

# Consultation Report

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## Easter 2014 Camper Forums (Torquay & Lorne)

- Feedback on the Great Ocean Road Coast Committee Draft Minimum Safety and Appearance Standards, Checklist & Report.
- Input into Great Ocean Road Coast Committee review of Lorne and Torquay Foreshore Caravan Park rules.



## EXECUTIVE SUMMARY

### Introduction

Over the Easter Long Weekend in 2014 two forums were held for Twelve Month Permit (TMP) and Seasonal campers in the Great Ocean Road Coast Committee (GORCC) managed Torquay and Lorne Foreshore Caravan Parks.

The first was held in Lorne at the Mantra Resort on Easter Saturday 19<sup>th</sup> April from 10am – 12pm and the second was held in Torquay at the Torquay Surf Lifesaving Club on Easter Monday 21 April from 9am – 11am.

### Objectives of the camper forums

The forums were held to achieve the following two objectives:

- Present campers with and gain camper feedback on the draft version of new Minimum Safety and Appearance Standards, Checklist and report (specifically designed to replace the current '30 year van rule' (which prohibits caravans greater than 30 years occupying seasonal or TMP sites) applying to TMP and Seasonal campers a (hereafter referred to as the *Draft Minimum Standards*).
- Inform campers about and gain camper input into a wider rule review process GORCC is currently undertaking which is considering all caravan park rules.

### Forum attendance

Approximately 60 Lorne Foreshore Caravan Park campers attended the Saturday forum in Lorne, while approximately 250 Torquay Foreshore Caravan Park campers attended the Monday forum in Torquay.

### Feedback received on the Draft Minimum Standards

There was general support expressed for the Draft Minimum Standards presented at both forums. In total, 207 campers across both forums filled out a 'level of support' card.

Below are the combined results of this process (See Table 1):

Level of support	Description of rating	Number of ratings in this category	Percentage of total ratings made
<b>Love it</b>	I'm 80 – 100% comfortable with what I have heard & seen today and only very minor tweaks (if any) are required – very happy.	<b>2</b>	<b>&lt;1%</b>
<b>Like it</b>	I'm 60-80% comfortable with what I have heard and seen today, some small changes required but I'm mostly happy.	<b>76</b>	<b>37%</b>
<b>Live with it</b>	I'm 40-60% comfortable with what I have heard and seen today. Some significant changes are required but I can accept it as is.	<b>94</b>	<b>45%</b>
<b>Lament it</b>	I'm 20-40% comfortable with what I have seen and heard today, lots of changes are required. I will complain about this when I leave today.	<b>27</b>	<b>13%</b>
<b>Loathe it</b>	I'm 0-20% comfortable with what I have seen and heard today, it needs an overhaul, I can't see it working at all.	<b>8</b>	<b>4%</b>

*Table 1. Overall results (combined from both forums) – level of camper support for the Draft Minimum Standards Report.*

Campers were given the option of making a comment regarding their selection.

The clear majority of comments received related to some aspect of 'moveability' as outlined in section 5 of the Draft Minimum Standards. 56 campers commented on this section of the draft in total. Comments did vary slightly in nature, however many could be categorised as campers indicating that they felt being required to have drawbars and/or inflated tyres is unnecessary given that the regulatory requirement is that vans only need to be moveable within 24 hours (which can be achieved by putting the van on the back of a truck). Those who made this type of comment said that therefore, drawbars and wheels were unnecessary.

Many of the campers who commented on 'moveability' also indicated that they felt this section would be very difficult to comply with. Many comments were also made regarding drawbars having to face the road, which some campers felt was illogical (for safety reasons).

Other common themes or types of comment made were:

- More information or clarification on varying aspects of the process/criteria is required (20 comments)
- General support of and comfort with the draft as it stands (19 comments)

- Concerns about the fees and costs potentially associated with the new process (16)
- Support for any elements of the draft that relate to necessary safety or Occupational Health and Safety requirements, but not in support of anything illogical or unnecessary (15 comments made)

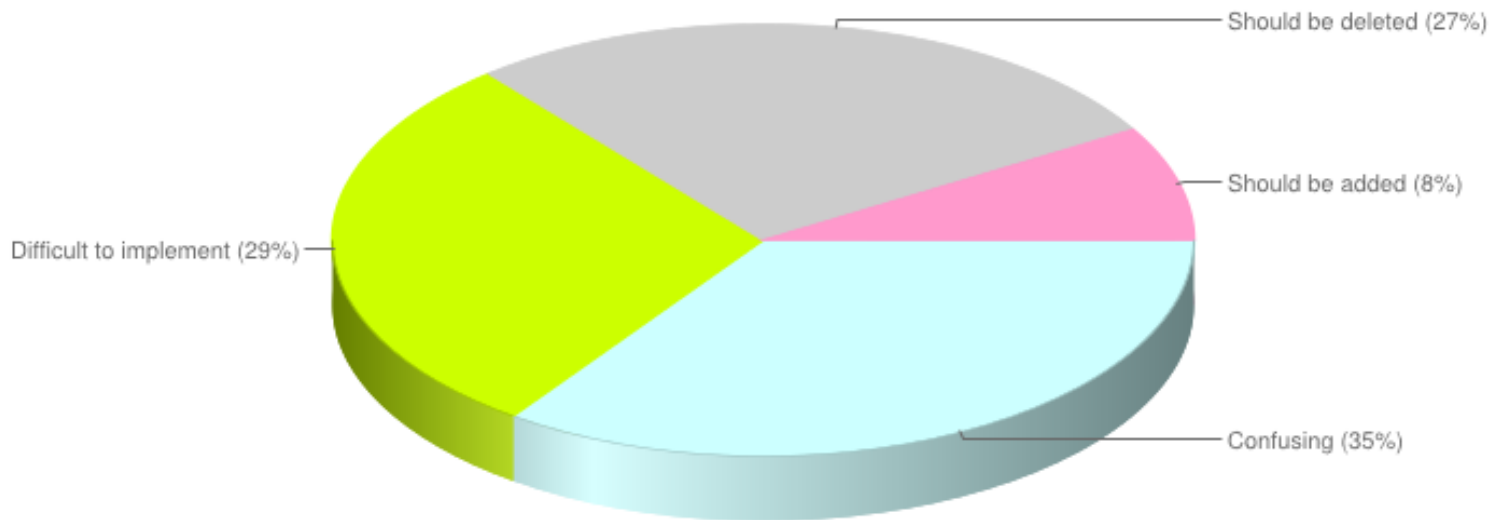
**Input into the wider rule review process:**

Forum participants were asked to indicate which of the existing park rules they thought were confusing, which were difficult to implement, which they felt should be deleted and which they felt should be added.

Overall, the category that had the most responses (116 comments in total) was rules that were ‘confusing’. See Figure 1 (below).

This was followed by:

- Difficult to implement (97 comments)
- Should be deleted (91 comments)
- Should be added (28 comments)



*Figure 1. Overall results (combined from both forums) – camper feedback on park rules sorted by category.*

When comments were categorised by the rule number being referred to, the rule (or section of the rules) that was by far the most commented on was rule 13 – Caravans. 39 comments were made on this specific rule/section in total and most of these comments related to some aspect of ‘moveability’. Many comments were made regarding the requirement for caravans to have drawbars (and also to have these drawbars facing the nearest road), as well as the ‘30 year rule’ which is set to be replaced by the new Minimum Standards (currently in draft form).

This was followed by:

- 20. Garbage (22 comments)
- 18. Electricity, lighting and electrical appliances (18 comments)
- 45. Speed limits (14 comments)
- 10. Behaviour (14 comments)

### **Submissions received:**

Following the forums, campers were given time to submit further feedback regarding both the wider rule review and the Draft Minimum Standards. In total, 6 further submissions were received.

While the content of these submissions varied, most were detailed submissions which were in accordance with/support of the findings above.

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## 1. BACKGROUND

On the 18<sup>th</sup> January 2014 the Great Ocean Road Coast Committee (GORCC) held an information session/forum for campers at the Torquay Foreshore Caravan Park in the camp kitchen. Approximately 300 - 400 campers attended the session, which was held by GORCC in response to concerns voiced by a number of campers, particularly in relation to the '30 year rule' which prohibits caravans greater than 30 years old from occupying seasonal or TMP sites.

