



YOUR KEY TO
SUCCESS

ISSUE 14 | September 2020

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Welcome to our newly accredited businesses!

**Imbil Camping Retreat | Warburton Holiday Park
Swansea Holiday Park | Tenterfield Lodge Caravan Park**



TENTERFIELD LODGE
AND CARAVAN PARK



Caravan Industry Association of Australia welcomes four new additions to the National Caravan Holiday Park Accreditation Program – Imbil Camping Retreat (QLD), Warburton Holiday Park (VIC) Swansea Holiday Park (TAS) and Tenterfield Lodge Caravan Park (NSW)

It is extremely encouraging to see these four parks, all from different states, embracing best business practices which is the key to becoming accredited.

Caravan Industry Association of Australia CEO – Stuart Lamont commented, “We are excited to welcome four additional parks to the National Caravan Holiday Park Accreditation Program. I commend all four parks for collating the necessary evidence of operational processes required for a successful application”.

“During these challenging times, the caravan holiday park sector of our industry has shown great resilience and a determination to provide the best experiences for their guests. Now more than ever it is a must for parks to adopt a robust business process framework, such as our accreditation program, which infuses into all facets of park operations”.

Caravan Industry Association of Australia wishes all our newly accredited parks great success now and into the future.

Infectious Disease Outbreak (Pandemic) Management Plan

Caravan Industry Association of Australia would like to thank all the accredited parks who have sent through their Infectious Disease Outbreak (Pandemic) Management Plan to us in the last few weeks as a requirement of the Caravan Holiday Park Accreditation Criteria. It is vitally important for parks to have an action plan in place to cover government regulatory requirements, but more importantly to ensure you have planned for the safety and well-being of guests and staff.

If you have not sent your plan through to us as yet, please send it to accreditation@caravanindustry.com.au as soon as possible so that we may ensure your compliance to the accreditation criteria.

If you do not currently have a plan in place, we can assist accredited caravan holiday parks with business templates and resources, that can be adopted and utilised to create your - Infectious Disease Outbreak (Pandemic) Management Plan, such as:

- Process management plan for Infectious Disease Outbreak.
- a sample of a Guest Declaration form (this may not be required in many states since restrictions have eased);
- Flow charts for Communal Cleaning, plus what to do if a guest or staff member has or is exposed to COVID-19; and
- Hygiene posters.

To view the accreditation criteria click this link – [Accreditation Criteria](#) – Section 4 relates to the Infectious Disease Outbreak (Pandemic) Management Plan.

If you require assistance with an appropriate template for your plan, we have developed one which is located at this link – [Self Help Templates - Infectious Disease Outbreak \(Pandemic\) Management Plan TEMPLATE](#). This link will also have a number of resources to assist you such as posters, flow charts and important health and well-being contacts.

It is important to note that adherence to Section 4 of the accreditation criteria is governed by the directives of the relevant state health authority, so it is very important that you keep abreast of your state's health authority directives and update your management plan to ensure you are not making more work for yourself than is legally required but also being aware that it is vitally important to maintain compliance with the directives.

Some of the minimum standards previously in place are now NOT a requirement in some states which means your plan can be adjusted to suit the directives of your state health authority.

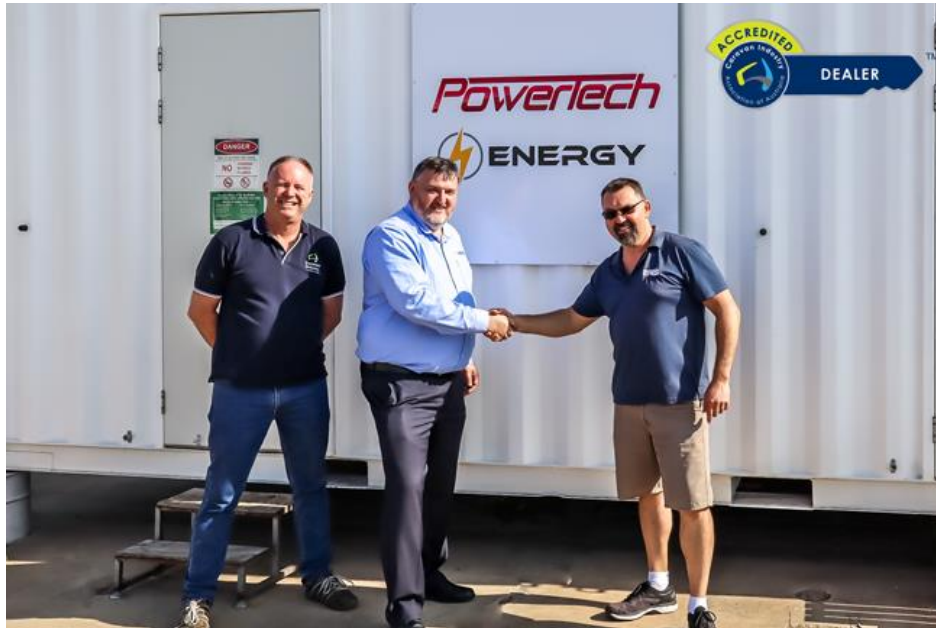
It is best practice to have a health management plan in place which is adapted as circumstances change and restrictions are lifted. We wish to clarify that once you have submitted your plan to our accreditation team, you DO NOT need to forward to us any updates to your plan as changes are made over the next few months.

