

MEETING MINUTES

Meeting

Team Name: Holiday Van Consultative Committee

Date: 19 February 2021

Time: 4.30pm

Venue: Conference Room, Shoal Bay Holiday Park

Chairperson: Nigel Walker

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

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

Apologies

Kim Latham (PSC)				
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME			
		Nigel Walker	Meeting commenced at 4.30pm. Nigel introduced & welcomed Lenore to the group as it was her first meeting. Nigel welcomed Harvey Bennett as an invitee rep for Shoal Bay.	
2.0	APOLOGIES			
	Kim Latham	Nigel Walker	Kim Latham was a late apology	

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3.0	MINUTES AND OUTSTANDING ACTIONS			
3.1	Minutes of last meeting held	Nigel	Endorsed by Elma Carey	
3.2	Outstanding Actions from 20 November 2020	Nigel	<p>Outstanding ACTION: Nigel will investigate other payment options (for site fees) and will report back at the next meeting.</p> <p>Nigel: BPAY is potentially an option for paying site fees. There are additional costs involved per transaction. Also there are set up costs for PSC finance, therefore Expression of Interest (EOI) would have to be sought from HVOs.</p> <p>ACTION: Fiona to include this item in the next Newsletter</p>	March 2021
4.0				
4.1	Draft TOR – reviewed Feb 2021	Chair	<ul style="list-style-type: none"> • Copy of Draft TOR distributed to group showing tracked changes • Reps to review, and any feedback/suggestions required within 14 days to Fiona 	5 March 2021
4.2	T's & C's – to be reviewed March 2021	Fiona	<ul style="list-style-type: none"> • SOP and Occupancy Agreement T's & C's due to be reviewed in March • Draft Documents with tracked changes/summary sheet will be sent to all reps • 14 day review with responses sent to Fiona 	Mid-April 2021
4.3	Holiday Van Sales Period 2021	Fiona	<ul style="list-style-type: none"> • Key Dates for 2021 HV Sales Period distributed to group • Notification of sales period to be emailed to all current HVOs by end of next week 	26 Feb 2021
4.4	Electricity Service Availability charge	Steve L	<ul style="list-style-type: none"> • Steve: contesting the amount of service availability charge that we on charge to HVOs. Fair Trading document was distributed to group regarding utility and other charges. Steve suggested that as he understands it we should only be charging 20% of the local area SAC as we supply less than 20amps of power. • ACTION: Fiona to investigate further, and contact our governing body (CCIA) for their advice. Will revert to group when we have received relevant information. 	ASAP
4.5	Items to be added to next Newsletter	Fiona S	<ul style="list-style-type: none"> • Please forward any suggestions/items for the next Newsletter by 8 March 2021 	8 March 2021
5.0				

5.1	Security / Thefts over Peak	All HV reps	<ul style="list-style-type: none"> • Elma: security are hopeless. On their phones at the front gate all the time • Lenore: Didn't see any until after the school holidays • Steve: Suggests the installation of additional security cameras in other areas. Currently CCTV of front entry/exit area of the park but none at the side gates, which allegedly are never locked. • Kylie: Security Company are given a full brief prior to Peak, including patrolling on foot, locking gates, pool, games rooms and so forth. <ul style="list-style-type: none"> ○ There are given a detailed checklist. ○ We had a dedicated patrol car that mainly stayed between 3 main parks, plus the roaming patrol car as well. ○ On main Peak nights, we also had static guards. ○ We given a daily report from the night before detailing any issues. ○ The introduction of an after hours call out fee to perpetrators is used as a deterrent if management have to call a guest. ○ Many other provisions were put in place as precautionary/preventative measures to counteract other potential issues. ○ CCTV footage is not accessible by Park staff, only if Police send a request to PSC for footage. ○ Cannot reiterate enough for everyone to call the after hours number at any time to report issues. Also, report thefts directly to the Police to get an event reference number. • Allegedly @ Fingal: HVOs questioned security on occasions regarding the locking of the side gates and allegedly, they could not confirm this was supposed to happen. There was also mention of security guards giving 'pushback' to HVOs/guests at times. • Harvey: HVOs/guests struggled to find the after hours number on the front of the reception. Request for it to be posted in larger print/better location. • Elma: Issue with people climbing over the back fence using ladders to access the park. Using the cover of motorhomes and caravans parked on the eastern side of Farm Road along Park boundary fence to throwing stolen items over the climb over to collect items. 	
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			<ul style="list-style-type: none"> • ACTION: Kylie to follow up with Security Company as debrief after peak. • ACTION: Kylie to request each Park to ensure after hours number is large and clear on front of reception. • ACTION: Fiona to add the after hours number to next Newsletter and to include the phone number for Police incident reporting 	
5.2	Vehicle Access per site (HV vs Tourist)	Harvey B	<ul style="list-style-type: none"> • Harvey: Questioned why some tourists were permitted to have multiple vehicles in per site when many HVOs are having 2nd vehicle access codes revoked. Texted photos to Fiona to pass on to Park management. What is the process when this occurs? • Kylie: Advised that no one would be issued with more than one code, as there is a strict one vehicle per site. They are asked to remove a vehicle and park it outside the Park. If they are chatted to on more than one occasion, it is noted on their booking. They are all sent a diagram prior to arrival of how they should set up their site. However, it is known that many offenders wait until the park staff are offsite, and then do whatever they please. This year the parks are compiling a list of bookings who had to be approached regarding non-compliance of rules and staff requests (especially multiple offenders) and they are going to be contacted prior to final payment to ensure they are aware of our requirements. If fail to comply they will not be able to rebook for next year. 	
6.0				
6.1	Test Tag Project 2021	Nigel/Fiona	<ul style="list-style-type: none"> • Nigel: Powerhead/RCD testing is due to commence within 2 weeks. • Power lead testing: <ul style="list-style-type: none"> ○ Last years Opted INS: automatically get tested - \$10 fee. Rectifications is HVO responsibility and cost. ○ Opted Outs – this is last chance to Opt In. New leads will be at HVO cost + \$10 test fee. All other rectification are HVO responsibility & cost. ○ All Opt outs must comply with our requirements. • Fiona: waiting for clarification on a few final details from Building Trades, then information will be emailed to all HVO regarding 	End of February.

