



## **Summer Edition: December 2021**

Summer is here, but you really wouldn't think so with this La Nina weather system around - fingers crossed we get some typical Aussie summer weather soon! It's so good to see the Parks buzzing with patrons again since we reopened for business, and it's going to get busier!

We'd like to wish everyone a Merry (& safe) Christmas and an equally safe and Happy New Year and holiday season, from all the holiday park staff.



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### **NEW AMENITY BUILDING NOW OPEN @ ORANA STREET**

As you would be aware, the old Orana Street amenity block has been removed with new buildings now in place, and open for everyone's use. Landscaping and the relocation of the waste station will follow after the Summer Holidays. MLAK keys are required to access the disabled facilities, and a key is available from the office to access the family bathroom. (A \$20 cash deposit is required.)

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### **COVID-19**

Our Holiday Parks continue to operate under the current Public Health Order (PHO) COVID-19 rules and guidelines. Any relevant changes to the rules will be conveyed accordingly. In the meantime we appreciate everyone continuing to check in and out of the Parks using the Service NSW QR code observing any signage regarding restrictions and rules for inside communal areas. *Please be advised that all Parks have a COVID Plan in place that will be activated should the need arise.*

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### **WASTE STATIONS**

Our Park bins are for general household waste only. We'd appreciate the correct bins **being** used for general rubbish / recyclables. If recycle bins are contaminated with rubbish, none of the contents can be recycled. Any large items, building waste, etc. should be taken home or to the Salamander Waste depot. Please refrain from illegal dumping at our waste stations as we consider this a serious breach of our occupancy agreement with you.



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## **PET POLICY HAS CHANGED**

Pet Policy & Rules have recently changed as mentioned in the previous Newsletter and on our website:

Dogs are now allowed when camping or caravanning (including HVO's) all year round.

If you are intending on bringing your dog/pet at any time throughout the year, please notify the Admin Officer or the Park of the breed and how many you will be bringing. We have a Pet Register in place and appreciate everyone intending to bring their fur baby to the Park to complete & return the form for our records. The form and pet rules are attached. Dog park maps can be found on the Port Stephens Council website: <https://www.portstephens.nsw.gov.au/play/recreation-in-port-stephens/cycling-and-dog-park-maps/dog-parks>

Please take the time to familiarize yourself with the Park Pet policy & rules, as they are in place at all times and for everyone to observe. When walking Fido through or around the Park, they must be on a lead and under control, so if you're sending the kids without adult supervision they must be able to control them in all situations and importantly, pick up the dog poo and dispose of it in the general waste bins.

***We have a strict limit of 1 dog/pet during peak periods: All of Summer, Spring and Autumn Holidays, all Long Weekends and Public Holidays.***

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## **BIKE RULES HAVE CHANGED**

Bike rules have recently changed as mentioned in the last Newsletter and on the website:

We now only allow [push bikes & scooters](#) in the Parks grounds. ***Skateboards, rollerskates/blades, trikes, etc. are no longer permitted.***

We have never allowed any electric/motorized bikes, scooters, skateboards, eskies, etc. which continues to be the case - we appreciate you not using them in the Park grounds as there are safety concerns with the use of such 'vehicles' for both riders, pedestrians and other road users.

Park Rules are also attached for your convenience. Please ensure all push bike and scooter users familiarize themselves with them. Helmets must be worn at all times by all riders.

It is important to reiterate that amenity blocks & surrounding paths, areas around/near the boomgates and the high traffic areas at the entry/exits of the Park are off limits for riders



## HOLIDAY PARK ETIQUETTE

HVO/Guests/Parents/Carers/Guardians - Your charges (family, guests & kids) are Your responsibility. Please ensure everyone is aware of the Park rules and their obligations when staying onsite. If each person does the right thing, peace and harmony will prevail & everyone enjoys themselves.

FYI: Having people constantly running or walking through your site, or using it as a shortcut is disturbing, and quite upsetting for some van owners. As can constant noise/music, dogs barking, etc. Please consider other Park users and their comfort & enjoyment.

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## SECURITY

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: **4988 0990** to reach our After Hours service provider.

