

## MEETING MINUTES



### Meeting

<b>Team Name:</b>	Holiday Van Consultative Committee				
<b>Date:</b>	22 November 2019	<b>Time:</b>	4.30pm	<b>Venue:</b>	Fingal Bay Holiday Park (Recreation/Meeting Room)
<b>Chairperson:</b>	Kim Latham	<b>Minutes:</b>	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)	Kylie Moyle (PSC)	Lorraine Fellows (PSC)
Elma Carey (FB - West)	Steve Larsen (FB – North)	Ken Royle (FB – East)	Harvey Bennett (proxy for Shoal Bay)	

### Apologies

Kim Bray (Shoal Bay)				
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Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>				
			Kim Latham	Meeting opened at 4.30pm	
2.0	<b>APOLOGIES</b>				
	Kim Bray		Kim Latham		
3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>				

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
3.1	Minutes of last meeting held		Kim Latham	<p>Note: Steve Larsen contests the Minutes as not a true reflection of the meeting.</p> <p>After hearing the points that Steve contests, the Minutes were endorsed by Ken Royle, Lorraine Fellows and Kylie Moyle.</p> <p><b>Note:</b> Kim agreed to change the minutes to include the following 'Nigel Walker confirmed that Council is taking a risk based approach and will allow test / tag inspection dates to exceed 12 months for HVO's that are part of our testing program'.</p>	
3.2	Outstanding Actions from August 2019		Kim Latham	<ul style="list-style-type: none"> <li>• Kim Latham was to seek legal advice to clarify who will be eligible to sell given the redevelopment plans and precincts identified in the draft PoMs.</li> <li>• Due to the PoM's being on hold as a result of the current Crown Lands process, clarification will be sought further down the track. There will be no foreseeable restrictions on any HVO wishing to sell their vans in the next Sale Period</li> </ul>	
<b>4.0</b>	<b>ADMINISTRATION</b>				
4.1	Plans of Management update		Kim Latham	<ul style="list-style-type: none"> <li>• PoMs are on hold due to the current Crown Lands process. The intent of the draft PoM documents will not change and finding reports as a result of public meetings held in August have been prepared and forwarded to appropriate stakeholders.</li> </ul>	
4.2	Sale of Vans outside of Sales Period		Kim Latham	<ul style="list-style-type: none"> <li>• Due to extenuating circumstances and compelling medical evidence a Holiday Van Owner was permitted to sell recently at Fingal Bay outside of the sales period. Approval was given by Park &amp; Senior Management.</li> </ul>	
4.3	Terms of Reference – Business paper update		Kim Latham	<ul style="list-style-type: none"> <li>• The Terms of Reference for Holiday Vans has now been submitted as a Business Paper to go to Council.</li> </ul>	
4.4	Standard Operating Procedure for Holiday Vans document		Fiona Snow	<ul style="list-style-type: none"> <li>• After many months of reviewing this document, it has been re-written to provide more clarity with the same intent, no major changes have occurred. A summary of</li> </ul>	

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				<ul style="list-style-type: none"> <li>changes has not been provided as it would be to extensive.</li> <li>Document is available on the Holiday Van Owners webpage: <a href="https://www.beachsideholidays.com.au/policies/holiday-van-owners">https://www.beachsideholidays.com.au/policies/holiday-van-owners</a></li> <li><b>ACTION: Fiona to email a copy to the HVCC reps</b></li> </ul>	Nov 2019
4.5	HVCC Ballot – 2 positions – Fingal Bay		Fiona Snow	<ul style="list-style-type: none"> <li>North &amp; West Precincts at Fingal Bay HP are overdue to go to Ballot. The Process will commence on Monday 25/11/19 to be completed by mid-February 2020.</li> <li><b>ACTION: Fiona to send Ballot info to all of HVO at Fingal</b></li> <li><b>ACTION: Fiona to send list of Key Dates to HVCC reps</b></li> <li>It was suggested that maybe Halifax should also be included as they do not have representation at this stage.</li> <li><b>ACTION: Fiona to send Ballot info to all of HVO at Halifax</b></li> <li>It was also suggested that should Halifax again not be represented due to lack of interest from HVO's, the HVCC may consider a representative from another Park.</li> <li><b>PSC:</b> Kim advised the terms of reference would need to be amended to allow this change which cannot occur until the next review of the Terms of Reference.</li> </ul>	<p>25 Nov 2019. With Minutes.</p> <p>25 Nov 2019</p>
4.6	Items to be added to next HV Newsletter			<ul style="list-style-type: none"> <li>Include an updated Park Map of Shoal showing the changed road directions</li> <li>Summer Season Security info – Ph Number to be in BIG font.</li> <li>Gazebos/tables/etc: must be minimum 1 metre from the road</li> <li><b>Please email Fiona within the next 2 weeks if you would like any items to be considered.</b></li> </ul>	Prior to 14 Dec 2019
5.0	<b>RISK</b>				

