

## MEETING MINUTES



### Meeting

<b>Team Name:</b>	Holiday Van Consultative Committee				
<b>Date:</b>	7 <sup>TH</sup> December 2018	<b>Time:</b>	4.30pm	<b>Venue:</b>	Shoal Bay Holiday Park (Recreation 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)	Kylie Moyle (PSC)	Michelle Bethune (PSC)	
Kim Bray (S Bay)	Steve Larsen (FB – North)	Ken Royle (FB – East)	Elma Carey (FB – South)	

### Apologies

Nigel Walker (PSC)	Lorraine Fellows (PSC)			
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Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>				
		5 mins	Chair	Meeting opened at 4.30pm	
2.0	<b>APOLOGIES</b>				
	Nigel Walker & Lorraine Fellows	5 mins	Chair		
3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>				
3.1	Minutes of last meeting held	20 mins	Kim Latham	Endorsed – Ken Royle	

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3.2	Outstanding Actions from May 2018	5 mins	Kim Latham	<ul style="list-style-type: none"> <li>Nigel has contacted Steve Larsen advising him that the trees are scheduled to be taken down early 2019 with replacement trees being installed in other locations in the Park</li> <li>The review of the T's &amp; C's and the SOP for Holiday Van owners is ongoing. Hoping to complete in February 2019</li> </ul>	Feb / March 2019  End of February 2019
<b>4.0</b>	<b>ADMINISTRATION</b>				
4.1	Update on Ballot for Shoal Bay & Fingal Bay Holiday Park member. Welcome new member	5 mins	F Snow	<ul style="list-style-type: none"> <li>Fiona gave a brief overview on the Ballot for HVCC representatives for Shoal Bay &amp; Fingal Bay East</li> <li>Kim &amp; Fiona welcomed the new member for Shoal Bay – Kim Bray to the HVCC. Fiona handed out &amp; read Ken was also welcomed back as the unopposed member for Fingal Bay</li> </ul>	
4.2	Representative contact details for website and Newsletter	5 mins	F Snow	<ul style="list-style-type: none"> <li>Fiona asked reps to complete form with contact details for the Newsletter / website so other HVO can contact them if desired.</li> </ul>	21/12/18
4.3	Terms Of Reference endorsement	5 mins	K Latham	<ul style="list-style-type: none"> <li>Kim recapped the recently proposed changes to Terms of Reference review:               <ol style="list-style-type: none"> <li>Title changes of 2 reps from PSC</li> <li>Footers will be changed to Version 4</li> <li>Kim advised that there is no longer a Crown Trust due to the change in Legislation. Kim can take any amendments to a Council Meeting to be endorsed and signed off.</li> </ol> </li> <li>Fiona would like to rename and rezone the Fingal Bay areas. She will amend and send to the HVCC members for review.</li> </ul>	31/1/19
4.4	Site Alteration / Additions Process	10 mins	F Snow	<ul style="list-style-type: none"> <li>Fiona handed out the current Site Alteration &amp; Addition process and Application form asking the reps to advise other HVO of the process.</li> </ul>	Ongoing

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				Aware of some HVO doing the wrong thing, trying to catch up with those by using the photo database.	
<b>5.0</b>	<b>RISK</b>				
5.1				•	
<b>6.0</b>	<b>HOLIDAY PARKS</b>				
6.1	Terms & Condition's & Standard Operating Procedures – currently still under review	5 mins	F Snow	<ul style="list-style-type: none"> <li>The review of the T's &amp; C's and the SOP for Holiday Van owners is ongoing. Hoping to complete in February 2019</li> </ul>	28/2/19
6.2.1	Plans of Management Update	5 mins 5 mins	K Latham K Moyle	<ul style="list-style-type: none"> <li>The current Plans of Management will continue till new Management Plans have been completed. Kim has written the Scope (for Shoal Bay &amp; Halifax Parks) ready to go out for Tender. Anticipating to have Plans developed between March and June 2019. Fingals will follow afterwards.</li> <li>Public Consultation will occur whereby anyone can attend either/all 2 meetings.</li> <li>It is anticipated that no HV will be impacted at Finagl, some will be at Shoal Bay and all will possibly be affected at Halifax during the Terms of the next Plans.</li> <li>Exit at Shoal Bay is definitely going ahead between July &amp; November 2019, however no public consultation will occur as extensive process has already been followed with external contractors</li> </ul>	
6.2.2	Disabled Amenity Block for FBHP			<ul style="list-style-type: none"> <li>Disabled Block has been installed at Fingal at the Orana Street block. Finishing touches including MLAK lock to occur in next week or 2.</li> </ul>	

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6.3	HV Sales Period 2019	10 mins	K Latham	<ul style="list-style-type: none"> <li>The HV Sales Period will go ahead at all Parks in March April as no HVO will be affected by development within 12 months.</li> <li>The first 2 weeks will be kept as Internal Sales only.</li> <li>Kim advised the members that a HVO at Fingal had approached us to sell their van now due to extenuating circumstances. Carmel Foster has given her approval. The members agreed that due to the circumstances they concurred the sale should be approved.</li> </ul>	
6.4	HV Compliance	10 mins	K Latham/F Snow	<ul style="list-style-type: none"> <li>Kim explained the implementation of Non-Compliance letters has commenced with great results. These are to be used as a last resort only when all other options have been exhausted.</li> <li>Continuing to focus on safety compliance, including outdoor furniture/items storage, untidiness, gas compliance (hotwater/etc. systems)</li> </ul>	
6.5	Summer Holiday Reminders - Newsletter	5 mins	F Snow	<ul style="list-style-type: none"> <li>Fiona mentioned the items that were being added to the next Newsletter coming out by the end of next week. No additional items were requested.</li> </ul>	14/12/18

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6.6	Christmas Holiday Period	10 mins	Elma Carey	<ul style="list-style-type: none"> <li>• Elma voiced her concerns regarding other HVO bringing in additional vehicles and parking them on communal areas along the back fence. Also ladders being used to allow additional people in to the Park over the back fence.</li> <li>• Kim &amp; Kylie agreed that if these issues were brought to the staff's attention, they would be dealt with as soon as possible by Management.</li> <li>• Kim explained we now had a new Security Company onboard. Our Parks will not have any static guards, however we will have a dedicated patrol car to be based at Fingal but it will patrol each of the Parks throughout the shift: 8pm till 6am every day of the holidays. Guards will be advised to walk around the smaller Parks instead of driving. The Senior Sargeant of the local area command has also been advised of security details.</li> <li>• A \$150 fee for Non-emergency callouts is also in effect for all guests and HVO this FY. Due to duty of care we cannot evict guests if they are under the influence until the following day, however we can charge them the call out fee to deter further bad behaviour.</li> <li>• Additional and better quality cameras have been installed at all Parks.</li> </ul>	
<b>7.0</b>	<b>OTHER MATTERS</b>				
7.1	Next Meeting Date	5 mins	Kim Latham	<ul style="list-style-type: none"> <li>• 22 February 2019 at 4.30pm</li> </ul>	

**MEETING CLOSED AT 5.40pm**

## NEXT MEETING

**Date:** 22/2/19

**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.