

## MEETING MINUTES



### Meeting

**Team Name:** Holiday Van Consultative Committee

**Date:** 22 February 2019

**Time:** 4.30pm

**Venue:** Shoal Bay Holiday Park (Recreation 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)	Nigel Walker (PSC)	Emma Stothard (PSC)	Lorraine Fellows (PSC)
Kim Bray (S Bay)	Steve Larsen (FB – North)	Ken Royle (FB – East)	Elma Carey (FB – South)	

### Apologies

Michelle Bethune (PSC)				
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Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>				
		5 mins	Chair	Meeting opened at 4.30pm	
2.0	<b>APOLOGIES</b>				
	Michelle Bethune	5 mins	Chair		

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
<b>3.0</b>	<b>MINUTES AND OUTSTANDING ACTIONS</b>				
3.1	Minutes of last meeting held	20 mins	Kim Latham	Endorsed – Steve Larsen	
3.2	<b>Amendments to Minutes of meeting 7/12/18</b>			4.1: Fiona handed out & read a Farewell note written by Harvey Bennett.	
3.3	Outstanding Actions from May 2018	5 mins	Kim Latham		
<b>4.0</b>	<b>ADMINISTRATION</b>				
4.1	After hours call outs		Kim Latham	<ul style="list-style-type: none"> <li>Kim clarified that the \$150 callout fee could be used as a deterrent to offenders, however the offender could be charged if the call out is for non-emergency issues. The caller may only be charged if staff have to attend for a non-emergency issue such as powerheads constantly tripping out.</li> </ul>	
4.2	Use of Contractors process		Kim Latham	<ul style="list-style-type: none"> <li>Clarification from PSC Risk Team will be sought to ensure correct process is followed when Van Owners are engaging contractors.</li> </ul>	
<b>5.0</b>	<b>RISK</b>				
5.1				<ul style="list-style-type: none"> <li></li> </ul>	
<b>6.0</b>	<b>HOLIDAY PARKS</b>				
6.1	Holiday Van Sales Period 2019		Fiona Snow	<ul style="list-style-type: none"> <li>Process is underway, with Site Audits and Safety/Compliance checks occurring over the next week. Only recent additions that have <b>not</b> been approved will be marked as non-compliant. However existing compliance issues will be noted but with no action required. General safety points such as electrical lead tags and gas compliance plates will be checked. Site boundaries and site usage will be marked and mapped. Valuations are scheduled for Friday 1 March.</li> </ul>	

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6.2	Holiday Van Compliance: Test & Tag/tropical roof/awning inspections		Fiona Snow	<ul style="list-style-type: none"> <li>Continue researching options of bulk Test &amp; Tagging by PSC approved electrical contractor – offer minimal charge to Holiday Van Owners.</li> <li>Steve Larsen would like to offer Free test tagging if Van Owner pays \$20 to join PSCCA: Fiona to investigate further, and discuss with Steve.</li> <li>Steve requested where in the Regulations/SOP it states that inspections of awnings/tropical roofs are required. If they are built to specs there should be no need.</li> </ul>	<p><b>ACTION:</b> Fiona to follow up and investigate viable options</p> <p><b>ACTION:</b> Fiona to locate and forward on appropriate regulation to all attendees</p>
6.3	Tents/Swags on Van Sites		Emma Stothard	<ul style="list-style-type: none"> <li>During Summer holidays they were many tents/swags on van sites. Mostly Tourist but some Holiday Van sites too.</li> <li>Gazobos are being erected in car spaces on Holiday Van sites and owners are parking in common areas or on vacant sites.</li> <li>Rule is No tents or swags are permitted to be erected on van sites. Tourists are informed. Park try to control during daily walk around but would appreciate notification by Van Owners when it is noticed.</li> </ul>	<p><b>ACTION:</b> Staff to continue to enforce this rule.</p>

