



## NOTICE OF EXECUTIVE COMMITTEE MEETING OF THE PBC

**Name of Property:** Sanctuary Cove Principal Body Corporate  
**GTP:** 202  
**Location of Meeting:** Meeting Room 1, Sanctuary Cove Body Corporate Services, Shop 1A,  
Marine Village, Masthead Way, Sanctuary Cove QLD 4212  
**Date and Time of meeting:** Thursday 15 May 2025 at 9:00AM

This notice is forwarded to all committee members. If a committee member is unable to attend, they can assign their proxy to an alternate member by completing the attached proxy form or complete the enclosed Voting Paper, in accordance with Schedule 2, Part 2, Section 17 of the Building Units and Group Titles Act 1980.

The following agenda sets out the substance of the motions to be considered at the meeting.  
Sanctuary Cove Body Corporate Services Pty Ltd, for the Secretary.

### Agenda

1. Attendance record
2. Apologies and proxies
3. Quorum
4. Conflict of Interest Member Declaration
5. Recording of meeting
6. Motions
  1. Approval of PBC EC Minutes 10<sup>th</sup> April 2025
  2. Approval of PBC EC VOC ARC minutes 14<sup>th</sup> April 2025
  3. Approval of PBC EC VOC Deed of Settlement Minutes 15<sup>th</sup> April 2025
  4. Approval of execution of 12-month service agreement with Optical Solutions Australia
  5. Approval of the Governance Improvement Plan Roadmap

### 7. Correspondence For Information

No	Date	From	To	Regarding
1.	April 2025	PBC Secretary	PBC MNs	Feedback from MNs regarding draft Administration Agreements.
2.	26/4/2025	Resident in Bauhinia	PBC Chairperson	Relocation process of Geese
3.	1/5/2025	Secretary of Corymbia	PBC	Appointment of Member's Nominee

4.	2/5/2025	PBC	Resident Lot 18 (Bauhinia)	Security Systems
5.	2/5/2025	PBC	Resident Lot 98 (Bauhinia)	Security Systems
6.	2/5/2025	SCCSL FM	PBC	EOI - FTTH Task Force
7.	6/5/2025	PBC	Resident Lot 81 (Bauhinia)	Manhole cover to be removed

#### 8. Correspondence For Action

No	Date	From	To	Regarding
1.	17/4/2025	Resident in Darwinia	PBC	Security Camera Approval
2.	22/4/2025	Resident in Washingtonia	PBC	Boat Ramp parking
3.	28/4/2025	Resident in Cassia	PBC	Request for tree to be removed
4.	2/5/2025	SCCSL	PBC	Meeting Minute Content
5.	6/5/2025	Resident in Bauhinia	PBC	Security Cameras approval

#### 9. Reports For Information

No	Date	From	To	Regarding
1.	April 2025	SCCSL	PBC EC	Ops Report
2.	17 April 2025	FSC	PBC EC	FSC Minutes & Report
3.	April/May 2025	Compliance	PBC EC	Compliance Report
4.	April 2025	SCCSL	PBC EC	Matters In Progress

#### 10. General Business:

10.1 Use of boat ramp carpark for short term loading/unloading of caravans.

10.2 Update on draft Administration and Facilities Management Agreements.

Closure of Meeting

Reply To  
PO Box 15,  
SANCTUARY COVE  
QLD, 4212

**EXPLANATORY SCHEDULE TO VOTING PAPER  
SANCTUARY COVE PRINCIPAL CTS 202**

**Motion 5 - Approval of the Governance Improvement Plan Roadmap (Agenda Item 6.5)**

**Governance Update: Agenda**

- Summary of feedback on 3 year PBC Governance Improvement Roadmap
- Review PBC Motion
- 'Thought partners/first look' governance committee members
- PBC Digital App – Rationale, alignment on direction & next steps

# VOTING PAPER

## Executive Committee Meeting for the Sanctuary Cove Principal Body Corporate GTP 202

**Location of meeting:** Meeting Room 1, Sanctuary Cove Body Corporate Services, Shop 1A, Building 1, Masthead Way, Sanctuary Cove, QLD, 4212

**Date and time of meeting:** Thursday 15 May 2025 at 09:00 AM

### Instructions

If you want to vote using this voting paper, then *circle or tick* either **YES**, **NO** or **ABSTAIN** opposite each motion you wish to vote on. You may vote for as few or as many motions as you wish. It is not necessary to vote on all motions.

After signing the completed voting paper, forward it promptly to the Secretary at the address shown at the end of the agenda. You may also vote online using the secure link emailed to your email address.

## MOTIONS

1	Body Corporate - Approval of Previous Minutes 10th April 2025 (Agenda Item 6.1)	Ordinary Resolution
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Statutory Motion Submitted by Chairperson

**THAT** the Minutes of the PBC Executive Committee Meeting held on 10<sup>th</sup> April 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes ☐

No ☐

Abstain ☐

2	Approval of PBC EC VOC ARC minutes 14th April 2025 (Agenda Item 6.2)	Ordinary Resolution
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Submitted by Chairperson

**THAT** the VOC minutes of the PBC Executive Committee Meeting held on 14<sup>th</sup> April 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes ☐

No ☐

Abstain ☐



3	Approval of PBC EC VOC Deed of Settlement Minutes 15th April 2025 (Agenda Item 6.3)	Ordinary Resolution
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Submitted by Chairperson

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**THAT** the VOC minutes of the PBC Executive Committee meeting held on 15<sup>th</sup> April 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes <input type="checkbox"/>
No <input type="checkbox"/>
Abstain <input type="checkbox"/>

4	Approval of execution of 12-month service agreement with Optical Solutions Australia (Agenda Item 6.4)	Ordinary Resolution
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Submitted by Chairperson

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**THAT** the PBC EC approves the execution of the 12-month service agreement with Optical Solutions Australia for the provision of support services for the Calix Advantage Program. Funds are to be expensed from the Administration fund - Network Manager Service Fees (budgeted).

