

MEETING MINUTES



Meeting

Team Name:	Holiday Van Consultative Committee				
Date:	18 March 2024	Time:	2.30pm	Venue:	Shoal Bay Holiday Park – Conference Room
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)	Heath Kelly - Holiday Park AM (Fingal)	Adrian Sutherland (FB – North)	Harvey Bennett (SB)
Elma Carey (FB - West)				

Apologies

Lenore Lott (FB – South)	Emma Hardy (HHP – AM)	Jennifer Haretuku (PSC)		
--------------------------	-----------------------	-------------------------	--	--

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME			
		Chair	Taryn welcomed everyone and ensured everyone had previously met. Taryn advised all that Kim Latham is currently taking a 12 month career break, and Cameron Donaldson is acting Section Manager for the Holiday Parks in her absence until January 2025. Cameron has worked in PSC Emergency Management Section for 9 years.	
2.0	APOLOGIES			
		Chair	Lenore Lott and Emma Hardy sent their apologies, and Jennifer Haretuku was also unable to attend the meeting.	

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
3.0	MINUTES AND OUTSTANDING ACTIONS			
3.1	Minutes of last meeting held to be endorsed	Chair	Harvey Bennett endorsed the minutes	
3.2	Outstanding Actions from November 2023 meeting	Chair	<p>4.4 – Planned fees: Taryn advised this was an agenda item a bit later – see Item 4.5.</p> <p>6.5 – e-Scooters – Fiona was to investigate current NSW laws for such devices. This is also an agenda item later in the meeting.</p> <p>A discussion continued on this subject, with various points raised including fires caused by EV batteries exploding/catching fire.</p> <p>Adrian mentioned that he is involved with Fire Department and all EV's are a potential issue/hazard, and all EV battery fires are fierce and very hard to control due to the ferocious nature of the battery exploding and burning to hot. Is incredibly hard to put out with current available firefighting equipment.</p> <p>Many fires that occur are caused by damaged batteries, incorrect or aftermarket chargers, or over charging.</p> <p>Everyone agreed that EV's are an all-round nuisance, but they are not going away anytime soon. More consideration needs to be made on how to manage these issues.</p> <p>HP management to continue discussions on this subject at their meetings.</p> <p>6.5 – Fiona was to arrange to have roadside bushes cut back at FB, and consider more road markings and the use of speed humps.</p> <p>Heath Kelly advised that the bushes are being cut back to allow better vision of people especially in blind corners/areas where clear vision is impeded. He is also looking at increasing the road markings, speed limits, and so forth throughout the park, and we have some speed humps on order to trial around the park.</p> <p>Elma suggested a few be located in Pinaroo Street as the kids/adults have races around the southern section of the park after 5pm.</p>	Noted
4.0	ADMINISTRATION			
4.1	TOR update	Harvey / Taryn	<p>Taryn advised that after requesting & receiving feedback on the changes made to the HVCC terms of reference (TOR) the document has been included on the Agenda for the Council meeting being held on 26 March 2024. Further changes were made to incorporate the requested 3 year term to be held by each representative.</p> <p>We will, advise everyone of the outcome.</p>	Next Meeting
4.2	HV Sales update	Fiona	Fiona advised the following statistics:	Noted

