

# Tuggerah Lakes Caravanners Inc.



**NEWSLETTER No 129 October 2017**

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## Next General Meeting

**Sunday 19<sup>th</sup> November, 2017**

## Lemon Caravans – October 2017

The 'Lemon Caravans' saga continues and I regret to inform you that it appears to be an uphill battle to obtain a satisfactory outcome for the caravan / motor-home industry, at this stage.

On the whole, the majority of these vehicles are probably made to an acceptable standard however it isn't uncommon to hear about someone's heartache when they end up the unlucky ones that get the 'lemon'. It also doesn't help when the CEO of the Caravan Industry Association of Australia and also reporters from some RV publications paint rosy pictures of the thriving industry and suggest that the majority of problems are due to faults in imported RVs.

I am aware that the CIAA staff conduct frequent inspections at the premises of 'Australian made' recreational vehicles but it appears to be a misconception that stringent quality control checks are performed on every caravan and motor-home. If this was correct, then how is it possible for some RVs, from those same 'reputable' manufacturers, to be sold with numerous major faults? These same manufacturers have also been awarded with an 'Accreditation Key' which is a symbol of a manufacturers' commitment to consistently build and supply product that adheres to all relevant Australian Design Rules (ADRs), Regulations and Australian Standards (AS).

Unfortunately, RVs with major faults is not the biggest problem. The main dilemma (with new caravans & motor-homes) seems to be that some suppliers and/or manufacturers either try to shirk their obligation to correct the problems or take an extraordinary long time to repair the faults. This causes undue stress on owners.

I have been informed by Rin Klasen (NACC secretary) that he and Richard Barwick, from the CMCA will be attending a meeting along with representatives from the caravans industry. Rin intends to express our concerns at this meeting however it would be foolish to suggest that the NACC or NSW Association has the authority or the expertise to solve individuals' dilemmas.

I mentioned, in my last email, that I was waiting to hear back from Michael Cooper who is Director of Consumer Protection for NSW Fair Trading. I have had numerous conversations with Mr. Cooper and I am convinced that he is interested and very keen to help. Unfortunately, Michael advised me that he was not invited to be involved in the review of the national legislation. Michael has asked his national project team to develop a table of what each state does in relation to caravans and who does it. When they have this, they will ask their interstate colleagues for complaint data in relation to the industry with the view of developing a consistent approach and determine if a brand of caravan or dealer is problematic. In addition to this, Fair Trading maintains a complaint register so if a trader has more than 10 complaints in a month their name will be published on the register. A number of traders have been forced to amend their poor customer service practises after appearing on the register, so he would encourage people to lodge a complaint concerning poor quality caravans with Fair Trading.

Conclusion:

This problem will only improve if all members help to spread the word and persuade their acquaintances to contact their Fair Trading department if they feel that quality control checks have been overlooked with their RVs and they are unable to obtain satisfactory customer service.

Please find attached hyperlinks to the online complaint form for NSW Fair Trading and the link to consumer guarantees and warranties under the Australian Consumer Law. These guarantees and warranties apply to every state and Territory in Australia.

[http://www.fairtrading.nsw.gov.au/biz\\_res/ftweb/General\\_complaint/index\\_precomplaint.htm?complaintType=general](http://www.fairtrading.nsw.gov.au/biz_res/ftweb/General_complaint/index_precomplaint.htm?complaintType=general)

[http://www.fairtrading.nsw.gov.au/ftw/Consumers/Consumer\\_guarantees\\_warranties\\_and\\_refunds.page?](http://www.fairtrading.nsw.gov.au/ftw/Consumers/Consumer_guarantees_warranties_and_refunds.page?)

### **Cardiopulmonary resuscitation (CPR) and Automatic External Defibrillator (AED)**

If the heart stops pumping, it is known as a cardiac arrest. Cardiopulmonary resuscitation (CPR) is a combination of techniques, including chest compressions, designed to pump the heart to get blood circulating and deliver oxygen to the brain until definitive treatment (AED) can stimulate the heart to start working again.

When the blood stops circulating, the brain is starved of oxygen and the person quickly becomes unconscious and stops breathing. Without treatment, the person will die.

CPR can be life-saving first aid.

CPR can be life-saving first aid and increases the person's chances of survival if started soon after the heart has stopped beating. If no CPR is performed, it only takes three to four minutes for the person to become brain dead due to a lack of oxygen. CPR is a life-saving skill that everyone should learn.