Yes <input type="checkbox"/>
No <input type="checkbox"/>
Abstain <input type="checkbox"/>

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Submitted by Chairperson

**THAT** the Principal Body Corporate (PBC) Executive Committee recommends the PBC Extraordinary General Meeting approves the Governance Improvement Plan Roadmap as tabled, which has been developed in response to the findings and recommendations of the Directors Australia Governance Blueprint and the outcomes of the PBC governance review process.

Notes that the Governance Improvement Plan Roadmap:

- Aligns with a 'best fit' governance model, the requirements of the Sanctuary Cove Resort Act (SCRA), the PBC Constitution and By-Laws, and the key governance principles identified during the independent review;
- Sets out clear priorities, timelines, and responsibilities for strengthening governance capability, clarifying roles, and improving committee effectiveness across the PBC structure; and
- Provides a structured framework to monitor implementation and track progress.

**Acknowledges** **that:**

- Implementation of the Governance Roadmap will require staged resourcing, engagement, and alignment of PBC Member Nominees and Residential Body Corporate representatives, and consultation with relevant stakeholders.
- Each key deliverable arising from the roadmap will be subject to a separate PBC motion for approval prior to implementation, ensuring compliance with relevant legal, regulatory, and governance obligations.

**NOTE: Please refer to the Explanatory Schedule.**

GTP: 202

Lot Number: \_\_\_\_\_

Unit Number: \_\_\_\_\_

I/We require that this voting paper, completed by me/us be recorded as my/our vote in respect of the motions set out above.

***IMPORTANT – If the property is owned in joint names, all Owners must sign the Voting Paper.***

Name of voter: \_\_\_\_\_

Signature of voter: \_\_\_\_\_

Date: \_\_\_\_\_

Yes ☐No ☐Abstain ☐

## **ATTACHMENTS**

### **1. MOTION INFORMATION**

- 2. Minutes of the previous meeting**
- 3. M2. 20250414 PBC EC VOC ARC Minutes**
- 4. M3. 20250415 PBC EC VOC Deed of Settlement HydroVision**
- 5. M4. PBC - Calix Advantage Program**
- 6. M4. Sanctuary Cove - CAP Agreement-2025\_2026**
- 7. M5. PBC Goverance Project Overview for RBCs 1 Febuary 2025 v1 3**
- 8. M5. PBC Draft Governance Improvement Plan V10 May 8th 2025**

### **9. CORRO FOR INFORMATION**

- 10. CFI 1. Feedback from MNs re Draft Administration**
- 11. CFI 1. Feedback 2**
- 12. CFI 2. Sanctuary Cove Geese Ian Duncan**
- 13. CFI 3. Appointment of member's nominee Corymbia**
- 14. CFI 4. 4636 Security System Letter**
- 15. CFI 5. 4638 Security Camera Letter**
- 16. CFI 6. EOI - FTTH Task Force**
- 17. CFI 7. 5709 Decision Notice PBC**

### **18. CORRO FOR ACTION**

- 19. CFA 1.Security Cameras**
- 20. CFA 1. Rear Buggy Garage Camera**
- 21. CFA 2. Toms 4690 The Parkway - Casual Caravan Parking for Residents**
- 22. CFA 3. Ainsley Hewitt - 5939 Birkdale Terrace - Threat to property to by Tree. 001**
- 23. CFA 4. Meeting Minute Content**
- 24. CFA 5. Security Cameras 4636 The Parkway.**

**25. CFA 5. Security System Docs06052025**

**26. CFA 5. Security Camera Locations**

**27. REPORTS FOR INFORMATION**

**28. RFI 1. Ops Report April 2025**

**29. RFI 2. Draft FSC Minutes 20250417 - PBCPTBC**

**30. RFI 2. EC March 2025\_SCCSL Finance pack**

**31. RFI 2. EC March 2025\_PBC\_PTBC Finance pack**

**32. RFI 3. PBC Compliance Report - May 2025**

**33. RFI 4.PBC MIP 20250507**

**34. Proxy form - BC**

# **MOTION INFORMATION**



**MINUTES OF EXECUTIVE COMMITTEE MEETING**  
**for Sanctuary Cove Principal Body Corporate GTP PBC EC 202**

**Location of meeting:** Meeting Room 1, Sanctuary Cove Body Corporate Services, Shop 1A, Building 1, Masthead Way, Sanctuary Cove, QLD, 4212  
**Date and time of meeting:** Thursday 10 April 2025 at 9:00 AM  
**Meeting time:** **09:05am – 11:57am**  
**Chairperson:** Stuart Shakespeare

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**ATTENDANCE**

**The following members were Present in Person at the meeting:**

Lot Livingstonia	GTP 1712	Mr Brian Earp (BE)
Lot Harpullia	GTP 107045	Mr Paul Kernaghan (PK) Treasurer
Lot Felicia	GTP 107128	Mr Stuart Shakespeare (SS) Chairperson
Lot Alpinina	GTP 107209	Ms Dianne Taylor (arrived @ 10:00am) (DT)
Lot Tristania	GTP 107217	Mr Mark Winfield (arrived @ 10:00am) (MW)
Lot Molinia	GTP 107442	Mrs Cheryl McBride (CM) Secretary

