

## MEETING MINUTES

### Meeting

**Team Name:** Holiday Van Consultative Committee

**Date:** 21 February 2020

**Time:** 4.30pm

**Venue:** Fingal Bay Holiday Park (Recreation/Meeting Room)

**Chairperson:** Kim Latham

**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

Kim Latham (PSC)	Fiona Snow (PSC)	Nigel Walker (PSC)	Lorraine Fellows (PSC)	Debbie Byers (HHP)
Elma Carey (FB - West)	Steve Larsen (FB – North)	Ken Royle (FB – East)	Harvey Bennett (proxy for Shoal Bay)	

### Apologies

Kim Bray (Shoal Bay)	Kylie Moyle (PSC)	Emma Hardy (PSC)		
----------------------	-------------------	------------------	--	--

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME		Kim Latham	Meeting opened at 4.30pm Welcome to Debbie Byers as a new rep and welcome back to Steve Larsen and Elma Carey. Kim reiterated that as per clause 9.3.7 of the TOR's, no general business is permitted at these meetings and that every topic should be of a collective nature and no topics that are considered operational will be included.	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
2.0	<b>APOLOGIES</b>				
	Kim Bray and Kylie Moyle.		Kim Latham	Emma Hardy was to attend in Kylie's place however was unable to attend as was unwell	
3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>				
3.1	Minutes of last meeting held		Kim Latham	<p>Clause 9.3.11 of the TOR's states, 'Any comments shall be circulated to the Secretariat within 1 week of circulation'. Prior officers have allowed requests for amendments to minutes outside this deadline so it was agreed to add Harvey Bennetts requested amendments (received outside the 1 week period) to the Minutes as an Addendum to be published.</p> <p><b>ACTION: Fiona to ensure Addendum is added to the Minutes on the website</b></p> <p>Lorraine Fellows endorsed the Minutes.</p>	
3.2	Outstanding Actions from November 2019		Kim Latham	All outstanding actions from last meeting are completed or have been included as an Agenda item for this meeting to be revisited / discussed	
4.0	<b>ADMINISTRATION</b>				
4.1	Terms of Reference – Business Paper		Kim Latham	<ul style="list-style-type: none"> <li>TOR has been adopted by PSC in November 2019</li> <li>Next review is due February 2021</li> <li>Document is available on the website</li> <li><b>ACTION: Fiona to email a copy to all reps.</b></li> <li>Kim read out the Section 1: "Purpose" of the TOR to ensure everyone understands the reasons for having and the purpose of these meetings.</li> </ul>	
4.2	Amendments to Minutes		Kim Latham	<ul style="list-style-type: none"> <li><b>ACTION: Harvey's Addendum will be published with the Minutes of November 2019 meeting on the website on this occasion.</b></li> <li>No requests for amendments to minutes will be accepted outside the one week circulation time as per clause 9.3.11 of the TOR</li> </ul> <p><b>Harvey Bennett requested amendments/additions via email 4/3/20</b>  <i>- We discussed that previous minutes were no longer visible on the the HVO website - PSC clarified that they will be keeping 12 months of minutes only due to limited space .</i></p>	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
				<p><b>Steve Larsen requested amendments/additions via email 4/3/20</b> - Steve Larsen asked about previous HVCC meeting minutes as he had noticed they were not available on the holiday park website. It was clarified at the meeting that all meeting minutes will be saved and stored by Port Stephens Council but only the previous 12 months will be available for viewing on the Port Stephens Holiday Parks website.</p>	
4.3	HVCC Ballot: 2 positions @ FB & 1 @ HHP		Fiona Snow	<ul style="list-style-type: none"> <li>• The outcome of 3 recent ballots were discussed with no opposing ballots received for Fingal Bay West Precinct and one ballot only received for the vacant HVCC representative at Halifax. Elma Carey was returned for another term as the Fingal Bay West Precinct representative and Debbie Byers was welcomed as the new Halifax HVCC representative. There were 2 ballots received for Fingal Bay North Precinct so as outlined in the TORs a name drawn out of the hat was required as equal votes were received for both nominees. Steve Larsen was the first name drawn and returned as the HVCC representative for Fingal Bay North Precinct.</li> <li>• Confirmed that reps are OK to have their details available via every quarterly Newsletter which is published on the website</li> <li>• <b>ACTION: Fiona to publish details on each Quarterly Holiday Van Newsletter</b></li> <li>• <b>ACTION: Fiona to ask Neil Hedges to contact Steve Larsen to discuss the option of being Steve's Proxy if required</b></li> </ul> <p><b>Harvey Bennett requested amendments/additions via email 4/3/20</b> - Steve Larsen requested contact details for other HV owners in his area, this can't be done due to privacy issues. Steve's contact details will be passed on to the other candidate in the recent ballot, and all HVCC members details will be published in the quarterly newsletter.</p> <p><b>Steve Larsen requested amendments/additions via email 4/3/20</b> - Steve Larsen requested the contact details of the other candidate in the recent election for the Northern Precinct at Fingal Bay as the person had shown an interest in the committee and may be a suitable proxy to attend meetings when he is not available. It was noted that supply of the details may cause privacy issues but the candidate has been advised of this request via email. The candidate will be made</p>	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
				<i>aware of his Steve Larsens contact details when they are published in the next quarterly Newsletter.</i>	
4.4	Holiday Van Sales Period 2020		Fiona Snow	<ul style="list-style-type: none"> <li>Dates for Sales Period discussed and DRAFT info handed out</li> <li>Proposal that this years Sale Period to be all inclusive for the whole 6 weeks. No Internal sale period as no HV are being affected in the next financial year: everyone agreed this was a good idea</li> <li>ALL HVO to receive Sales info via email next Monday</li> </ul>	
4.5	Alternative contact in emergency or if HVO cannot be reached in a short period of time / request for spare keys to be left at Reception		Fiona Snow	<ul style="list-style-type: none"> <li>For emergency purposes (EG: smoke alarm).</li> <li><b>ACTION: Fiona to request emergency contact numbers in the next HV Newsletter explaining recent situations &amp; request for set of spare keys to be left with the office to avoid charges incurred if a locksmith is required to gain access to the HV.</b></li> </ul>	
4.6	Training requirement for HVCC reps		Steve Larsen	<ul style="list-style-type: none"> <li>Steve informed us that he had been advised during a meeting at PSC that any volunteers working with PSC, such as Committee representatives should undergo appropriate training.</li> </ul> <p><b>Steve Larsen requested amendments/additions via email 4/3/20 - "and the need to complete a declaration document to ensure that HVCC members are aware of the requirement to declare any interest or benefits that they may obtain from items discussed."</b></p> <ul style="list-style-type: none"> <li>Harvey informed us that the TOR also states an induction for new members is required.</li> <li>Kim read point 8.5.1 and confirmed that Debbie Byers had been inducted. Debbie confirmed this.</li> <li>All new members and returning members are asked to read all the relevant documents which are provided to them. We also have a short discussion to ensure new / returning members are aware of the main purposes which would cover the induction criteria.</li> <li><b>ACTION: Kim to investigate the training required for PSC Volunteers.</b></li> </ul>	
4.7	Items to be added to next HV Newsletter			<ul style="list-style-type: none"> <li>Please email Fiona within the next 2 weeks if you would like any items to be considered.</li> <li><b>Fiona on leave so got till 20/3/2020 at the latest.</b></li> </ul>	By 15/3/2020
<b>5.0</b>	<b>RISK</b>				

