



Great Ocean Road Coast Committee Inc

FACT SHEET: Anglesea Family Caravan Park

As a community-based, not-for-profit organisation, all funds raised through Great Ocean Road Coast commercial operations go back into the community through park investment, environment and education programs. We manage 37 km between Torquay and Lorne, including the Torquay and Lorne Foreshore Caravan Parks.

The Great Ocean Road Coast Committee will take on the operation of the Anglesea Family Caravan Park at the end of the current fixed-term lease, 1 December 2017.

Current campers, and permit holders, will get their same site, same price, for the same duration of stay.

- We will seek to allocate sites based on same price, same site, same time period.
- Fees for 2017/18 will be the same as at 21/12/2016. There will be no fee increases.
- No deposits are required with your application.
- We will acknowledge your application to you shortly after receipt via your contact details.
- We will write to you with confirmation of your booking after the peak season.
- We are not taking any applications for cabins at this stage.
- We will ensure permit holders are not disadvantaged by the transition.

To request further information, email bookings@gorcc.com.au.

Great Ocean Road Coast is committed to:

- Maintaining the park to at least current standards, delivering a multi-million dollar investment package back into the park.
- Retaining what people love about the park – safe, secure and family-friendly.
- Ensuring all surplus income, a minimum of \$1.6m per annum, will go back into the park, community and the coastline. Retaining local business and tourism arrangements
- Customer service and park maintenance will be our top priority

Also:

- There will be no daily visitor fees for your friends that want to visit you; or
- Administrative fees associated with caravan sales; and
- Camping fees will remain the same.

What if I've already got a permit?

At the time of change of management, no current guests, campers or permit holders will be disadvantaged. We will work closely with campers and community through the transition process. Please sign up for permit holder updates at the 2017 information sessions or online at www.gorcc.com.au.

Who are the Great Ocean Road Coast Committee?

Great Ocean Road Coast has a long history in the Anglesea community through:

- \$1.7m building and maintaining the Surf Coast Walk and the boardwalk along park-riverbank boundary
- partnering with community groups for years of conservation and revegetation works across the coast with ANGAIR, volunteers and school groups.
- \$100,000 works to address safety concerns with the Anglesea beach access ramp
- establishing the carpark at Point Roadknight
- working closely with and providing planning support for the Anglesea Surf Lifesaving Club.

Our senior management team has decades of experience in hospitality, caravan park, environmental and public land management.

What will the first year look like?

We have had almost 95 per cent of peak season campers re-book with us for 2018 and will begin contacting customers next week. For permanents, we will be contacting everyone in late May.

Over 400 people attending our open houses in Anglesea in 2017.

Park facilities

Negotiations around current park assets are subject to the work of a mutually agreed valuer. We will continue to provide monthly updates as we get closer to 1 December.

We understand the park facilities are a large part of the appeal at the park and are committed to maintaining these standards. We will be working throughout 2017 and beyond to ensure this process and transition is as seamless as possible.

Planning

All of Great Ocean Road Coast's parks require a master plan. One of the aims of these plans is to identify where investment is needed to improve the caravan park, over and above the maintenance and operations, and replacement of any assets removed at the end of the lease. Decisions in the master planning process will be in consultation with park users and the community.

We are establishing a Campers Reference Group, to ensure we are making decisions in the best interest of campers. If you wish to be informed, but don't necessarily want to be part of a reference group, there will also be regular email updates. To sign up for either please visit our website at www.gorcc.com.au.

Current staff

There will be no net loss of jobs. We will be meeting with staff shortly to discuss options.

What was the tender process?

Given the size of the park, and the interest from other parties in having an opportunity to take up the next Crown land lease, an expression of interest and select tender process was undertaken.

There were a number of parties that submitted tenders and independent probity advisors oversaw all aspects of the evaluation process. None of the tenderers provided an acceptable offer, which would have resulted in a multi-million dollar net income shortfall over the life of the lease, for the Victorian community. As such, we then authorised the end of the tender process. The ability to not accept any tender was clearly stated in the tender documents and all tenderers had this knowledge.