**The following members present by Voting Paper and In Person:**

Lot 107209	Ms Dianne Taylor	Committee member present (pre-voted)
Lot 107399	Mr Tony McGinty	Electronic vote
Lot 107442	Mrs Cheryl McBride	Committee member present (pre-voted)

**The following members present by Voting Paper:**

Lot 107399	Mr Tony McGinty	Electronic vote
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**The following members were present by Proxy:**

**The following members were present by Proxy however unable to vote:**

**Present by Invitation:**

Mrs Jodie Syrett – Manager of Body Corporate (Minute Taker - JS)  
Mrs Cassie McAuliffe – General Manager (CA)  
Mrs Brogan Watling – In-House Counsel (BW)  
Ms Shanyn Fox – Facilities Manager (SF)  
Mrs Simone Hoyle – Governance Review Presentation (SH)

**Apologies:**

Mr Tony McGinty

A Quorum was present  
Nil Conflict of Interest  
The Meeting was recorded.

## Motions

### 1 Approval of Previous Minutes 13th March 2025 (Agenda Item 6.1) ORDINARY RESOLUTION

Proposed by: Statutory Motion

**CARRIED**

**RESOLVED** that the Minutes of the PBC Executive Committee Meeting held on 13th March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	6
No	0
Abstain	1

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride			X
Paul Kernaghan	X		
Brian Earp	X		
Dianne Taylor	X		
Mark Winfield	X		
Tony McGinty	X		

### 2 Approval of PBC EC VOC Grace Retainer Minutes 21st March 2025 (Agenda Item 6.2) ORDINARY RESOLUTION

Proposed by: Statutory Motion

**CARRIED**

**RESOLVED** that the VOC minutes of the PBC Executive Committee Meeting held on 21st March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Paul Kernaghan	X		
Brian Earp	X		
Dianne Taylor	X		
Mark Winfield	X		
Tony McGinty	X		

### 3 Referee Application for RZABL compliance for Lot 61 (Agenda Item 6.3) ORDINARY RESOLUTION

Proposed by: The Chairperson

**CARRIED**

**RESOLVED** that the PBC EC instructs the Body Corporate Manager to lodge an application with the Office of Commissioner and Body Corporate Management seeking an Order that the owner of Lot 61 Tristania comply with Residential Zone Activity By-Law 3.1 (c) Repair and Maintenance and 4.8 Unsightly Items.

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Paul Kernaghan	X		
Brian Earp	X		
Dianne Taylor	X		
Mark Winfield	X		
Tony McGinty	X		

#### **7. Correspondence for Information:**

- Noted

#### **8. Correspondence for Action:**

##### **CFA 1. – Payment plan for Uber Driver:**

- Payment plan was previously agreed by email to all PBC EC members and letter outlining the payment plan was sent to Uber Driver.

##### **CFA 2. – App proposal:**

- (MW) suggested reaching out to resident Stephen Parr who has some experience in apps development for assistance.
- (PK) suggested work on the website initially as this is the main source of information for residents.

#### **9. Reports for Information:**

- Noted

#### **10. General Business:**

##### **10.2 Governance Review Presentation – Mrs Simone Hoyle:**

- Simone presented an update on the Governance Review at the start of the PBC EC meeting:
- Two key deliverables from this presentation:
  - Directional alignment for 3- year governance Improvement Plan Roadmap
  - Shared expectations for Governance Project and Governance Project lead role.



- **Five key lines:**

**1. Collaborative Roadmap Development**

The roadmap has been developed through a collaborative process involving Members Nominees (MNs), the PBC Executive Committee (EC), Mulpha, and Independent Governance Experts. This document reflects the consolidated recommendations that have emerged from the blueprint and represents a collective perspective. It addresses numerous governance gaps originally identified in 2014.

**Clear Strategic Purpose**

The plan establishes a clear strategic direction, prioritises initiatives, and aligns stakeholders with defined responsibilities. It acknowledges the natural tension between strategic planning and execution, presenting a high-level directional framework to drive alignment, buy-in, and clarity. This is not intended to function as an operational manual; rather, it outlines what we are doing, why we are doing it, and when. The “how” belongs in implementation planning—not for this strategic roadmap which is about clarity, alignment, prioritisation and deliverables.

The intention is to secure endorsement from the PBC MNs with the support of the PBC EC, allowing the project to move into the implementation phase.

**2. Governance Content Refinement**

The elements highlighted in red reflect feedback from PBC EC. Key feedback included the need for greater clarity on the governance project description and the content of the governance manual. SH has confirmed her role as Project Lead. The Chairperson noted Brogan’s limited capacity but agreed she could provide periodic support. The “Advisory Report” column identifies individuals who may be consulted, without implying ongoing engagement. The final section cross-references the blueprint with the governance plan to assist with prioritising deliverables.

**3. Commitment to Continuous Improvement**

It’s a journey of continuous improvement - flawless perfection is not the goal, continuous progress on improving our governance is we will implement, learn, evaluate and continuously improve.

**4. Shared Responsibility for Culture**

Culture is a shared responsibility across all key stakeholders. In 2014, an in-depth site wide review produced 13 findings and recommendations relating to governance. A decade later, an external governance review conducted by Directors Australia identified the same gaps still exist and have increased to 34 governance recommendations. This reinforces the need for cultural accountability and ongoing governance reform.

