

## MEETING MINUTES



### Meeting

<b>Team Name:</b>	Holiday Van Consultative Committee				
<b>Date:</b>	Rescheduled: 28 August 2020	<b>Time:</b>	4.30pm	<b>Venue:</b>	Meeting Room, Shoal Bay Holiday Park
<b>Chairperson:</b>	Nigel Walker	<b>Minutes:</b>	Fiona Snow		
<b>Purpose of Meeting:</b>	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)	Fiona Snow (PSC)	Kylie Moyle (PSC)	Kim Bray (SB)	Ken Royle (FB – South)
Elma Carey (FB - West)	Steve Larsen (FB – North)			

### Apologies

Kim Latham (PSC)	Debbie Byers (HHP)			
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>			
		Chair / Nigel Walker	Nigel thanked everyone for rescheduling the meeting due to PSC staff having to assist with the soft opening of Port Stephens Koala Sanctuary.	
2.0	<b>APOLOGIES</b>			
	Kim Latham & Debbie Byers	Chair / Nigel W	Kim is away on personal leave and Debbie was unable to reschedule due to prior commitments	

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<b>3.0 MINUTES AND OUTSTANDING ACTIONS</b>				
3.1	Minutes of last meeting held	Chair / Nigel W	Kim Bray endorsed the minutes from May Zoom meeting	
3.2	<p>Outstanding Action from 15 May 2020 meeting</p> <p>Outstanding Action from 21 February 2020 meeting</p>	Chair / Nigel W	<p><b>ACTION:</b> Kim L will take the HVOs feedback to the General Manager and Group Manager, however please be aware that she was given very clear direction that this was the only compensation that they are offering .</p> <p>Nigel has spoken with Carmel again in regards to PSC position regarding the compensation, and no further offer will be made.</p> <p><b>Steve L:</b> What is PSC position if the parks are forced to close again in regards to site fees?</p> <p><b>Nigel W:</b> Nothing has been mentioned at this stage.</p> <hr/> <p><b>ACTION:</b> 4.6 – Kim to investigate the training required for PSC Volunteers.</p> <p>We are waiting for PSC Governance Officer to come back with dates for all 5 reps to attend a specialised training session to be held either at the RT Admin building or before our next meeting here at SBHP. Fridays seem to be the best day for all reps however some are unable to attend any earlier than 4.30pm.</p> <p><b>ACTION:</b> Fi will contact everyone as soon as we have details.</p>	Anticipate to be prior to Novembers' meeting
<b>4.0 ADMINISTRATION</b>				
4.1	New Structure of Holiday Parks	Nigel W	<p>Nigel explained that the Holiday Parks management have undergone a restructure:</p> <p>Kim Latham remains as Holiday Park Secion Manager under the Group Manager Carmel Foster.</p> <p>Nigel Walker is now the Holiday Parks Business Manager overseeing the 4 Parks (role includes overseeing capital works, parks financials, procurement contracts for suppliers, and so forth).</p> <p>Kylie Moyle is appointed as Holiday Parks Operations Manager for the 4 Parks (role includes overseeing staff requirements, general operational requirements, and so forth)</p> <p>Jennifer Haretuku is Assistant Manager at Thou Walla Sunset Retreat, Alice Meagher is Asisstant Manager at Halifax, Emma Hardy</p>	