Our patrols commence daily at 6.00pm through to 6.00am. Please don't hesitate to contact our after hours service if needed.

*NB: Admin Officer (4988 0650 or Option 4 through the main phone number) is only manned during general office hours Mon to Fri. This number does not connect to the After Hours Service.*

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## IN CASE OF AN EMERGENCY

Guests/HVOs should call the appropriate authority including our After Hours service for assistance - **4988 0990**: 24/7 or **000** if a Police / Medical / Fire emergency

*All our Parks have an Emergency Management Plan in place which will be activated should the need arise.*

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### ***Local Emergency Contact Numbers:***

- **Holiday Parks 24/7 & After Hours Contact: 4988 0990 - there are bigger signs on the front door of each Park reception. Consider keeping this number on the fridge!**
- **000 for any Emergencies**
- Nelson Bay Police Station - 16/18 Government Road, Nelson Bay: 4927 7220 for local area command station, 131 444 for crime reporting,
- Fire & Rescue NSW, Salamander Bay Station - 4981 1376



- Tomaree Community Hospital - 2 Trevally Street, Nelson Bay: 4984 0700
- Shoal Bay Medical Centre - 5 Government Road, Shoal Bay: 4981 2600
- Nelson Plaza Clinic - medical centre - 29 Stockton Street, Nelson Bay: 4981 2555
- My Medical Services - medical centre @ Keel Street, Salamander Bay: 4981 1733
- Salamander Bay Medical Centre/Bay Medical Group, Suite 1/6 Central Ave, Salamander Bay: 4981 1722

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Port Stephens Caravanners and Campers Association (PSCCA)

COVID - 19 has for the last 18 months caused great disruption to our Australian lifestyle. Safety measures have been implemented by state and federal governments in an effort to protect the population. These measures have led to many changes to our lifestyle including the cancellation of recent meetings of the PSCCA. Hopefully the high vaccination rate and relaxation of some of the COVID restrictions will allow for life to resume some normality. The next meeting of the PSCCA is in 2022 and at this stage is scheduled for Easter Sunday.

*In closing on behalf of the PSCCA I would like to extend best wishes for the festive season. Please have a Safe, Merry Christmas and a Happy New Year!*

*Steve Larsen - President Port Stephens Caravanners and Campers Association*

*Mobile telephone 0488023234*

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**HOLIDAY VAN CONSULTATIVE COMMITTEE REPRESENTATIVE NOMINATIONS**

HVCC representative nominations are open for Fingal Bay North precinct, Fingal Bay West precinct & Halifax Holiday Park - if you're interested in representing your precinct on the Committee, don't forget to nominate by 20 December 2021. Information was emailed out to HVOs in these areas on 22 November. If you would like a Nomination form please contact Fiona.

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**Holiday Van Consultative Committee - Holiday Van Owner (HVO) representatives:**

The next scheduled meeting is on Friday 18 February 2022. Please contact your area rep, or any of the others if preferred, if you would like them to request an Agenda Item (must be of a collective nature only).

If you would like them to keep you up to date in regards to Park matters, please give your contact details to your rep. We will not give out anyone's personal/contact details to them.

The HVCC reps details are as follows:



**Fingal Bay North (nominations open now):** Steve Larsen:

- Site: AM13C. Phone / text: 4988 6086 / 0488 023 234.
- Email: sla91786@bigpond.net.au.
- When: Between 8am & 5pm daily

**Fingal Bay West (nominations open now):** Elma Carey:

- Site: P57. Phone or text: 0478 082 777.
- When: Between 9am and 4pm daily

**Fingal Bay South:** Lenore Lott:

- Site R18. Phone or text: 0421 081 305.
- Email: rob\_lenore@hotmail.com
- When: Between 9am and 5pm daily

**Halifax (nominations open now):** Debbie Byers:

- Site 22. Phone or text: 0488 729 866.
- Email: debbyers@bigpond.com.
- When: Between 9am and 5pm daily

**Shoal Bay:** Harvey Bennett:

- Site A13. Phone or text: 0439 072 244.
- Email: harveybennett@tpg.com.au
- When: Between 9am and 4pm daily

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**Holiday Reminders:**

Works on Holiday Vans is not permitted during school holidays. Contractors are not permitted onsite during holidays. Please contact the Admin Officer (or Park manager) if you have a situation that requires urgent attention by a contractor.