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
5.1	Site Inspections – Number of Car Spaces		Kylie Moyle	<ul style="list-style-type: none"> <li>• Due to many HV sites not having adequate space for 2 vehicles to be parked on their sites, an audit will be conducted during site inspections this calendar year and permitted spaces will be reviewed in line with current legislation: 5.5m x 2.4m per vehicle, the next OA will reflect any amendments.</li> <li>• <b>Q:</b> Can we park on neighbours sites if they have given permission? <b>A:</b> The sharing of boomgate PIN's is not permitted, however if you have permission to utilise another HVO site it will not be condoned however it will not be followed up.</li> <li>• <b>ACTION: Reminder to be included in the next Newsletter once again, for HVO's not to park on spare tourist sites at any time.</b></li> <li>• Harvey Bennett mentioned he often has tourists park on his site as he is adjacent to a Van site.</li> <li>• <b>ACTION: Can SBHP please clearly mark A13 &amp; A12 Site boundaries</b></li> </ul>	
5.2	Speed limits & electric toys		Elma Carey	<ul style="list-style-type: none"> <li>• 8kph speed limit in all Parks but many park users do not abide by this rule, especially kids on bikes or electric scooters, etc. Peak periods are the worst time of year for this problem, kids on bikes, scooters, etc and especially low to the ground pedal powered karts are riding around the Park at brake neck speed with no regard to road rules or other users. Accident waiting to happen.</li> <li>• <b>ACTION: Fiona to reiterate rules in Newsletter yet again.</b></li> <li>• Kim asked that regular users such as HVO's continue to tell staff when they see this happening. If it is possible staff will attend the sites to address issues.</li> </ul>	
6.0	<b>HOLIDAY PARKS</b>				
6.1	Shoal Bay new amenity block		Kim Latham / Kim Bray	<ul style="list-style-type: none"> <li>• It was noted that issues with ventilation were experienced in the showers and laundry over the peak period particularly when all dryers and showers are going at once.</li> <li>• The building Company has been contacted and are addressing ventilation issues with rectification works expected sometime in late Feb / early March.</li> <li>• Harvey advised that the fans and lights are on movement sensors in the laundry so when people leave they go off which is adding to the issue.</li> </ul>	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
				<ul style="list-style-type: none"> <li>• ACTION: Investigate de-activate sensors so that lights and fans continue even after people have left the room.</li> <li>• ACTION: The dryer ducting will also be checked as could be installed incorrectly causing unnecessary heat in the room</li> <li>• It has been identified that there is inadequate clothes line space. The park will be installing another 3-4 Hills Hoist style lines and some horizontal style ones to give more line space adjacent to the new amenity building</li> <li>• SB had lots of bad behaviour in the new amenities with lots of damage sustained</li> <li>• We will be trialling an additional cleaner through peak to check the state of amenities and ensure services are up to standard.</li> </ul>	
6.2	Peak Period Debrief		Kim Latham	<ul style="list-style-type: none"> <li>• Theft at HHP was particularly bad, Shoal Bay and Fingal also had theft issues but not as prevalent.</li> <li>• The only way to potentially combat this issue is to hit it hard with extra security, therefore at Easter there will be additional static guards on site at all Parks. Manager's will also attend site to conduct walk throughs with guards.</li> <li>• Elma mentioned that Security was good at FBHP over summer holidays – they were seen walking around interacting with guests, pulling up kids without helmets or doing the wrong thing.</li> </ul>	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
6.3	Test & Tagging Process - update		Kim Latham	<ul style="list-style-type: none"> <li>• After meeting onsite with PSC electricians, Nigel &amp; Fiona, the senior electrician has informed us that all HV's that opted In will be completed by 30/6/2020</li> <li>• PSC are taking a risk based approach to leads that are out of date as mentioned on previous occasions. Work is on a schedule for completion by the EOFY</li> <li>• <b>Q:</b> Why do the leads that have been safe and underground (or located as they have been for years and years) now have to be relocated above ground ? <b>A:</b> Legislation states we have to inspect leads visually and manually as well as conduct a proper test using a (digital) lead testing appliance. This legislation has not been enforced previously however we now have to comply with it as directed by PSC's electrical team.</li> <li>• Due to a change in the standards re: power leads now having a lip/sheath on the socket end, old style Inlets will have to be replaced if a replacement lead is required / provided. Lead replacement is at our cost, but inlet replacement is at the HVO's cost which is set at \$120 for parts and labour.</li> </ul>	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
6.4	Tropical Roof design		Steve Larsen	<ul style="list-style-type: none"> <li>• It was advised that PSBHP will stay with the requirements for tropical roofs listed in our SOP's.</li> <li>• Harvey Bennett mentioned that there are now 3 types permitted – <b>Harvey Bennett requested amendments/additions via email 4/3/20</b> - Current dot point two "Harvey Bennett mentioned that there are now three types permitted -". Please amend to read Harvey Bennett stated that this decision will now introduce a third new type of tropical roof material and didn't understand how this was keeping with the desire to be aesthetically pleasing. Harvey also commented again that PSC are not using this type of material in their own constructions such as BBQ shelters. Kim L stated that PSC are not required to use this type of material.</li> <li>• Steve Larsen advised that the history of corrugated roofs came from a HVO getting approval direct from PSC and not the Park. After this, it was then permitted by the then manager at Shoal Bay HP for a period of time.</li> </ul>	



