

CUSTODIAN NEWSLETTER

Welcome to 2024 Volume 2 Edition 7

In this edition: Check-in and Check-out times at CMCA RV Parks and caravan parks, dogs, WHS and iPads

Following recent discussions about arrival and departure arrangements across our CMCA RV Park network, we are seeking Custodian feedback on this topic.

Custodians have several roles within the park including checking in guests and taking new bookings, siting vehicles, grounds maintenance, ensuring the place is tidy, coordinating happy hours, ensuring waste management is undertaken effectively, dealing with complaints, as well as having some "own time" to relax or to leave the park for a while.

Most issues arise at our parks during busy times when sites are at a premium and guests are coming and going regularly each day. The question is whether there should be some guidelines around when guests should vacate their site on their last day and when guests should be arriving for their first night.

Custodians who have managed parks such as Bundaberg, Ingham, Innisfail, and Humpty Doo during the peak season understand the pressures placed on our Custodians throughout the day, so does a flexible arrangement work during these months?

Our other parks are much more relaxed, and the current flexible arrangements may suit the parks.

If you have an opinion on check-in and check-out times for our parks, please contact seanconstable@cmca.au to advise your thoughts.

This is not going to be debated on Facebook.

It is always good to remind our Custodians about topics that we have covered in the past. We are getting new members volunteering at our parks so we will continue to cover familiar topics as well as new ones for you all. All our newsletters are available through the Custodian information tab on our website. Access this information regularly if you are unsure about anything.

[Custodian Newsletters](#)

Please contact NHQ if you have any questions, do not hesitate to seek assistance.

Dog and Animal Policy

This is a reminder that the policy applying to the restraint of pets outside the RV whilst within our RV Parks applies to Park Custodians as well. If Custodians are not prepared to follow our basic rules, then we cannot ask our guests to do so either.

WHS

Workplace Health and Safety is important and CMCA is especially keen to ensure the safety of our volunteers at our RV Parks.

This is a friendly reminder that ALL must wear appropriate PPE when undertaking duties at our parks. This goes for our Custodians as well as other member volunteers.

Thongs are not safety boots... Safety glasses do save eyes. Earmuffs can prevent industrial deafness.

Please let NHQ know if you are missing any PPE equipment at the park so that we can get some for you.



iPads

For those who may not be aware, if you process a booking or payment on the iPad, the last booking details including the guest credit card details will be showing on the screen until it is closed.

Please be careful and do not leave the iPad open for others to see.

Custodian Handover

As mentioned in previous newsletters, this is a critical phase in our RV Park operations. The handover needs to be done effectively and can take a few days to ensure that the new

Custodians are up to speed with park management, booking systems, siting, park layout, etc.

Don't forget the Custodian Folder is an important piece of information that needs to be physically handed to the new Custodians. We had a situation this week where a new Custodian was not even aware that the folder existed, let alone where it was being stored.

New RV Parks

Some exciting times in the development of new RV Parks in NSW and Qld.

Dalby, Qld

Following the National Rally in Dalby during 2023, a site was identified, and council has given its support for a CMCA RV Park in Dalby. We are currently preparing the development application with the hope that it will receive a positive assessment, and we might be able to start construction later in 2024.

Tenterfield, NSW

After lengthy delays, we are now preparing to submit a development application for a site in Tenterfield. If all goes well with council consent, it is hoped to start construction later in 2024.



Before and after shots at Innisfail after Custodians Sally & Lawrence Webb (Q135826) cleaned the entrance signs



CMCA RV Park Temora with an early morning frost. Photo courtesy of Temora Custodian Norm Spencer (Q93998)



Recent bonfire at CMCA Nyngan Van Park during clean-up of the park grounds. Photo courtesy Custodian Col Burgess (N83353)

Custodian Vacancies

Batchelor NT: 10th September – 10th October 2024

Penola SA: 20th December – 1st January 2025

Boyup Brook WA: 31st December – 26th January 2025

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