Holidays are a time to relax and enjoy, not listen to people working, banging, making noise.

If you see something that is not right – be it a hazard, a running tap or someone constantly flouting the rules, please let us know. We cannot rectify issues that we are unaware of.

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### **General Reminders:**

- If you haven't done so recently, please change / renew the battery in your smoke detector! Don't forget, call out fees apply if our staff receive complaints about the noise & have to come out in the middle of the night to stop detectors beeping.
- All Alterations/Additions/Maintenance to your van, annex and any associated structures and the site are subject to Park Management approval through the Site Alteration process.
- Site Inspection reports should be completed within the allocated timeframes as noted on the report. Additional times will be allowed for the Summer Holiday period as works are not permitted during this time. If you need an extension for any items, please send your request to Fiona / Admin Officer.
- Contractors:
  - are permitted onsite ONLY during office hours (9am to 5pm) on weekdays.
  - must QR code in/out of the park and sign in/out in the contractor register in the office.
  - will be given a daily boomgate access code to access the park - please do not give your personal one out, as it could potentially be misused.
  - are not permitted to work outside of office hours at any time. Arrangements should be made for them to start after 9am and finish before 5pm.
  - are not permitted to work on weekends (unless prior approval by park management is granted).
  - will not be able to access HV spare keys **strictly until 9am\*\*** when the office opens - Monday to Friday and only by prior arrangement. Keys must be returned to the office before 5pm.
  - **\*\*Requests made to the after hours service or onsite grounds/housekeeping staff outside of office hours to gain access to HV spare keys will not be accommodated.\*\***
- Call 4988 0990 to reach the Park between 9am & 5pm daily or our After Hours Service outside of office hours
- Call 4988 0650 to reach Fiona / Admin officer during general office hours, Monday to Friday only. This number is not attended on weekends or after hours.

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**Admin Request Reminder:** *a small but time saving Admin Request:* pictures of documents (in photo/JPEG/JPG/IMG format) that are sent via email, rarely come through as a usable document: they are either unclear, too small / large, or not attached properly, and I have to spend unnecessary time trying to manipulate them so I can either read them, or convert them to a printable or usable document. To save us both time and effort, PLEASE scan and email documents to me preferably in PDF format & as an attachment: not included in the email content. The free Scanner apps available on smart devices are pretty good & user friendly and can convert the files to a usable format.

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## **Quarterly Electricity Charges - 1st & 2nd Quarter of 2021/2022**

Electricity meter reads will be conducted, invoices prepared & emailed during the week commencing 13 December 2021, and will include charges for July to December 2021.

Electricity charges are charged quarterly in line with current market rates. Charges will be applied to your accounts on the basis of consumption at the same rate as domestic customers of the local energy supplier including daily availability charges.

<b>FEE NAME</b>	<b>DESCRIPTION</b>	<b>FEE AMOUNT INCLUDING GST</b>
<b>Holiday Van Site Electricity Usage</b>	Metered electricity usage charged quarterly based on latest retail tariffs of a local area energy retailer	<b>27.48</b> cents per kWh
<b>Electricity Service Availability Charge</b>	Currently calculated per day for 150 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly.	<b>\$33.00</b> per quarter

*Fiona Snow: Holiday Van Admin Officer: **p** 4988 0650 / **m** 0428 542 137 / **e** [holidayvanenquiries@portstephens.nsw.gov.au](mailto:holidayvanenquiries@portstephens.nsw.gov.au)*

*The Holiday Parks Business Unit staff are mainly located in the main building at Port Stephens Koala Sanctuary at 562 Gan Gan Road, One Mile, NSW 2316.*

*However, the Admin Officer does move around all the Parks. Please call first to see where she is working from on any given day. The admin officers phones are only monitored Monday to Friday between 9am and 4.30/5pm. Please call 4988 0990, and choose the existing booking option for your holiday park outside of these hours.*

**Post:** PO Box 147, Nelson Bay, NSW 2315

**web:** <https://www.beachsideholidays.com.au/policies/holiday-van-owners>