6.5	Use of non-certified meters for electricity charges		Steve Larsen	<ul style="list-style-type: none"> <li>Nigel explained that any meters installed prior to 2013 even without the NMI details are still OK to use for charging. This information was provided by KMAC (manufacturer of power heads and meters) quoting the AER.</li> </ul> <p><b>Harvey Bennett requested amendments/additions via email 4/3/20</b>  <i>- New dot point one - Steve Larsen referred to the information previously circulated to committee members prior to the meeting regarding the Regulations for meters used to charge electricity.</i></p> <p><b>Steve Larsen requested amendments/additions via email 4/3/20</b>  <i>"the HVCC members were supplied further information to assist in the investigation of the use of non certified electrical meters being used in the holiday parks to charge holiday van owners for electricity usage. The further information was supplied via email from Steve Larsen on 6th February 2020."</i></p> <ul style="list-style-type: none"> <li>Harvey provided information to the contrary.</li> </ul> <p><b>Harvey Bennett requested amendments/additions via email 4/3/20</b>  <i>- Current dot point two - "Harvey provided information to the contrary". Please replace with - Harvey read from the previously circulated information which is taken from Australian Government Dept of Industry, Science, Energy and Resources Regulations and Standards which states that utility meters which measure electricity, water and gas for trade (bill of usage) must be pattern approved. The meter installed on Steve Larsen's site is not an approved meter on the Government database.</i></p> <ul style="list-style-type: none"> <li><b>ACTION: PSC legal to review regulations / legislation.</b></li> </ul> <p><b>Steve Larsen requested amendments/additions via email 4/3/20</b>  <i>Steve Larsen advised the meeting that Nigels claim that the 4 meters were installed prior to 2013 wasn't really relevant as holiday van owners were not charged for electricity prior to 2013 and its a different meter than the one PSC advised to HVO's that would be used.</i></p> <p><b>Steve Larsen requested amendments/additions via email 4/3/20</b>  <i>requires more clarity regards the information provided by Harvey was actually data on utility instrument requirements for charging of electricity stated on the Australian Government Industry, Science,</i></p>	
-----	---	--	--------------	--	--

