

## MEETING MINUTES

### Meeting

**Team Name:** Holiday Van Consultative Committee

**Date:** 19 November 2021

**Time:** 3.30pm

**Venue:** Shoal Bay Holiday Park – Conference Room

**Chairperson:** Kim Latham

**Minutes:** Fiona Snow

### Purpose of Meeting:

To provide a forum for meaningful discussion, facilitating appropriate consultation and engagement with holiday van owners toward the implementation stages of development and change occurring across the Port Stephens Beachside Holiday Parks


### Attendance

Kim Latham (PSC)	Fiona Snow (PSC)	Kylie Moyle (PSC)	Harvey Bennett (SB)	Debbie Byers (HHP)
Elma Carey (FB - West)	Steve Larsen (FB – North)	Lenore Lott (FB – South)		

### Apologies

Nigel Walker (PSC)	Heath Kelly (PSC - FB)			
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>			
		Kim Latham/Chair	Meeting commenced at 3.35pm. <b>Kim</b> welcomed everyone & noted that this could potentially be the last meeting attended by Debbie, Steven & Elma as their 2 year term on the committee is coming to an end – see item 4.2	
2.0	<b>APOLOGIES</b>			
	Nigel Walker and Heath Kelly	Kim/Chair	Today is Nigels last day at PSC. <b>Heath Kelly</b> , the new assistant Manager at Fingal, apologized for not being able to attend. Due to a massive check in day, he needed to be at the Park to assist the staff.	

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>			
3.2	Outstanding Actions from 21 May 2021	Kim / Chair	<ul style="list-style-type: none"> <li>Safety signage for around amenity buildings: signs will be painted on concrete at both ends of Gooyah St breezeway:</li> </ul>  <ul style="list-style-type: none"> <li>Installation of Bollards at each end of Gooyah breezeway to stop bikes speeding in these areas: yellow 'U' shaped chicanes have been installed along breezeway.</li> <li>Installation of security cameras on vans by HVOs: this issue is a legal minefield with many legislations involved. No clear direction offered by PSC Legal team either way, so Kim advised that she is happy to permit security cameras on holiday vans, providing a Site Alteration / Addition / Maintenance form is submitted to Admin Officer for approval prior to installation. Cameras must not point/record any neighbouring van or common/public area.</li> <li>Tree Management plans / Halifax Hill maintenance information: trees/shrubs on Marine Rescue hill is on Crown Land but managed by PSC. Arborists have conducted an assessment with outcome as follows: 4 trees are to be removed, another 4 to be deadwooded.</li> </ul>	
3.1	Minutes of last meeting held 21 May 2021 & circular email in lieu of August meeting	Kim	Minutes endorsed by Lenore Lott and Elma Carey	
4.0	<b>ADMINISTRATION</b>			
4.1	Key Meeting Dates for 2022	Fiona	<p><b>Fiona</b> circulated the meeting dates handout to all attendees. <b>Kylie</b> asked if the dates &amp; time (3<sup>rd</sup> Friday / QTR @ 3.30pm) are still suitable for everyone.</p> <p><b>HVO reps: Everyone agreed dates/times are fine.</b></p>	
4.2	HVCC member Ballot / Key Ballot Dates	Fiona	Halifax, Fingal North & Fingal West positions are coming up to the end of their 2 year terms on the committee and therefore up for election by end of January 2022.	

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			<p><b>Kim &amp; Fiona</b> discussed timing of election, but decided to continue as majority of van owners would be onsite during this time &amp; nominees could rally their electorates.</p> <p><b>Fiona</b> circulated Nomination documents &amp; Key Dates for whole process to commence on Monday 22 Nov.</p> <p><b>Fiona</b> suggested she would also try and set up online voting via Newbook, as well as paper/email voting.</p> <p><b>HVO Repts</b> agreed this was a good idea.</p> <p><b>ACTION:</b> Fiona to distribute information to HVO in each precinct by COB Monday 22/11/21.</p> <p><b>ACTION:</b> Fiona will also note this in the next Newsletter</p>	
4.3	Pet/Bike rules	Kim	<p><b>Kim</b> explained that during recent conversation/visits to other parks up the coast, it was advised that the Parks are either Pet Friendly at all times, or not at all. Management made an Operational / business based decision to make 3 main Parks Pet Friendly at all times.</p> <p><b>**Limitation to ONE pet during Peak times: Summer hols/LWE, etc..</b></p> <p><b>HVO reps:</b> voiced their concerns that people are already not having dogs contained or under control, &amp; are leaving them to bark and so forth.</p> <p><b>Kylie:</b> advised to please let office know if there are any issues &amp; staff will do their best to address the issues as they occur.</p> <p><b>ACTION:</b> Fiona to reiterate in next Newsletter again. Encourage HVO's to complete Pet Register as they are regular users of the Park.</p> <p>Bike rules have changed as noted on last Newsletter: ONLY push bikes and scooters are permitted. No electric/motorized anything.</p> <p><b>HVO Repts:</b> voiced concerns that no one takes any notice of these rules and are still using such devices and at speed. New amenity pathway/ramp is going to be a great new play area for kids.</p> <p><b>Kylie:</b> Please advise office of any such activity, &amp; staff will do their best to address it. It is challenging to stop all such activity as we know park users will continue when no staff around. All we can do is advise park users &amp; staff to police as best possible. Ultimately it is parents/guardians who should be ensuring the Park rules are followed by those in their care.</p> <p><b>ACTION:</b> Fiona to reiterate new rules in next Newsletter again</p>	

