



Camping Site Management Policy and Procedure 2019

Approved SFR COM 18 November 2019 to be effective from Monday, 25 November 2019.

1. Site Allocation

- 1.1 Sites are managed and allocated with the objectives of
 - a. Maximising the enjoyment of people camping in a foreshore flora and fauna Reserve.
 - b. Preserving and enhancing the flora and fauna within the Reserve.
 - c. Maximising the number of people who may feasibly camp in the Reserve in a manner consistent with the government's Equity of Access Policy and balanced against other objectives.
 - d. Achieving or bettering the site rental budget set annually by the Committee of Management.

Site allocation will be influenced by

- e. The number and location of available sites at any given time.
 - f. Camp site configuration, number of persons per site and camping equipment.
 - g. Requested and best fit period of stay duration.
 - h. Requested and best fit arrangements for groups of campers wishing to camp near each other.
 - i. Previous history of camping in the reserve and related experience.
 - j. Booking cancellations and the potential to improve the configuration of site allocations.
- 1.2 Whilst a site may be requested and provisionally allocated the allocation of that site on arrival cannot be guaranteed due to the above variables.
 - 1.3 All sites are allocated at the discretion of the Manager in accordance with this policy and may be changed at any time. The making of a site allocation request does not mean you will be allocated a site.

2. Procedure for booking

- 2.1 Applications to camp can be made at any time except for the Reserve winter closure period (Queens birthday weekend to late August). Bookings will only be accepted for the period up to 12 months in advance.
- 2.2 During Easter, a minimum four-night stay is required.
- 2.3 Current campers can apply to re-book their site for the next summer or Easter holiday period. We need to be informed on your arrival the dates required. A \$100.00 deposit must be paid prior to leaving to confirm the booking. Full payment and confirmation of booking is required by 30 November of that year for summer holidays or 30 days prior for Easter and long weekends.
- 2.4 Applications to camp during any long weekend can be made throughout the year. As with the summer or Easter holiday period, campers can apply to re-book their site for the next year prior to leaving by paying a \$100.00 deposit. Full payment is required by 30 days prior to the camping commencement date.
- 2.5 Booking applications may be for any period up to 12 months in advance. Campers will be contacted if the preferred site is unavailable.
- 2.6 Subject to clauses 1 and 2.3 to 2.5, vacant sites are allocated on a first come first served basis.
- 2.7 In the event of booking cancellation or inability to camp, camping fees will be withheld unless the site is rebooked. In all circumstances a \$100 management fee will be charged.

3. Conditions of Camping

- 3.1 People camp in the Reserve at their own risk. The Shoreham Foreshore Reserve Committee of Management (SFR CoM) does not accept liability for damage or loss of property whilst in the Reserve.
- 3.2 Office hours are 10am to 2 pm from 1 November to 30 April. From 25 December to 31 January office hours are 10 am to 3 pm. Off peak period office hours vary. If arriving outside these times, please phone for entry arrangements.
- 3.3 A speed limit of 10km/hour applies within the Reserve.
- 3.4 Dogs and/or other pets are not permitted in the Reserve.
- 3.5 One boom-gate fob is provided per site. If a fob is not returned, a fee of \$50 must be paid.
- 3.6 Each site is limited to two cars. Boats and/or trailers are counted as one car. Vehicles must be parked on the allocated site. Suggestions for parking outside and in easy access to the Reserve will be provided.
- 3.7 Sites are not powered due to long standing policy. Generators are always prohibited. Any battery or solar power equipment must be safe and comply with any directions of the Manager.
- 3.8 Day visitors' cars are not allowed in the camping area. Allowances will be made for elderly and people with a disability. Please contact the Office to arrange entry.
- 3.9 Children under 18 must not ride bicycles or scooters in the camping area unless travelling with an adult who is also on a bike.
- 3.10 The boom gate is set for only one vehicle per lift. The SFR COM is not liable for any damage to cars or vans of drivers who breach this. Drivers who damage the boom gate are liable to pay to make good the damage.
- 3.11 Children under 10 years must be accompanied by an adult when using the toilet and shower facilities.
- 3.12 Noisy parties, offensive behaviour, drunkenness and vandalism will not be tolerated. Other campers should not be able to hear your campsite from 20 meters away. We try and maintain a friendly environment and discourage noise after 9 pm.
- 3.13 No campfires are permitted during the CFA declared Fire Danger period and from 1 December to 30 April.
- 3.14 At other times campfires must have clear space of 3 metres from any vegetation, tent canopy etc and the base of the fire must be a minimum of 60cm above ground level.
- 3.15 No dish washing is permitted in the laundry.
- 3.16 No wet suits are permitted to be put into a washing machine or taken into a shower. Areas are provided outside the amenity blocks where wetsuits can be taken off and rinsed.
- 3.17 All garbage must be placed in plastic bags before being placed into the general waste bins. Recycling bins for cans, glass etc. are provided. Squashing cans and boxes to make more room is greatly appreciated.
- 3.18 The Reserve is a conservation area. Vegetation and wildlife are protected. Collecting any marine species such as shells, sea stars etc. is prohibited. Plants are not to be damaged or pruned. Dead wood is not to be relocated or burnt. This includes no pruning, removing or moving any plant, shells or sea creatures (alive or dead), digging or moving dirt. Check with the Manager before digging any trenches around or in a campsite. Trenching causes root damage and tree die back.
- 3.19 The SFR Committee of Management employs an arborist on a yearly basis to carry out risk assessment works on trees in the camping area and reserve.