While this rule was the main focus of the meeting, other areas of concern raised during the meeting included:

- General communication with campers
- Consultation with campers and park planning (e.g. future master plans)
- The policy regarding tents on sites
- Investment into the park
- General maintenance issues

In response to the feedback gathered at this forum, GORCC committed to pursuing several actions, including:

- Developing an alternative approach to the '30 year rule' for consideration by the GORC Committee
- Undertaking a review of all caravan park rules
- GORCC having more strategic/management oversight of park communications
- Up-skilling park management and staff where possible in communication and customer service

Following the forum, multiple meetings were held between GORCC with the Torquay Concerned Campers Committee (TCC) and a draft of the alternative approach which became the Draft Minimum Standards document.

A meeting was also held with a group of Lorne campers (all former members of the Lorne Campers Reference Group) to gain their feedback on the Draft Minimum Standards Report.

A full review of all existing rules was also initiated, with GORCC's Strategic Planning Manager Simon Coverdale managing the process.

Forums were planned for Easter 2014 in order to give all campers an opportunity to have involvement in the two parallel processes. The first was held in Lorne at the Mantra Resort on Easter Saturday 19<sup>th</sup> April from 10am – 12pm and the second was held in Torquay at the Torquay Surf Lifesaving Club on Easter Monday 21 April from 9am – 11am.

Approximately 60 Lorne Foreshore Caravan Park campers attended the Saturday forum in Lorne, while approximately 250 Torquay Foreshore Caravan Park campers attended the Monday forum in Torquay.

During the period between the initial information session/camper forum on 18 January 2014 and the publishing of this report, several other actions have been taken by GORCC including:

- Customer service and communications training day for all park management and staff
- Targeted training for park managers completed with more to be scheduled in the future
- All park communications overseen by GORCC Community Liaison Manager and the GORCC Marketing Communications Coordinator
- A review of all standard park letters/forms and other communication materials has been initiated

GORCC is committed to continually improving park communications and working to support park staff wherever possible in this area.

As part of the development process for the Draft Minimum Standards and as part of the wider rule process, extensive information gathering and research activities were undertaken including:

- Consultation with key stakeholders (i.e. government agencies)
- Review of approaches by other comparable parks
- Review of relevant legislation, regulations, policies etc.

## 2. DETAILED RESULTS

**Please note:** Due to the large volume of comments received, this report features summaries of what was heard and snapshots of comments received in order to provide examples of comments that fit into common themes. All comments received will, however, be considered in the development of the final Minimum Standards and the wider rule review process.



## 2.1. Lorne Forum (Lorne Mantra Resort, Easter Saturday 19 April 2014)

### Attendance

Approximately 60 Lorne Foreshore Caravan Park campers attended the forum which ran from 10am – 12pm.

### Feedback on the Draft Minimum Standards Report

Forum participants were asked to indicate their ‘level of agreement’ with the Draft Minimum Standards. Overall, more than 90% of forum participants indicated that they liked or could live with the draft – See Table 2 below.

Level of support	Description of rating	Number of ratings in this category	Percentage of total ratings made
<b>Love it</b>	I’m 80 – 100% comfortable with what I have heard & seen today and only very minor tweaks (if any) are required – very happy.	<b>1</b>	<b>3%</b>
<b>Like it</b>	I’m 60-80% comfortable with what I have heard and seen today, some small changes required but I’m mostly happy.	<b>16</b>	<b>43%</b>
<b>Live with it</b>	I’m 40-60% comfortable with what I have heard and seen today. Some significant changes are required but I can accept it as is.	<b>17</b>	<b>46%</b>
<b>Lament it</b>	I’m 20-40% comfortable with what I have seen and heard today, lots of changes are required. I will complain about this when I leave today.	<b>0</b>	<b>0</b>
<b>Loathe it</b>	I’m 0-20% comfortable with what I have seen and heard today, it needs an overhaul, and I can’t see it working at all.	<b>2</b>	<b>5%</b>

*Table 2. Lorne Camper Forum – level of camper support for the draft version of GORCC’s new Minimum Standards.*

Campers were also asked to comment on their selection/rating. Of those who made a comment, most felt that in general the draft was satisfactory or they could ‘live with it’ as is and they agreed with all elements of the draft relating to proven safety issues (see comments below):

- *“OHS rules seem fair - we all support safety.”*

- *“Fair and reasonable expectations”*
- *“Ok. Fair.”*

However, 9 campers made comments regarding the ‘moveability’ requirements set out in section 5 of the Draft Minimum Standards. Those who commented on this section indicated that this was the area of concern for them and that this section would be very difficult to implement. Examples of comments of this type are below:

- *“Moveability is my only major concern.”*
- *“Not comfortable with Rule 5 about 'moveability' especially 5c.”*
- *“Movability is an issue given some draw bars are covered for appearance and storage reasons.”*
- *“Moveability? Access and working wheels built in”*
- *“Structural integrity/moveability and appearance - no sound reason given for this ....Rules for the sake of rules. I'm ok with all the OH&S issues.”*

While most campers indicated that they were generally able to live with the draft as it stands, several said they would like more information or clarification on several issues, including the inspection process. Examples of comments of this type are below:

- *“At this stage in the whole process there are far too many unknowns.”*
- *“Have concerns about inspection process”*
- *“If work needs to be completed, what is the timeframe?”*

Several campers commented that they felt GORCC should also meet quality standards if campers were expected to. Examples of comments of this type are below:

- *“I think rules around safety and appearance are ok. However, what commitment does GORCC make in return regarding maintenance and upkeep and appearance of the park?”*
- *“Good. Glad to see it happening - hope GORCC step up too.”*

## Input into the Caravan Park Rule Review process

When asked to indicate which of the current rules were 'difficult to implement,' which 'should be deleted,' which were 'confusing' and which 'should be added', the largest number of rules commented on or referred to at the Lorne forum were rules campers felt were 'difficult to implement'. Below are the full results (see also Figure 2 below):

- Confusing: 11 Comments
- Difficult to implement: 21 Comments
- Should be deleted: 13 Comments
- Should be added: Nil



Figure 2. Lorne Camper Forum: Camper feedback on park rules sorted by category.

When sorted into the number of times each rule was referred to or commented on, rule number 17 (Decking) gained the most comments. See the full table of results (Table 3) below:

Rule no.	Number of comments	Comments by type	Summary of comments received	Indicative examples of comments received
<b>17. Decking</b>	7	Confusing – 4 Should be deleted – 3	Comments were generally focussed on the need for decking, with some campers indicating that many decks were already in place that were outside the current requirements and that they were required for practical reasons.	<ul style="list-style-type: none"> <li>• <i>“Deck size improves clean, usable space and limits outdoor furniture left in front of sites and decreases park maintenance around sites. Allow larger decks to increase site usage.”</i></li> <li>• <i>“Many vans already have decking extending beyond the drawbar.”</i></li> <li>• <i>“We need to be able to have lighting on our decking to be able to cook with the BBQ - this rule is impractical.”</i></li> </ul>
<b>13. Caravans</b>	5	Difficult to implement – 3 Should be deleted - 2	Comments varied regarding this section of the rules, with campers indicating they felt this rule needs to be revised or deleted.	<ul style="list-style-type: none"> <li>• <i>“Two smoke detectors are impractical. Cooking can set a detector off - one is adequate.”</i></li> <li>• <i>“Registration stickers no longer apply - holiday makers will need to bring paperwork.”</i></li> <li>• <i>“Difficult to adhere to. No access to wheels due to being built in and stationary for many years.”</i></li> </ul>
<b>18. Electricity, Lighting and Electrical Appliances</b>	4	Confusing – 1 Difficult to implement - 3	Campers who commented on this rule indicated that external lighting was necessary for safety and practical reasons.	<ul style="list-style-type: none"> <li>• <i>“External lighting is needed for safety reasons.”</i></li> <li>• <i>“External lighting restriction is dangerous because it does not allow for safe pedestrian use of the park since the parks own lighting is inadequate. This also limits outdoor cooking; the rule needs to be sensitive to the needs of campers and not so arbitrary.”</i></li> </ul>
<b>10. Behaviour</b>	4	Difficult to implement – 3 Should be deleted – 1	Campers who commented on this rule said that ‘quiet time’ required better enforcement.	<ul style="list-style-type: none"> <li>• <i>“10PM Quiet time should be policed - too many drunks.”</i></li> <li>• <i>“7AM quiet time is never policed.”</i></li> </ul>
<b>49. Vehicles and Motorcycles</b>	3	Difficult to implement – 3	Comments made regarding this rule all highlighted the difficulty of parking on site and/or monitoring behaviour.	<ul style="list-style-type: none"> <li>• <i>“It’s becoming difficult to manage to get the car on site let alone the second.”</i></li> <li>• <i>“Car parking in Kia Ora - many with more than 2 cars.”</i></li> </ul>
<b>41. Rule and behaviour security deposit.</b>	3	Confusing – 2 Should be deleted – 1	Those who commented on this rule said the rule was confusing or unclear.	<ul style="list-style-type: none"> <li>• <i>“Need to be clearer - will there be written warnings? Should be.”</i></li> <li>• <i>“Unclear - who does it apply to?”</i></li> </ul>

