

# MEETING MINUTES



## Meeting

**Team Name:** Holiday Van Consultative Committee

**Date:** 24 February 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)			
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>			
		Chair	2.30pm: Taryn welcomed everyone & introduced herself & Emma to those who had not met.	
2.0	<b>APOLOGIES</b>			
		Chair	Kim Latham and Kylie Moyle were both unable to attend	

3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>		
3.1	Minutes of last meeting held to be endorsed	Chair	Harvey Bennett endorsed the Minutes form the August meeting
3.2	Outstanding Actions from 19 August 2022	Chair	<p>There were no outstanding Actions from the last meeting as they had been covered by the email sent out in December.</p> <p>Taryn recapped these items, and had a couple of updates:</p> <p>1 – <b>Electrical projects:</b> mostly conducted in low season when least impact on HVO’s/patrons. Audit completed in 2019: Stage 1 = Critical &amp; Essential items identified for rectification. All items have been completed. Stage 2 = All other items listed as requiring rectification – these items will be attended to in due course with minimal impact to park users, if any.</p> <p>2 – <b>Water project:</b> This has been pushed back to 2024/2025 FY as we cannot justify extensive closures after COVID. This is mainly at Fingal, and first focus point will be the fire safety system.</p> <p>3 – <b>POM update: Shoal Bay POM</b> has had the draft plan approved to go on public exhibition again after the corner car park has now been added at Crowns request. Please follow link:</p> <p><b>Halifax</b> is due to be signed off by Crown after which it can be adopted.</p> <p><b>Fingal</b> is still sitting waiting to be approved by Crown to go on public exhibition. We are aware that many of you have been anxious to see these draft plans, so we have brought a copy to show you.</p> <p><b>Taryn</b> briefly went through the different Precincts and read the potential uses for each one that included holiday vans. She explained that these documents are fluid with no set phases or timelines, and any part of the redevelopments identified in the plan may, or may not eventuate depending on viability and funds to complete any projects.</p> <p>The Capital works program for the next 2 years has a focus on upgrading and replacement of existing cabin and facilities infrastructure.</p>
4.0	<b>ADMINISTRATION</b>		
4.1	Holiday Van Consultative Committee	Taryn Ritchie / HVCC	This was a business decision that was reviewed by Section Manager, Group Manager, GM & PSC’s legal department. The committee is not a legal requirement and is not a legislated committee (unlike many committees across council) and is not a decision making body. After recent events such as relocation of the garbage compound at Fingal

			<p>and the Fee increase it was apparent to us that the majority of the holiday van community contacted and communicated with us directly and not through their representative on the HVCC.</p> <p>HVO's currently have 1 full time employee dedicated to communication and administration of the HVO's and we felt (and still do) that this is ample provision for both receiving and communicating information with the HVO community.</p> <p>We would like to ensure that these meetings are useful and effective for both sides and for the purpose for which it was created – which is: <i>'To provide a forum for meaningful discussion facilitating appropriate consultation and engagement with holiday van owners toward the implementation stage of development and change occurring across the PSBHP's'</i>.</p> <p>In hindsight consultation should have been conducted prior to this decision. However moving forward we do still want to ensure that if these meetings continue to be held they are useful.</p> <p>We will be sending out a survey to all HVO's to ascertain whether the HVCC is useful moving forward, or if the majority of HVO's prefer to communicate directly with the park/staff/admin officer. See Item 4.4.</p> <p><b>Harvey:</b> That is only one purpose of the HVCC, there are others which are equally as important. Items / issues of a collective nature can be discussed. It was by PSC request that HVO's firstly approach the Park, admin officer or park management with any issues/questions, and then go to the HVCC reps if further action / answers were sought.</p> <p>Requested that from the communications from Kim Latham and Zoe Pattison following the decision to disband the committee, what other communication options were considered, and how was disbanding the committee considered as the best option?</p> <p><b>ACTION:</b> HVCC has been reinstated until more detailed consultation with HVCC and wider HVO community can be sought.</p> <p><b>Taryn:</b> Everyone's time is precious, and we all want to make sure we make the most and best use of this allocated time, and not waste it on personal or operational issues.</p>	
4.2	Meetings for 2023: best days/time to suit all	Chair / Taryn	<p><b>Taryn and Fiona</b> advised that Friday afternoons are no longer a suitable day and time for us to meet as assistant managers especially are required to provide assistance to the front office staff with all the check-ins for the weekend. We often have over 100 arrivals at each park.</p>	