- 3.20 Camping fees are set annually in around June by the SFR Committee of Management and are available on the Shoreham Foreshore Reserve Web Site.
- 3.21 All wastewater should be properly managed. Non-biodegradable detergents and food scraps should not be discharged into the native bush. Grey water dump points are provided. Biodegradable detergents are available at the Office.
- 3.22 Sites are to be maintained to a standard that does not detract from the visual amenity of the Reserve.
- 3.23 Failure to comply with the Reserve Rules or a direction by the Manager may result in immediate permit forfeit with no refund.

4. Subletting

- 4.1 No site is permitted to be sublet by a camping permit holder.
- 4.2 Subject to clause 4.3 and 4.4 only persons listed on a camping permit are permitted to use a site. Additional persons are required to pay the additional person fee set out in the current Fee Policy for Extra Adult or Extra Child as applicable as set out on the SFR Web site.
- 4.3 The immediate family of the holder of a 12 month permit or a camping permit for more than two weeks may use the site on the same basis as the permit holder save that if more than 2 adults and 2 children are present on a site additional fees for Extra Adults and Extra Children are payable.
- 4.4 Persons who are not the permit holder or the immediate family of the holder of a 12 month or permit for more than two weeks may only use the site of a permit holder upon payment of the fee for Extra Adult and Extra Child for every person on the site.

5. 12 month permits and Stay Periods

- 5.1 Since 2008 the Shoreham Foreshore Reserve Committee of Management (SFR COM) has strived to maximize the availability and use of sites. In 2011 the Victorian Government introduced the Governments Equity of Access Policy (GEAP). The provisions of GEAP apply to this Reserve.
- 5.2 No 12-month permits will be issued to persons who have not previously held a 12 month permit for the same site.
- 5.3 Where a 12-month permit has previously been held jointly and one party does not seek to renew the permit, the other party may be provided with a 12 month permit for that site.
- 5.4 No persons are permitted to reside in the Reserve. The camping Reserve is for legitimate holiday and recreation purposes only. The length of a visitors stay is limited to 59 consecutive nights and a total of 180 days per year.
- 5.5 12 Month permit holders are required to personally use their site a minimum of 23 nights a year or that person will not be entitled to a further 12 Month permit.
- 5.6 The granting of a 12-month permit does not guarantee a further 12-month permit will be granted.

6. Site Neatness

- 6.1 Sites are to be maintained to a standard that does not detract from the visual amenity of the Reserve. If the Manager considers a site is unsightly a Direction to Rectify may be given that must be complied with. If the Direction to Rectify is not complied with a written Notice to Remove will be issued. In the event of a failure to comply with a Notice to Remove management may cancel the camping permit and remove all equipment.
- 6.2 Caravans must always be in a 'towable' condition. i.e. underside and wheels roadworthy.
- 6.3 Gas bottles must be safe and secure: Cylinders must be prevented from falling, movement or physical damage by storing them in approved cages/racks, secured by safety chains or using other approved retention methods. For more details visit elgas.com.au/blog

