

MEETING MINUTES

Meeting

Team Name:	Holiday Van Consultative Committee				
Date:	11 November 2024	Time:	2.00pm	Venue:	Admin Office - Koala Sanctuary - Boardroom
Chairperson:	Taryn Ritchie	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

Taryn Ritchie (PSC)	Fiona Snow (PSC)	Jennifer Haretuku (PSC)	Lenore Lott (FB – South)	
Elma Carey (FB - West)	Harvey Bennett (SB)			

Apologies

Emma Hardy (PSC)	Heath Kelly (PSC)	Adrian Sutherland (FB – North)		
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Item	Topic	Responsible Officer	Action/Decision
1.0	WELCOME		
		Chair	Meeting commenced at 2.10am after waiting to see if Adrian was running late.
2.0	APOLOGIES		
		Chair	<p>Emma on leave, Heath & Adrian were last minute apologies</p> <p>Harvey asked if it was possible to nominate (and have pre-approved) one Proxy to act as a representative if any of the current standing reps was unable to attend a meeting, this person could attend in their place. Steve Larsen was nominated as he has served on the committee, is a long standing HVO at Fingal, and is President of the PSCCA. Elma & Lenore both concurred.</p> <p>Taryn & Fiona agreed it would be a good idea, however we would have to follow up to check if this is within the limitations & guidelines of such a committee.</p> <p>ACTION: Taryn or Fiona to follow up.</p>

3.0	MINUTES AND OUTSTANDING ACTIONS		
3.1	Minutes of last meeting held to be endorsed	Chair	Minutes endorsed by Harvey Bennett
3.2	Outstanding Actions from March 2024 meeting	Chair	<p>6.1: Fiona to look into installation of solar to HV.</p> <p>Fiona has been looking into the possibility of installing solar to Holiday vans. Hit a roadblock. Would not be able to install same as in residential home, only to power 12V (lights, fans, etc.) Harvey mentioned most HV would not have 12V system operational in the van, and no one has approached him, Lenore or Elma asking about solar, so all attending reps happy to park it until it is raised again.</p>
4.0	ADMINISTRATION		
4.1	HV Sales update – YTD	Fiona	Fiona Advised that in 2024 YTD, there's been: 8 Change of Ownerships, & 1 in early stages. 17 HV have been sold, & 1 in progress.
4.2	POM update	Chair	<p>Taryn advised that they are currently prioritising potential works identified in the Shoal Bay Plan of Management which was adopted in June 2023. Halifax PoM has now been adopted & publicly available since 24 October 2024. Go to https://www.portstephens.nsw.gov.au/community/community-venues/holiday-parks/halifax-holiday-park or https://www.beachsideholidays.com.au/policies/holiday-van-owners to view the document.</p> <p>There is no further update on the PoM for Fingal at this stage.</p>
4.3	Peak Preparation	AM's / Chair	<p>Jennifer gave an overview for Shoal Bay: Had a park-wide leaf litter clear out over the last shut-down period in October. A large number of ute loads were taken to the tip! New astro-turf sites have been installed, and are proving to be popular. There is also tree maintenance occurring, & the big tree at the Park entrance has been listed to be removed due to internal rot making it unsafe.</p> <p>No other Assistant managers were in attendance to speak, although many projects have been completed across all the parks.</p> <p>Taryn explained that twice a year we have a 3 day midweek 'semi' shutdown, whereby all cabins are offline we can get many contractors and service providers into the cabins to conduct services in one go without having to miss the occupied ones.</p>
4.4	Proposed meeting dates for next FY	Fiona	Fiona proposed the 3 rd Monday of March & September as potential meeting dates for 2025. 17/3/25 & 15/9/25 However happy to defer/change if they clash with representatives commitments/holidays. These dates to be confirmed closer to the time.

