

MEETING MINUTES



Meeting

Team Name: Holiday Van Consultative Committee

Date: 20 November 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)	Jennifer Haretuku (PSC)	Adrian Sutherland (FB – North)	
Elma Carey (FB - West)	Harvey Bennett (SB)	Lenore Lott (FB – South)		

Apologies

Kim Latham (PSC)	Kylie Moyle (PSC)			
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME			
		Chair	2.30pm: everyone was welcomed. Taryn introduced herself and welcomed new rep for FB North - Adrian Sutherland. Adrian gave a short introduction of himself. Jennifer Haretuku was also introduced as SB Assistant manager.	
2.0	APOLOGIES			
	Kim Latham, Kylie Moyle, Elma Carey	Chair	Elma Carey was a last minute apology.	

3.0	MINUTES AND OUTSTANDING ACTIONS		
3.1	Minutes of last meeting held to be endorsed	Chair	Harvey Bennett endorsed the Minutes from the July meeting
3.2	Outstanding Actions from July 2023 meeting	Chair	There was one outstanding Action from the last meeting – 4.2 – HVO contact details for HVCC reps. This will be covered in this meeting item 4.3
4.0	ADMINISTRATION		
4.1	Planned meeting dates for 2024	Fiona	In light of results from July survey & feedback received, we will be scheduling 2 meetings per year. Hand out of 2 meeting dates and schedule of when Agenda items are required was shared. 2.30pm on 3 rd Monday of March & September 2024 was agreed on
4.2	Standard Agenda items moving forward	Chair	Template of 'standard agenda items' for the 2 meetings per year was shared. Noted that additional agenda items will still be requested and considered for inclusion. ACTION: HVCC reps to provide responses/suggestion within 7 days please.
4.3	Recent Nomination/ Ballot process / HVO Database review	Fiona	HVCC rep nominations for Halifax – no nominations received. Position remains vacant. All HHP HVO's notified and given all other reps contact details. One nomination received for Fingal Bay West – Elma Carey. She retains the position for another term. 2 nominations received for Fingal Bay North – Steve Larsen and Adrian Sutherland. 28 days given to vote – Adrian received majority of the votes. Thanked Steve verbally, in writing and when advising HVCC reps of outcomes of the process (email). Welcome to Adrian. HVO Database Review: Fiona will be sending out form to all van owners for them to confirm their contact details are correct on our system (Newbook). This will include residential address, phones numbers, email addresses and vehicle registration plate details. The form will include tick boxes/similar for HVO to identify if and which details are to be shared with HVCC reps in their precinct. <i>(Suggest only names, mobile numbers and emails as options.)</i>
4.4	Planned fees for FY 2024/2025	Harvey	Harvey asked if we could re word the agenda item to preclude the idea he was asking for an increase in fees. Harvey confirmed he was requesting what the planned fees for FY 2024-25 would be.

			<p>Taryn: The PSC fee structure has changed whereby Holiday Parks are not required to submit their fees to Council in November for publishing like the other council fees are. Therefore we will not know what the fees will be until at least next meeting. Site Occupation fees will be conveyed as required giving 30 days' notice of any increase. Incidentals will be included in the Occupancy Agreement T's and C's as normal.</p> <p>Harvey: Who then authorises the fees if not published along with other PSC fees?</p> <p>Taryn: The hierarchy of Council would have to be followed, however unsure of the full process.</p> <p>ACTION: Taryn to find out the process, and reps will be notified in writing.</p>	
4.5	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 Fiona mentioned that some people have trouble reading the Newsletter in its current format. Is currently looking at alternative formats that will best suit mobile devices. This is a WIP (work in progress)</p>	
5.0	RISK			
6.0	HOLIDAY PARKS			
6.1	Security	Chair	<p>Currently undertaking tender process for new security company. Using a temporary company on week to week basis till new one starts. Have one that we believe can provide everything we require – meetings held to confirm they can provide the level of service we need. We've been explicit in the details, and the need for communication with us, the after hours service and patrons alike.</p> <p>Harvey: Is the security tender for Hol Parks just for the parks or incorporated within PSC?</p> <p>Taryn: We are now separate to PSC as we have very different requirements to Council. Hoping they will start in the next couple of weeks.</p> <p>Adrian: Mentioned issue with pedestrian gates being used by local kids and still being open at 9pm.</p> <p>Fiona suggested we will start locking them when we leave at 5pm. This will funnel all pedestrians through the main driveway where we have cameras.</p> <p>Harvey: This will then be same as Shoal Bay pedestrian gate.</p>	