- 6.4 Annexes in disrepair (torn or visually effected by heavy moulding) are to be removed or replaced.
- 6.5 External facing windows are to be replaced if broken or cracked, blinds are to be in good condition.
- 6.6 Caravans are to be regularly washed to ensure no unsightly build-up of dirt or mould.
- 6.7 Fly overs in disrepair are to be removed or replaced. Replaced or new flyovers are to be consistent in design with those recently erected and approved by the Manager. Flyovers are only permitted in muted colours. (Examples are dulux colours frisky, balsa stone, camel cord or dune.) Material must be of 600gsm PVC.
- 6.8 Flyovers are permitted to cover only a van and annex area with maximum 1 m overhang on the sides and 2m at the front. All free-standing flies, tarps, gazebos etc used during the November to Easter period for sun and/or rain protection must not exceed 4m x 3m and must be removed by 30 April.
- 6.9 Between 1 May and 31 October no outside furniture should be visible outside the perimeter of the caravan and annexe when the site is unoccupied. Any furniture stored under a flyover is to be covered by canvas or plastic of muted colour; green, brown or black. Furniture includes all camping items e.g. chairs, tables, play equipment, barbeques, and gazebos.
- 6.10 All tents and ground covers are to be removed from sites after Easter holiday weekend.
- 6.11 Abandoned or damaged camping equipment may be removed by management from a site at any time and the camper notified to collect it. If not collected within 2 weeks of notification the removed camping equipment will be taken to be abandoned and may be disposed of.

7. 12 Month Permit Payment and Invoicing

- 7.1 A condition of the issue of a camping permit is that campers provide their residential address, mobile phone number, email address and the number of people who will be staying on the site.
- 7.2 Invoices will be issued electronically in July. Payment may be made by credit card or EFT. Options to pay invoice are:
 - a. Full payment is due 1 October. (You must advise within 30 days of receipt of your invoice if you wish to pay by this option)
 - b. Two six monthly payments: the first due 30 days after the issue of the invoice and the second by 1 January
 - c. Four quarterly payments: the first due 30 days after the issue of the invoice, and thereafter by 1 October, 1 January and 1 April.
- 7.3 Where payment is not received within 30 days of a payment due date a reminder notice will be issued requiring payment within 14 days. A processing fee of \$25.00 will be included for this notice and will be required to be paid.
- 7.5 Where full payment of a due amount has not been received 30 days after a reminder notice has been posted the Twelve-Month Permit will be cancelled. Access to the Reserve and its facilities for camping will be denied and management may remove camping equipment from the site and the site rebooked.
- 7.6 12-month permits run from 1 July to 30 June. Where a camper intends to cancel a 12-month permit, 30 days' notice must be given. All outstanding fees on a pro rata basis must be paid.

8. Fire and Emergency Procedures

Shoreham Foreshore fire & emergency response plan

- Evacuation locations depend on the specific threat and prevailing conditions at the time.
- If fire, and access to the beach is available, then the beach could be safest choice. If access to the beach is blocked, the housing estate behind the foreshore could be the next choice. Campers must have their own emergency response fire plan.

- Each external organisation (schools, groups, tour operators) that uses the foreshore for activities or camping must have its own emergency management plan.
- In any emergency Call 000 and they will connect you to the closest relevant emergency service

8.1.1 KEY MESSAGES FOR CAMPERS & VISITORS

- You need to have a personal plan for your safety in the event of Fire or Emergency in the Reserve or nearby.
- Familiarise yourself with the Reserve layout. i.e. access tracks, taps, exits, (Maps are in laundries, on Notice Boards and on your camping receipt)
- Stay Calm, Don't Panic.
- Do Not Try to Drive out during an emergency
- know where your family members are during critical days
- If threatened, evacuate to the nearest suitable emergency area.

8.1.2 ON DAYS OF EXTREME WEATHER

- Monitor Emergency radio ABC 774
- Monitor the CFA fire website or map

The Manager will

- In the event of Fire or Emergency ring 000 and maintain communications.
- Unlock Emergency Exits.
- Direct emergency vehicles to easiest access.
- Assist and advise people when it is safe to evacuate in the easiest manner.

Visitors will

- Notify Emergency services on 000 and the Manager on the emergency contact number 0450 199 800 in the event of fire or emergency.
- On days of extreme weather conditions monitor Emergency information on ABC radio 774 and the CFA website / app.
- Be prepared to evacuate.
- Know where all your campsite occupants are.
- Place safety above possessions.
- NOT stay and fight fire.
- Wear suitable clothing.
- In the event of Fire or Emergency in the Reserve that is likely to affect Camping areas, proceed to the safest areas on the beach, the Reserve or residential area AWAY from the fire.

8.1.3 CAMPERS RESPONSIBILITIES

Campsites will be visited to satisfy compliance.