*Table 3. Lorne Camper Forum: Comments/feedback on park rules, most commented on rules or sections & analysis/summary of comments received.*

Campers also commented on other rules; however these rules each received 2 or less comments. Rules that received 2 or less comments included:

- 47. Tents (2 comments)
- 48. Vegetation (2 comments)
- 25. Garbage (2 comments)
- 7. Annexes (non-rigid), awnings and similar structures. (2 comments)
- 50. Visitors (1 comment)
- 45. Speed limits (1 comment)
- 43. Site occupancy (1 comment)
- 39. Recycling (1 comment)
- 21. Fires (1 comment)
- 2. Aboriginal heritage (1 comment)

## 2.2. Torquay Forum (Torquay Surf Life Saving Club, Easter Monday 21 April 2014)

### Attendance

Approximately 250 Torquay Foreshore Caravan Park campers attended the forum which ran from 9am – 11am.

### Feedback on the Draft Minimum Standards Report

Forum participants were asked to indicate their 'level of agreement' with the Draft Minimum Standards . Overall, more than 80% of forum participants indicated that they liked or could live with the Draft Minimum Standards – See Table 4 below.

Level of support	Description of rating	Number of ratings in this category	Percentage of total ratings made
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<b>Love it</b>	I'm 80 – 100% comfortable with what I have heard & seen today and only very minor tweaks (if any) are required – very happy.	<b>1</b>	<b>&lt;1 %</b>
<b>Like it</b>	I'm 60-80% comfortable with what I have heard and seen today, some small changes required but I'm mostly happy.	<b>60</b>	<b>35%</b>
<b>Live with it</b>	I'm 40-60% comfortable with what I have heard and seen today. Some significant changes are required but I can accept it as is.	<b>77</b>	<b>45%</b>
<b>Lament it</b>	I'm 20-40% comfortable with what I have seen and heard today, lots of changes are required. I will complain about this when I leave today.	<b>27</b>	<b>16%</b>
<b>Loathe it</b>	I'm 0-20% comfortable with what I have seen and heard today, it needs an overhaul, I can't see it working at all.	<b>6</b>	<b>&lt;4%</b>

*Table 4. Torquay Camper Forum – level of camper support for the draft version of GORCC's new Minimum Standards.*

Campers were given the option of making a comment regarding their selection.

The most common theme identified in the comments was an opposition to 'moveability' requirements.

These comments often mentioned the requirement for caravans to be fitted with drawbars (47 comments in total related to this). Many campers indicated that they felt that drawbars and inflated tyres were unnecessary given that the regulatory requirement is to have vans moveable within 24 hours which can be achieved by putting the van on a truck. Others indicated that some elements of section 5 were physically difficult to comply with or impossible to comply with while there was also multiple mentions of drawbars not needing to face the roadway (for safety reasons). Examples of comments of this type are below:

- *"To move a caravan which is attached to a permanent annex within 24 hours is not viable."*
- *"Clarity on moveability - is a drawbar only necessary for looks? As any van can be moved within 24 hours."*
- *"How do you inflate tyres under next to annex - space between floor of annex and floor of the car?"*
- *"Needs some clarity around point 5 all sections seem irrelevant given all can be moved when required. If this was removed I would 'love it'."*
- *"Concerned about Section 5 a - d . Why does this statement need to be addressed? As an owner I have the responsibility to remove van when required by manager. All the above does not apply."*
- *"Moveability (Section 5) needs removing apart from 5c."*
- *"Moveability - if a van is moveable within 24 hours (5c) then there is no need for rule 5a, b and d - they are irrelevant if a van complies with 5c."*

- *“Moveability - not possible as inspect on inflate the wheels and tyres on the kerbside, unless the floor of the annexe is cut away to give access. 4a sub frame inspection gives a similar problem - can't fit under my van. Conclusion - both 4 and 5 need major changes just because other parks include similar rules doesn't make them sensible or necessary.”*
- *“Drawbar and tyre reference for moveability impractical and unnecessary.”*
- *“5d needs to be removed - no CFA requirement.”*
- *“Regarding moveability and the fact that all vans can be moved if necessary by a tray truck - then the drawbar issue is reduced. All vans can be regarded as moveable compared with a permanent structure that has foundations. Therefore, whether a permanent van is squeezed in to a site is irrelevant. For the purposes of the 'Act' all vans are moveable.”*

15 Comments related to campers requiring more clarification and information. Examples of comments of this type are below:

- *“Need to provide some details to help explain the legislation and provide an understanding of how things can be applied.”*
- *“Would be helpful to add rationale with each section e.g. Govt legislation or GORCC's rules etc, Clarification of ongoing process e.g. Random selection.”*
- *“A little more consultation and discussion but I think it is getting there. More clarity on who assessors are and when this occurs will complete my needs.”*
- *“Item 1,2,3,4 are ok. Item 5 & 10 need more clarity of what is required.”*

14 Comments related to campers indicating they were concerned about what meeting the criteria would cost and fees rising. Examples of comments of this type are below:

- *“Concerned about additional fees.”*
- *“I am glad you have listened to caravan owners and got rid of the blanket 30 year rule. Hopefully the checklist requirements will not cost too much to comply with.”*
- *“So so pleased we may not have to buy a new van. I can see it heading to workable. Please consider family costs.”*
- *“Need to keep safety requirement costs at a minimum.”*

13 comments related to campers expressing that they were generally pretty happy with the draft. Examples of comments of this type are below:

- *“From when the 30yr rule was first implemented and up to today GORCCC and the TCCC Committee have come a long way to satisfy doubts initially formed. The document is very workable and places the onus on the van holder to ensure his/her own safety.”*

- *Commonsense rules*
- *Did not want to buy a new van. Happy to do upkeep and safety requirements - Good.*

12 comments related to campers indicating that anything that related to safety was something that they would support. However, many of these comments were qualified with an indication that while safety measures were supported anything unreasonable or unnecessary was not.

Examples of comments of this type are below:

- *“Safety issues are acceptable.”*
- *“Concerned that fees will rise and that the park doesn't keep up good appearance - onus just on van owners.”*
- *“I am all for safety. Very happy that the 30 year rule has been amended to one of common sense. I feel that GORCC needs to be involved in rules around site sizes as there is more danger where vans are packed in like sardines.”*
- *“Understand safety requirements and need to adhere to these.”*

11 Comments related to campers requesting that the rules should be applied consistently across all groups/types of camper. Examples of comments of this type are below:

- *“Once the rules are fixed there should be NO exceptions. Exceptions to the rules are the biggest problem at the park as there are vans on location that do not meet current rules.”*
- *“All the rules the same for everyone.”*
- *“The rules should apply to ALL vans. “*
- *“Need 100% consistency with all rules for all site holders. “*

### **Input into the Caravan Park Rule Review process**

When asked to indicate which of the current rules were ‘difficult to implement,’ which ‘should be deleted,’ which were ‘confusing’ and which ‘should be added’, the largest number of rules commented on or referred to at the Torquay forum were rules campers felt were ‘confusing’. Below are the full results (see also Figure 3 below):



- Confusing: 105 Comments
- Difficult to implement: 26 Comments
- Should be deleted: 27 Comments
- Should be added: 28 Comments



Figure 3. Torquay Camper Forum: camper feedback on park rules sorted by category.