- **Four reasons why we need engagement with external governance experts and g oversight:**

**1. Enhanced Independence and Compliance Assurance**

Governance oversight introduces a layer of independence and objectivity, thereby reinforcing the organisation’s ability to meet compliance requirements and defend its actions when necessary.

**2. Access to Contemporary Governance Expertise**

Engaging external governance professionals provides access to proven expertise and modern governance principles. Notably, Directors Australia has developed a comprehensive blueprint comprising 34 recommendations to guide best practice.

**3. Breaking Stalemates and Enabling Progress**

Governance oversight plays a critical role in resolving impasses and facilitating progress where internal efforts may have stalled, thereby helping to move key initiatives forward.

**4. Addressing Resource Constraints**

There is a practical reality regarding limited resources. A small group of volunteers currently bears a significant portion of the workload. Governance support helps alleviate this burden and ensures continuity and accountability.

- The annual cost of this governance project is approximately 0.3% of the total PBC administration budget, equating to \$30,000. While budgets are constrained, the strategic value and long-term benefits of this initiative justify the investment.

- A PBC motion to approve the Governance Improvement Roadmap, based on the findings and recommendations from the Directors Australia Governance Blueprint, is proposed for the PBC EGM in May 2025. A question was raised whether there needs to be a motion to 'endorse' the DA Governance Blueprint. SH advised that Directors Australia discontinued service due to losing one of their key staff members. She is currently looking for another company to assist with this moving forward, but this will not stop us commencing the 3-year governance improvement plan if the PBC motion is approved. The PBC motion to approve of the Governance Improvement Roadmap does not constitute approval of funding for independent governance advisory services. A separate and specific motion will be submitted annually for PBC approval to allocate any such funding, based on need and scope.
- Questions were raised regarding the inclusion of the SC Community App as a priority within the Governance Improvement Plan. Concerns were expressed about potential costs, integration with SCBCS back-office platforms and systems, resource requirements, and expected usage. It was noted that a SC resident with App development expertise and experience could be approached to conduct a high-level assessment of integration feasibility and provide indicative cost estimates. MW offered to contact the resident to enquire whether they would be willing to assist with this initial assessment.

### **Hydrovision Update & Motion – Brogan Watling (BW) & Shanyyn Fox (SF):**

#### **Key Points:**

- A draft settlement deed has been agreed, pending approval from the PBC and PTBC.
- A proposed motion drafted by BW for the PBC EGM was tabled.
- The PBC EC agreed to consider the draft motion and the deed over the next few days then vote on its acceptance via VOC prior to the PBC EGM.
- Subject to a formal agreement with the contractor, TEW, to completed Stage 2 and attend to Hydrovision defects, the whole project could complete on budget, including the contingency.
- If the draft settlement deed is not entered into then its highly likely to proceed to the Supreme Court. The legal advice is that this would incur considerably costs and time to complete with no certainty of outcome.
- Hydrovision are holding expensive pumps, which have been paid for by PBC/PTBC and are needed to complete. The pumps are to be inspected by SF with a representative from the pump supplier to ensure they are in new operational condition and still under warrantee.
- The pump supplier has agreed to extend the warranty provided TEW conducts regular maintenance.
- Concern was expressed about whether the remaining funds would be sufficient to complete the project. This won't be known until TEW commits to a contract.
- Any additional cost to complete the project beyond the approved contract sum will require PBC and PTBC approval.
- SF to submit an update to the PBC when TEW have committed to a contract to complete.
- **Action:** JS to conduct VOC.
- (Note: The Executive Committee reviewed and endorsed the motion by VOC for inclusion on the PBC EGM agenda.)

## **FTTH fee proposal:**

### **Key Points:**

- The Harbour One building is currently connected to the FTTH network, the service has not been activated.
- A meeting was held the previous week with representatives from Mulpha reps, SS and SA, during which it was determined Mulpha intends to establish a separate and independent connection and system to the FTTH.
- Legal advice is being sought to clarify whether the PBC is permitted to provide services to owners of facilities located within Sanctuary Cove but outside the defined Residential Zone. This relates to H1 plus 6 other users currently connected to the FTTH.
- The scope of the PBC's upgrade works, specifically seeking clarity on the intended endpoints of these upgrades. An understanding of this is essential to assess future expenditure.

## **10.3 MN for Darwinia requests:**

### **Key Points:**

- There's critical need to attend to these issues due to inundation and damage cause by the recent weather events.
- There are no existing drainage plans available. A quote had been obtained for the preparation of such plans, by a surveyor and a civil engineer, with the estimated cost being approximately \$10,000, before any actual work could commence
- The GM will source more cost-effective option.
- There's been conflict between the affected owners which the GM and SS have been working to diffuse the situation.
- The MN for Darwinia sent a request for a breach notice against her neighbours for the use of security cameras which face into her property.
- It was agreed a letter to advise owners to remove the cameras.
- **Action:** JS to send a letter.

## **10.4 Administration & Management Agreement (AMA) – Cheryl McBride):**

- It was advised the MNs received draft versions of two AMA agreements via email.
- It was suggested the agreements should be finalised by the PBC in May to enable distribution to all RBCs in June.
- It was further advised a key change is the separation of the agreements from the PTBC unlike the existing single agreement. Gratitude was extended to BW for her extensive work on drafting the agreements.
- The updated agreements include targets related to transparency, autonomy, sustainability, service standards, and accountability. Some MNs have submitted feedback on the drafts.
- BE enquired about the status of the RBCs, noting that they are currently locked into their agreements.
- CM responded while the RBCs are not being overlooked, the current focus and priority is to finalise the AMA agreements. The initial agreements are for one year only.