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5.1	Shoal Bay – New Exit: Location of Dump Point/Garbage Area		Harvey Bennett (on behalf of Kim Bray)	<ul style="list-style-type: none"> <li>Shoal Bay's proxy read a request from 2 HVO's concerned at the location of garbage area and dump point and asked that locations be reconsidered as the current planned location would considerably affect them with regard to noise, pedestrian &amp; vehicular traffic and unpleasant aromas.</li> <li><b>PSC:</b> Kim reconfirmed that this forum was not for items of an individual nature but allowed the discussion in the Shoal Bay representatives absence.</li> <li><b>PSC:</b> Kim advised that legislatively there is no restrictions on where the location of the dump point can be. A risk based approach was taken in this case.</li> <li>The dump point and garbage area are already installed so this request is unable to be considered. PSC were asked to consider screening around the dump point and along the pedestrian pathway to reduce the visual impact.</li> <li><b>ACTION:</b> Holiday Park management to consider options to ensure most appropriate location of screening around the garbage area and the Dump Point</li> </ul>	
<b>6.0 HOLIDAY PARKS</b>					
6.1	Review PSC requirement of 'fireproof' panelling for Tropical Roof designs		Harvey Bennett (on behalf of Kim Bray)	<ul style="list-style-type: none"> <li>Request for PSC to review the use of 'fireproof' panelling for tropical roofs due to increased costs.</li> <li><b>PSC:</b> It was advised that the wording 'fireproof' was historical, and once investigated it was found to be incorrect. The panelling is 'fire retardent' and the SOP has been updated accordingly.</li> <li>Harvey asked why Colorbond roof sheets cannot be used instead of the panelling when the roof is engineered by a qualified Structural Engineer as it is being used within the Parks (photos provided).</li> <li><b>PSC:</b> Sighted the noise factor and confirmed the preferred look of the sandwich panelling for aesthetics. It also provides far superior insulation thus making the</li> </ul>	

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				<p>overall result better for the HVO. Whilst we are willing to consider other manufacturers of the product other than the 2 stated in the SOP, we are also willing to consider other designs if engineered to the correct standards and wind loadings.</p> <ul style="list-style-type: none"> <li>• <b>Fingal Bay West Rep:</b> Elma agreed with PSC's views on the matter and use of material.</li> <li>• <b>ACTION:</b> Add this issue as Agenda Item for February meeting to reconsider materials allowed for tropical roof construction.</li> </ul>	Consider reviewing this again in next FY 2020/2021
6.2	Test & Tagging Process		Ken Royle	<ul style="list-style-type: none"> <li>• <b>Q:</b> Is it OK for the power lead to connect to the annex directly from the power head?</li> <li>• <b>A:</b> Yes this has been clarified as compliant.</li> <li>• <b>Q:</b> Is the current way the new power leads are being fixed to the vans by way of metal saddle with the lead cable tied to stop movement legal as the saddles are not insulated in any way?</li> <li>• <b>A:</b> According to PSC electrician this is acceptable.</li> <li>• <b>ACTION:</b> Fiona to check again with the PSC Electrical team.</li> </ul>	Next meeting
6.3	Project Update: Shoal Bay & Halifax		Kim Latham	<ul style="list-style-type: none"> <li>• After bringing in a different Project Manager, both projects have progressed somewhat, with Shoal Bay amenities to be officially opened within the week.</li> <li>• Nigel is now commencing the process to facilitate the replacement of the Orana Street amenity block at Fingal in 2020</li> <li>• Shoal Bay new exit is due to be finished and operational by 19 December 2019</li> </ul>	

