

MEETING MINUTES



Meeting

Team Name:	Holiday Van Consultative Committee				
Date:	17 May 2019	Time:	4.30pm	Venue:	Shoal Bay Holiday Park (Recreation Room)
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

Alice Meagher (PSC)	Fiona Snow (PSC)	Nigel Walker (PSC)	Michelle Bethine (PSC)	
Elma Carey (FB – South)	Steve Larsen (FB – North)	Ken Royle (FB – East)		

Apologies

Kim Latham (PSC)	Lorraine Fellows (PSC)	Kim Bray (S Bay)		
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Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME				
			Nigel Walker	Meeting opened at 4.30pm	
2.0	APOLOGIES				
	Kim Latham, Lorraine Fellows, Kim Bray		Nigel Walker		
3.0	MINUTES AND OUTSTANDING ACTIONS				
3.1	Minutes of last meeting held		Nigel Walker	Endorsed by Ken Royle	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
3.2	Outstanding Actions from May 2018		Nigel Walker		
4.0	ADMINISTRATION				
4.1	2019/20 Occupancy Agreements		Fiona Snow	<ul style="list-style-type: none"> Fiona apologised for the Agreements being sent out late. The HV Sales process and other tasks have been time consuming pushing the agreements back. They will be sent out by the end of next week. 	
5.0	RISK				
5.1	Emergency Management Plans			<ul style="list-style-type: none"> Christa from PSC is working on the updated Plans and they will be rolled out to the Parks by the start of the new financial year. 	
6.0	HOLIDAY PARKS				
6.1	Holiday Van Sales Period 2019		Fiona Snow	<ul style="list-style-type: none"> Holiday Van Sales went well. All vans that applied to sell, did so – 1 @ Shoal Bay, 2 @ Halifax & 17 @ Fingal. 	
6.2	Plans of Management update		Nigel Walker	<ul style="list-style-type: none"> Shoal Bay & Halifax Draft Plans will be available to view hopefully between July & September, with Fingals to follow later in 2019 or early 2020. 	
6.3	Amenity Project update		Nigel Walker	<ul style="list-style-type: none"> New amenity projects at Halifax and Shoal Bay are due to start after the June LWE with temporary facilities being brought in. Concept Plan will be available to view on the website. Should be completed by the Spring Holidays. Fingal Bay Orana St amenity project is scheduled for 2020/21. It has had a mini refurb. They will look at how the other 2 work and design accordingly. The temporary disabled facility and the 2 at Gooyah have now got a RED light on the outside which is connected to the automatic internal light. It does stay on for approx. 20 mins with no motion. 	

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6.4	SOP		Fiona Snow	<ul style="list-style-type: none"> The review of the SOP for Holiday Van owners is proving to be a longer process and is ongoing. Hoping to complete by July 2019. It will be posted on the website once completed. 	
6.4	Electricity Charges		Ken Royle	<ul style="list-style-type: none"> Several HVO have mentioned their last power bill was higher than previous at the same time. The charges have not increased & the number of days is roughly the same, and Steve Larsen confirmed that the meters are set to stop working rather than show an incorrect amount of usage. Steve said that hot weather can also affect the usage due to people using more cooling items, opening fridges more often and so forth. 	
6.5	Tropical roof designs		Steve Larsen	<ul style="list-style-type: none"> Is it possible for the tropical roofs to be reviewed with the SOP review as different designs have been approved recently. Only 2 type of materials have been approved in the SOP, can other types be used. ACTION: Consider other options for tropical roofs: designs & materials during review process 	
6.6	WiFi connections for Van Owners		Steve Larsen	<ul style="list-style-type: none"> The Wifi is for tourists only. The system is not designed to cope with the Holiday Vans Owners as well as it has limited capacity. It only allows limited usage to perform basic tasks online – streaming movies or You Tube videos is not possible. 	

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6.7	Annual rent increase calculations		Steve Larsen	<ul style="list-style-type: none"> Rent increases are calculated based on CPI which is how PSC calculates their budget increases. The current increase actually works out less than the CPI rate and incorporates increase in Park running costs. Steve asked if items such as this can be tabled at the HVCC meeting previous to being advised to the HVO/implemented. 	
6.8	Test Tag notification requirements		Steve Larsen	<ul style="list-style-type: none"> Asked if there was a possibility of moving the date where the test atgs are renewed to be in line with the new Occupancy Agreements commencing in July. ACTION: Nigel/Fiona to enquire from Kevin Mills (Senior Electrician for PSC) if this is possible. To look at other implications regarding workload for admin officer. 	
7.0	OTHER MATTERS				
7.1	General Business			<ul style="list-style-type: none"> Tents & swags have still be noticed on tourists sites – concerns that rules are not being enforced for tourists. Ensured that all efforts are being made to control this by staff when known and in correspondence to the guests. Entertainment over Easter was really good and very well received. 	
7.2	Next Meeting Date	5 mins	Nigel Walker	<ul style="list-style-type: none"> 16 August 2019 at 4.30pm 	

MEETING CLOSED AT 6.20pm

NEXT MEETING

Date: 16/8/19

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.