There being no further business the chairperson declared the meeting closed.

**MEETING CLOSED** at 11:57 AM

Chairperson: Mr Stuart Shakespeare X.....

## Minutes of the Vote Outside Committee Meeting

Body Corporate for PBC EC CTS PBC EC 202

<b>Meeting Date</b>	11 Apr 2025		
<b>Date Notices Sent</b>	09 Apr 2025		
<b>Due by Date</b>	11 Apr 2025		
<b>Committee Members</b>	Lot 1712	Brian Earp	Electronic vote
	Lot 107045	Paul Kernaghan	Electronic vote
	Lot 107209	Dianne Taylor	Electronic vote
	Lot 107217	Mark Winfield	Electronic vote
	Lot 107399	Tony McGinty	Electronic vote

**Motion 1**

**Body Corporate ARC Report 11th April 2025**

**Ordinary Resolution**

**RESOLVED** that the PBC EC approves the applications recommended for approval by the ARC at its meeting held 11<sup>th</sup> April 2025.

Further **RESOLVED** that the PBC EC approves the applications recommended for approval, subject to conditions, by the ARC at its meeting held 11th April 2025.

Further **RESOLVED** that the PBC EC does not approve the applications which have not been recommended for approval by the ARC at its meeting held 11th April 2025.

Further **RESOLVED** that the PBC EC approves the applications recommended for approval by the ARC, based upon the recommendations by the Executive Architect and the Body Corporate Manager, at its meeting held 11th April 2025.

**Motion CARRIED.**

**VOTES**

Yes: 5

No: 0

Abs: 0

Inv: 0



## MINUTES OF ARCHITECTURAL REVIEW COMMITTEE MEETING

**Body Corporate:** Sanctuary Cove Principal Body Corporate

**Committee:** Architectural Review Committee

**Location of Meeting:** Meeting Room 1, Sanctuary Cove Body Corporate Services, Sanctuary Cove, QLD 4212

**Date of Meeting:** Monday, 7 April 2025

**Meeting chaired by:** Mr John Venn

**Meeting Start Time:** 8:58am **Finish Time:** 10:00am

### Attendance

The following Committee members were present in person at the meeting:

Chairperson	Mr John Venn (JV)	
Ordinary	Mr Stuart Shakespeare (SS)	
Ordinary	Mr Craig Eccles (CE)	
Ordinary	Mr Peter Ginn (PG)	
Non - Voting	Mr Michael Jullian (MJ)	Executive Architect
Non – Voting	Mrs Caitlin Coombridge	Building Approvals Manager

### Apologies

Ordinary Mr Paul Lynam (PL)

**Conflict of Interest**  
No

**Meeting Recorded**  
No

### BUSINESS ARISING

#### 4.2 5356 Marine Drive North – Gatehouse Assessment Query

The committee reviewed the correspondence and amended plans provided by the applicant in relation to the positioning/installation of the Gatehouse. It was unanimously agreed that as the property is an Attached Lot, the installation of a Gatehouse on/within 1.5m of the opposite side boundary was not compliant in accordance with the Development Control By-Laws. As this is classed as a major relaxation of the by-laws, the committee are not in a position to approve such relaxation. It was recommended that a side gate and a screened bin enclosure would be adequate in accordance with the original Major Alterations Approval.

## MOTIONS

<b>1</b>	<b>ARC Minutes of Previous Meeting</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the minutes of the Architectural Review Committee meeting held 3 February 2025, as tabled at this meeting, are a true and accurate record of the proceedings of the meeting.

Yes	3
No	0
Abstain	1

<b>1</b>	<b>ARC Minutes of Previous Meeting</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the minutes of the Architectural Review Committee meeting held 3 March 2025, as tabled at this meeting, are a true and accurate record of the proceedings of the meeting.

Yes	3
No	0
Abstain	1

<b>2</b>	<b>5826 Bayview Walk, Lot 31 Washingtonia</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Minor Alterations application at 5826 Bayview Walk be approved by the Principal Body Corporate (PBC) due to:

1. **Fences** – rear side boundary fences to remain unchanged. No approval granted to change fence or existing & proposed plans required for assessment;
2. **Swimming Pool Fences** – in accordance with local authority requirements;
3. **Letterbox and numbers** – must comply with By-Law 2.18.5/2.18.6;
4. **Ground Levels** – raised ground level of 1m within 1.5m of boundary not compliant, amended plans to be provided with no more 0.5m higher than the Natural/Original Ground Level;
5. **Volumetric Capacity of Batter Zone** – Calculations have not yet been provided. Calculations to be provided to show the flood storage of the batter zone is not diminished as a result of the works. The calculations provided must be to the top of the slope, not to GCCC requirements.

Yes	4
No	0
Abstain	0

**3 5697 Anchorage Terrace, Lot 52 Bauhinia**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee recommends the New Dwelling application at 5697 Anchorage Terrace be approved by the Principal Body Corporate (PBC) subject to:

Yes	4
No	0
Abstain	0

1. **Swimming Pool Fences** – in accordance with local authority requirements;
2. **Landscape Open Space Calculation** – calculation to be provided in accordance with by-law 2.15.13;
3. **PVC Conduit** – must be laid beneath the driveway to enable irrigation to service the Secondary Thorough. Specifications of the conduit area as follows:
  - a. 150mm diameter PVC Conduit
  - b. 500-600mm from the inside of the kerb
  - c. 300mm depth to the top of the pipe
  - d. 300mm protrusion from both ends of the driveway
4. **Letterbox and numbers** – must comply with By-Law 2.18.5/2.18.6;
5. **Volumetric Capacity Calculation** – amended report required to reference the proposed volumetric capacity of the development is equal to or greater than the entire batter zone (not just up to the designated flood RL) flood storage capacity or the original batter zone prior to any development.
6. **Rear Stairs** – minor encroachment noted within 1.5m of Revetment Wall, amended plans required to ensure rear setback requirement.