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
			<ul style="list-style-type: none"> • 25 HV sold in 2023 including 5 x Change of Ownerships (CoO) (1 sold @ HHP; 2 CoO & 1 sold @ SB; remainder @ FB) • Currently had 5 sell this year so far - all @ FB • 1 currently remains on the market @ FB 	
4.3	Occupancy Agreement/T's & C's review	Fiona	<p>Fiona explained the Occupancy Agreement T & C's annual review is underway and has been sent to PSC Legal department for review & approval as part of annual process.</p> <p>A Summary of Changes will be included with the T's & C's and e-Sign document when emailed out to everyone.</p> <p>No major changes have been included.</p>	Noted
4.4	Ballot: moving forward	Fiona	<p>If the 3 year term is endorsed by PSC, which includes the clause that 1 Fingal Bay rep will go to ballot each year, and Shoal Bay and Halifax reps will each join one of those, the ballots will have to be re-aligned accordingly and with the September meeting.</p> <p>After much deliberation, taking into consideration that all reps were re-elected at some point during last year (2023), and peak season is not the ideal time to go to ballot, it will mean that one FB rep will serve under 3 years, and 1 will go over 3 years.</p> <p>The ballot process will commence in early July each year which will ensure the new or standing rep is in place for the September meeting.</p> <p>Fiona handed out a small spreadsheet with projected dates that each rep would be up for ballot.</p> <p>ACTION: Could all reps please review and send any commentary regarding the proposed timelines to Fiona within 14 days.</p> <p>Elma asked if it was possible to have someone else from her precinct attend a meeting in her place if she was unable to attend.</p> <p>Fiona responded yes providing the request is sent prior to the meeting as the Chair has to approve the proxy.</p> <p>Harvey mentioned that this scenario is included in the TOR, and it also states the proxy can be someone who is a member of the PSCCA.</p>	1 st April 2024
4.5	Fee increases	Taryn	<p>Taryn explained that in November 2023, via a Memo, the PSC Executive team endorsed the use of CPI as the default increase when setting the fees for FY 2025 (This is standard practice for PSC). The CPI selected is the all groups CPI Australia Sept quarter 2023 and was the most recent CPI released when the memo was endorsed. Therefore CPI being used is 5.4%. All HVO's will be notified of the new monthly fees prior to the required 30 days' notice, via email, newsletter and in the new</p>	Noted

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
			<p>agreement terms and conditions. This fee will be applicable from 1 July 2024 and will be fixed for the term of the agreement.</p> <p>The HVO additional charges will remain unchanged for the next occupancy agreement period.</p> <p>If in future any other factors or methods were being considered to increase the fees by more than the endorsed CPI, this would have to go the Executive Team for review and approval.</p>	
4.6	Items to be added to next Newsletter	Fiona	<p>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</p> <p>Fiona mentioned that the PSCCA meeting notification was included again in March's Newsletter, as well as February's.</p>	Noted

5.0 RISK				
5.1	Trees / Rabbits	AM - Heath	<p>Heath advised that Fingal has now had 5 rabbit culls this financial year. Proposed to have another one prior to Easter / holidays. Reps said there's still plenty around and some very young ones too.</p> <p>Heath said we would like to encourage HVO's to make sure they block in under there vans and annexes to try and eliminate hiding/breeding spaces for the rabbits.</p> <p>Harvey mentioned he hadn't seen too many at Shoal Bay of late.</p> <p>Adrian asked if we had considered ferreting to assist with the rabbit control. <i>This is not something that has been considered at this point.</i></p> <p>Taryn mentioned that Thou Walla & Koala Sanctuary have more of an issue with ducks.</p> <p>Heath mentioned that Fingal have had 4 visits from arborists in this financial year so far to conduct inspections and dead wooding where required.</p>	Noted
6.0 HOLIDAY PARKS				
6.1	Review of Peak Season	Taryn	<p>By all accounts, peak generally went well.</p> <p>All parks were very busy with tourists however reps agreed that not as many HVO's up as there usually is.</p> <p>Halifax & Shoal Bay had power outages, which happened during the extremely hot day. This outage was actually Ausgrid load shedding due to massive power usage in area because of the hot weather. Other areas and businesses were also affected. Guests and HVO's were asked to alternate by site/cabin numbers using the air conditioners to assist in easing the massive load, although it was noticed by Harvey that no cabins turned theirs off!</p>	

