



Retirement Villages' Residents' Council

Terms of Reference March 2026

1. Purpose

- 1.1 The Retirement Villages Association (RVA) has facilitated the establishment of an independent group of residents to inform its work – the Residents' Council, (the Council).
- 1.2 The Council will serve as an independent body representing the collective interests of retirement village residents, fostering an inclusive environment where concerns can be addressed, opinions can be given, ideas can be shared, and decisions made.
- 1.3 The intention is that the Council will provide an opportunity for retirement village residents to share and express their independent views to retirement village stakeholders including the RVA.
- 1.4 The Council will express its opinions, including publicly, without any expectation or control from any party, including the RVA.

2. Objectives

The Council will:

- 2.1. Promote effective communication and engagement between residents, management, RVA members, and relevant stakeholders, as it thinks appropriate, by facilitating open dialogue, establishing regular channels of communication, and encouraging active participation. This will create an inclusive environment where opinions and concerns can be addressed, and ideas can be shared.
- 2.2. Support and advocate for the implementation of best practices that enhance the quality of life for residents. The Council will actively seek opportunities to contribute to policy development, advocate for residents' interests, and engage with relevant authorities, particularly with respect to any legislative review of the Retirement Villages Act, associated regulations, and Code of Practice.
- 2.3. Emphasise that the interests of residents should be at the heart of every decision made by retirement village stakeholders and seek resident input in key matters, and actively represent residents' viewpoints and concerns.
- 2.4. Act as a conduit between residents, management and operators, and other stakeholders to effectively address concerns and disseminate information by facilitating constructive dialogue, sharing relevant information, and fostering collaborations to address common issues.
- 2.5. The Council will actively engage in discussions, propose solutions, and seek opportunities for positive change on issues that affect retirement village residents.

3. Membership and Structure

- 3.1. The Council will consist of up to 10 residents who are interested in actively participating in representing their fellow residents of retirement villages.
- 3.2. Council members will be selected by the Chairperson from candidates nominated by retirement village resident committees or at least 2 retirement village residents.
- 3.3. Appointments will value diversity and inclusion with the aim to have a broad representation that characterises the diversity of residents in retirement villages as far as possible. It is intended that members will be diverse including representing genders, age, ethnicity, disability, background and geographic regions.
- 3.4. Members of the Council will serve for an initial term of one year, and the structure and future terms shall be determined by the Council to ensure continuity while allowing for fresh perspectives and new members to be appointed.
- 3.5. Council members are expected to actively contribute to the Council's activities, participate in discussions, share relevant information or resources, and support the achievement of the Council's objectives.
- 3.6. A spokesperson who is authorised to speak on behalf of the Council will be selected by the Council from its members.
- 3.7. Specific roles and responsibilities may be assigned to Council members based on their expertise, interests, or the needs of the Council.
- 3.8. The appointment of members of the Council will be terminated if the member:
 - (a) resigns by notifying the Chairperson in writing;
 - (b) dies;
 - (c) no longer lives in a retirement village; or
 - (d) has their appointment terminated by the Council, where in the Council's view that Council Member has:
 - (i) brought the Council into disrepute;
 - (ii) appears to have views, or takes or threatens to take actions, which are or appear inconsistent with being a Council Member; or
 - (e) fails to regularly attend Council meetings.
- 3.9. If the number of Council members drops below 7, for any reason, the chair can decide when to appoint new members and the Council will continue to operate according to these terms of reference.
- 3.10. The Council will have a chairperson with sufficient experience and skills in facilitation and advocacy.
- 3.11. While the initial chairperson has been appointed by the RVA, any subsequent chairperson will be appointed by the Council and will lead the Council's meetings, facilitate discussions, and ensure that objectives are met.
- 3.12. The Council will have a secretary from either amongst its members or externally engaged, at the option of the Council. The secretary will take minutes, assist in documentation, communication, and coordination of activities.

4. Meetings and Communication

- 4.1 The Council will determine its own meeting schedule suitable for the members' availability and the urgency of the Council's activities.
- 4.2 Meetings may be conducted in person, online, or through a combination of both.

- 4.3 A quorum for a Council meeting is 60% of the appointed Council members (rounded up to the nearest whole number).
- 4.4 Agendas for each meeting will be prepared in advance and circulated to the members, at least 3 days in advance of any meeting.
- 4.5 Minutes will be taken of the meetings to document discussions, decisions, and action points. The minutes will be provided to all Council members and may be shared with relevant stakeholders. The list of stakeholders (if any) who are to receive copies of minutes will be determined by the Council from time to time.
- 4.6 The Council will establish and maintain effective communication channels with members (e.g., email, online platforms, or group-specific tools) to facilitate ongoing discussions, information sharing, and coordination of activities between meetings. Council members will be encouraged to actively engage in these channels to stay updated and contribute to the Council's work.

5. Decision-Making and Governance

- 5.1 Decisions of the Council should be reached by consensus whenever possible, and by a majority vote otherwise.
- 5.2 Council members are encouraged to engage in open and respectful discussions, actively listen to different perspectives, and work towards finding mutually agreeable solutions.
- 5.3 In the event of conflicts or disagreements, the Council will seek to resolve them through constructive dialogue, aiming for the best interests of the Council and the residents it represents.
- 5.4 If a Council member becomes aware that he or she has a conflict of interest or a potential conflict of interest, then that member must immediately disclose that interest to the Council, so it can be resolved by agreement with the Council.

6. Funding

- 6.1 The RVA shall agree an annual budget with the chairperson for costs associated with the Council and will make payment as costs fall due.
- 6.2 The RVA will pay on receipt of invoices, all reasonable disbursements relating to residents attending Council meetings and any other disbursements as per the budget agreed.
- 6.3 Payment will be made without any expectation or conditions from any party.