			<p>Taryn: CCTV are being upgraded and increased at Fingal to cover more areas: garbage areas, pedestrian gates, amenity block entrances.</p> <p>Lenore: No one calls the after-hours number as HVO still think they will be charged the callout fee.</p> <p>Fiona: This is NOT the case as has been clarified on previous occasions. The noise/issue makers have the potential to be charged. We will not charge someone who has called to advise us of any issues! Please use the after-hours service.</p> <p>ACTION: This will be added to the next Newsletter again.</p> <p>Adrian: Do emergency services have their own numbers for the boom gate.</p> <p>Fiona: Yes they do, and Kylie Moyle (Operations manager) reaches out to the all before Peak to make sure they have all relevant information.</p> <p>Adrian: Teams are brought in from other areas during busy times and some of the necessary information may not be passed on or too far down the information page for them to find it in an emergency.</p> <p>ACTION: Fiona to follow up with Kylie to ensure this occurs before peak again.</p>	
6.2	Shoal Bay Car Park project update	Harvey	<p>Requested an update on the SB car park project.</p> <p>Taryn: Even though the SB carpark is included in the POM, it is not our project. Taryn spoke to Program Manager for Civil Infrastructure (PSC) and was advised that works are scheduled to start after Aust Day LWE for approx. 8 weeks. Works include asphaltting, line marking, smart parking, coral trees to be removed but some eucalypts will stay.</p>	

6.3	Smart Meters/Parking – Port Stephens	<p>Harvey</p> <p>Additional comment req by Harvey:</p> <p>Additional comment req by Harvey:</p>	<p>Harvey said he’s received contact from HVO’s at SB regarding the Smart Parking in Shoal Bay precinct, and asked if Free Parking permits are being issued.</p> <p>Taryn: Understands there’s been a big push back from HVO and guests alike, and whilst it’s not something we can change, we are currently trialling Parking Permits, however the exact terms & conditions of use of the Permits are to be confirmed with PSC rangers.</p> <p>Taryn: The parking passes will be available for 1 vehicle only for the duration of the stay of the guest/s. If the guest is checking out at 10am, the pass will expire at 10am on the final day. Holiday Van Owners will also receive a parking pass for a nominated time for 1 vehicle, we are still working out exactly how this will work.</p> <p>Harvey: thanked Taryn for this, as it has been an issue for Shoal Bay HV Owners since the Park reduced the number of access codes for HV Owners several ears ago.</p> <p>ACTION: We will communicate with SB HVO as soon as we have all the relevant and correct information</p>	
6.4	Planned projects for FY 2024/2025	<p>Harvey/Chair</p> <p>Additional comment req by Harvey:</p>	<p>Harvey asked what projects are being planned for the 2024-25 FY</p> <p>Taryn: We are still working on the current projects:</p> <ul style="list-style-type: none"> Electrical audit punch list – almost complete Cashless washer / dryers in at all Parks Washer/dryer asset replacement – ongoing as and when required CCTV upgrades – FB started to be complete before Peak General cabin refurb/remediation – ongoing Hot water assets – ongoing Wi-Fi networks upgrades – ongoing <p>Taryn advised that the Projects for 2024/25 had not yet been finalised and would update the Committee at the March meeting.</p>	

6.5	Use of ebikes/scooters in Holiday Parks	Lenore	<p>Lenore is still concerned with number of ebikes/scooters getting around at all hours of the day and night in HV areas. But also normal ones too, and so many after dark too. Barriers have helped at Orana Street block but still an issue.</p> <p>Taryn/Fiona: this is one of the hardest things to police. Staff can't tell everyone they see, parents have to take responsibility but unfortunately continues to be a challenge.</p> <p>Adrian: Other Parks have stopped trying to ban them but taken a different approach to try and enforce rules around the safe use of them within Park grounds.</p> <p>Lenore: Caravanners on Rumaïy street in their big rigs have to accelerate up the incline and are sometimes doing 20kph by the time they get to the bend at her van. Need signage to slow down.</p> <p>ACTION: Fiona to check laws around the use of eScooters on public roads. Look into installing speed humps in strategic places on main internal roads.</p> <p>ACTION: Fiona to ask FB grounds to cut back all bushes on blind corners and around amenity blocks as kids come hurtling out from the pathways onto roads without looking. Look at extra road marking or SLOW DOWN signs at X of Orana/Rumaïy</p> <p>Adrian: do we charge tourists for bad behaviour / issues caused whilst staying?</p> <p>Taryn: We do not take a bond or pre-authorisation on credit card. We can Blacklist from our parks though people are smart and will book under a different name. We do have the ability to charge a call out fee if security or on call staff need to attend a disturbance..</p>	
7.0 OTHER MATTERS				
7.1	Next Scheduled Meeting Date	Chair	18 March 2024 at 2.30pm @ Shoal Bay Conference Room	
7.2	Notice of Ban from Premises	Fiona	<p>Notices of Ban from Premises were issued for 3 local boys causing havoc in the park. If anyone sees those 3 kids or any other local kids for that matter, please take a photo (so we know beyond doubt who it is onsite) and send to Park management / Police</p>	
	Update on POMs	Harvey	No further updates on POMs. Still waiting for Crown Lands to approve.	

MEETING CLOSED AT 3.55pm

NEXT MEETING

Date: 18/3/2024 **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.