			<p>We can now limit the minimum / maximum temperatures that A/C's go to in our cabins, which will help with guests trying to get the cabin cooler quicker by decreasing the A/C.</p> <p>Adrian asked if the HVO's can install solar to their vans. This question was asked a couple of years ago by Steve Larsen, and the answer was no to fixed solar, however we will permit the portable style solar units that tow-on vans use.</p> <p>ACTION: Fiona to look into to again and obtain further detail.</p> <p>Not much theft reported across the parks.</p> <p>Continuing issues with bikes/scooters.</p> <p>Vans and tow vehicles getting bigger, but park/sites not increasing in size so getting onsite is becoming more challenging.</p>	Next Meeting
6.2	Security	Taryn	<p>After conducting a tender process for a new security, BSMS started end of November 2023 for a 2 year period.</p> <p>BSMS had a thorough and extensive park by park on boarding process & by all accounts they went very well over the peak season.</p> <p>We had a dedicated patrol car that went between all 5 properties in the bay area. We also had static guards at the 3 main parks on the peak nights like boxing Day, New Year's Day.</p> <p>They definitely had more of a presence at the parks, they were more responsive to calls from Nitel (our afterhours service provider), and the communication between us was great.</p> <p>Fingal had an ongoing noise issue at camp kitchen one week, and we had to engage a static guard to overcome.</p> <p>We have increased the number of CCTV cameras at FB to cover more areas. Will continue to monitor and consider adding more if necessary.</p> <p>HVO reps said they saw them more this peak, which was good to hear.</p>	Noted
6.3	Test Tagging of power supply leads	Fiona	<p>The annual power supply lead test and tagging is due again in May. Our test tagging will give a couple of weeks' notice when and where he will start and Fiona will advise all HVO of the details. Cost is still \$10 per lead, with any rectifications at van owners cost.</p>	Noted
6.4	POM update	Taryn	<p>Taryn advised that the POM for Shoal Bay was endorsed in June 2023 by Crown Land and is available to view on the Parks website at any time.</p> <p>Halifax's POM is sitting with crown to be endorsed, we have heard that this is due to occur within the next few months. Once endorsed it will be included in the Parks website and all HVO's at Halifax will be notified.</p> <p>Fingal's POM is still waiting to be approved by Crown Lands to go on Public Exhibition and unfortunately we do not have a timeline for this yet.</p> <p>All Fingal HVO's and HVCC reps will be advised when it goes on exhibition.</p>	Noted

6.5	Capital Works Update	Taryn	<p>Taryn explained the focus areas for the remainder of the current FY and the next FY would be as follows:</p> <ul style="list-style-type: none">• Asset upgrades - hot water replacements, air cons, washers & dryers• KMAC powerheads to Tourist sites.• EV Charging• Roof replacements –Fingal• Site refurb /Astro turf - Shoal, Halifax & Fingal.• Amenities - Halifax floor repairs• Cabin refurbishments• Recreation precinct Shoal Bay - Stage 1 & 2 – still in planning but considering the following: Games room will be converted to the camp kitchen, with inside tables/chairs and TV/seating Old camp kitchen to be removed, small playground / outdoor seating installed. Refurb basketball court A splash park was considered however the cost and process to install it, made it an unviable option.	Noted
-----	----------------------	-------	---	-------

6.6	General behaviour of guests / Park Rules / use of e-Scooters/other fast devices	Lenore (Fiona spoke in Lenore's absence)	<p>A general discussion ensued around the lack of compliance with rules, parents not knowing what their kids are doing, or not caring as HVO rep indicated was occurring in their area.</p> <p>Lenore's van is located next to the Orana Street amenity block which seems to be a hangout spot for kids especially after dark. Most of the kids would be HVO's. Some are very disrespectful, and they crowd around the doorway to the amenities making some HVO's scared to use the facilities after dark. They also ride their scooters/bikes/e-scooters through the amenities with no consideration for others.</p> <p>These are all ongoing issues, which are difficult to tackle, especially when parents don't educate their kids on the rules, or respect or etiquette.</p> <p>In regards to catching people on e-Scooters/bikes – they go too fast to catch them. When we see them we chat to them.</p> <p>Adrian suggested everyone coming into the park has to sign a waiver stating that they will not use nor charge their EV's onsite and if they do they are completely liable and risk having their stay terminated.</p> <p>AM / Management to potentially discuss further.</p> <p>Adrian mentioned the talk of the North precinct is about an HVO who has recently laid concrete under his front awning.</p> <p>Fiona/Heath explained that this was approved by management, and if anyone else requests this, each application will be assessed on their own merit, circumstance & site location. We have received another request which was denied, as what was being replaced was structurally sound.</p> <p>HVO's & reps at Fingal also mentioned people making their way over or through the Fingal Bay back fence throughout peak so they didn't have to walk around the perimeter. This raised group discussion regarding the potential need for an additional entry / exit at the rear of the property to allow safety egress for both pedestrians and vehicles.</p>	Noted
7.0	OTHER MATTERS			
7.1	Next Scheduled Meeting Date	Chair	<p>Harvey requested if any of the attendees would mind considering deferring the meeting to a later date as he will be overseas.</p> <p>Everyone agreed to defer</p> <p>21 October 2024 at 2.30pm @ Shoal Bay Conference Room is set for the next meeting.</p>	

MEETING CLOSED AT 4.00pm

NEXT MEETING

Date: 21/10/2024

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.