As a consequence of the decision the committee then considered the option of assuming management of the park at the expiration of the life of the lease in December 2017. Probity advisors Pitcher Partners noted the process as "fair and reasonable". The Department of Environment, Land, Water and Planning commissioned an independent report into the tender process and provide advice to Environment Minister Lily D'Ambrosio in January 2017. Key findings were that Great Ocean Road Coast:

- followed the Victorian Government Purchasing Board's guidelines for running a tender process
- acted in accordance with its obligations to DELWP under relevant legislation and policies
- acted in the best financial interests of Victoria
- conducted the tender process to a high standard, including the appointment of a probity adviser

Did you award yourself the tender?

No. The tender process ended without finding an acceptable value offer for the Victorian community. Land managers and commercial operators self-deliver projects when the market pricing is not considered acceptable. As designated land manager, Great Ocean Road Coast Committee made the decision to assume management at the end of the current lease 1 December 2017, ensuring all revenue generated goes back into the park, coast and community.

GORCC manages Torquay and Lorne Foreshore Caravan Parks, is adding Anglesea a monopoly on the coast?

No. There are many caravan parks along foreshores within Victoria, all managed by Committees of Management and, as such, the change from a private caravan park under leasehold to a committee makes it consistent with most across the state. There are also other great, privately run caravan parks up and down the Great Ocean Road including in Torquay and Anglesea.

How do you set fees?

Camping must remain affordable, which applies to annual lease holders as well as casual campers. Fees for 2017/18 will be the same as at 21/12/2016. Fees in Torquay and Lorne go up with CPI.

Will it still be a caravan park?

Yes, the area is gazetted for this purpose in legislation.

What are your current park rules?

There are current rules for the Torquay and Lorne Foreshore Caravan Parks. New rules will be developed in consultation with Anglesea campers.

Once a van reaches 30 years of age will owners have the right to replace or will they get removed?

We have a minimum standard policy for older vans. Vans will be independently assessed and a repair list prepared as necessary. Owners can, if they wish, be present at the time of inspection. Owners are then given reasonable time to rectify issues. Caravans over 30 years of age can remain if they meet the minimum standard, quality and safety criteria.

How do you value caravans?

Great Ocean Road Coast engages an independent valuer to value vans, at our cost. This is to ensure under State policy that there is no profiting on Crown Land through inflated van prices. We do not charge administration fees for this.

Do you have rules pertaining to the replacement of vans/annexes?

Vans /Annexes can remain on site, irrespective of age, if they meet the minimum standards test. If a van has to be replaced because it is irreparable and does not pass the test, the replacement van can be any age, as long as it meets the minimum standards.

If you wish to transfer your van & annex to another family member is this permitted under GORCC rules?

Only for the remainder of the current permit year. Permits for sites are not assets so are not transferrable on a permanent basis.

What is your vehicle policy and do extra fees apply for more than one car on site?

One car is permitted per site, provided there is room on the allocated site for that vehicle. If a car cannot fit on the site and there is no room elsewhere, the car must be parked off site. If a camper wishes to bring in a second car they must get approval from the park manager and there must be room on their site to fit the car, for which a fee applies.

Currently the park has a combination of meter and non-metered sites for power usage. In regards to the metered sites, the supply and usage costs for electricity are paid quarterly at the time when site fees are due. Given that GORCC have advised that site fees will be payable half yearly, will the electricity and supply costs also be payable at this time and will the existing rates apply ?

GORCC charges 12 month permit holders an annual fee – this can be paid in full at the start of the financial year or can be paid in quarterly instalments.

We will continue current arrangements, but fees can be paid in lump sum, quarterly or by arrangement with the management.

Is there an intention to adopt a ballot system for the casual campers?

The ballot system is State Government policy. There is no ballot system in place at our current parks at Lorne or Torquay as we can demonstrate adequate turnover at these parks, which is the objective of the policy. We recognise the strong social importance and connection for long-standing guests.

What is the complaints or issues resolution process?

Issues raised will be addressed and dealt with by the appointed park manager as per our current procedures for issues management. Appeals can be made to Great Ocean Road Coast's senior management.