When sorted into the number of times each rule was referred to or commented on, rule number 13 (Caravans) gained the most comments. See the full table of results (Table 4) below:

Rule no.	Number of comments	Comments by category
13. Caravans	34	Confusing – 15 Difficult to implement – 6 Should be deleted - 13
25. Garbage	20	Confusing – 9

		Difficult to implement – 6 Should be deleted - 5
<b>18. Electricity, lighting and electrical appliances</b>	14	Confusing – 6 Difficult to implement – 4 Should be deleted - 5
<b>23. Fire bans</b>	13	Confusing – 8 Difficult to implement – 2 Should be deleted - 3
<b>45. Speed limits</b>	13	Confusing – 8 Difficult to implement – 5
<b>20. Fences</b>	13	Confusing – 4 Difficult to implement – 7 Should be deleted - 2
<b>16. Clotheslines</b>	11	Confusing – 2 Difficult to implement – 4 Should be deleted - 5
<b>47. Tents</b>	10	Confusing – 5 Difficult to implement – 3 Should be deleted - 2
<b>10. Behaviour</b>	10	Difficult to implement – 8 Should be deleted - 2
<b>5. Amenities</b>	8	Confusing – 2 Difficult to implement – 4 Should be deleted - 2
<b>8. Animals</b>	7	Confusing – 5 Difficult to implement – 1 Should be deleted - 1
<b>6&amp;7. Annexes</b>	<b>7</b>	Confusing – 4 Difficult to implement – 1 Should be deleted - 2
<b>49.</b>	<b>7</b>	Confusing – 3 Difficult to implement – 3 Should be deleted - 1
<b>11. Bicycles /roller blades/ skateboards/ scooters</b>	4	Confusing – 4 Difficult to implement – 1 Should be deleted - 1
<b>3. Alcohol</b>	4	Confusing – 4

<b>40. Revocation of rules</b>	6	Confusing – 2 Difficult to implement – 1 Should be deleted - 3
<b>43. Site occupancy</b>	6	Confusing – 3 Difficult to implement – 2 Should be deleted - 1
<b>48. Vegetation</b>	6	Confusing – 3 Difficult to implement – 1 Should be deleted - 2
<b>27. Gazebos</b>	5	Confusing – 2 Difficult to implement – 3
<b>44. Site Occupancy – Courtesy &amp; Responsibility</b>	5	Confusing – 2 Difficult to implement – 1 Should be deleted - 2
<b>34. Park Security</b>	3	Confusing – 2 Difficult to implement – 1
<b>14. Carpet</b>	3	Confusing – 2 Should be deleted - 1
<b>21. Fires</b>	2	Difficult to implement –1 Should be deleted - 1
<b>29. Hoses &amp; Sprinklers</b>	2	Difficult to implement –1 Should be deleted - 1
<b>33. On Site Temporary Structures</b>	2	Difficult to implement –2
<b>39. Recycling</b>	2	Difficult to implement –2
<b>19. Emergencies</b>	2	Confusing – 2
<b>6. Annexes - Rigid</b>	1	Difficult to implement –1
<b>37. Proof of Age</b>	1	Confusing – 1

*Table 4. Torquay Camper Forum: Comments/feedback on park rules, most commented on rules or sections.*

Due to the volume of feedback received (in comparison with the Lorne forum which had less campers attending the forum), the summaries of comments received have been further sorted into category under which they were mentioned – see the full results below in Tables 4 – 7.

PARK RULES CAMPERS CATEGORISED AS 'CONFUSING' – 105 COMMENTS IN TOTAL.			
RULE NUMBER	NUMBER OF COMMENTS RECEIVED	SUMMARY OF COMMENTS RECEIVED	EXAMPLES OF COMMENTS RECEIVED
13. Caravans	15	<p>The rule that was reported by campers to be 'confusing' more than any other was rule 13 'Caravans' which covers various aspects of caravan safety and appearance.</p> <p>Comments regarding rule 13 and why it is confusing varied in nature, however the most common identifiable themes were</p> <ul style="list-style-type: none"> <li>• Several comments indicated that campers were confused as to why there was a need for two fire extinguishers or smoke detectors and what the exact rule/number was.</li> <li>• Several comments focused on the requirement for draw bars and said they felt this was unnecessary.</li> <li>• Several campers felt requiring registration was unnecessary.</li> </ul> <p>Other types of comment where only one of that type of comment was received were:</p> <ul style="list-style-type: none"> <li>• That seasonal vans do not provide electrical leakage devices as power heads have this device.</li> <li>• That it was confusing that some vans had to have wheels and towbars but others didn't.</li> <li>• That some vans were allowed to be 'back to front' while others weren't and that this was inconsistent.</li> <li>• That it was confusing that the onus or duty to ensure their van etc. were maintained appropriately when "sound structural and mechanical condition" should be the province of the police and that different sections of the rules stated different things.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>"Caravans and annexes - clarify number of smoke detectors and fire extinguishers."</i></li> <li>• <i>"Caravans - Need to update/reword: Capable of being towed away, at least two smoke detectors and at least two fire extinguishers."</i></li> <li>• <i>"Wheels and tyres - inflated, capable of being towed away, drawbar etc. These rules are unworkable and unnecessary... Caravans can be moved in 24 hours with or without these tyres and drawbars (forklift, truck etc.) How can wheels and tyres be checked when the annex is built around them etc?"</i></li> <li>• <i>"Registered vans - why?"</i></li> <li>• <i>"Only need 1 smoke detector and extinguisher as a minimum"</i></li> </ul>
25. Garbage	9	<p>All comments made regarding this rule (except one which highlighted a desire for green rubbish disposal bins) indicated that these campers felt that it was confusing to have a "hard rubbish fee" and also ban the disposal of hard rubbish in the park.</p>	<ul style="list-style-type: none"> <li>• <i>"Why do we pay a hard rubbish fee when the rules ban it? Is hard rubbish disposal permitted or not? If not remove the fee."</i></li> <li>• <i>We pay an extra \$30 in fees for hard rubbish removal so this should be rewritten</i></li> <li>• <i>We pay a hard rubbish removal fee yet 25 says we can</i></li> </ul>