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4.4	Security	Kim	<p>Kim advised that every 2 years, a tender process is undertaken for the Security provider for the Holiday Parks. A new Security company will be commencing on 1 December: "Balanced Security Solutions". This company already provides a service for other PSC owned/run properties in the LGA/Tomaree peninsula. Contact details for Park guests/HVOs remains the same: 49880990 to reach After Hours service provider.</p> <p><b>Harvey:</b> asked when Security are expected to be at Parks, especially during Peak times. Request details be included in next Newsletter</p> <p><b>Peak times:</b> Dedicated car for our Holiday Parks every night: 6pm to 6am. Potential for Static guards on main dates of concern: Boxing Day night, New Years Eve, Australia Day night.</p> <p><b>Other times:</b> <i>Mon –Thurs:</i> patrol car dedicated to PSC properties in the Bay. <i>Fri - Sun:</i> dedicated patrol car just for PS Beachside Holiday Parks.</p> <p><b>ACTION:</b> Fiona to include in next Newsletter</p>	
4.5 (4.6)	Items to be added to next Newsletter	Fiona	Please submit item requests prior to Friday 3 Dec 2021	
<b>5.0</b>	<b>RISK</b>			
5.1	Tree Inspections: Fingal	Kim/Kylie	<p><b>Kim</b> advised that 2 trees at Fingal are of concern by HVO's: P41 &amp; AM06.</p> <p>Preliminary inspection is that both trees appear to be healthy. PSC will not remove a healthy tree even if it is within 5m of a van, because a holiday van is classed as a removeable structure.</p> <p><b>AM06:</b> tree is starting to lift the road. If internal Park roads are gazetted under NSW Roads, this tree will be dealt with as it poses a risk to the general public. If they are not, this tree will be assessed by an independent arborist along with the one at <b>P41</b>.</p> <p><b>Fiona</b> has already commenced the PSC process to have the trees properly assessed by an arborist.</p> <p>We will continue to liaise directly with the HVO's involved, and will advise HVO reps accordingly.</p>	

6.0			
6.1	Orana Street amenity update	Kim/Kylie	<p>The new amenities at Orana Street at Fingal have incurred many delays: COVID, availability of materials/contractors &amp; recent wet weather. Concreting has been rescheduled 3 times in last month. Has now been completed, with turf &amp; mulch due to arrive next week.</p> <p>The Temporary amenities have had to be disconnected ahead of their removal on 22/11/21. Whilst situation is not ideal, it has been out of our control.</p> <p><b>Kim</b> advised that staff are pulling out all the stops to get the new amenities open by Friday 26/11, whether turf/mulch is down or not. Any areas of sand remaining will be cordoned off/remain fenced, just so the building can be opened.</p> <p>The site fence will be moved prior to the building being open for use. The issue with the relocation of the Waste Station to Orana Street is being addressed. The relocation will still occur to the nominated area, however not until after Peak/Summer holidays now &amp; will have an acceptable outcome for everyone. Looking at swapping to smaller bins with better manouverability, better access for kids, no access to large items, and a gate system along the road frontage, with pedestrian access.</p> <p><b>Steve:</b> Were Risk Assessments conducted for this amenity &amp; relocation project or have decisions just been made adhoc by Park Management? Why can't we just have the one waste station like Halifax and Shoal Bay that is accessed from outside the Park by the Garbage Trucks?</p> <p><b>Kim/Kylie:</b> <u>Everything</u> that we do undergoes Risk Assessment, and as an outcome the decision to move the Waste Station was made so the trucks do not have to reverse or traverse the roads against the traffic directional arrows. One waste station is not appropriate for Fingal.</p> <p><b>Kylie:</b> Some HVO's have had to put up with the bins opposite/near them for over 20 years, &amp; if the bin location was somewhere else other HVO's would be impacted.</p> <p><b>Harvey:</b> Confirmed that HVO's had to be removed from Shoal Bay to accommodate the new bin store which was not an ideal outcome.</p> <p><b>Kim</b> will continue to liaise directly with the HVO's affected by this relocation.</p>

