

MEETING MINUTES



Meeting

Team Name:	Holiday Van Consultative Committee				
Date:	21 July 2023	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)	Emma Hardy (PSC-Halifax)	Steven Larsen (FB – North)	Harvey Bennett (SB)
Elma Carey (FB - West)	Lenore Lott (FB – South)			

Apologies

Kim Latham (PSC)	Kylie Moyle (PSC)			
------------------	-------------------	--	--	--

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME			
		Chair	2.36pm: Taryn welcomed everyone	
2.0	APOLOGIES			
		Chair	Kim Latham and Kylie Moyle were both unable to attend	

3.0	MINUTES AND OUTSTANDING ACTIONS		
3.1	Minutes of last meeting held to be endorsed	Chair	Lenore & Harvey endorsed the Minutes from the February meeting
3.2	Outstanding Actions from February 2023	Chair	4.1 – HVO Survey to be dicussed as item 4.2 on agenda. 6.2 – Capital Works to be discussed as 6.2 on agenda.
4.0	ADMINISTRATION		
4.1	Occupancy Agreement update + eviction	Fiona	Halifax & Shoal Bay's Occupancy Agreements were all completed by 2 July 2023 which is amazing. Fingal Bay's at 17/7/23 stood at 245 out of 248 returned and completed. The last 3 had reasonable excuses for not being completed. This has never happened by this date before so a pat on everyone's back for getting onto it in such a timely manner. Well done to Fiona for administering this process so quickly.
4.2	Correspondence Survey results	Taryn / Chair	Taryn read out all the results of the survey after copies were passed out to all attendees. Was a good response rate, and results showed that electronic forms of contact is preferred. Majority of HVO's knew about the HVCC & who their rep is. 1 st point of contact is generally the office, admin officer then HVCC rep. Nearly 80% of respondents said they'd be happy for HVCC rep to have their contact details. ACTION: Fiona & Taryn to look into the best way to facilitate this. SL: Suggested that we wait till the next Agreement goes out and include in this process. Taryn: Put it forward to move to only 2 meetings per year so we keep the discussions relevant & on point with what's happening in the Parks. 2 HVCC meetings should be sufficient & have them so that the PSCCA meetings follow shortly after. Don't want to waste people's time, but still want to keep the Committee as is important to have the communication between Park staff/management and the HVO's. HVO: Are we still able to request an extra-ordinary meetings if we believe something needs to be discussed that can't wait till the next meeting? Taryn/Fi: This is still noted in the Terms Of Reference, so a request can certainly be made.

			<p>HVO: We therefore will need more Agenda items, & ensure that specific items are locked in for discussion for the next 6 months/year & FY so nothing important is missed: EG: fee increases, and so forth.</p> <p>Taryn: Agreed, we would have to give the items on the agenda more structure if we move to the 2 meeting per year.</p> <p>HVO: Discussions relating to general maintenance, some having issues but others are not, appears that not as many things are getting done but fees keep going up.</p> <p>Taryn: explained that fees increase due to operational costs increasing & CPI, etc. Security company has recently changed on a temp basis, and are very keen for our business & ongoing tender when it's due.</p> <p>HVO: what scope is the current security company given in regards to rules of the park?</p> <p>Taryn: They have strategic points they have to tap onto every night during their 3 patrols. They are given the same park rules as everyone is given and have been asked to walk & drive through, making sure that they go to all areas of the park through each shift. We give them the heads up if there are any problem areas too.</p> <p>HVO: mentioned that the RH entry gate at Fingal reacts too slow, and allows vehicles to tailgate easily.</p> <p>ACTION: Fiona to mention to Heath Kelly to look into making adjustments to the boom gate.</p>	
4.3	Meetings for 2023: best days/time to suit all moving forward	Taryn / Chair	<p>Discussed considering having just 2 meetings per year to coincide with the PSCCA meetings, so maybe mid-March and mid-September. We will still have the November meeting this year. TOR to be amended & reviewed.</p>	
4.4	TOR review due in July	Fiona	<p>The Terms of Reference are due for review this month. Have made a few minor changes. Handed out draft copy of TOR. Forgot the Summary of changes sheet.</p> <p>ACTION: Fiona to email that out to everyone.</p> <p>HVO: Harvey suggested that if we are considering only having 2 meetings per year, then we should consider extending the term from 2 to 3 years for the reps. Harvey will make commentary on the TOR accordingly.</p> <p>Fiona: If everyone can please review the TOR and send any commentary to Fiona by Wednesday 26/7/23, please. Also asked if anyone has any issues with the Ballots being moved to start in August as it's currently being run over Peak, which is not ideal.</p> <p>HVO: suggested that it be completed by the September meeting, so incoming rep can attend.</p>	

			<p>Fiona: Agreed that it can start in July to be completed before the Sept meeting. Would like to keep it staggered so not potentially a completely new crew of reps at once.</p> <p>HVO: suggested maybe 1 Fingal rep a year (especially if we change to a 3 year term per rep and the HHP & SB reps can be staggered with 2 from FB).</p> <p>Fiona: Happy to consider all possibilities.</p>	
4.5	Items to be added to next Newsletter	Fiona	<p>Please ensure any items are forwarded to Fiona by the end of the first week each month, please.</p> <p>HVO: Is really hard to read on phone as writing is too small.</p> <p>Fiona: The reason for doing it this way and each month is to keep it shorter and in the email content and not an attachment in the hope that more people read it. It is always available on the HVO webpage to download if you have trouble reading on device.</p>	
5.0	RISK			
6.0	HOLIDAY PARKS			
6.1	POM Update	Taryn / Chair	<p>Shoal Bay's Plan of Management has finally been adopted, and will be available to download and view from the PSC website. A link will be added to the HVO webpage.</p> <p>ACTION: Fiona to notify all SBHP HVO's.</p> <p>Halifax is still waiting for Crown / Council to respond. Controversial Lot 424 is holding up the adoption.</p> <p>Fingal has yet to be signed off by Crown to go on Public display. We will advise accordingly as and when this occurs.</p>	
6.2	Projected Capital Works for FY 2023/2024	Taryn / Chair	<p>Taryn supplied a list of Capital Works that have been identified as being required across the PSBHP this current financial year.</p> <p>HVO: suggested that Lions Club will provide cages & collect cans/bottles – other parks do this.</p> <p>Taryn: Has been considered in the past but have concerns with the regularity of them being picked up, and the cleanliness & unwanted pest & vermin they may attract.</p> <p>Taryn: We are currently offering short term crisis accommodation in 3 cabins at Thou Walla Sunset Retreat through a third party.</p> <p>Elma suggested we contact a couple of charities that will take (pick up) mattresses, blankets, and anything that can be used to help set up families who have nothing.</p>	

			ACTION: Fiona to pass on these numbers to the assistant managers, as we are currently undergoing cabin refurb / replacement furniture, blankets, etc.	
7.0	OTHER MATTERS			
7.1	Next Scheduled Meeting Date	Chair	Next meeting is scheduled for Monday 20 November at 2.30pm. Please forward any Agenda item requests with details, at least a week prior to the meeting.	

MEETING CLOSED AT 3.50pm

NEXT MEETING

Date: 20 Nov 2023 **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.