

Meet the Managers - Camper Feedback

2017 saw the first of the Meet the Manager meetings, which will provide ongoing opportunities to meet with the caravan park managers and senior management of the Great Ocean Road Coast Committee. These informal meetings gave campers opportunities to talk about what they would like to see happen in their park in the future, what you think about recent works we may have done, or discuss any issues you experienced within the park which we may be able to address.

We conducted meetings at four of our parks during January, the feedback from our camper meetings was as follows:

Erskine River Park

Item	Comment
Customer Service	Communication could improve
Cleanliness	Amenity block was really clean
Grounds	Really liked the new grass that had been laid
Park Improvements	Loved the new amenity block, family bathroom and new kitchen Amenity block electronic keypads – much better than the key system camper activity program was terrific
Roads	Will you seal the outer road? (yes)
Meet the Manager meetings	Glad to have an opportunity to discuss things face to face Could be advertised better – different time of day

Great Ocean Road Park

Item	Comment
Customer Service	Communication could improve Sunday to Sunday bookings – ok to go to weekends, but wouldn't Saturdays be better? (Staying with Sundays for now)
Cleanliness	Amenity block was cleaner than last year
Grounds	The area near Foodworks was a bit messy with the shade cloth and mulch – but sites much bigger Glad some of the trees had been removed – what happens next? Where is the boomgate? (Will be reinstalled) Can we get a bike rack near children's playground? (Yes)
Park improvements	New fire hoses and hydrants noted Amenity block electronic keypads – much better than the key system Camper activity program was terrific
Roads	Roads were better after some recent works – will you seal the outer road? (Yes)
Meet the Manager meetings	Glad to have an opportunity to discuss things face-to-face

Queens Park

Item	Comment
Customer Service	Found the staff to be friendly and helpful Didn't see security much
Cleanliness	Amenity block was hit and miss on cleanliness
Grounds	Really liked the new grass that had been laid on some camping terraces Grass was long in public areas Boomgate stayed up (issue with keys, being fixed now)
Park Improvements	Amenity block electronic keypads – much better than the key system camper activity program was really good When will the park be redeveloped (waiting planning approvals – start work 2018)
Meet the Manager meetings	Glad to have an opportunity to discuss things face to face

Kia-Ora Park

Item	Comment
Customer Service	Communication needs to improve like to see security more didn't get emails about amenity block codes (fixing)
Cleanliness	Amenity block was very clean
Grounds	Grass near the central playground was long and needed mowing. Issue with lighting near walkway rocks – led to an accident
Park Improvements	Amenity block electronic keypads – much better than the key system camper activity program was good – why was movie night cancelled Can we get better disabled access at rear toilet block (investigating) Can we move sink at rear toilet block (investigating) Can we get a 'dump point' in park (Investigating)
Roads	Will you seal the last few gravel roads? (yes)
Meet the Manager meetings	Glad to have an opportunity to discuss things face to face Could be advertised better – different time of day and month

Top Bank Park

We were unable to get to Top Bank Park, but via customer comment – have noted the following:

- Toilets – not very clean, much to be done to improve (**agreed**)
- Road – need to stop cars driving through (**investigating options**)
- Dust – this whole camp ground needs grass / vegetation (**agreed, investigating now**)
- Security – too easy to access from paddock / beach (**agreed, investigating options**)

What other works does Great Ocean Road Coast have planned:

Project	Comment
Queens Park Redevelopment	\$2m upgrade is at planning approval stage with Council. This will be a 2 year construction project delivering civil works, landscaping, new amenity block and 8 new cabins. Commence works in 2018
Road Sealing	Selected roads within the parks will be asphalted between May and November this year
Security	We are investigating a range of options to assist the security of the parks
Site marking	All casual camper and seasonal camper sites will be marked to provide improved access and visibility
Dump Points	Investigating options for cassette dump points at Kia-Ora, Great Ocean Rd and Erskine River parks
BBQs	Installation of new BBQs and pergolas at various parks
Top bank	Undertaking road engineering study now – want a boomgate system installed to limit access to this park to campers only in peak season. This needs community consultation and council approval. Reviewing grassing options for management of park – between Easter and November 2017 Park needs development – initial concept drawings have been delivered, will work through some design issues then submit to campers for consultation
Great Ocean Road and Erskine River parks	Redevelopment plans for parks to be reviewed and updated. We will then commence engagement with park users regarding design