



CUSTODIAN NEWSLETTER

Welcome to 2024 Volume 2 Edition 8

In this edition: Grey water disposal, servicing equipment, park rules and the official opening of CMCA Nyngan Van Park

Grey Water Disposal

This is a topic that keeps coming up both with Custodians and with guests. There appears to be some confusion as to why we have this rule in place at our parks.

Reference is made to the CMCA Leave No Trace® code of conduct that all CMCA members agree to when they join the Club.

“To dispose of all rubbish, and grey and black water in an appropriate manner.”

The issue appears to be what people consider to be an appropriate manner of disposing of grey water.

CMCA gains approval for its low-cost RV Parks by adhering to the rules as established for our parks:

- All vehicles will be fully self-contained
- No wastewater will be discharged to the ground

For this to be possible CMCA installs a communal dump point which is for the use of park guests for disposal of all black and grey water. Without this commitment, we would be required to construct amenities at each park, making the projects unviable.

The ongoing argument from those wishing to discharge their grey water to the ground or trees is that the water will not harm the environment. Whilst this MAY be the case, we cannot be certain what that water contains. Normally you would expect water from showers, sinks, etc to contain the following elements:

- Detergents
- Soap
- Body fats
- Animal fats
- Oils

In small quantities these may not pose a problem, however in volumes that we experience at our parks, this would not be considered a small amount of wastewater. Some authorities consider sink water (where food preparation occurs) as black water also.

Also, when water is dropped at our parks, that leaves a mess for the next guests using that site to deal with.

The exception to this rule currently is Humpty Doo RV Park. At the request of the landowner, we allow grey water that is less than 24 hours old, to be released on the new trees. Studies suggest that grey water that is more than 24 hours old becomes contaminated and should not be released to the environment without treatment.

The Humpty Doo relaxation of this rule reduces the amount of water that is placed in the dump points. The dump points are pumped out twice per month at the owner's expense.

At no other parks do we allow grey water to be released to the ground, no matter how dry it is.

We hear of guests complaining that they have been allowed to drop their grey water at one CMCA RV Park and then not at the next one. This is why we need consistency across the network and all custodians to abide by these rules.

Servicing RV Park Machinery

Machinery maintenance is important for keeping the equipment going and ensuring that the next custodians have working equipment.

When the mower receives a regular service, it should be recorded in the Custodian Folder. This will provide a reference for when the next service will be due. This is especially important when custodians undertake the service themselves, as head office may not have any record of the service activity and what was undertaken.

Updating Vehicle Details in a Booking

Many would know that our booking system does not retain the vehicle details of non-member bookings at present. It is hoped that this will be rectified either in the current system or with the new booking system that is currently under development.

In the meantime, unfortunately, you will need to re-enter the guest vehicle information each time a new booking is made.

Park Rules

Although we like our members to enjoy their stays at our parks, we have rules in place to provide some consistency across the network, and to ensure that all are considerate of others when staying at the parks.

We have stay limits at our parks (except caravan parks which have different regulations) which we need to enforce consistently. 14 nights is the norm across the network, with Ingham and Innisfail less due to the lease conditions at those parks. This means that once a guest has stayed 14 nights, they must leave for at least 7 nights before returning for another stay.

Just because a park is quiet does not mean that a custodian can allow extended stays or advise the guest that they can make their own booking online and nothing will be done about it.

In certain circumstances, extensions may be granted to guests by NHQ. These are for medical reasons or mechanical failure of the vehicle. In these cases, the guest must be unable to leave the RV Park and must seek approval for an extension through NHQ. Our staff may ask for confirmation of the situation from the Custodian to ensure accuracy of the claim from the guest.

If we do find a guest has overstayed (without justification or prior approval from NHQ), we will have to contact that person and advise them that they need to leave the park, and their booking will be cancelled. This is an awkward situation for staff as well as the custodians.

If asked, park custodians can simply refer the guest to NHQ, and the matter will be dealt with appropriately. This takes the pressure off the custodian to make a decision. If, during handover, you are aware of a guest who has been granted an extended stay or who may be seeking one, please advise the new Custodians so that there is no confusion.

We are currently working on a solution with the booking system to prevent extended stays without approval from NHQ staff.

Opening of CMCA Nyngan Van Park

The official opening of CMCA Nyngan Van Park will be held on **Wednesday 30 October 2024 from 11.30am**. Chairman Nelson Crawshaw will be attending along with Sean Constable, CMCA Business Development Officer.

Members are invited to attend the opening and experience all Nyngan has to offer and stay for a few nights at the Van Park. Our custodians Col and Eva Burgess are excited to

welcome all to the park and show what they have assisted the owners in developing at the park since we took over management in April 2024.

The event will include a short ceremony to unveil the new plaque, and the owner Bruce Maynard will also bring along the original plaque from when the park was opened by Neville Wran many years ago. Both plaques will be installed at the park. A light lunch will follow for those attending.



Figure 1 Firepit completed at CMCA Nyngan Van Park

Meanwhile at Bundaberg.....



Figure 2 The outcome of an unhitched caravan without wheel chocks, roll back at Bundaberg RV Park.

Custodian profile

Maureen Townsend and Andrew Dodic (N134928)

Maureen and Andrew retired at the end of 2021 after long careers in the aviation industry.

“We have been fortunate enough to experience travel throughout the world, we had always decided to leave the best, Australia, as our retirement reward” Maureen said.

“After staying at Port Pirie as non-members we decided to join CMCA. During our extended trip we have had the opportunity to stay at quite a few parks and were so taken with how professional the parks were run by the Custodians we decided to put our hands up and contribute” they added.

They have been fortunate enough to be Custodians at Geeveston and Humpty Doo in 2024 and will take over at Nyngan Van Park in January 2025.

They are a great combination with Andrew keen to keep parks looking green and tidy, and ensuring the campfire is kept alive, whilst Maureen has learnt to manage the sometimes-temperamental booking system. At Humpty Doo Maureen “always tried to ensure the pool & amenities were kept clean and our visitors felt safe/happy” she said.

At Humpty Doo they “were challenged a couple of times with the dreaded ‘sneaker inners’. One ‘old mate’ even tried to stay with a swag toted in a beach trolley which sparked an interesting conversation. We organised our weekly Happy Hour at the pub which was always well attended and the refreshing beverages a lovely end to the week”.

We met many wonderful people during these tenures, and we are looking forward to new challenges, the opportunity to meet more great people and share their amazing adventures.



Figure 3 Maureen Townsend and Andrew Dodic (N134928)

Custodian Vacancies

Boyup Brook WA: 31st December – 5th January

Boyup Brook WA: We are also looking for one more couple or solo to help during the music festival 12 – 18 February 2025

Geeveston TAS: 11th January onwards

Railton TAS: 31st January onwards

If you are interested and able to assist with all or part of these dates, please call Emily on 02 4978 8788 or email emilyking@cmca.au as soon as possible.