

Meet the Managers - Camper Feedback

2017 saw the instigation of 'meet the manager meetings' which will provide opportunities to meet with the caravan park managers and senior management of the Great Ocean Road Coast Committee. These informal meetings give you an opportunity to talk about what you would like to see happen in your park in the future, what you think about recent works we may have done or any issues you are experiencing within the park which we may be able to address.

The feedback from our January 13 and 21 camper meetings was as follows:

What our customers liked:

Item	Comment
Customer Service	Found the staff to be friendly and helpful
Cleanliness	Generally found it to be very good rubbish around the bin areas is an issue for us to look at
Grounds	Generally quite good could use some improvements to the aesthetics of the place
Park Improvements	Amenity block electronic keypads – much better than the key system new BBQs and pergolas were great camper activity program was terrific
Meet the Manager meetings	Glad to have an opportunity to discuss things face to face

Areas for Improvement:

Item	Comment
Noise	Pub too noisy Other campers too noisy Action: We are taking up the pub issue with relevant authorities Action: Campers were evicted for making too much noise – they will not return
Security	People in park who shouldn't be, especially after hours Action: We employed more security personnel than ever before. We are seeking better ways to secure our park and to identify genuine campers and guests from other people
Amenity Blocks	Sometimes were closed or dirty Action: We did suffer from graffiti attacks and vandalism and had to close toilets temporarily. We are seeking ways to prevent this. Toilets were cleaned three times a day.

What other works do you have planned:

Project	Comment
Road Sealing	Selected roads within the park will be asphalted between May and November
Camp Kitchen	Planning is underway for completely renovating the camp kitchen and games room. Your input is welcome
Security	We are investigating a range of options to assist the security of the park
Site marking	All casual camper and seasonal camper sites will be marked to provide improved access and visibility