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			<p>2021 Test Tag project. Hopefully within the next week (or 2 at most).</p> <ul style="list-style-type: none"> • Steve: It was originally mentioned there would be no penalty for those HVO who opted out first time round. The leads being used are not sufficient for external use as noted on tag left attached to some leads. • Nigel: First time was a trial. If original Opt Outs decided to Opt In for the second round, we would not penalise them for change of mind. No mention of fees/charges/costings. Leads are purchased from reputable supplier by our Electrical contractor team. We have been advised that they can be used externally. 	
6.2	Orana Street amenities / cleaning	Lenore / Elma	<ul style="list-style-type: none"> • Lenore/Elma: Amenities were horrendous – blocked toilets, running toilets, burst sewer pipes, etc.. What is happening with Orana Street block? • Nigel: Whole building is being replaced along with underground infrastructure. <ul style="list-style-type: none"> ○ Tender has been awarded to East Coast Homes who have built many of our cabins. (Different company to SG & HP amenities). ○ Building is scheduled for delivery onsite in August and operational by the September/October school holidays. ○ Same number of toilets and showers will be included (which is calculated within the legislative guidelines) as well as guest laundry, family & disabled bathroom facilities. ○ Project manager has been appointed (Josh...) who will be coordinating the whole project. ○ Temporary amenities will be located on tourist sites opposite the garbage area on Rumaï Street (sites 122, 123 & 124) • Steve: What triggers the second side of Gooyah Street amenities to be opened – they have been closed even though the Park is busy. • Kylie: Both sides should be open during busy times/weekends unless cleaning is in progress. • ACTION: Kylie to check with Park staff. 	By end of month

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6.3	Bike/scooter/skateboard rules	Lenore	<ul style="list-style-type: none"> • Lenore: During Peak, use of bikes, etc. was very concerning: speeding, use around and inside amenities, speeding around blind corner, up & down disabled bathroom ramp, using after hours, well after noise curfew as well. Groups of teenagers riding / gathering around toilets. Use of electric/motorised vehicles all over Park. • Suggestion: more signage especially near garbage bins/amenities: SLOW DOWN: Children on bikes • Nigel: Additional signage had been ordered. • ACTION: Nigel to chase up signage. • Suggestion: use of temporary security cameras during peak EG: like the ATF ones being used at Tomaree Lodge • Suggestion: Use of Text Messages as reminders of Noise Curfew times/ use of bikes not permitted after dark, and so forth was a great idea. Reps thought this was a good idea and could be used more. 	By end of month
6.4	Lack of working laundry facilities	Lenore	<ul style="list-style-type: none"> • Lenore: Only half the washers and dryers were working over Peak, which was incredibly frustrating for all park users. The power to the laundry seem to trip out when more than one dryer was being used. • Nigel: Confirmed that the new amenities will have 4 washers and 4 dryers and should all be able to be used at the same time. 	

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6.5	Visitors/locals/non-guests accessing park/facilities	Elma	<ul style="list-style-type: none"> • Elma: Lots of locals and additional people coming onto site after hours staying/partying. Some sites had over 10 people staying onsite. Tents/swags being erected behind vans /cars, etc. Additional vehicles being tailgated in after hours. All putting additional pressure on the parks facilities; especially the toilets. • Nigel/Kylie: Cannot do anything if we're not told when issues are occurring. Cleaning contractors were brought in this year to alleviate the need for the grounds/cleaning staff to have to spend all day cleaning the toots. However, it appears that this approach may not have worked as well as expected. Our staff have still been stretched to the max, and have been demoralised having to constantly deal with all the 'human waste deposits' being left by some very mentally disturbed individuals. See Kylie's response for point 5.2 re list of offenders. 	
6.6	Dogs in the park over Peak	Elma	<ul style="list-style-type: none"> • Elma: Many people (tourists and HVOs) were sneaking in dogs during Peak. • Fiona: No one notified me that there were dogs in the Park. If no one says anything, the issue cannot be addressed. No one likes being a dobber but sometimes it is necessary. Can do anonymously if desired. • Elma: Why is the QR code not a NSW Government one? It'd be so much easier to 'check in'. Also can we have a QR code at the Boomgate so we don't have to get out of the car every time? • Kylie: We bought the codes before the NSW Government one was easily accessible. It is not mandatory to use the NSW one. We also have all the data stored from this one now and will continue to use it. We cannot put a code at the boomgates as this will encourage people to use their phone when in control of a vehicle which is illegal on NSW roads. We can give you a copy to keep at the van or in your car though if desired. 	
7.0				
7.1	Discuss Next Meeting Date	Nigel	<ul style="list-style-type: none"> • Future meeting dates and times were discussed, with a unanimous decision made for a 3.30pm start on the 3rd Friday each quarter. • Next meeting: Friday 21 May 2021 @ 3.30pm 	

MEETING CLOSED AT 5.55pm

NEXT MEETING

Date: 21/5/2021 **Time:** 3.30pm **Venue:** Conference Room, Shoal Bay Holiday Park

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.