			<ul style="list-style-type: none"> <li>lose our permit if hard rubbish is left</li> <li>Park should provide bins for weeds and grass clippings. Occupants are required to keep sites tidy - need somewhere to dispose of green rubbish.</li> </ul>
<b>23. Fire bans</b>	8	Three campers said that they felt gas BBQs should be allowed on fire ban days and that this rule didn't match CFA requirements while other campers highlighted areas of the rule that they felt needed clarification	<ul style="list-style-type: none"> <li>"No solid fuel bbqs are allowed at any time so this rule, I believe, is redundant. The CFA now allows gas bbqs to be used on fire ban days."</li> <li>"Does gas cook tops and fridges refer to appliances built into caravan or just to mobile appliances?"</li> <li>"Rule confusing re: lights and fridges."</li> </ul>
<b>45. Speed limits</b>	8	<p>Most comments received regarding this rule being confusing were centred on the discrepancy between speed signs and the written rules.</p> <p>Most of those who highlighted this rule as confusing also mentioned that enforcement needed to be better. Two campers mentioned that this rule needed to be consistent for both campers and staff.</p>	<ul style="list-style-type: none"> <li>5km should be enforced. Speed limit signs vary. I think 10km is suitable as a maximum.</li> <li>Speed limits not more than 5kph but there are speed limit signs throughout the park with 10kph.</li> <li>Speed limits - Staff/Security adhering to speed rules round the park.</li> </ul>
<b>8. Animals</b>	5	<p>The comments received regarding this rule indicated that the respondents felt this rule was unclear, especially given animals were only allowed in certain zones at certain time.</p> <p>One respondent felt that animals should not be allowed at all.</p>	<ul style="list-style-type: none"> <li>"Pets and animals should not be permitted in the park"</li> <li>"How does a site holder know if and when they may bring a pet to the park if it is at the whim of the manager? Published times should exist."</li> <li>"Allowing on particular sites/times why some not all?"</li> <li>"Either you can or you can't."</li> </ul>
<b>11. Bicycles /roller blades/ skateboards/ scooters</b>	4	<p>Comments regarding why this rule is confusing varied –</p> <p>2 respondents, however, suggested that it should be combined with the speed limit rule to ensure that all vehicles adhered to the limit.</p>	<ul style="list-style-type: none"> <li>"Bicycles should adhere to these speed limits too."</li> <li>"Most people do not wear helmets - adults included"</li> <li>"Why is it restricted to daylight hours? - Consider safety (i.e. with lights) in speed limited and noise limits."</li> <li>"Should this be rolled into rule 45 Speed limits? This is the KISS principle, the shorter the better."</li> </ul>
<b>3. Alcohol</b>	4	Two comments regarding this rule where centred on the rule needing to be consistent across all groups, including management, while one response indicated that the term 'public area' needed to be better defined.	<ul style="list-style-type: none"> <li>"Should apply to managers."</li> <li>"This is confusing. The whole park is a 'public area'. Consider outside 'site areas' or near the BBQ areas provided?"</li> <li>"Alcohol needs to be implemented with sensitivity and understanding. Of course we don't want people running around out of control but equally of course they will wander from camp to camp with a drink."</li> </ul>

			<ul style="list-style-type: none"> <li>• <i>“Alcohol - Management should abide by alcohol rule (seen walking around park with a can).”</i></li> </ul>
<b>18. Electricity, lighting and electrical appliances</b>	6	<p>Campers who highlighted this rule as ‘confusing’ had multiple explanations as to why it was confusing.</p> <p>Some campers said that the wording needed clarification; others indicated that it was contradictory. Other campers said the rule was confusing because external lighting should be allowed.</p>	<ul style="list-style-type: none"> <li>• <i>“External lighting prohibited yet next clause says fairy lighting is ok.”</i></li> <li>• <i>“Clarify that 15amp lead only for main inlet to van. Not all leads.”</i></li> <li>• <i>“We should be able to use our own external lights under gazebos as annexe light won't reach outside we would be sitting in the dark.”</i></li> <li>• <i>“External lighting - Contradicting - external light restricted to caravan then next point talks about external lights and power points.”</i></li> </ul>
<b>47. Tents</b>	5	The most common comment provided regarding tents was that tents should be allowed under certain conditions.	<ul style="list-style-type: none"> <li>• <i>“We are permanents and do not use tents believe however that one or two man tents for kids should be allowed. Part of our heritage.”</i></li> <li>• <i>“It should be ok for family to put up a tent in an urgent case.”</i></li> <li>• <i>“43 Refers to tents but 47 says no tents.”</i></li> </ul>

Table 4. Top rules categorised by Torquay Campers as ‘Confusing’ and a summary of comments made.

<b>PARK RULES CATEGORISED AS ‘DIFFICULT TO IMPLEMENT’ – 76 COMMENTS IN TOTAL</b>			
<b>RULE NUMBER</b>	<b>NUMBER OF COMMENTS RECIEVED</b>	<b>SUMMARY OF COMMENTS RECIEVED</b>	<b>INDICIATIVE EXAMPLES OF COMMENTS RECIEVED</b>
<b>10. Behaviour</b>	8	<p>All comments regarding this rule were centred on the 10pm ‘quiet time’ rule.</p> <p>Comments were varied in theme or type. Approximately half of those who commented that the rule was too strict or harsh or should be extended, while the other half suggested it should be better enforced.</p>	<ul style="list-style-type: none"> <li>• <i>“11PM is more reasonable.”</i></li> <li>• <i>“Impossible to have 'no audible noise' after 10PM. In some areas, we are so close you can hear the people walking in the next caravan and kids jumping around. So the noise rule needs to be implemented with some common sense.”</i></li> <li>• <i>“Teenagers playing music all night and base noise makes it impossible to sleep. Access to security fine and warning system to be implemented.”</i></li> <li>• <i>“Security need to be consistent with quiet time being</i></li> </ul>

			<i>monitored correctly”</i>
<b>20. Fences</b>	7	All comments regarding this rule (except for two which stated that the rule should be more consistently and clearly enforced) indicated that campers felt fences were necessary for a range of reasons, but most commonly for child safety and wind protection.	<ul style="list-style-type: none"> <li>• <i>“Fences - need to be some sort of fencing/enclosure for young children for safety reasons.”</i></li> <li>• <i>“Fences. Temporary fencing should be allowed between Christmas and Easter for wind breaks and safety of children.”</i></li> <li>• <i>“Fences - applied inconsistently. If fences are of a certain type or structure this is ok, let us know and remove all others.”</i></li> <li>• <i>“Fences are needed for personal security, small children and stop people from walking through your site.”</i></li> </ul>
<b>13. Caravans</b>	6	<p>Comments regarding this rule varied. They included:</p> <ul style="list-style-type: none"> <li>• That only one detector of any type would meet CFA requirements.</li> <li>• That site configuration made it impossible to have the van facing the right way.</li> <li>• That vans over 15 years should be allowed into the park.</li> <li>• That the moveability requirements were difficult to implement for TMP’s.</li> <li>• That TMP van registration was difficult to impossible for some.</li> <li>• That inconsistent rules had been applied – a van over 30ft had been approved by management.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>“Smoke detectors - one only. Why is a 'quad' necessary when CFA recommend any smoke detector.”</i></li> <li>• <i>“Due to site configuration I can't turn my van around (e.g. can't fit my van and the adjacent van both facing towards road).”</i></li> <li>• <i>“Does this rule apply to existing van owners? Our van is 30 feet and previously approved by management.”</i></li> <li>• <i>“TMP or first time seasonal vans should be allowed over 15 years as long as complying with rules. Hard to find an appropriate van under 15years.”</i></li> </ul>
<b>25. Garbage</b>	6	<p>Comments regarding this rule varied. They included:</p> <ul style="list-style-type: none"> <li>• That more bins/areas for rubbish disposal were required.</li> <li>• That this was too hard to enforce or compliance was difficult to monitor.</li> <li>• That hard rubbish fees and rules were difficult to follow.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>“We need more rubbish and recycling bins during peak times.”</i></li> <li>• <i>“Garbage - Where are we supposed to put grass clippings? No specific bin in our area (block 2).”</i></li> <li>• <i>“Too hard to enforce. You would need to have a lot of security officers watching the bin areas to catch offenders.”</i></li> <li>• <i>“Surely the levy is dealing with this perennial issue?”</i></li> </ul>
<b>16. Clotheslines</b>	5	Most comments regarding clotheslines indicated that campers felt there was no other option for drying clothes	<ul style="list-style-type: none"> <li>• <i>“How can we dry clothes over summer?”</i></li> <li>• <i>“Structures (Clotheslines) should be allowed as none are provided by the park. You try drying wetsuits and beach towels without a clothesline!”</i></li> <li>• <i>“Clotheslines - quite draconian. Need something like need to be removed when not on site (e.g. Ropes b/w trees) and capable of being retracted (e.g. Pull out clotheslines).”</i></li> </ul>

Table 5. Top Rules categorised by Torquay Campers as ‘Difficult to Implement’ and a summary of comments made.

