

Port Stephens Beachside Holiday Parks Fact Sheet

Holiday Van Compliance

Background

As part of a review of Port Stephens Council's operational management of the Crown Holiday Parks a number of operational performance matters were identified. In partnership with Crown Lands, Council in its capacity as Trust Manager has established Standard Operating Procedures for the Administration and Management of Holiday Vans. These procedures outline the Park Owner's responsibilities in keeping with relevant Regulations and Policies that are applicable to Holiday Vans. The introduction of these standard operating procedures has not changed any responsibilities of van owners or the park owner previously outlined in the Annual Occupancy Agreement. Rather the procedures ensure there is consistent application of standards across the Council managed and operated Holiday Parks.

The administration of holiday vans over a number of years has been inconsistent which has resulted in various non-compliant issues that have not been managed or addressed. It is the intention of Council as Trust Manager that all holiday vans will meet the compliance standards representing the most current regulations.

How do I know if my holiday van is compliant?

All holiday vans will be inspected each year to determine compliance with the relevant regulations and policies. Beachside Holiday Park Management supported by Holiday Park staff will coordinate inspections and reports. Following the inspections compliance reports will be prepared and a copy of their report will be sent from Beachside Holiday Park Management to all van owners nominated on the Annual Occupancy Agreement. Each nominated owner will receive a report indicating compliance or non-compliance.

What if I previously had approval for what is now deemed non-compliant?

Demonstrated prior approval will be taken into consideration however no past or present officer of Council has the authority to grant approval for alterations or additions that contravene statutory regulations or legislation. All van owners are offered a maximum of one-year term of occupancy and subsequent occupancy agreements are at the discretion of the Park Owner.

How will compliance standards be addressed?

The owners of vans identified with non-compliance concerns will be provided with information defining the non-conformance and suggested options to address the matter within nominated time frames.

The extent of remedial work required to address non-conformance is taken into account when determining the length of time allocated for the matter to be rectified. Future annual occupancy agreements and participation in sale ballots will only be offered to van owners who have achieved the compliance standards outlined in their compliance report.