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6.4	Peak Season: Security / guest behaviour / etc.		Kim Latham	<ul style="list-style-type: none"> <li>• The Parks will be contacting incoming tourists over the coming weeks advising them of the drought conditions and Water Restrictions we are currently experiencing, and not to expect green grass on their sites, which is totally out of our control.</li> <li>• Shoal Bay seems to be party central due to renovated Country Club. Security will be advised to ensure adequate coverage at Shoal Bay at around closing time.</li> <li>• There will be a dedicated patrol car for our Parks, concentrating on the 3 main parks.</li> <li>• The Nitel process has been reviewed and changed after experiencing some avoidable issues.</li> <li>• <b>PSC:</b> Requested that all HVCC members remain vigilant and use the after hours number provided to ensure guest safety and comfort and to ask other HVO's to do the same.</li> </ul>	

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	Non Agenda Items		Steve Larsen Ken Royle	<ul style="list-style-type: none"> <li>It was suggested that PSC interpretations of the Australian Standards in regards to the location of the HV power leads, testing and tagging process, and also the meters being used to meter the power usage are not correct.</li> <li><b>PSC:</b> At this stage, under the guidance (and license) of and the interpretation of the appropriate Australian Standards (as listed in the SOP, the Occupancy Agreement T's &amp; C's) by the Port Stephens Council Senior Electrician, we are taking the stance that all power leads to the Holiday Vans must be able to be visually and manually inspected (as well as tested using a compliant test tag machine), and therefore cannot be encased or enclosed in conduit, flexi or garden hose (unless it can be removed for testing), or be underground.</li> <li><b>ACTION:</b> PSC to investigate the allegations of using non-compliant electricity meters to some HV sites</li> <li>It was suggested that the atmosphere at the past few meetings had become somewhat uncomfortable with an 'us and them' feeling manifesting among the committee.</li> <li><b>PSC:</b> Kim agreed and thanked Ken for his comments, suggesting that everyone should consider the actions and responses to matters raised.</li> <li><b>PSC:</b> A timely reminder to all reps that these meetings are to provide a forum for meaningful and open discussion, where issues are to be of a collective nature only. It should not be used to argue against each other, make accusations, nor to air personal opinions.</li> </ul>	Provide information at February 2020 meeting
<b>7.0</b>	<b>OTHER MATTERS</b>				
7.1	Next Meeting Date	5 mins	Kim Latham	<ul style="list-style-type: none"> <li>21 February 2020 at 4.30pm @ Shoal Bay Rec Room</li> </ul>	

**MEETING CLOSED AT 5.45pm**

**NEXT MEETING**

**Date:** 21/2/2020      **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.



**ADDENDUM TO HOLIDAY VAN CONSULTATIVE COMMITTEE MINUTES FROM MEETING HELD ON FRIDAY 21 NOVEMBER 2019**

Good afternoon all,

Welcome to 2020! Now that we have the Christmas New Year peak season behind us, and the next Consultative meeting is a couple of weeks away, thought I'd get back to finalising my feedback from the 22 November minutes.

Could I ask that the minutes reflect a couple of things that were discussed and tabled but are not documented please.

Item 5.1 – Dot point 2 “Kim reconfirmed that this forum was not for items of an individual nature, but allowed the discussion in the Shoal Bay Representatives absence”, **please move to Dot point 1** as Kim’s statement occurred before I spoke to the agenda item.

Item 5.1 – Dot point 1 (moves to Dot point 2) “Shoal Bay proxy read a request from 2 HVO’s....” This is not correct. The statement I read was from **the Shoal Bay HVCCC Rep. on behalf of all users in the south eastern corner**, please delete the reference to “2 HVO’s” and replace with this commentary.

Item 6.1 – Dot point 3 please add at the end: **PSC are not incorporating their own approved materials in their constructions (photo’s provided of BBQ’s, Safari tents and new amenities), but imposing it on HVO’s. There is a considerable cost increase from \$2,500 for a colorbond tropical roof compared to \$4,500 for the approved roof sheeting materials.**

Many thanks.

Now appears I will be joining you at the next meeting as Kim is unavailable. Look forward to continuing the conversation.

Harvey

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