<b>PARK RULES CATEGORISED AS 'SHOULD BE DELETED' – 78 COMMENTS</b>			
<b>RULE NUMBER</b>	<b>NUMBER OF COMMENTS RECIEVED</b>	<b>SUMMARY OF COMMENTS RECIEVED</b>	<b>EXAMPLES OF COMMENTS RECIEVED</b>
<b>13. Caravans</b>	13	<p>Comments received regarding this rule varied, however all were in disagreement with at least one section of this rule, whether that be van registration or rules around draw bars facing the road etc.</p> <p>In general, comments indicated that these campers felt that the rule either needed amendment or full replacement.</p>	<p>“Caravans and annexes - why is registration compulsory? Vans are in a stationary position whilst in the park - not on the roads.”</p> <p>“Delete in total - replace with new rules.”</p> <p>“Only need one detector and fire extinguisher.”</p> <p>“Drawbar facing road - safer to stop children running straight out on road, the best position to put van e.g. wind, sun on site etc.”</p>
<b>47. Tents</b>	11	<p>Comments received regarding this rule indicated campers would like to see tents allowed on site but only under certain conditions.</p>	<p>“Tents should be allowed to allow adult children a little privacy.”</p> <p>“Some caravans sleep as few as 2 people... Site holders need extra sleeping space for additional family or friends”</p> <p>“Tents - Should be allowed, Kids should be able to experience being able to camp outside if they are registered to a permanent site.”</p> <p>“Tents should be allowed to be erected but management should ensure compliance with the number of people on site (6)”</p>
<b>18. Electricity, lighting and electrical appliances</b>	5	<p>Campers who felt this rule should be deleted were either referring to the electricity needing to be turned off (which they said was impractical as they had fridges with contents in them that needed electricity on) or the rule regarding external lights (campers said that some external lighting should be allowed).</p>	<p>“Electricity to be turned off not suitable for fridge with contents left in.”</p> <p>“Electricity must be switched off at power head where it is unoccupied overnight - this is not practical in any sense to be stopping and starting refrigerators on a frequent basis. A more realistic rule would have a longer term of say 2+ weeks... In any event the rule cannot be enforced and should therefore be</p>



			deleted.” “Delete reference to external lighting.” “We should be able to use our own external lights under gazebos as annexe light won't reach outside we would be sitting in the dark”
<b>25. Garbage</b>	5	All comments made regarding this rule were similar in nature, indicating that because a ‘garbage levy’ was charged, hard waste should be removed by the park.	“Because everyone pays a garbage levy” “With implementation of hard waste charge - this should be removed”
<b>16. Clotheslines</b>	4	All the comments made regarding this rule were similar in nature – indicating that either clotheslines should be allowed or that they should be provided by the park.	“Caravan Park should provide clotheslines if under park guidelines they are prohibited - removable clotheslines should be allowed or provide free dryers.” “Clotheslines - we are not in suburbia we are camping! Not all sites have room for cars, people and washing lines.”

Table 6. Top Rules categorised by Torquay Campers as ‘Should be Deleted’ and a summary of comments made.

<b>PARK RULES CATEGORISED AS ‘SHOULD BE ADDED’ – 28 COMMENTS IN TOTAL</b>	
<b>COMMENTS – SNAPSHOT</b>	
<ul style="list-style-type: none"> <li>• “Helmets for all children on bikes, scooters and skateboards.”</li> <li>• “Gazebos should be allowed (well anchored) during daylight savings time at least to avoid UV risks.”</li> <li>• “Introduction of more trees and shrubs on sites should be encouraged not discouraged.</li> <li>• Security to comply with rules - speed limits, filming people without consent, entering private property without consent.”</li> <li>• “Signage in toilets - children over 7 should by using their own gender toilets.”</li> <li>• “Fences - some people use sites as a thoroughfare rather than walking around the road (laziness) and can be upsetting for site holders.”</li> <li>• “I think keeping young children under control during the early hours of the morning is just as important as keeping more mature people quiet late at night.”</li> <li>• “We have so many campers with dogs. We feel as very responsible dog owners dogs should be allowed in the park if on leads/chain etc.”</li> </ul>	

Table 7. Snapshot of comments made by Torquay Campers on rules they felt ‘Should be Added’ – Suggestions received varied widely in nature.

### 3. QUESTIONS RAISED AT THE FORUMS

Questions raised by campers attending the two forums have been collated below. A large number of questions were submitted, so, where questions were identical or very similar in nature, they have been combined. GORCC's responses to each question is detailed below.

#### 3.1. Minimum Standards

##### 3.1.1. ELECTRICAL AND GAS CERTIFICATES

###### **What are the 'Certificate of Electrical Safety' and gas 'Certificate of compliance'?**

The full details of the Certificate of Electrical Safety and gas 'Certificate of compliance' are still to be confirmed. However, it is intended that these certificates will be supplied by an appropriately qualified person (eg electrician, gas fitter) after they have completed an inspection of a van and annexe and ensured that it complies with required standards. These required standards are to be confirmed by GORCC using appropriate information (eg Australian Standards) and advice (eg from electricians, gas fitters) and provided to park users in the form of a checklist that can be used during the inspection.

###### **Who is going to supply the certificates and at whose cost?**

It is the responsibility of permit holders to ensure that they have a current Certificate of Electrical Safety and gas 'Certificate of compliance' for their vans and annexes at all times. The site holder will need to arrange for a suitably qualified person (eg electrician, gas fitter) to inspect their van and annex and if it meets the required standards they will then issue the certificate/s. Site holders will be responsible for any costs associated with ensuring their van and annex achieves the standards and obtaining the certificates.

###### **How much will the inspections and certificates cost?**

As the process is still being finalised, it is not possible to confirm the cost of obtaining the certificates. However, GORCC is mindful of minimising any costs to park users as a result of this process and would be interested in facilitating a bulk agreement with an approved supplier/s of these services.

**Do permit holders need to provide the electrical and gas certificates to anyone?**

Copies of certificates will need to be provided as part of the checking process for the 'Minimum Standards' to demonstrate their currency. Copies may also need to be provided to park management at other times for the same purpose.

**3.1.2. MOVEABILITY**

**Why do vans, particularly those on TMP sites, need to be moveable?**

A caravan is defined as a 'movable dwelling' under the *Residential Tenancies Act 1997*. The Act states that a movable dwelling must be able to be moved in 24 hours.

**Why do vans need to have wheels, draw bar, etc, attached? Vans can be moved in other ways (eg back of a truck) that still ensure they comply with the 'moveable in 24 hours' requirement.**

While also potentially being of use if a situation arose where a van needed to be moved quickly (eg to move it away from a fire in the park), requiring vans to have wheels, drawbars, etc helps maintain caravans in the park looking and feeling like caravans, and therefore helps the parks continuing to look and feel like caravan parks. It is therefore planned to move these minimum standards from the 'Safety management' section to the 'Appearance/presentation' section of the Minimum Standards.

It is acknowledged that a small number of existing caravans in the parks do not currently have wheels, drawbars, etc and these will not be required to comply with this part of the Minimum Standards. This is because the owners of these caravans may have been allowed to remove these items by park managers in the past and it would not be fair to now require the owners to reinstate them. Caravans being brought into the parks for the first time, as well as all other existing caravans which have these components now in the parks, need to comply with this standard. This is acknowledged in a footnote in the relevant part (ie page 4) of the Minimum Standards.

**What is the basis for the requirement for vans to be parked with the draw bar facing the nearest road?**

Having vans parked with their drawbars facing the nearest road allows them to potentially be moved more easily and quickly if the need arises (eg to move them away from a fire in the park). It also helps provide for an orderly layout of sites and the park.

### **3.1.3. CHECKING PROCESS**

#### **Who arranges the 'checks' to ensure compliance with the Minimum Standards?**

GORCC will notify permit holders if their site is required to undergo a check and what days and times are available to complete the check. The permit holder will then need to contact the park office to book a suitable date and time for the check. GORCC will arrange for Assessor and Park Representative to be present for the check and the permit holder needs to ensure they are present.

#### **Who pays for the checks to be completed?**

The cost of completing the check, which is expected to mainly comprise the cost for the assessor's time, will be paid for by GORCC. The permit holder is responsible for any costs associated with ensuring a site, van and/or annex is compliant with the Minimum Standards.

#### **Will checks be done when permit holders are on site?**

The permit holder needs to be present during the check, along with the Assessor and the Park Representative. If the permit holder is unable to attend for some reason, they should arrange for someone else suitable to represent them during the check.