Elderslee Foundation Australia (LTD) has provided two ZOLL Defibrillators to TLC including funding for CPR and AED training

CPR/AED training is provided on the Central Coast by:

Vital First Aid Training Services 1300 880 343

30 Glennie St W. Gosford 2250

Check the Vital web site ([www.vitalfirstaid.com.au](http://www.vitalfirstaid.com.au)) for a suitable training date and to register. You will need to obtain/generate your own USI number.

Obtain your own Unique Student ID number (10 characters letters and numbers)

You will need one of the following ID documents to set up your USI – Name, passport, license number or Medicare card number.

Access the Unique Student Identifier web site ([www.usi.gov.au/students/create-your-usi](http://www.usi.gov.au/students/create-your-usi)) to generate your number.

Elderslee Foundation will refund your course fee on successful completion of the CPR/AED training.

If you have any queries regarding the CPR training or the AED please call me.

**Ian Palmer 0411 029 434 [everpalm2@bigpond.com](mailto:everpalm2@bigpond.com)**

### **Snowy Mountains Ramble**

Howdy all,

Members who participated: Pam & Clarrie Stevens, Graham Williamson & Susan Edwards, Ann & Terry Fraser, Ron & Lyn Belshaw, Noel & Wendy Cannard, Len & Gail Field, Roy & Laurel Curnow, Christine Pollard.

Monday 18/9: Some of the TLC members headed to Gundagai, (450 odd km) from Lisarow where Sue and Graham live, our first scheduled stop over where we met at Gundagai River Caravan Park.

Arriving at River Side Caravan Park at Gundagai where we set up, great trip, weather fine. We ate out at the local pub and an early night. The following day Chris Pollard, Roy & Laurel Curnow arrived in the PM. We had a relaxing camp fire, cooking around the large fire dish. Cool evening, next day toured Gundagai with a lunch at local café. Returning to camp after lunch for a relaxed happy hour and sat around pig fire discussing the world problems and then cooked in camp oven.

Thursday 21/9: Travelled to Tumut where 5 vans set up in a very nice grassy area next to the fast flowing river. Nice.

The following day travelling over a very dusty corrugated road for some 30 km from Batlow to a family run business Yesteryear Eucalyptus farm was found, Paul and his wife explained the products, we were shown the process of extracting the oil from the trees. Some products were purchased.

Saturday attended the local Tumut lanterns on the lake festival where various artist preformed together with The String Family performed, we had seen at the Celtic Festival at Glen Innes back in May of this year. These four family members, 13 year old Ashley, Heath 14 years old, Mum Sarah and Dad Joel who are very talented stringed instrument player's travelling all over this country via their caravan and 200 series V8 land cruiser. Put these people in your diaries for future reference.

Sunday 24<sup>th</sup>: head off to Talbingo where Clarrie & Pam Stevens, Noel & Wendy Cannard arrived for our stop over, the only caravan park there.

We had easy day having an enjoyable happy hour with other travellers. Len & Gail Field had arrived. It was established that Ken Warby and his son David were also staying at the park. You may recall that Ken Warby was the last person to set a world water speed record in his jet powered boat in 1978 on the Blowering Dam which is close bye. Ken advised that the water was too rough for another attempt at this time. Returning to enjoy another happy hour in the newly renovated camp kitchen with a pot belly stove with wood provided.

The following day tag-a-long with carpooling we travelled to Cabramurra which is at Mt Selwyn, as we climbed higher, snow was seen along the way on the sides on the road. Of course we had to stop and play ?????? On arrival at the original construction site experienced a very nice café where well priced meals were enjoyed. It was an experience to see sleet falling.

Tuesday 26<sup>th</sup>: The following day by arrangement were met by Lyndsay a retired Hydro Power Station Manager showed us through Tumut No 3, the largest Hydro Power Station in Australia. A very interesting and educational visit was experienced. Lyndsay arranged for the Local Golf club to cater for us (15) as well as other travellers for a nice luncheon, Tour and lunch \$ 20 PP.

Wednesday 27<sup>th</sup>: Travelled to Adaminaby where we all set up at Rainbow Pines Tourist Park at Old Adaminaby. This is not the desired place to stay as there is not much to see unless you are an avid fishing person or water skier.

That evening 14 TLC members went to Snow Goose Hotel/Motel for a hearty meal.

Following day Susan made some scones and all appreciated the morning tea in the nice camp kitchen with a gas heater and all.

A lazy day, visited Old Adaminaby where we had a talk from an old identity (88yrs) and shown a large display of photos and told the history of the old town now submerged under Lake Eucumbene.