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			<p>is Assistant Manager at Shoal Bay and Lorraine Fellows was appointed Assistant Manager at Fingal Bay, however after 3 weeks in the role she decided to leave the employment of PSC. Nigel Walker is currently sitting at Fingal overseeing the Park until a replacement is appointed.</p> <p>We share Customer Service Staff (front desk staff) around all the Parks to cover shifts left open due to staff leave/sickness, and use labour hire/casual staff to backfill where vacant shifts cannot be filled with PSC staff.</p> <p>Port Stephens Koala Sanctuary is a stand-alone Park with it's own staff and Management being recruited.</p> <p><b>ACTION:</b> This does affect ToR Clause 7.1.1 which will be updated when reviewed in February 2021 – Fiona S</p> <p><b>ACTION:</b> Fiona to include this information in the next HV Newsletter.</p> <p><b>Elma C:</b> Concerned with the number of Victorians and Sydnersiders apparently from Hotspots being allowed into the Park.</p> <p><b>Kylie M:</b> Explained that our COVID Safe Management Plan is to constantly update on a daily basis where the Hotspots are, to manually check each COVID declaration form to ensure no one is coming from a listed area. Phone calls are made to those who do not give enough information. Park staff go to great lengths to ensure we do all that we can to avoid having anyone in the Parks that shouldn't be here. Have to remember that a Hotspot can be a suburb or an establishment /place that someone has visited, and that some people have been travelling out of their home state before all the border closures occurred. Individuals also have to take responsibility for their own health and hygiene. We can only do so much.</p>	
4.2	Overview of Sales Period 2020	Fiona Snow	<p>There were 35 Holiday Vans that applied to sell, however 2 withdrew their applications leaving 33 to sell. 32 vans were at Fingal and 1 at Halifax. 30 vans sold (all at Fingal). 3 did not sell.</p> <p>The process is massive with staff spending a lot of time and effort bringing it all together. Each year we tweak the process a little to try and make it as foolproof as possible for all parties concerned.</p>	
4.3	Overview of Occupancy Agreement e-Signature process	Fiona S	<p>Currently 85% of all HVO have currently completed the Occupancy Agreements for FY 2020-2021. Most have been the e-Signature</p>	

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			<p>versions with a few requesting to sign a paper copy. We knew that it would be challenging this year introducing the electronic version, however overall from our point of view it is a much much better and easier system to be paperless. Moving forward this process should be easier</p> <p><b>Kim B:</b> Mention that it's good because once we have countersigned the document, a copy is automatically emailed back to the HVO, whereas they never got a copy back from the paper version, which is wrong – each van owner should have been given a copy of the completed document.</p> <p><b>Fiona S:</b> Agreed that we should have returned a signed copy to everyone, and with the electronic version this will always happen.</p>	
4.4	Late or non-payment of fees and charges	Nigel W	<p>Explained that each month the park staff spent too much time chasing payments for monthly site fees and other overdue charges which should not occur if the Terms and Conditions are adhered to. It's usually only a small number of offenders however we will be enforcing the rules and enter into the Breach process when a phone call, then a friendly reminder email doesn't have to desired effect.</p> <p>We understand that some HVO's pay in the middle of the month in line with paydays, however in these cases they just have to get in front by a month so that the account is always in credit.</p> <p><b>Steve L:</b> We had to pay an additional month in advance a few years ago.</p> <p><b>Fiona S:</b> this additional payment should have been called a <b>bond</b> payment but we weren't allowed to by the manager at the time. This is also explained in the current T's and C's.</p> <p><b>Kim B:</b> Would like to see alternative ways to pay like BPAY. If the Council rates can be paid this way why can't site fees. She prefers to not allow anyone else to be in control of her accounts as they may not always be secure.</p> <p><b>Fiona S:</b> We have made this request on a number of different occasions, however the answer has always been 'no'. For what reason I do not know as I was not privy to that information at the time.</p> <p><b>ACTION:</b> Nigel will investigate other payment options and will report back at the next meeting.</p>	Report back to Committee by next meeting.
4.5	Holiday Van Owner Inhouse Stayz / Owner Occupied BookIn	Fiona S	Further testing and more investigations are required to make this new Booking In process user friendly and easy to use for those who are	

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			<p>not tech savvy. It is still our intention to get this up and running this year, however we will not be releasing it until we are satisfied that it works well. We would like the HVCC reps assistance with testing it once it is at a usable/testable stage.</p> <p>Kim B agreed that she would be happy to test it. We would like all reps to be testers so that we get more than one persons opinion.</p>	
4.6	Precincts at Fingal Bay Holiday Park	Steve Larsen	<p>Steve L asked for a breakdown of the number of HV sites within each of the 3 precincts at Fingal Bay Holiday Park as he was concerned that it wasn't equally divided.</p> <p>Fiona provided a marked site map and mentioned that it was hard to get it equally split and keep it as simple as possible.</p> <p>North = 77 West = 79 South = 92</p> <p><b>Steve L</b> asked <b>Ken R</b> if he was happy to have 92 HVO in his precinct, to which Ken replied that he was fine with it.</p> <p><b>Fiona S:</b> Happy to consider any suggestions to make the numbers more equal if that is what is requested by the FB reps.</p>	
4.7	Plans of Management (POM) update – all Parks	Steve L	<p>Steve was concerned with some rumours circulating the park relating to the sales of vans in a particular area, with the buyers being told at the interview that certain areas would be affected by redevelopment in the POM. Have Fingal got a new POM? He is aware that Shoal Bay &amp; Halifax's POM had been drafted but not endorsed yet.</p> <p><b>Nigel W:</b> Explained that during the interviews we were advising the prospective buyers where the last few redevelopment areas had been, and that previous management seemed to have an imaginary line splitting the front of the park from the back of the park – front half being tourist sites and back half being HV sites. However, we explained that if areas are not identified in the POM for redevelopment, then we are not able to do anything, but if it is then we can redevelop if it is deemed cost effective and economically viable. Though we do not have to do so and we will not do something for the sake of it being in the POM. Whatever the buyers took from that conversation is up to them. We know that information gets misconstrued, incorrect assumptions are made and then passed on incorrectly.</p>	