Campers must

- maintain a one metre clear area between structure and site boundary.
- have a maintained appropriate fire extinguisher kept on site. (caravans only).
- have an approved fire blanket on site.
- have a Smoke detector (caravans only).
- ensure power leads are tested and tagged annually.
- ensure gas cylinders are current, chained and locked with safety valves facing away from structure (caravans only).
- on days of Extreme conditions monitor ABC radio 774 or the CFA website/App

8.2 Fires, Stoves and Heaters

8.2.1 TOTAL FIRE BAN DAYS

- Total Fire Ban Days may be declared by the Victorian Government or the CFA.
- On Total Fire Ban Days, the CFA guidelines must be complied with. A copy of the guidelines is available at the Office or at <https://www.cfa.vic.gov.au/warnings-restrictions/can>.

8.2.2 NON-TOTAL FIRE BAN DAYS

You must:

- have a working fire extinguisher that is approved for your stove fuel type. (caravans only).
- maintain a minimum distance of 3 meters on all sides of your stove clear of all flammable materials and vegetation.
- stoves, BBQ's must not be pushed back into vegetation and MUST be a minimum of three meters away from all vegetation when in use
- an adult who has the capacity and means to extinguish the stove or BBQ, must always BE PRESENT when the stove or BBQ is alight.

8.2.3 CAMPFIRES

Fires, including fire pigs, are prohibited during the CFA declared fire danger period and from 1 December to 30 April. Outside of this time fires are only permitted with the Manager's consent and in compliance with the following conditions.

- Fires are strictly prohibited when wind warnings are current. Decisions regarding conditions made on any given day will be in effect until 7 am the following morning, regardless of any change in condition overnight.
- There must be a minimum distance of three meters between all fires and vegetation and flammable material.
- The fire must be in a drum with solid sides at least 30 cm high.
- The drum must be at least 60 cm above the ground. All sign of the fire must be removed prior to leaving.
- Enough water and/or a fire extinguisher must always be readily accessible with the capacity to fully extinguish the fire when the fire is lit.
- A responsible adult must always be present when the fire is lit
- The fire must be fully extinguished before you go to bed or out for the day
- All wood, including kindling must be brought in from outside of the Reserve, no wood is to be taken or used from the Reserve whatsoever.

8.2.4 GAS STOVE AND LANTERN SAFETY IN CAMPING VEHICLES

- Only heaters and cookers designed for indoor operation can be used in vehicles.
- Ensure adequate ventilation – open doors and windows etc.
- Follow the health and safety instructions provided with your gas appliance and operate only as intended by the manufacturer.
- Turn off your appliance if you begin to suffer a headache or feel sick while using it and have the appliance checked by a licensed gasfitter.
- Use only gas heaters that have a proper flue installed.
- Ensure heater flues and ventilation openings are not obstructed.
- Never use a gas oven or cooker as a heater.

8.2.5 GAS STOVE SAFETY WHEN USING OUTDOORS

- There must be a minimum distance of 3 meters on all sides of your stove or BBQ clear of all flammable materials and vegetation. An adult who has the capacity and means to extinguish the stove or BBQ, must always BE PRESENT when the stove or BBQ is alight.
- Gas appliances need adequate ventilation. Some stoves/BBQ's must not be used indoors or in a confined space, where they might cause toxic fumes and smoke or start a fire.
- Never use a barbecue designed for outdoor use inside a caravan or tent.
- Never use a gas appliance in a tent or canvas-type annex.
- Keep gas appliances well away from the outside of a tent or annex.
- Ensure the stove is completely extinguished before the adult leaves.
- Do not use outdoor stoves in windy conditions as the burners may blow out, risking a gas leak – barbecues do not have a safety device to turn off the gas when the flame goes out.

8.3 Electrical Safety

- Power is available to campers in the laundry facilities.
- All power leads used in the laundry by campers should be tested and tagged annually.
- If you receive an electric shock or property is damaged (even if it is only minor) due to an electrical incident STOP using the appliance, or keep away from whatever gave you an electric shock and report the electric shock by telephoning your local network operator and park manager on 0450199800.

9. Complaints

The Shoreham Foreshore Reserve Committee of Management (SFR COM) has adopted a Complaints Management Policy (CMP). The CMP is available to all staff and committee members and is available on request by email or in hard copy.

As stated in the CMP, the Manager is firstly responsible and accountable for the review, allocation and follow up of all complaints. The SFR COM is responsible and accountable to oversee the Complaints Management process. The SFR COM meets approximately every month.

Complaints may be sent:

- In writing: to The Manager, Shoreham Foreshore Reserve Committee of Management, PO Box 24 Shoreham Vic 3916
- Or by email to manager.shoreham@gmail.com
- A copy of the complaint may be sent to Chairperson of the SFR COM, Mr. Doug Owens on doug.owens@bigpond.com