This place is worth while visiting for a short time !!!!! The caravan park Rainbow Pines \$35 per night plus power, is not the best, low water pressure, hilly & any person with a disability, walking, health issues do not stay here. Once one has seen the village, and experienced the wonder of a large expanse of water, two days is enough.

Friday 29<sup>th</sup>: Two vans left on and travelled to Cooma where a much better caravan park, Snowy Mountains Tourist Park was found, pay for 3 nights, 4<sup>th</sup> free( \$27 P/N) if staying four night. We had an easy afternoon after shopping to replenish supplies.

Following day several TLC members visited the local gaol, it was only open on this day as it was a long weekend. An inmate gave us a guided tour which was very interesting, the tour finished by showing us the gallows which were originally at Bathurst gaol.

Sunday night a cook up in the camp kitchen.

The next day we had a good look around Cooma, visiting some lookouts and general shopping.

Tuesday 3/10: Some members vacated the Cooma caravan park and travelled to Snowy River Holiday Park at Dalgety on the banks on The Snowy River.

We were met by Manager Sue, who stated that as we had changed our original booking days we had to pay for a minimum of 4 nights, (\$35 per night) even if only staying one and two nights.

We were informed that it would be very interesting to view the Snowy River rise considerably the next day as a large volume of water would be released from the Jindabyne dam.

We had a relaxed afternoon with several TLC members with happy hour. General discussion was that some TLC members were not happy with the park management.

Next day with other TLC vans arriving & watched the water rise about 2 to 3 metres over the day.

A quick drive into Jindabyne (31K) a lovely village with a good variety of shopping. A drive to Perisher Valley where the snow is still seen, the road beyond here was blocked off. Slopes still covered with snow.

Friday 6/10: Three of the four vans left the park offended by the park Manager on arrival. They were forced to pay for 4 nights regardless.

Sue and Graham with Len and Gail Field travelled to Jindabyne, then to Thredbo where we visited the memorial of the Alpine Tragedy on 30 .7.1997 where several lodges were swept away by the land slide & 18 people died, 1 survivor Stuart Diver. We returned to the usual happy hour and that night the temperature dropped to – 4c outside.

Saturday several members travelled to Crackenback towards Kosciusko Site seeing others had a lazy day around the caravan park followed by happy hour as usual.

Sunday some of us set up in Graham and Sue's annex and watched the Bathurst car races. We all had a great evening meal at the local pub.

Monday 9/10: All members headed for home.

A big thank you to, Clarrie Stevens, for planning such a fantastic trip and a great educational experience.

Graham Williamson

## **Congratulations to the Winners:**

### **October Free Lunch**

- Bob Shoobert
- Pat Rowher

### **October Raffle**

- **\$50** – Maureen Coakes
- **\$30** – Fay Thomas
- **\$20** – Terry Lonergan

## **Members celebrating birthdays in November**

<i>Helen Tanner</i>	<i>1</i>	<i>Al Dew</i>	<i>19</i>
<i>Lindsay Allan</i>	<i>3</i>	<i>Fay Evenden</i>	<i>20</i>
<i>Fran Lindsay</i>	<i>5</i>	<i>Therese Jager</i>	<i>22</i>
<i>Barbara Shultz</i>	<i>7</i>	<i>Laurence Thomas</i>	<i>23</i>
<i>Barry Latham</i>	<i>9</i>	<i>Deborah Latham</i>	<i>25</i>
<i>Eunice Roberts</i>	<i>10</i>	<i>Helen Kelly</i>	<i>26</i>
<i>Peter Kane</i>	<i>12</i>	<i>Bruce Blake</i>	<i>28</i>
<i>Julie Wells</i>	<i>12</i>	<i>Peter Rowher</i>	<i>28</i>
<i>Mike Collins</i>	<i>13</i>	<i>Barry Hunt</i>	<i>29</i>
<i>Christine Pollard</i>	<i>17</i>	<i>Lynette Hunt</i>	<i>30</i>