#### **Where will the check information be filed?**

At the end of each checking process of a seasonal of TMP site, the caravan park representative will be given the master version of the report and the permit holder will be given a copy of it. The master version of the report will then be stored at the park office in the relevant TMP file.

#### **If a 'non-compliance' with any of the Minimum Standards is identified during a check and corrective action is required, who then confirms that this action has been taken and the site is now fully compliant?**

It is the responsibility of the permit holder to provide suitable evidence within the required timeframe (see 4.3 below) to the park representative that any required corrective actions have been completed. This could be in the form of photos, documentation (eg current Certificate of Electrical Safety) or a follow up site check. If suitable evidence is provided that shows the non-compliance has been rectified, this will be kept on file with the check report and then the park representative and permit holder will 'sign-off' that the site is now fully compliant and the check process is complete.

### **What is the appeals process if there is a disagreement with the assessor as part of the check process?**

The final Minimum Standards are intended to be clear and unambiguous so that anyone can understand them and what is required to ensure compliance with them. The assessor's role is to then be an independent, unbiased professional who checks that sites are compliant. While it is expected that this approach will minimise any disagreements with an assessors check and report, if a disagreement does arise it can be raised and discussed during the inspection amongst the people present (ie assessor, permit holder, park representative).

### **3.1.4. TIMING**

#### **When do sites need to comply with the Minimum Standards by?**

It is expected that the Minimum Standards will be finalised and communicated to park users by the end of 2014 with their implementation beginning in July 2015. This will allow at least 6 months for TMP and Seasonal permit holders to ensure they comply with the Minimum Standards before they are in place. The first round of checks (that will include all TMP and Seasonal Permit sites) to ensure compliance with the Minimum Standards are then expected to be completed in September to October 2015.

#### **Can the initial assessments be done before June 30?**

It is important that permit holders have sufficient notice of the final Minimum Standards and then time to ensure compliance with them before the initial checks are completed. It is felt that holding the initial checks before June 30 would not allow for this.

#### **If work needs to be completed to ensure a site complies with the Minimum Standards, what is the timeframe to complete these works?**

All TMP and Seasonal permit sites will need to comply with the Minimum Standards at all times. It is the responsibility of the permit holder to ensure their van, annexe and site are maintained in an appropriate way and any necessary repair or maintenance work is undertaken to ensure they comply with the Minimum Standards.

If a non-compliance with any part of the Minimum Standards is discovered during a check process, it is currently planned to allow the permit holder one month from the time of the check to undertake any necessary work to rectify the non-compliance (a longer period of time will be allowed to rectify any non-compliances identified during the initial round of checks).

**How can vans and annexes coming into the Kia Ora park for the first time as part of the recent allocation of extra TMP sites in that park ensure they will comply with the Minimum Standards?**

While yet to be finalised, these permit holders should familiarise themselves with the draft Minimum Standards and the likely requirements for all TMP and Seasonal permit holders and be mindful of them when purchasing or setting up their van, annexe and site.

These permit holders will then have the same period of notification about the final Minimum Standards, their implementation and the checking process as all other TMP and Seasonal permit holders (see 4.1 above).

**3.1.5. OTHER**

**What is an annexe 'compliance plate' (Minimum Standard 4b) and why is it required?**

The *Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010* requires that a compliance plate be permanently fixed onto any rigid annex when it is constructed in a caravan park to state that the dwelling complies with the regulations. A compliance plate should also be provided if additions (such as a deck or veranda) or alterations (such as increasing the size of a dwelling) are undertaken following initial installation. This requirement applies to new or relocated UMDs or rigid annexes, but not to those constructed prior to 1 November 1993 (when the requirement first came into effect).

**What is 'significant rust'? (Minimum Standard 4a)**

It is recognised that some amount of rust in caravans would not detrimentally affect their safety and appearance and that it is very hard to avoid when they are located on the coast. However, there is also a point at which the amount of rust becomes 'significant' and does affect the safety and appearance of the caravans. The definition of 'significant' is still to be determined. The advice of relevant professionals (eg caravan repairers) is being sought as part of this process. Part E: Photo Examples in the Minimum Standards will be used to help illustrate what is meant by 'significant rust'.

**Things liked ‘faded/worn paint’ (Minimum Standard 9) can be subjective – how will these be assessed?**

This is similar to ‘significant rust’ (5.3 above). It is not expected that all vans be freshly painted at all times, but there comes a point where the painted surfaces have deteriorated to the point where it impacts the appearance of the van and the park. This is still to be determined and the advice of relevant professionals (eg caravan repairers) is being sought as part of this process. Part E: Photo Examples in the Minimum Standards will be used to illustrate what is meant by ‘significant rust’.

**Will the Minimum Standards apply to all caravans in the parks?**

The main intention of the Minimum Standards is to ensure all TMP and Seasonal permit sites meet basic standards regarding their appearance and safety. Therefore, the Minimum Standards will apply to all TMP and Seasonal sites in the parks, irrespective of the age of the caravans and annexes on them. It could be expected that relatively new vans and annexes will comply with the Minimum Standards given their age and inherent condition, and therefore vans and annexes under 10 years old will not be subject to the checking process, however they still must comply with the Minimum Standards at all times.

**Do electrical safety switches need to be hard wired safety switches or can mobile versions be used?**

At this stage it is not proposed to require vans and annexes to have safety switches installed as the safety switch on the power head is expected to be sufficient.

**Why do some parts of the new Minimum Standards contradict some of the existing Park Rules?**

The Minimum Standards have been developed after the current version of the Park Rules was developed. The Minimum Standards therefore contain the most up-to-date information and requirements. Part of the reason for now undertaking the broader review of all park rules is to ensure that the rules and the Minimum Standards are consistent with each other and both contain the most up-to-date information and requirements.

**What is a quad smoke detector? Is it hardwired or battery operated?**

‘Quad’ smoke detectors are able to detect smoke in four different ways, rather than just the standard ionisation method. They can be either hardwired or battery operated. The CFA had advised that while quad detectors are relatively new, they are becoming readily available at most retail outlets and would

be a good option for use in caravans. Smoke detector requirements, including the applicability and availability of quad detectors, are still being investigated further and will be confirmed in the final version of the Minimum Standards.

**Can park management provide the details of suitable repairers/tradesman to undertake work on caravans and annexes if it is required?**

It is planned to have a list of repairers and tradesman who could undertake work on caravans and annexes in the GORCC managed parks available at park reception for interested park users. This could include, for example, the contracted electrician who undertakes all electrical work in the park and is therefore very familiar with it. These repairers and tradesmen would not be recommended or 'endorsed' by the park management or GORCC in any way. Rather, the list is only intended to assist park users in finding potentially suitable service providers to undertake work on their caravans and annexes. It is up to the park user to contact and assess if the service provider meets their requirements and then make arrangements with them to complete the works.

**Can all existing TMP vans now be offered for sale through park management if they have met all the Minimum Standards?**

The policy and procedure regarding on site sale of caravans remains in place. The Minimum Standards do not affect or relate to this policy and procedure in any way, other than all caravans, whether being offered for sale or not, being required to comply with the Minimum Standards.

**Why do gas bottles need to be within their use-by-date to be used in the parks?**

In Australia, BBQ gas bottles must be tested every ten years. It is illegal to fill a gas bottle that is past its expiry date but you are allowed to use it, past the expiry date, if it still contains gas. However, given the large number of gas bottles in the caravan parks and the inability of park staff to test them (this must be done at a certified gas cylinder test station), it is considered that a simple and appropriate approach is to only allow gas bottles that are within their use-by-date to be used in the parks.

**How can permit holders maintain water supply hoses, etc, in good condition when GORCC staff cut them with whipper snippers?**

Park staff try to avoid impacting park user's property and equipment when carrying out maintenance and other works. However, if any damage is caused, it should be reported to the park office.