4.5	Smart Parking Permit – PSC amendment	Fiona	Fiona was advised by Smart Parking team at PSC that they had omitted to notify us that the HVO Tenants can only list 2 vehicles on the Smart Parking Portal. The information sheet has been amended and resent and updated on the HVO webpage. Please note: once an HVO has created a Portal login, they can change the registration plate details as often as they like depending on which car will be coming up. A reminder that all Time Restrictions where signposted are in force for all users, including Parking Permit holders!
4.6	HVO in South Precinct at Fingal – received second Notice of Breach	Fiona	Fiona advised the reps of an HVO in the South precinct that had received 2 Notices of Breach for not providing an insurance policy to us. It turned out they had let it lapse, and then found it hard to get another policy in place. They were a day away from receiving the third and final Notice of Breach. Unfortunately this is not an isolated case of late, but the only one to go this far. This is one of the reasons Fiona is being pedantic and following up with those who continue to not supply a policy, and also to check that all details are correct. The Certificate of Currency no longer contains all required details so we now require the whole policy to be sent to us. With this being said, a short period of time will be afforded for HVO to provide a policy to us, but if sufficient time is given and still no policy, the Breach process will commence and followed through.
4.7	Items to be added to next Newsletter	Fiona	Request for any items to be added to the next Newsletter to be submitted prior to the end of the first week of any month, please
5.0	RISK		
5.1	Electric scooters/bikes	Lenore	Lenore expressed her ongoing concerns with the use of electric bikes & scooters in the park – especially after hours. Elma concurred. They're both concerned an accident is imminent, and it may not be a user, rather an innocent person that gets knocked down by an electric scooter or bike. Elma mentioned the speed humps are just being used as a new jump for kids, however we have received very positive feedback from other HVO's who would actually like to see more speed humps installed. Fiona advised that more are coming – hopefully in time to be installed before Peak. Lenore suggested that staff need to do patrols AFTER 5pm during peak to catch those doing the wrong thing and penalty could be put away or get a Notice of Breach. Lenore expressed security does nothing about it, never even see them and they need to sit at the amenities at Orana Street and move the kids on when they congregate or start riding around and through the facilities.

6.0	HOLIDAY PARKS		
6.1	Capital Works update	Chair	<p>Taryn spoke about Capital Works and the need to continue to invest into the parks in order to maintain existing assets, and to create more revenue to cover increasing operational costs. Here's a list of works that have been / still are being completed across the Parks:</p> <ul style="list-style-type: none"> • Synthetic (Astro) Turf multi-purpose sites – 45 sites across the 3 parks; • Better pedestrian access at the front of Fingal; • Recreation Precinct Shoal Bay including new camp kitchen, new playground and rec area with seats; • Amenities repairs at Halifax • Cabin Deck Replacements at Halifax and Thou Walla • Roof replacements – Fingal Reception & 8 cabins • Pool repairs at Fingal. <p>Looking towards the next financial year (2025/2026), we are currently in the planning & approval phase, but will focus on infrastructure upgrades; repair works of amenities at Halifax & Shoal Bay; replacing ageing hot water assets and air conditioning assets; further cabin roof replacements; and replacing the perimeter fencing at Fingal.</p>
6.2	Security	Chair	<p>Taryn: We will be meeting with our Security provider (as we normally do) to re confirm peak requirements and expectations. We have a dedicated Patrol vehicle during school holidays that conduct a minimum of 13 patrols per night. They are available for call back between 5pm and 7am. We will continue to strongly encourage the use of the After Hours number: 4988 0990, as every call is logged, and AM's can follow up the follow morning.</p> <p>Harvey: Not many HVO's are comfortable in identifying themselves though.</p> <p>Lenore: Many don't feel comfortable calling the after-hours number as the people they are complaining about could hear.</p> <p>Taryn/Jennifer: Explained that we ask for the callers details so we can follow up if necessary, as some details don't always get reported correctly. We can confirm that the caller's details are never divulged to perpetrators, and are strictly for our information and use only.</p> <p>We also have met with local police, and as mentioned they have been seen going through Fingal on occasions last Peak.</p> <p>Lenore: Suggested we repaint the No Bike Signs at Orana Street, and have more signage around the Parks re: electric bikes/scooters being prohibited in the Park.</p> <p>ACTION: Fiona to follow up with Heath Kelly and team</p>

6.3	Parks update - general	Park AM's	As Jennifer had already given an update, there were no further comments
6.4	Food Vendors / Activity Providers update	Fi / Chair	PSC is updating their process for issuing licences to commercial vendors providing services on council/crown land. The new process will include Holiday Park areas, however it has to be first endorsed by Council, and this will not occur prior to Peak.
7.0	OTHER MATTERS		
7.1	Next Scheduled Meeting Date	Chair	Monday 17 March 2025 at 2.30pm @ Shoal Bay Conference Room, unless otherwise amended.

MEETING CLOSED AT 3.30pm

NEXT MEETING

Date: 17/03/2025 **Time:** 2.30pm **Venue:** Shoal Bay Holiday Park (Conference 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.