The ARC notes to the PBC that the application recommends for approval by the PBC the following relaxations:

1. **Zero Line Lot (length of walls)**
2. **Zero Line Lot Opposite Boundary**
3. **Finished Floor Levels**
4. **Exterior Roof Colour**
5. **Retaining Wall**



<b>4</b>	<b>7108 Marine Drive East, Lot 75 Plumeria</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Relaxation Request at 7108 Marine Drive East be approved by the Principal Body Corporate (PBC) due to:

1. **Lot Coverage (LC) & Floor Space Ratio (FSR)** - the proposed increase will exceed the acceptable limits for relaxation. Despite the proposed drawings indicating rear setback compliance, the committee are not in a position to approve any further relaxation to the original LC & FSR;
2. **Side Boundary Fence Extension** – details required to ensure compliance with fire rated requirements and neighbours consent.

Yes	4
No	0
Abstain	0

<b>5</b>	<b>8030 Key Waters, Lot 22 Harpullia</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee recommends the Minor Alterations application at 8030 Key Waters be approved by the Principal Body Corporate (PBC) subject to:

1. **Swimming Pool Fences** – in accordance with requirements of the local authority;

Yes	4
No	0
Abstain	0

<b>6</b>	<b>5670 Harbour Terrace, Lot 66 Bauhinia</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Major Alterations application at 5670 Harbour Terrace be approved by the Principal Body Corporate (PBC) due to:

1. **Lot Coverage** – no calculation provided, to be included on amended plans;
2. **Floor Space Ratio** – no calculation provided, to be included on amended plans;
3. **Side Boundary Building Line** – not compliant at 1.5m for the structure above 4.5m but not exceeding 7.5m above Natural Ground Level. Amended plans to be provided;
4. **External Wall Facing Side Boundary** – not compliant at 22.4m for ground and upper floors, amended plans to be provided in accordance with by-law 2.7.8;
5. **Outermost Projection (OMP) & Side Setback** – OPM & wall side setback recorded with same setback, to be amended on revised plans;
6. **Fencing** – neighbours consent required for BBQ located on side boundary on 380mm raised terrace area;
7. **Swimming Pool Fences** – in accordance with local authority requirements;
8. **Pool Equipment** – must be enclosed in an Acoustic Enclosure due to close proximity to side boundary;
9. **Privacy of Neighbouring Property** – 2.4m window in upper level shower not compliant, amended plans to be provided;
10. **Stormwater Connection** – must connect to a legal point of discharge.

Yes	4
No	0
Abstain	0

<b>7</b>	<b>7110 Marine Drive East, Lot 76 Plumeria</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Relaxation Request at 7110 Marine Drive East be approved by the Principal Body Corporate (PBC) due to:

1. Lot Coverage (LC) & Floor Space Ratio (FSR) – the proposed increase will exceed the acceptable limits for relaxation and the Architectural Review Committee are not in a position to approve any further relaxation to the original LC & FSR.

Yes	4
No	0
Abstain	0

**8      5465 Bay Hill Terrace, Lot 29 Colvillia      CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Air Conditioning Unit Reconsideration Request at 5465 Bay Hill Terrace be approved by the Principal Body Corporate (PBC).

Yes	4
No	0
Abstain	0

**9      4700 The Parkway, Lot 129 Washingtonia      CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Swimming Pool Relaxation Request at 4700 The Parkway be approved by the Principal Body Corporate (PBC).

Yes	4
No	0
Abstain	0

**10      5920 Turnberry Terrace, Lot 48 Cassia      CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Roof Alteration at 5920 Turnberry Terrace be approved by the Principal Body Corporate (PBC) due to lack of information provided. Applicant to supply roof plan outlining the approved and projected height for consideration.

Yes	4
No	0
Abstain	0

**11 Executive Architect / Building Approvals Officer recommendations – ending 31 March 2025**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** That the Architectural Review Committee notes and accepts the following applications recommended for approval by the Principal Body Corporate as submitted by Executive Architect and Building Approvals Officer for the period ending 24 February 2025.

Yes	4
No	0
Abstain	0

- 1. 5428 Marine Drive North, Lot 125 Colvillia**  
Application for Solar Panels
- 2. 8044 The Parkway, Lot 65 Harpullia**  
Application for Roof Painting Works
- 3. 5429 Merion Terrace, Lot 47 Colvillia**  
Garage Replacement due to damage from contractor
- 4. 4662 The Parkway, Lot 25 Washingtonia**  
Release of Compliance Agreement Fee – Driveway Works

**12 ARC Recommendation to the PBC – 7 April 2025**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** That the Architectural Review Committee (ARC) requests the PBC EC consider the matters recommended by the ARC at its meeting held 7 April 2025.

Yes	4
No	0
Abstain	0

**OTHER MATTERS/GENERAL BUSINESS**

**6.1 8089 Riverside Drive – Pontoon Bond Release Request**

Documentation reviewed by the Architectural Review Committee and it was agreed that the bond should be returned accordingly.

**6.2 5716 Observation Crescent – Final Inspection Report**

Report assessed by the Architectural Review Committee. BAM to contact Certifier to confirm on what basis the Form 21 - Final Inspection Certificate was supplied as multiple aspects of the build have not been completed in accordance with body corporate. BAM to issue Final Inspection Notice to owner and Agent in accordance with report.