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			<p>In 2021, the new amenity block is scheduled to commence and is expected to cost close to \$2 million, so that expense coupled with the repercussions from COVID-19, it is very unlikely that there will be any money to be able to fund any further projects within the next 3-5 years.</p> <p>SB &amp; Halifax POM are still in draft 12 months on, due to a change in the way Crown Lands are reviewing submissions. PSC now has to present such documents for all parcels of crown land under their (PSC) jurisdiction (of which there are many) as one submission and not individual ones.</p> <p>The draft POM for Fingal has commenced however it is likely to take some months to follow the process before it even makes it to Crown Lands for their review/endorsement. We would suggest that it would be very unlikely to be endorsed (along with SB &amp; Halifax's) this financial year.</p> <p><b>Ken R:</b> Asked if it was OK to relate this information back to the HVO's?</p> <p><b>Nigel:</b> Agreed that it was fine.</p> <p><b>ACTION:</b> Fiona to summarize for the next HV Newsletter.</p>	
4.8	Items to be added to next HV Newsletter - Spring	Fiona S	Please send any items to be considered for the Spring HV Newsletter by Friday 4 September 2020	
<b>5.0</b>	<b>RISK</b>			
5.1				
<b>6.0</b>				
6.1	Test & Tagging Process – April/May/June 2021	Nigel/ Fiona	<p>Info will be sent out later in the year to ask HVO to Opt In or Opt Out to the next Test Tag process due in mid-2021. A fee of \$10 per lead tested will be charged. However any rectification works required will be at HVO cost, and can be done by PSC electrician when they are onsite. If HVO prefers to organise their own rectification they would have indicated this on the original form agreeing to provide evidence of compliance within 30 days such as a Certificate of Compliance provided by contactor.</p> <p><b>Steve L:</b> He was not aware of being told that the HVO would wear the cost of future rectifications and power leads after the first year when the leads were supplied by PSC?</p>	

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			<p><b>Nigel:</b> It has always been the case that the first year was a trial and that PSC would wear the cost as it was a trial, but that moving forward there would be a nominal charge for the leads to be tested.</p> <p><b>Elma C:</b> Stated that she has been told by an electrical engineer that the blue leads are not appropriate for what they are being used for.</p> <p><b>Nigel:</b> Advised the meeting that this whole project had been overseen by the Senior Electrician for PSC and he has advised us of the requirements that we have to adhere to and that it is his license under which all works are conducted.</p> <p><b>Steve L:</b> Disputed that the requirements are not correct.</p> <p><b>ACTION:</b> Fiona to ensure documents for the next round of Test &amp; Tagging will be ready for the November meeting for review by the HVCC members.</p> <p><b>ACTION:</b> Fiona will include the test &amp; tag requirements in the next HV Newsletter.</p>	
6.2	Orana Street Amenities update	Nigel	<p>An EOI (Expression Of Interest) went out some time ago. All submissions are currently being reviewed, with the tender expected to be awarded in the next couple of weeks.</p> <p>The project is scheduled to commence next winter (2021).</p>	
6.3	Site Inspections	Nigel	<p>Site Inspections were due to start last FY, however with our combined workload this unfortunately did not happen. We have commenced the inspections last week and intend on doing about 8-10 per week. The reports will be sent out giving time frames by which we would like any rectifications to be completed.</p> <p>We will be concentrating mainly on safety concerns, aesthetics, unapproved alterations &amp; additions, and non-compliant allocated vehicle spaces. If a site does not meet the requirements to have a 2<sup>nd</sup> vehicle space, it will be revoked. (Please note: We are only required to issue one vehicle space with one vehicle space.)</p> <p><b>ACTION:</b> Fiona to include in HV Newsletter</p>	