**2017 Trip Lists**

<u>DATE</u>	<u>TRIP DESTINATION</u>	<u>MEMBERS ATTENDING</u>	<u>CONTACT</u>	<u>park</u>
Nov 2 <sup>nd</sup> – 9th	TLC Melbourne cup Club Rally Paradise tourist park Tamworth	Angell, Belshaw, Bickley / Baird, Bolcina, Brooks, Brown, Bryce/Tanner, Burnham, Cok, Cooper, Curnow, Dawson, Edwards/Williamson, Field, Geale, Gilks / Harris, Hansell, Hollington/Dunn, Howard, Insull, Jager, Knight, Lee-Sing, Lenane, Lethbarrow, Majchrowski, Marsland, McGillcuddy, Merrett / Wright, Moore, Oakes, Olesen, Pollard, Rohwer, Ryan, Shoobert, Smyth, Thomas F/R, Treacy/Wenning, Wells 40	Bev Shoobert 43 902277 0427 902277	To Book Ring 67 663 120
Nov 20 <sup>th</sup> -30th	Narrabeen Leisure trip	Baird/Bickley, Bolcina, Clarke J, Connop, Cooper, Curnow, Davidson, Dew, Ducker, Eadie, Edwards/Williamson, Flippence, Geale, Gibbs, Henry, Holland, Hollington/Dunn, Howard, Insull, Kane, Lee-Sing, Majchrowski, Marsland, McGillcuddy, Merrett/Wright, Moore, Pollard, Reilly, Riley, Roberts, Rohwer, Ryan, Schultz, Shawcross, Smith, Smyth, Wells 37	Des Cooper	43 933383
Dec 28 <sup>th</sup> – Jan ?	New Year's Eve Hawaiiin Rock N Roll party at The Olesens property	Belshaw, Bolcina, Brooks, Calloway, Cok, Collins, Eadie Edwards/Williamson, Hansell, Holmes, Howard, Jager, Kane, Lenane, Lindsay, Majchrowski, Maranik, McGillcuddy, Merrett / Wright, Moore, Oakes, Olesen, Palmer / Evernden, Ryan, Shoobert, Smithers, Smyth, Steele, Thomas, Treacy/Wenning, Wells 30	Carole & Peter Olesen	0408 771 090

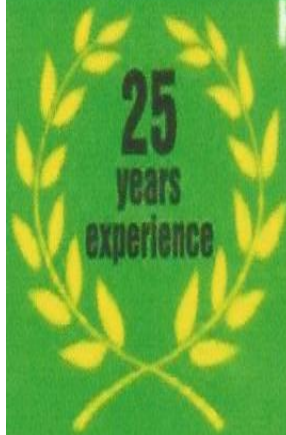


		<b>2018</b>		
Feb 1 <sup>st</sup> – 8th	North Haven Beachfront caravan park	Hansell, Henry, Insull, Laney, Lee-Sing, Palmer, Reilly, Rohwer, Smith, Wells, 10		65 599 193
Feb 5 <sup>th</sup> – 19th	Lakeside Tourist Resort Forster	Anderson, Bolcina, Brewer, Brown, Cannard, Curnow, Eadie, Evernden/Palmer, Gibbs, Hollington/Dunn, Howard, Insull, Kane, Latham, Lee-Sing, Lindsay, Lutterell, Marsland, McConville, McGillicuddy, Shawcross, Simpson, Smyth, Steele, Rohwer 25	Coral Kane 0412 605 887	To Book Ring 65 555 511
Feb 8 <sup>th</sup> – 22nd	Shoal Bay Holiday park	Henry, Howard, Majchrowski, Reilly, Stevens, Wells 6		49 811 427
March 1 <sup>st</sup> -8th	TLC Club Rally Middle Rock	Belshaw, Bennett, Bolcina, Bryce/Tanner, Clarke, Cok, Collins, Curnow, Davidson, Dick/Moore T, Ducker, Eadie, Edwards/Williamson, Fraser, Gibbs, Hansell, Hollington, Holmes, Howard, Insull, Jager, Kane, Knight, Laney, Latham, Lee-Sing, Lenane, Lindsay, Luttrell, Marsland, Majchrowski, McGillicuddy, Moore, Oakes, Olesen, Palmer/Evernden, Pollard, Rohwer, Shawcross, Shoobert, Simpson, Smithers, Smyth, Steele, Thomas F/R, Treacy/Wenning, Wells, 47	Tour Director Chrissy Pollard 0417 675 080	To book ring Park  49 821 162
April 6 <sup>th</sup> ,7 <sup>th</sup> ,8th	NSW State Rally Griffith	Bolcina, Davidson, Smithers 3	Peter Davidson 43 584 121	
March 19 – 3 April	Hartwood Campfires & County Music	Bolcina, Gibbs, Howard, Lindsay, Majchrowski, McGillicuddy, Rohwer 7	John & Lorraine Bolcina	0417 021 038 0404 921 568

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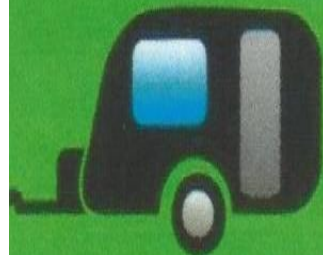
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