

MEETING MINUTES

Meeting

Team Name: Holiday Van Consultative Committee

Date: 20 November 2020

Time: 5.00pm

Venue: Conference Room, Shoal Bay Holiday Park

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)	Nigel Walker (PSC)	Fiona Snow (PSC)	Elma Carey (FB - West)	Steve Larsen (FB – North)
Debbie Byers (PSC)				

Apologies

Kylie Moyle (PSC)	Lenore Lott (FB – South)			
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME			
1.1	Welcome to new representative for Fingal Bay South precinct	Chair	Kim welcomed everyone to the meeting. The new representative for Fingal Bay – South is announced as Lenore Lott, however she is unable to attend due to prior commitments.	
1.2	Message/s from outgoing rep/s	Fiona	Fiona distributed a message from Ken Royle for everyone to read, and mentioned that Kim Bray had not provided a written message but has passed on her best wishes to everyone, especially to Steve who has been a great mentor, and always has time to chat or listen.	
1.3	Introduce 2 new Assistant Managers	Chair	Kim introduced: <ul style="list-style-type: none"> Kimberley Levy, who is the new Assistant Manager at Fingal Bay Holiday Park. Both Steve & Elma had already met her, as has Lenore before being voted in as HVCC rep. Zahee Girjes, who is Assistant Manager at Halifax whilst Alice Meagher is on maternity leave from early December. 	

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2.0	APOLOGIES			
2.1	Kylie Moyle & Lenore Lott	Chair	Unfortunately, both Kylie and Lenore had previous and unavoidable commitments that neither could reschedule.	
3.0	MINUTES AND OUTSTANDING ACTIONS			
3.1	Minutes of last meeting held on 28 August 2020	Nigel	<p>Steve: asked Nigel if Ken has requested for the potential POM for Fingal Bay South area be explained again (Nigel advised he hadn't been asked),. Nigel: Answered no and explained that no certain development was mentioned for any area at Fingal.</p> <p>Kim: advised that the Draft POM has been written. Crown Lands have advised they are experiencing delays in their process. Halifax & Shoal Bay POM's have been in draft for over 12 months with no approval to date.</p> <p>Steve endorsed the Minutes from the last meeting</p>	
3.2	Outstanding Action from 28 August 2020 meeting	Nigel	<p>Kim Bray had asked if other payment options such as BPAY or Direct Deposit could be made available for HVO to pay their monthly Site Fees.</p> <p>ACTION: Nigel will investigate other payment options (for site fees) and will report back at the next meeting.</p> <p>Nigel: Advised by PSC Finance department that BPAY could be an option, investigations into the set up process/costs and ongoing/transaction fees will have to be considered. If this is a viable option, HVO's will be advised accordingly to assess interest.</p>	
4.0	ADMINISTRATION			
4.1	Meeting dates for 2021	Fiona	<p>Fiona handed out a list of meeting dates for 2021.</p> <p>Elma: asked if these meeting times are still suitable for everyone?</p> <p>Kim: Suggested a discussion occur next year as to what days/times are suitable for everyone to hold these meetings, she also advised that Zoom has become an acceptable way to hold meetings during the course of 2020.</p>	
4.2	PSC Fees & Charges for 2021-2022	Nigel	<p>Nigel/Kim: We are making the HVO reps aware that the process is well underway to compile all the Council Fees & Charges for the FY 2021-2022 to be presented to council this month (and endorsed by April). A case has been put forward to Council for HVO site fees to remain as is for the next Term of Occupancy, no increase. The 2020-</p>	