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
				<i>Energy and Resources document supplied via Steve Larsens email on the 6th February.</i>	
6.6	Solar panels for HVO		Steve Larsen	<ul style="list-style-type: none"> <li>As previously minuted CCIA have urged caution regarding Solar panels for use by HVO's. PSC will not permit solar panels to be fitted to Holiday Vans.</li> <li>Kim advised however that it is OK to use a portable solar panels whilst HVO's are onsite. They cannot be permanently fitted to the roof or anywhere on the van, and must be on their own site in safe place so not causing a safety issue or hazard. At no time will they be attached to Park infrastructure.</li> </ul>	
6.7	Smoke Alarms		Fiona Snow	<ul style="list-style-type: none"> <li>Smoke alarms going off at night will be charged \$150 call out fee. If we do not have a spare keys onsite to access the van we will access the van by other means. Any damage caused or costs involved in this process is at the Van Owners cost to repair, replace or repay.</li> <li>During the day we will try and contact HVO's or emergency contacts, but if we cannot make contact or have access to the van within a reasonable timeframe, we will engage a locksmith to gain access into the van to address the issue, and any costs involved will be passed on to the HVO</li> <li><b>ACTION: Fiona to add to SOP for next FY and to notify in the next HVO Newsletter.</b></li> </ul>	
6.8	Orana Street amenities		Nigel Walker	<ul style="list-style-type: none"> <li>Tender process has commenced.</li> <li>Temporary amenities will be in place whilst old block is being demolished and removed, and new facilities being built</li> <li>All regulations and standards are taken into consideration during the planning stages particularly regarding the ratio of facilities per number of sites.</li> <li>Building is scheduled to be finished by Oct school hols</li> <li>Elma informed meeting that the old amenities was the cause of a vomiting/dairrhaeor bug over the summer holidays, however this was discounted as the bug was much more widespread than just a small section of Fingal Holiday Park.</li> <li>Drawings will be posted on the website when available</li> </ul>	

Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
6.9	Site Maintenance by HVO		Ken Royle	<ul style="list-style-type: none"> <li><b>Q:</b> Can HVO's mow own sites as they take ownership of their lawns and prefer to use catchers to take the grass clippings away so that it isn't walked through their vans? <b>A:</b> Kim advised that we are happy for HVO's to mow their own grass if they wish but our grounds staff will continue to follow their schedule of mowing.</li> </ul>	
<b>7.0</b>	<b>OTHER MATTERS</b>				
7.1	Next Meeting Date		Kim Latham	<ul style="list-style-type: none"> <li>15 May 2020 at 4.30pm @ Shoal Bay Rec Room</li> </ul>	

**MEETING CLOSED AT 5.35pm**

**NEXT MEETING**

**Date:** 15/5/2020      **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.