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
6.4	Parental responsibilities		Emma Stothard	<ul style="list-style-type: none"> <li>Discussed the problem of children breaking the Park rules. Staff appreciate if Van Owners can lead by example and guide others where possible.</li> <li>Halifax has issues with paddling pools being used but left unattended with water still in them. Due to risk factors, these are no longer permitted.</li> <li>Use of sprinklers during certain hours at Fingal was requested to be reviewed as hours are unrealistic</li> <li>Issue with bikes and scooters being used in the breezeway at Gooyah Street amenities. Request for more permanent signage indicating No Bikes in this area</li> </ul>	<p><b>ACTION:</b> Paddling pools are banned from ALL parks</p> <p><b>ACTION:</b> Signs to be amended (rec room noticeboard?)</p> <p><b>ACTION:</b> Better signage for this area</p>
6.5	Solar options for Holiday Van Owners		Steve Larsen	<ul style="list-style-type: none"> <li>Request for options to be researched if solar panels can be installed and Van Owners could potentially go "off the grid".</li> <li>Nigel has already engaged with a company to monitor utility usage across the Park. Once findings have been received and reviewed, information will be conveyed to the Holiday Van Consultative Committee at a future meeting.</li> </ul>	<p><b>ACTION:</b> The outcome of the report will be provided to the Holiday Van Consultative Committee representatives</p>
6.6	Lighting in Nannagai Street		Kim Bray	<ul style="list-style-type: none"> <li>Have the Mamangement Plan Scope been sent out for tender? Is there any plans to upgrade lighting?</li> <li>Kim L advised that Plans had been sent out to tender, however lighting is an operational issue that can be addressed by Park Management</li> </ul>	<p><b>ACTION:</b> Michelle Bethune to investigate issues with bollard lights/need for better lighting in this street</p>

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
6.7	Evacuation Plans for After Hours emergencies		Kim Bray	<ul style="list-style-type: none"> <li>Concerns were raised regarding what happens in case of an emergency. As no onsite manager who takes control of the situation/ what are the procedures? Where does everyone meet? Who is onsite?</li> <li>Kim L advised that there are plans but may need to be reviewed/updated</li> <li>Kim B enquired if other Parks had Pre-incident Plan for NSW Fire department as Halifax do</li> </ul>	<p><b>ACTION:</b> Emergency &amp; Evacuation Plans, and Park Map to be reviewed and displayed in common areas and sent in the Holiday Van Owners Newsletter</p> <p><b>ACTION:</b> Follow up with Nicole Le Grange</p>
6.8	Recycle Bins – Urban Foragers		Kim Bray	<ul style="list-style-type: none"> <li>The issue with random people coming onsite in middle of night rummaging through recycle bins was acknowledged as a problem at all properties</li> </ul>	<p><b>ACTION:</b> Install better signage.</p>

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7.0	<b>OTHER MATTERS</b>					
7.1	General Business			<ul style="list-style-type: none"> <li>• Security over summer holidays: drove through too fast to see anything. Did come through at 2 times in night but only round boundary streets none in the middle.</li> <li>• In future guards to wear HiVis jackets with SECURITY on back of.</li> <li>• A 2<sup>nd</sup> patrol car will be attending our parks on major Public Holidays</li> <li>• Will the 2 external toilets at Orana street amenities be reopened? Due to old terracotta pipes collapsing, only access area was via these 2 toilets. Once pipes are fixed, then it is hoped that the toilets will be reinstated.</li> <li>• Can the PSSCA Meeting dates be published in the Holiday Van Newsletter? Yes, please advise Fiona of dates</li> <li>• Would a rear gate at Fingal Bay ever be considered? Consideration would be given however all reps need to discuss and agree if this should be an option and it can reviewed at a future meeting</li> </ul>	<p><b>ACTION:</b> Security company to be advised to attend middle streets as well</p> <p><b>ACTION:</b> Fiona to include PSSCA meeting dates in Newsletters</p> <p><b>ACTION:</b> HVCC reps to discuss and table at next meeting</p>	
7.	Next Meeting Date	5 mins	Kim Latham	<ul style="list-style-type: none"> <li>• 17 May 2019 at 4.30pm</li> </ul>		

**MEETING CLOSED AT 5.40pm**

## NEXT MEETING

**Date:** 17/5/19

**Time:** 4.30pm

**Venue:** Shoal Bay Holiday Park (Recreation 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.