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			<p>21 FY year, included an additional 30 nights availability in addition to the Electricity Daily Supply charge remaining at 150 nights.</p> <p>Steve: if another COVID shutdown occurs, what plan does the council have in regards to stopping or reducing the fees?</p> <p>Kim: There are no plans in place.</p>	
4.3	Items to be added to next Newsletter		Please forward to Admin officer by 11/12/2020	
5.0	RISK			
5.1	Security over Summer Holidays	Nigel	<p>Nigel: over the past few years we have applied different approaches regarding security, this year we are trying a mix of everything. A roving car circulating around the area and all Parks, a dedicated patrol car just for our Parks only which will mostly patrol between Halifax, Shoal Bay & Fingal, static guards at Shoal, Halifax and Fingal on the 2 peak nights.</p> <ul style="list-style-type: none"> - There has been a spate of thefts already at the Parks, expensive bikes have mainly been targeted. - Alison Stewart from the Maitland/Raymond Terrace Police command has been in contact regarding this issue, she may organise a campaign for the Parks in the area. - We encourage the HVO's as regular Park users to notify us or the After Hours number if anything untoward is noticed. <p>ACTION: Fiona to add in the peak Security information and After Hours contact details to the next Newsletter.</p>	

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5.2	Emergency Action Plans & Procedures	Steve L	<p>Steve: Do the parks have Emergency Action Plans in place for situations such as when a man went burko at Fingal with a knife? Also when an ambulance was called by a guest and a HVO had to let them in the gates with their own code as the crew didn't have a code to get in.</p> <p>Kim: advised that all HVO's should act accordingly in extreme / emergency situations as they would at home and contact emergency services when needed. BSHPs also have Safe Work Method Statements (SWMS) which assess risks for all kinds of scenarios. Staff are aware of what the procedures are in certain situations, but nothing in a Manual that can be viewed by or given to guests/HVO's.</p> <p>Nigel: Guests can call any Emergency Service provider, and each provider has been reminded (recently) of their access codes to our Parks. A call to the After Hours number to advise us of the incident would be helpful. If we are not advised of an issue occurring, we cannot follow up on it with the persons involved, and the emergency services will not provide us with any information due to privacy rights. By calling the Park/After Hours service they can triage the call and nature of the issue and send out the relevant park staff, and we then have a record of the incident for action if required.</p> <p>ACTION: Fiona to add the process details into the next Newsletter.</p>	
6.0				
6.1	2021 Test Tag Project DRAFT documentation Project scheduled for April/May/June 2021	Nigel/ Fiona	<p>Fiona handed out Draft version document for the 2021 Test & Tag project.. Aiming to send out after Summer Holidays, with responses due back by 1 March 2021. Is an Opt In /Opt Out system this year. No response will mean to us you Opt Out.</p> <p>Steve: Can the HVO that Opted Out last time, Opt In this time?</p> <p>Fiona: Yes they can. You also have a choice to have PSC trades rectify any non-compliance issues at a cost per item (TBA) invoiced after completed, or HVO can fix own – Fi will provide a list of non-compliance items.</p> <p>Steve: Again voiced his/other HVO concerns with the way the leads have been fixed with metal saddles and lack of mechanical protection.</p> <p>Kim: PSC electrical trades have been out to Fingal to assess the earlier installations, and are scheduled to start rectification works next week. In regards to the leads being out in the open all the time, the</p>	

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			leads being used have been approved by the Senior Trades person to comply with the standards.	
7.0	OTHER MATTERS			
7.1	Next Scheduled Meeting Date	Chair	Friday 19 February 2021 at 4.30pm @ Shoal Bay Conference Room	
7.2	Other Matters		<ul style="list-style-type: none"> • Agenda Item for next meeting: Discuss potential change of days/times for future meetings suitable for all reps, and the option for attendance via Zoom call if necessary. • Steve: After the Code of Conduct training, would like it minuted that he is President of the Port Stephens Camping & Caravan Association. • Kim: advised that the Terms of Reference (TOR) are being reviewed in 2021 as required. • Steve: Can General Business be added? • Kim: Reiterated that general business is not allowed under the TORs. 	

MEETING CLOSED AT 6pm

NEXT MEETING

Date: 19/2/2021 **Time:** 4.30pm **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.