Should you have any questions please feel free contacting:

Mark Shipton – marks@caravanindustry.com.au

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ACCREDITATION NEWSLETTER



Accredited Dealership goes fully off the grid

Camperagent RV Centre in Adelaide are excited to share that their strong investment in technology is now available for other RV businesses and caravan parks. With electricity costs rising and supply sometimes compromised, owners John & Daniel Munro have been busy working with local experts to develop a solar & battery storage system that can power the whole dealership.

Together with technical partners a new company has been formed - Power Tech Energy Pty Ltd for the purpose of supply & implementation of custom energy solutions to the RV Industry and associated businesses. Large tourist parks, dealerships and manufacturers can benefit from the latest power systems technology and can enjoy financial gains at the same time as making their operations more environmentally conscious.

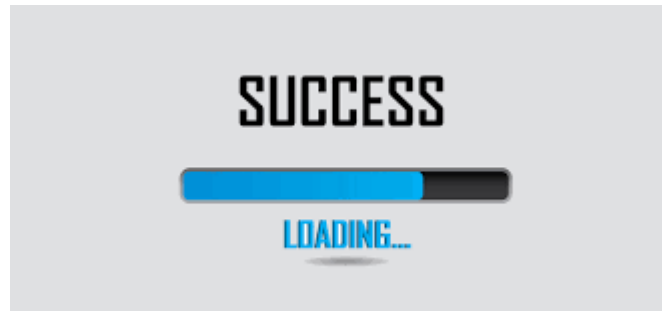
Remote reporting allows for monitoring of site, peak loads and battery storage levels – as a drop in site, this offers a great alternative to existing options. Click below for the full story.

https://www.caravanindustry.com.au/accredited-dealership-goes-fully-off-the-grid?utm_medium=email&utm_campaign=February+newsletter&utm_content=caravanindustry.com.au%2Faccredited-dealership-goes-fully-off-the-grid&utm_source=www.vision6.com.au

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Have you completed the COVID19 Online Test yet?



Caravan Industry Association of Australia, in conjunction with state associations, has developed a COVID safe online test, that staff can complete. If a staff member successfully completes the test they will be instantly provided with an individual certificate.

This has been very popular with approx. 1200 caravan park staff throughout the country successfully completing the test to date. It is a multiple-choice test and we recommend at least park managers complete the test but more than happy if other staff complete it also.

Should you wish your staff to complete this test online it can be accessed from the link below.

Staff need to get 100% accurate and they get up to three (3) attempts at the test (if they are unsuccessful) per email address (staff are recommended to use their own email address and not the park email address).

Access the online test here – [COVID19 Online Test](#) or copy and paste this link - <https://www.classmarker.com/online-test/start/?quiz=njt5ec27d67b3ac6>

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Caravan and Camping Resurgence reflected in Occupancy figures



The caravan park accommodation snapshot for June was released on 1 July, highlighting the impacts of COVID-19 and the gradual restart of caravan park visitation. As expected, with State based legislation allowing caravan parks to open up at different periods, there are mixed results across the States for the month.

As anticipated, movement of Australians getting back out on the road has begun and is gaining quick momentum again. Whilst many Australians still care to dream and are desiring a local getaway our caravan parks and amazing camping ground options are plentiful and are attracting many of us to hit the road.

Travel intention remains high, with 80% of Caravan Industry Association of Australia's consumer audience indicating they would like to take a trip in the next 2 months.

Caravan and camping holidays are a fun and safe way to reconnect with friends and family, nature, and the wonderful country we live in. They also act as the lifeblood for many regional communities throughout the country.

Download the caravan park accommodation snapshot from the link below:

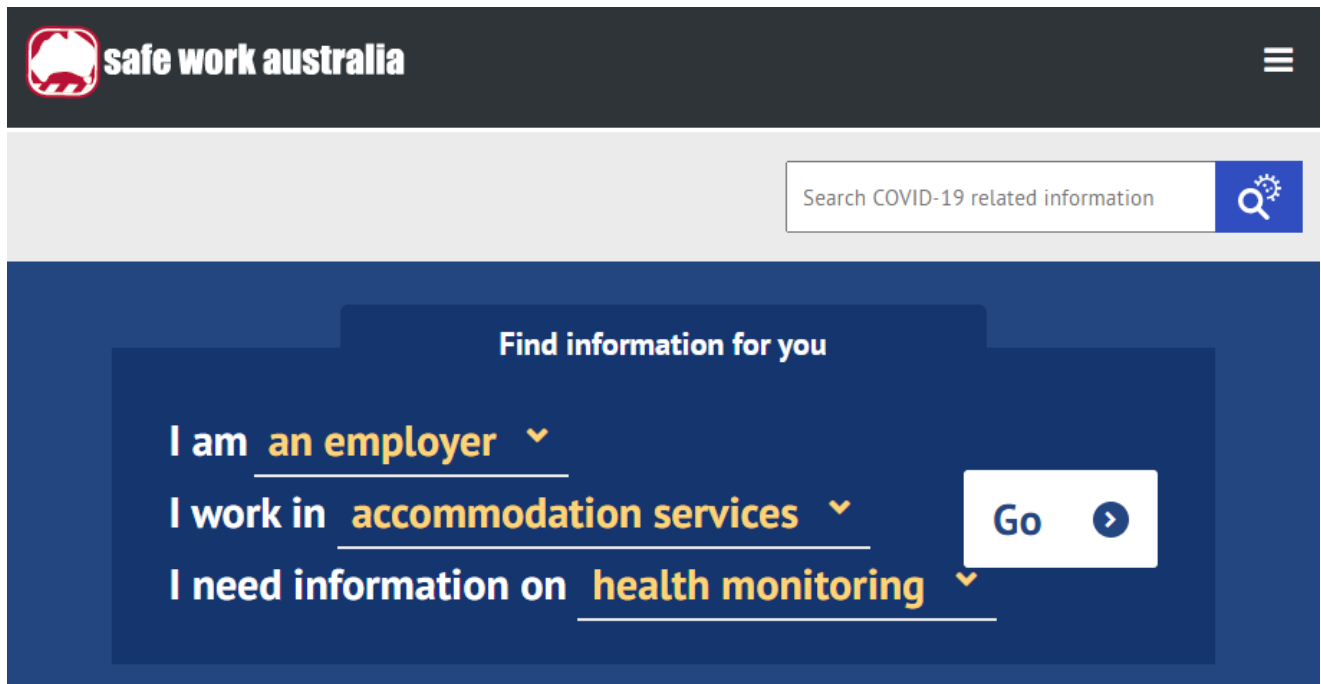
<https://www.caravanindustry.com.au/caravan-and-camping-resurgence-reflected-in-occupancy-figures>

Should you have any questions please reach out to research@caravanindustry.com.au

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Safe Work Australia Covid-19 Information for workplaces



The [Safe Work Australia website](#) has been updated to provide a central hub of work health and safety (WHS) guidance and tools to help Australian workplaces manage the health and safety risks posed by COVID-19.

The website gives users easy access to guidance that is directly relevant to their specific industry. It includes guidance about physical distancing, personal protective equipment, cleaning, workers' compensation, how to conduct risk assessments and design emergency plans, as well as providing case studies to help explain how to manage the risk of COVID-19 in the workplace.

Go to [COVID-19 Information for workplaces](#) and filter the content using the new drop-down menus to find information and resources tailored for:

- employers, small business and workers
- the industry you work in, and
- the health and safety topic that you would like information on.

You can also use the search bar to find specific COVID-19 WHS content or browse through the information for your industry.

New information and guidance continue to be developed and the website will be updated with new information as the COVID-19 situation evolves

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in partnership with



WHY you need and HOW to gain access to Australian Standards

Accredited Caravan Holiday Parks can now gain access to over 9000 Australian Standards (both current and historical) through the i2i Platform.

This is a direct benefit of being an Accredited Caravan Holiday Park in the National Accreditation Program. Accredited will parks pay no more than their annual accreditation fee for this access.

Caravan Holiday Park management will gain enormous benefit from accessing many Australian Standards specifically related to the various aspects of park operations.

As an example, for a Caravan Holiday Park there are at least 40 relevant Australian Standards and if **these were purchased through SAI Global individually this would cost a business around \$3500.**

Why do you need to have access to the Australian Standards?

An Australian Standard becomes mandatory when written into any form of legislation or law such as a Code of Practice or Australian Design Rule. Australian Standards cover many areas of park operations, maintenance and/or building projects which can include but not restricted to:

- Storage of chemicals
- Fire prevention
- Installation and maintenance of playground equipment
- Pool safety and enclosures
- Electrical installations (e.g. powerheads)
- Plumbing installations

This partnership with SAI Global emphasises the substantial benefit of being an accredited Caravan Holiday Park now more than ever.

To access this service that is now available to you as a part of your accreditation status with the Caravan Industry Association of Australia, please use the **“REGISTER HERE”** button below and follow the prompts.

REGISTER NOW



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What does the key represent?

The Caravan Industry Association of Australia National Accreditation Program is an industry specific scheme, to improve business standards for tourism operators.

To become an accredited business, caravan holiday parks must comply with certain standards, including legal compliance, environmental management, customer service, risk management and maintenance.

These businesses display the Accreditation Key to show that they are a Caravan Industry Association of Australia accredited business.

For more information on the Caravan Industry Association of Australia National Accreditation Program please contact:

Mark Shipton – Compliance and Accreditation

03 9815 2015

accreditation@caravanindustry.com.au

www.caravanindustry.com.au/accreditation