			<p>Monday mid-afternoons were agreed upon by all in attendance, however all were more than happy to be flexible if required.</p> <p><b>HVO reps:</b> The reps suggested that we only meet 3 times per year, in the third week of February, July and November, which will work in with the PSCCA which meets in April and October.</p> <p>The next meeting was decided to be: Monday 17 July 2023 @ 2.30pm</p> <p><b>ACTION:</b> Fiona to send out list of meeting dates for 2023</p>	
4.3	HV Sales update	Fiona	<p>Fiona mentioned that the trial van sales trial whereby HVO's can sell at any time throughout the year (excluding holidays/LWE/etc.) went really well in 2022, and that it will continue as such.</p> <p><b>Stats for 2022:</b> 29 vans were registered for sale. 2 withdrew, therefore 27 sold: 3 at Shoal Bay, 1 at Halifax and the remainder at Fingal.</p> <p><b>Stats for 2023:</b> 5 vans registered so far: none at Shoal Bay, 1 at Halifax = sold, and 4 at Fingal = 2 sold and 2 have interviews booked.</p> <p><b>Lenore:</b> Agreed that it makes more sense to allow sales throughout the year. Especially as there are occasions when people have to sell due to financial or health issues.</p> <p><b>Fiona:</b> it also is less workload all at once for admin and park manager.</p>	
4.4	HVO Survey	Taryn	<p>Taryn explained that we would like to send out a survey to all HVO's to ascertain the awareness and uptake of the HVCC and improve communication processes with the HVO community. A list of potential questions was handed to all reps for their perusal and comment if so desired.</p> <p><b>Harvey:</b> Requested this survey be delayed until after the POM's have been approved and put on public display as the answers to the survey questions could potentially be different after people have seen the POM's as opposed to now.</p> <p><b>Taryn:</b> Agreed that we could delay the survey. If any changes to this we would advise accordingly.</p> <p><b>ACTION for Reps:</b> Please forward any commentary regarding the Survey questions to Fiona prior to the next meeting.</p>	
4.5	Items to be added to next Newsletter	Fiona	<p>Fiona mentioned that monthly (or bi-monthly) newsletters were on trial this year. Understand that many people do not open and read them, so trying to keep them more frequent which would keep them shorter, in the hope that more people will read them.</p> <p>Also suggested that the repeat information, such as the HVCC reps details, and bikes and dogs reminders, and even the afterhour's contact number be an attachment instead of taking up space on the Newsletter.</p>	

			<p>Fiona is open to suggestions, and happy to consider anything as a trial.</p> <p><b>Steve:</b> Asked if Fiona would consider including the PSCCA meeting dates in more than one newsletter leading up to a meeting.</p> <p><b>Fiona:</b> Absolutely fine. As long as email request is sent.</p>	
<b>5.0</b>	<b>RISK</b>			
<b>6.0</b>	<b>HOLIDAY PARKS</b>			
6.1	Overview of Peak		<p>This was our busiest Peak season the Parks have ever seen! And one of the most calm we have had in a few years, the least amount of thefts, and least amount of incidents. Assistant Manager's made an active effort to be visible around the park and we received some great feedback in regards to this.</p> <p><b>Lenore:</b> Mentioned that staff were not visible enough at Fingal, needed more patrols of the park and every day. <b>Noted.</b></p> <p><b>Harvey:</b> commented on Gerard being out and about often which was good to see.</p> <p><b>Taryn</b> explained that we have dedicated roving security car during hours the office is closed. Static guards are also at each park on peak nights (Christmas eve, NYE, &amp; the Aus. LWE at Shoal), we even had the owner of the security company walking the beat at Fingal all night on NYE. The Nitel after hour's service had a reduction in calls and matters that required escalation were minimal. The Parks experienced minimal breakdowns / disruption to services.</p> <p><b>HVO reps:</b> E-scooters are still a huge issue, and swags on van sites also.</p> <p><b>Fiona:</b> We are trying to combat this, however it's really hard to catch people riding past at more than the permitted 8kph, but when we do , they are told that such 'vehicles' are not permitted anywhere in the grounds.</p> <p><b>Emma:</b> Unfortunately even when patrons are asked to move swags under awnings, they move them back out again as soon as we leave.</p>	
6.2	Projects on the drawing board for 2023	Taryn	<p>Taryn advised that she has a substantial capital works schedule coming up in the next few months:</p> <p>Focus will be on cabin refurbishment projects, asset upgrades – hot water plant, air conditioner replacements/maintenance, guest washers &amp; dryers: more cashless systems to be implemented across all parks,</p>	

			CCTV upgrades, cabin rectifications (bathrooms, kitchens & flooring etc.) <b>Harvey:</b> Requested provision of projects being undertaken in the 2024/2025 FY at the next meeting please. <b>ACTION:</b> Taryn to provide list of potential capital works.	
<b>7.0</b>	<b>OTHER MATTERS</b>			
7.1	Requested items excluded from Agenda		Progress and further information on the plans of management and the water supply line replacement and repairs for Fingal Bay Holiday Park.   Security.   Is there a limit as to the amount of people in vans?   Was there many fines issued to people for riding electric devices in the park over the Christmas period.   People coming over the back fence and sleeping in swags behind the fans <i>~These items were either being spoken about in other Agenda points, or were considered operational and answered separately.</i>	
7.2	Next Scheduled Meeting Date	Chair	Monday 17 July 2023 @ 2.30pm @ Shoal Bay Conference Room	

**MEETING CLOSED AT 3.50pm**

**NEXT MEETING**

**Date:** 17/7/2023      **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.