:		
Bar Supplies	11,363	
Bar Expenses	505	
Social Events/ Raffle Costs	7,664	
Skip Bins	715	
CBA Mcht Fees	90	
Library Books	368	
Office Supplies & Sundries	1,125	
Free Drinks/ Gratuities	172	
Happy Hour Nibbles	182	
Eftpos System	435	
Bar Reno Fittings	293	
Outdoor Chair Repairs	800	
Anzac Day Flags	<u>385</u>	
Total Expenditure	<u>24,097</u>	22,333
Net (Deficit)/ Surplus	<u>-560</u>	<u>116</u>
Cash Balances :		
at 31 December, 2024	14,701	15,261
Less, at 1 October, 2024	<u>15,261</u>	<u>15,055</u>
Cash Flow (Deficit)/ Surplus	<u>-560</u>	<u>116</u>
Residents Assoc Assets :		
Cash at Bank etc	14,701	
Imprest Bank a/c	3,000	3,000
Bar Float	250	250
Bar Stocktake	4,163	3,645
Less, Bocce Funds	-1,917	-464
Computer Club Funds	<u>-3,000</u>	<u>-3,000</u>
Total Assets :	<u>17,196</u>	<u>18,692</u>

ATTACHMENT 3 - SUB-COMMITTEE REPORTS

Bar: Kerry Jewell

The number of residents attending Happy Hour nights continues to be encouraging.

Noel Giles, with assistance from Bob Jack continues to run random number draws, and lucky number prizes on Tuesday nights for drink tokens, or a bottle of wine.

Since last month's report we have in addition provided a full bar service for the Christmas Fest Function, and New Years Eve.

A special thank you to Bob & Sharon Jack for making a comeback and working very hard which enabled the bar to provide a service.

Thank you to everyone who gave their time to make these social events a resounding success.

We are also having big nights on Tuesday happy hours when the new system of booking and simultaneously paying for a special event are run on the same night.

Sharon Jack is still working very hard on the implementation of the new Eposnow payment system and there will be further training sessions scheduled.

We currently have (9) qualified Bar Volunteers. Adrienne Millbank recently advised she is taking a sabbatical during 2025. I would like to thank you Adrienne for firstly volunteering and subsequently giving your time to make the bar the success it is.

When you consider the number of residents we now have you are a part of a very small percentage of around 3% of residents dedicating their time so other residents enjoy `their retirement years. All we ask is for respect, and tolerance.

If you would like to join us, please let us know.

Kerry Jewell.
Bar Co-Ordinator.

Events: Sue and Geoff Barden

Christmas Fest – 4th December 2024

We enjoyed a delightful evening, with a lively turnout of 91 residents and guests joining us for the festivities. Ravie captivated everyone with his remarkable singing and engaging entertainment, quickly becoming a beloved figure among the residents. We would love to welcome him back in 2025 for another unforgettable performance.

The catering team from Catering to Dine For served a classic but basic Christmas dinner; however, the warm and festive atmosphere made for a truly memorable night.

New Year's Eve – 31st December 2024

Rick McCann, the DJ, was enlisted for the event but proved not to be as popular as other entertainers. Unfortunately, this year's celebration faced challenges, as illness had swept through the village, resulting in the lowest turnout ever. Despite this setback, 60 dedicated residents made their way to the venue, determined to enjoy the festivities. Those who attended had a lively and entertaining night, filled with music and laughter, as they welcomed the New Year with enthusiasm and joy!

We are working on future events with the RAC regarding types of events and dates, and we hope to have this information for you soon.