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6.4	COVID-19 declarations	Nigel	<p>We would like to thank all the HVO for completing a COVID declaration form each time they come to the Park. It is so much easier to have them emailed to the Park prior to arrival so they can be checked before your arrival. Please ensure places/suburbs visited in the last 14 days is completed for all persons coming to the Park. We hope we never have to use them for contact tracing however it is important that we continue to fill them in until we are told otherwise. It is a requirement under our COVID Safe Management Plan.</p> <p>Please been assured that our staff spend a considerable amount of time checking the forms and chasing up if they are not completed correctly especially for the tourists that are coming to stay. We update daily the list of any hotspots, etc. from the NSW Health website. Our regular cleaning and sanitising of communal areas is continuing.</p> <p>All our Hand Sanitising stations are regularly cleaned and serviced by Rentokill.</p> <p><b>HV Rep:</b> It was mentioned that there should be a pot for clean and one for dirty pens in reception.</p> <p><b>Kylie:</b> Assured everyone that there is 2 pots at each reception.</p> <p><b>Ken:</b> Pointed out that there is a pen attached to the contractors sign in folder at Fingal.</p> <p><b>ACTION:</b> Fiona will ensure that this is rectified.</p> <p><b>Kim B:</b> Enquired whether Peak Holiday bookings was as normal or are there any restrictions on distancing / total numbers permitted in the Park?</p> <p><b>Nigel/Kylie:</b> There are currently no restrictions as to the total number of people allowed in the Park, however gatherings should be restricted according to NSW Health Department / WHO directives. There are no restrictions on having to distance camp sites either at this stage, so bookings are being taken as per normal. However, we will comply with whatever restrictions are imposed on us by the NSW HO / WHO at the time.</p>	



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6.5	Water infrastructure replacement project	Steve L	<p>Asked for an update on the Water infrastructure project and where it was up to.</p> <p><b>Nigel:</b> An hydraulic engineering company has been appointed (after a tender process was executed) to design the new water mains and fire hydrant infrastructure for Fingal Bay HP ensuring that it complies with current legislation and regulations. This will eliminate any old gal pipes that are still in place in some areas of the Park. This Park-wide replacement project comes at a great cost and will be scheduled over the next 3+ years. How exactly it will be implemented has not yet been decided however we will advise everyone accordingly when we have the details.</p> <p><b>ACTION:</b> Fiona to include in HV Newsletter</p>	
6.6	Electricity Meters at Fingal Bay Holiday Park	Steve L	<p>Steve asked for an update as to when the electricity meters at Fingal Bay HP would be upgraded as he was told tthis would be happening in correspondence from the GM. He advised that many HVOs experience high meter readings, and as the meters have been in place for a long time now it is quite likely that they may not be working correctly.</p> <p><b>Nigel:</b> Meters are replaced when they stop working / the display is illegible. However the upgrade has been identified as a Capital Works project, and will be included in the next programme so it is on the horizon though no specific timeframe at this stage.</p>	

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6.7	Fire Pits	Elma Carey	<p>Fire pits were being used over the June Long Weekend – are they now permitted?</p> <p><b>Kylie:</b> No fires are permitted in the Parks and never have been. This includes coal fire BBQ/Spit roasts, fire pits, etc. Was the after hours number called at the time? Issues such as these can be addressed straight away if we are told about them when they are occurring. There is no point telling us after the fact as nothing can be done. Explained that all calls are triaged according to the issue and severity.</p> <p><b>Elma:</b> How often is security on?</p> <p><b>Kylie:</b> Every night and several times a night – all year round. The patrol car comes through at different times throughout the night and drives around the Parks.</p> <p><b>ACTION:</b> Fiona to include the after hours number in the HV Newsletter again and that open flames/fires are not permitted at any time.</p>	
<b>7.0</b>	<b>OTHER MATTERS</b>			
7.1	Next Scheduled Meeting Date	Nigel Walker	<ul style="list-style-type: none"> <li>20 November 2020 at 4.30pm @ Shoal Bay Meeting Room</li> </ul>	

**MEETING CLOSED AT 5.45pm**

**NEXT MEETING**

**Date:** 20/11/2020      **Time:** 4.30pm      **Venue:** Shoal Bay Holiday Park (Meeting 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.