			<p><b>Kim</b> took the opportunity to reiterate the purpose of the HVCC, and quoted from the Terms of Reference ‘the Purpose of the Committee is to provide a forum for meaningful discussion, facilitating appropriate consultation and engagement with HVOs toward the implementation stages of development and change occurring across the Parks.’</p> <p><b>Harvey:</b> this was only one element of our Purpose under our Terms of Reference and that for HVO Reps the Purpose is also to ensure that HVO issues are brought to the attention, and understood, by Park Management, also as defined in the Purpose of the Terms of Reference</p> <p><b>Steve:</b> All the HVO ask for is for PSC to observe transparency.</p> <p><b>Kim:</b> HVO reps will also be updated accordingly.</p>	
6.2	Plans of Management update	Kim	<p><b>Kim</b> advised that Crown Lands have only very recently categorized the land for <i>Halifax &amp; Shoal Bay</i> as Community Land. The Draft PoM can now be resubmitted for approval.</p> <p>However, as <i>Fingal Bay</i> has a permanent resident – no decision regarding categorization of this land has been made, therefore the Draft PoM cannot be submitted.</p> <p>In regards to a HV site at <i>Halifax</i> that was purchased earlier this year under strict conditions that only one full term of occupancy could be offered, with notification of termination on 30 June 2022 given: COVID lockdowns, subsequent loss of income to fund anticipated works &amp; the PoM only just being resubmitted for approval, may be sufficient reason to allow a further 12 month term of occupancy in this case.</p>	

	**Agenda Items submitted but not included	Kim	<p><b>HVO reps:</b> Why were some of our requested Agenda Items not included?</p> <p><b>Kim:</b> The Chair has the right to accept or deny any agenda items, especially if they are considered as operational issues.</p> <p><b>Steve:</b> Can we be notified that items are denied, and request that it be Minuted that some submitted items were not included as Agenda Items.</p> <p><b>Fiona:</b> The following items were denied:</p> <ol style="list-style-type: none"> <li>1. <i>The mess of the Orana Street amenities building site.</i></li> <li>2. <i>The recent Site Inspection reports sent out to some HVO's in South precinct causing upset</i></li> <li>3. <i>discussion on the documentation of the emergency management plans for each holiday park.</i></li> <li>4. <i>Covid plans</i></li> </ol> <p>The following conversations then occurred:</p> <ol style="list-style-type: none"> <li>1. Covered in the update provided</li> <li>2. the Site inspections that upset some HVOs, were conducted during lockdown – same format, same set of observations as per previous inspections in 2020/21– however a decision was made to hold off sending them until the Parks re-opened. After Fiona received some emails &amp; phone calls giving 'constructive feedback' (some very inappropriate), she emailed an apology to the HVOs for causing any distress, as this was definitely not the intention.</li> <li>3. All our Parks have an Emergency Management Plan in place which will be activated should the need arise. Guests/HVOs should call the appropriate authority including our after hours service for assistance – 49880990: 24/7 or 000 if a Police/Medical/Fire emergency.</li> <li>4. We have approved COVID plans in place should we need to activate them. Kim advised that each HVO / guest must make the decision on whether to travel or not due to COVID concerns.</li> </ol> <p><b>ACTION:</b> Fiona to add this to the next Newsletter</p>	
7.0	<b>OTHER MATTERS</b>			
7.1	Next Scheduled Meeting Date	Kim Latham	<ul style="list-style-type: none"> <li>• 18 February 2022 at 3.30pm @ Shoal Bay Conference Room</li> </ul>	

## NEXT MEETING

**Date:** 18/2/2022      **Time:** 3.30pm      **Venue:** Shoal Bay Holiday Park (Conference Room)

## MEETING CODE OF COOPERATION

We start on time and finish on time.

We all participate and contribute – everyone is given opportunity to voice their opinions.

We use improvement tools that enhance meeting efficiency and effectiveness.

We actively listen to what others have to say, seeking first to understand then to be understood.

We follow up on the actions we are assigned responsibility for and complete them on time.

We give and receive open and honest feedback in a constructive manner.

We use data to make decisions (whenever possible).

We strive to continually improve our meeting process and build time into each agenda for reflection.

We will promote best practice, keeping open minds, combining our experiences and shared learnings to inform our deliberations.