**What about water hoses that have been placed underground (eg to avoid being damaged) – how will these be checked for cracks and leaks (Minimum Standard 3.a.)?**

Water hoses placed underground should be less susceptible to damage and therefore be in better condition than above ground hoses. Permit holders are encouraged to use hoses constructed of suitable material (eg polyethylene (PE)) if they are going to place them underground to minimise chances of cracks, leaks, etc. Visual checks will also be done on the areas around any underground water hose for signs of leaks (eg wet or slumping soil). If it is determined that an underground hose may be leaking, further inspection or testing may be required.



## 3.2. Park Rules

### **What is an 'Installation Certificate' and 'Installation Advice' in relation to rigid annexes (existing rule no. 6)?**

It is a requirement of the Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010 that a person intending on installing or replacing a rigid annexe on their caravan must notify the caravan park owner and obtain their permission in advance, and then provide an installation certificate once it is installed.

Notification and approval of the caravan park owner can be facilitated via completion of an 'Installation Advice' form which requires information on the annexe, its siting and design to be recorded and submitted for consideration. These forms are available from the park offices.

An 'Installation Certificate' must contain the name and address of the person who installed the annexe and the year it was installed. It also must certify that all information provided in the certificate is complete and correct and that the installation, service connections and siting of the annexe comply with the Regulations. The owner of the rigid annexe must give a copy of the installation certificate to the caravan park owner within 7 days after the completion of the installation.

These documents are in addition to the requirement to attach a 'Compliance Plate' to the new rigid annexe when it is installed (see 5.1 above).

### **What is "the Committee"?**

The Committee is often used as an abbreviation for the Great Ocean Road Coast Committee (GORCC). GORCC is a Committee of Management appointed by the Victorian Minister for Environment and Climate Change to manage 37 kilometres of coastal Crown land reserves between Torquay and Lorne. This area includes the Torquay and Lorne caravan parks.

### **Is there any special consideration to be made for permit holders who have recently moved sites as part of the park upgrades?**

No – the park rules apply to all users of the parks.

### **Will the rule requiring vans being brought into the park to occupy a TMP or Seasonal permit site for the first time to be less than 15 years old still apply given the rule that caravans older than 30 years are not allowed in the park has been replaced with the Minimum Standards (existing rule no. 13)?**

Yes, all caravans being brought into the parks to occupy a TMP or seasonal site for the first time will still need to be less than 15 years old. This will help avoid old and un-kept caravans entering the park and minimise the amount of work required in the future to ensure the vans are compliant with the Minimum Standards.

**Can the pub (Torquay Hotel) be made to be quiet by 10:00 pm?**

While Park Management or GORCC are not responsible for the operation, management or licensing of the hotel, we will continue to work with the hotel and police to represent the interests of users of the park. The hotel has operated from its current site for a long time and would likely not support any additional restrictions on its operations.

**Can a testing and tagging service for power leads be offered by the park (existing rule no. 18)?**

It is understood that this service has previously been provided by the park and investigations will be undertaken to determine if it can be offered again.

**Is it OK if an annex is wider than the caravan but there is still have enough space on the site to accommodate a vehicle?**

This will be investigated as part of the rule review process.

**Why are there so many rules?**

It is acknowledged that the number of existing rules is quite large. It is hoped that as part of the rule review this number can be reduced where possible. However, each existing rule has been developed and put in place in response to an identified need or issue.

**Why is the rule regarding total fire bans days (existing rule no. 23) not consistent with CFA requirements (eg gas BBQs can be used during total fire bans)?**

It is acknowledged that some parts of this existing rule (no. 23) are not consistent with CFA requirements. This will be investigated and addressed as part of the rule review.

**Why is the rule regarding fireworks needed (existing rule no. 24)? Aren't fireworks banned in all parts of Victoria?**

This will be investigated and addressed as part of the rule review. However, it may still be worthwhile retaining this as a rule as a reminder to park users even if fireworks are banned across the State, especially when there are large numbers of people in the park on New Year's Eve when fireworks are traditionally very popular.

### **Is existing rule no. 41 (Rule and Behaviour Security Deposit) applicable to Twelve Month Permit holders?**

Yes, this rule applies to all users of the parks.

## **3.3. Other/General**

### **3.3.1. FEES**

#### **Who sets the fees for the park and what is the process followed?**

Ultimately, any change to tariffs must be given approval by the Committee. The Committee is given a recommendation by the CEO/Finance Manager. In deciding on the recommended fee, the CEO and Finance Manager take into account factors such as industry standards, prices at comparable parks, CPI increases, maintaining affordable camping holidays for guests and forecasted costs.

#### **Are fees going to rise in the future (eg to help implement the Minimum Standards)?**

Fees are likely to rise sometime in the future, as a result of the process outlined in 1.1 above, however no rise is expected to be associated with the Minimum Standards.

#### **How are the caravan park fees used?**

GORCC is required to use the revenue it generates to manage the Crown land reserves it is responsible for. This includes the revenue generated from the caravan parks. GORCC's usual approach is to split the expenditure of this revenue equally between its two main areas of operation: the caravan parks; and the coastal reserves. The expenditure on the caravan parks is used to implement capital projects (eg install new toilet blocks, building new playgrounds and upgrade of power and water supply networks), as well as the more day-to-day running of the parks, including cleaning, mowing, litter removal and utility (eg power, water) supply costs.

#### **How much is going to be spent in the caravan parks this coming financial year?**

GORCC's recently approved budget for 2014/15 identifies a total of \$1.3m to be spent on capital projects in the parks during this financial year. Another \$2m approx. is planned to be spent on operational items, such as cleaning, mowing, litter removal and utility (eg power, water) supply costs. GORCC's

Coastal Management Plan (2013) (CMP), which is available at [www.gorcc.com.au](http://www.gorcc.com.au), shows a total of nearly \$18m is expected to be spent by GORCC in managing and operating the caravan parks over the five years of the CMP (or an average of \$3.6m per year).

### **3.3.2. OTHER**

#### **Are the existing power heads (ie 'poles' that campers plug their power leads in to) in the parks compliant with current relevant standards?**

All power heads in the Torquay Park are compliant with current standards after the major electrical upgrade undertaken. The same will also be the case at Lorne following implementation of planned upgrade work.

#### **When will GORCC improve on grass mowing, maintenance, etc, in the parks?**

The staffing at the Lorne park has recently been significantly bolstered through the appointment of two new assistant park managers. Additional peak season staff have also recently been appointed for the Lorne park. This expected to improve the amount and level of lawn mowing and general maintenance undertaken.

#### **Has the shift from seasonals to TMPs been made at the Kia Ora park?**

Yes it has been completed and there are 36 new TMP's at the Kia Ora park.

#### **Can we get some cricket nets at Kia Ora?**

There is currently no plan to install cricket nets in any park. The idea was investigated but it was determined that insufficient room is available. Similar ideas for the parks would most appropriately be raised and considered as part of the master planning processes for the parks, which generally occur every five years.

#### **What is the procedure to let an ambulance or other emergency vehicle into the park through the boom gates? Do they require a special code?**

All emergency service providers have been allocated their own swipe cards for use on the park boom gates. There is also a park staff member on duty at all times and emergency service providers know to use the intercom to contact them if required.

**Some TMP holders were moved four years ago and some were given smaller sites than others. Is there any way that if a larger TMP site becomes available in the future it could be offered to those on smaller sites before it is added to the full waitlist?**

Any TMP holders in this category who would like to move to a larger sized site when one becomes available should register their interest at the park office.

**What sprays are used on weeds in the park? Is the sprayer licenced to use it? What are the toxicity levels and is there a safety data sheet?**

Roundup Attack IQ is the common weed spray used in the parks. This product is publicly available at gardening and hardware stores (eg Bunnings) and no specific training or certification is required to use it. Further information can be found in the Material Safety Data Sheet (MSDS) which is available at the park office.

#### **4. NEXT STEPS**

All feedback received from campers at the forums is now being considered in the development of:

- a) A final version of the Minimum Standards
- b) A draft version of the revised park rules.

A draft version of the revised park rules will be released for comment prior to being finalised. This period for comment is expected to commence in August (within the next few weeks).

Both the final Minimum Standards and the revised rules will require GORC Committee approval prior to being implemented. It is planned that these documents will be submitted to the Committee for approval prior to peak season 2014/2015.