**6.3 5830 Bayview Walk – Final Inspection Report**

Report assessed by committee, BAM to reach out to owner and request 'As Built' plans for the extended roof and ceiling at rear outdoor area.

Name of voter: \_\_\_\_\_

Signature of voter: \_\_\_\_\_ Date: \_\_\_\_\_



## MINUTES OF ARCHITECTURAL REVIEW COMMITTEE MEETING RECOMMENDATIONS FOR MSCD

**Committee:** Architectural Review Committee

**Location of Meeting:** Meeting Room 1, Sanctuary Cove Body Corporate Services, Sanctuary Cove, QLD 4212

**Date of Meeting:** Monday, 7 April 2025

**Meeting chaired by:** Mr John Venn

**Meeting Start Time:** 10:02am **Finish Time:** 11:03am

### Attendance

The following Committee members were present in person at the meeting:

Chairperson	Mr John Venn (JV)	
Ordinary	Mr Craig Eccles (CE)	
Ordinary	Mr Stuart Shakespeare (SS)	
Ordinary	Mr Peter Ginn (PG)	
Non - Voting	Mr Michael Jullian (MJ)	Executive Architect
Non – Voting	Mrs Caitlin Coombridge (CC)	Building Approvals Manager

### Apologies

Ordinary	Mr Paul Lynam (PL)
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**Conflict of Interest**  
No

**Meeting Recorded**  
No

### BUSINESS ARISING

#### 4.2 8802 The Point Circuit – Side Setback Relaxation Query

The Architectural Review Committee reviewed the proposed plans provided by the applicant. It was agreed that no further side setback relaxation would be granted and that construction is to be in accordance with the original body corporate approval.

## MOTIONS

### 1      **ARC Minutes of Previous Meeting**      **CARRIED**

Proposed by: The Chairperson

**RESOLVED** That the minutes of the Architectural Review Committee meeting held 3 February 2025, as tabled at this meeting, are a true and accurate record of the proceedings of the meeting.

Yes	2
No	0
Abstain	2

### 2      **ARC Minutes of Previous Meeting**      **CARRIED**

Proposed by: The Chairperson

**RESOLVED** That the minutes of the Architectural Review Committee meeting held 3 March 2025, as tabled at this meeting, are a true and accurate record of the proceedings of the meeting.

Yes	3
No	0
Abstain	1

### 3      **2210 The Parkway, Lot 52 Felicia**      **CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee recommends the Major Alterations application at 2210 The Parkway be approved by Mulpha Sanctuary Cove Developments, subject to:

1. **Length of Walls (facing side boundaries)** – not compliant at 26.4m on Left-Hand side and 14.01m on Right-hand side. Change of material or colour required to break up appearance of straight wall.

Yes	2
No	0
Abstain	2

### 4      **8838 The Point Circuit, Lot 8 Alyxia**      **CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the Patio Extension application at 8838 The Point Circuit be approved by Mulpha Sanctuary Cove Developments due to:

1. **Rear Setback** – not compliant at 2.5m. As the Patio is attached to the dwelling, it forms part of the Principal Structure and as such, not compliant with by-law 2.8.1 (gg). Amended plans required accordingly.

Yes	4
No	0
Abstain	0

**5 1922 Sunningdale Court, Lot 12 Darwinia**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the New Dwelling application at 1922 The Point Circuit be approved by Mulpha Sanctuary Cove Developments due to:

Yes	4
No	0
Abstain	0

1. **Length of Walls (facing side boundaries)** – not compliant at 15.92m for upper left-hand side wall. Amended plans to be provided in accordance with 2.7.5 (dd);
2. **Car Space Provision** – driveway to have a 5m x 5.2 space within property boundary;
3. **Front Fence** – proposed 1.8m rendered with 1.9m x 0.4m x 0.4m piers not compliant. Amended plans to be provided in accordance with 2.16.2 (dd);
4. **Roofed Shade Structures** – additional information required for proposed cabana including elevation/dimensions. All plans to show minimum 1.5m setback;
5. **Rear Fence** – proposed 1.8m black tubular fence not compliant, amended plans to be provided in accordance with 2.16.3 (dd);
6. **Garbage Bin Enclosure** – no information provided - to be included on amended plans;
7. **Pool Setback** – proposed 0.83m rear setback not compliant, amended plans to be provided with required 1.5m setback;
8. **Air Conditioning Units** – screening required to be installed;
9. **Pool Equipment** – must be enclosed in an Acoustic Enclosure due to close proximity to side boundary
10. **Clothes Line** – no information provided;
11. **Letterbox and Numbers** – no information provided;
12. **Plant Size** – to be increased to 200m;
13. **Soil Stabilisation** – required to all garden beds;
14. **PVC Conduit** – must be laid beneath the driveway to enable irrigation to service the Secondary Thorough. Specifications of the conduit area as follows:
  - a. 150mm diameter PVC Conduit
  - b. 500-600mm from the inside of the kerb
  - c. 300mm depth to the top of the pipe
  - d. 300mm protrusion from both ends of the driveway
15. **Stormwater** – must connect to a legal point of discharge
16. **Artificial Turf** – specification information to be provided in resubmission in accordance with Synthetic Turf Policy;

**6 8955 The Point Circuit, Lot 42 Ardisia**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee does not recommend the New Dwelling application at 8955 The Point Circuit be approved by Mulpha Sanctuary Cove Developments due to:

Yes	4
No	0
Abstain	0

1. **Side Boundary Building Line** – not compliant at 1.67m for the upper wall and 1.17m to eave - amended plans to be provided with require 2m setback;
2. **Controlled Aspect Wall** – screening required to windows within 2m side setback;
3. **Length of Controlled Aspect Wall** – not compliant at 13.19m - amended plans to be provided with required maximum length of 12m;
4. **Side Fence** – 2.0m tilt up to rear boundary not compliant - amended plans to include 1.2m high tilt up fence within 1.2m of rear boundary;
5. **Garbage Bin Enclosure** – proposed location within enclosed buggy storage area not compliant. Bins to be directly accessible from the Street Front and no more than 12m from the street front boundary;
6. **Swimming Pool Setback** – not compliant at 1.24m, amended plans to be provided with required 1.5 side setback;
7. **Pool Pump Equipment** – proposed location to be confirmed, conflicting location on architectural and landscape plan.
8. **Letterbox and Numbers** – must comply with By-Law 2.19.4;
9. **Plant Sizing** – to be increased to 200mm
10. **Turf** – to be Greenleas Park in accordance with the by-laws;
11. **Soil Stabilisation** – required to all garden beds;
12. **Stormwater** – must connect to a legal point of discharge.
13. **Buggy Park** – no information provided. Current location on perspectives/drawings is built to boundary on non-zero lot side and not compliant. Plans to be provided to include height, size and amended location etc.



**7 1072 Edgecliff Drive, Lot 49 Tristania**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee recommends the New Dwelling application at 1072 Edgecliff Drive be approved by Mulpha Sanctuary Cove Developments, subject to:

1. **Ground Levels** – raised ground level of 910mm for the deck to both side boundaries not compliant - amended plans to be provided with no more than 0.5m higher than the Natural/Original Ground Level;
2. **Pool Pump Enclosure** – must be enclosed in an Acoustic Enclosure due to close proximity to side boundary;
3. **Screening** – proposed 50% opening screening to External Meters, Clothesline & Bin Enclosure is to be changed to 90% opening;
4. **Letterbox and Numbers** – must comply with By-Law 2.19.4;
5. **Plant Sizing** – to be increased to 200mm;
6. **Turf** – to be Greenleas Park in accordance with the by-laws;
7. **Soil Stabilisation** – required to all garden beds;
8. **Driveway Conduit** – must be laid beneath the driveway to enable irrigation to service the Secondary Thorough. Specifications of the conduit area as follows:
  - a. 150mm diameter PVC Conduit
  - b. 500-600mm from the inside of the kerb
  - c. 300mm depth to the top of the pipe
  - d. 300mm protrusion from both ends of the driveway; and
9. **Volumetric Capacity of Batter Zone** – amended calculations to be provided to the top of the slope, not to GCCC requirements.

Yes	4
No	0
Abstain	0

In making this recommendation, the ARC notes to MSCD that the application recommends for approval the following relaxations:

1. **Side Setback** – 2.0m down to 1.868m

<b>8</b>	<b>1929 Pinehurst Drive, Lot 19 Darwinia</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee recommends the Landscaping/Synthetic Turf application at 1929 Pinehurst Drive be approved by Mulpha Sanctuary Cove Developments.

Yes	4
No	0
Abstain	0

<b>9</b>	<b>1837 Pinehurst Drive, Lot 40 Corymbia</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** The Architectural Review Committee recommends the Release of Compliance Agreement Fee at 8960 The Point Circuit be approved by Mulpha Sanctuary Cove Developments subject to:

1. Additional screening to be provided to the bin enclosure;
2. Material of Front Fence to be confirmed; and
3. Confirmation from owner that they do not intend to construct the Gatehouse or Gate across the driveway.

Yes	2
No	0
Abstain	2

<b>10</b>	<b>Executive Architect / Building Approvals Officer recommendations – ending 31 March 2025</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the Architectural Review Committee notes and accepts the following building applications recommended for approval by Mulpha Sanctuary Cove Developments as submitted by Executive Architect and Building Approvals Officer for the period ending 31 March 2025.

1. **2649 The Address, Lot 8 Caladenia**  
Application for Screen Door Installation
2. **2267 Banksia Lakes Drive, Lot 17 Banksia Lakes**  
Release of Compliance Agreement Fee – New Dwelling
3. **1894 Sunningdale Court, Lot 14 Molinia**  
Release of Compliance Agreement Fee – Synthetic Turf (subject to change of specification (stitch rate))

Yes	4
No	0
Abstain	0

**11      ARC Recommendation to MSCD**

**CARRIED**

Proposed by: The Chairperson

**RESOLVED** That the Architectural Review Committee (ARC) requests Mulpha Sanctuary Cove Developments consider the matters recommended by the ARC at its meeting held 7 April 2025.

Yes	4
No	0
Abstain	0

**OTHER MATTERS/GENERAL BUSINESS**

**6.1      2625 The Address – Landscaping Works**

MJ tabled the Report and application for Landscaping at 2625 The Address.

**RESOLVED** That the Architectural Review Committee do not recommend that Landscaping application at 2625 The Address be approved by Mulpha Sanctuary Cove Developments (MSCD) due to:

1. **Ground Level** – raised ground level of 1.0m within 1.5m of boundary not compliant - no more than 0.5m higher than the Natural/Original Ground Level is permitted;
2. **Mulch** – to be minimum 75mm Hoop Pine Fines;
3. **Soil Stabilisation** – required to all garden beds;
4. **Volumetric Capacity of Batter Zone** – no information provided - proposed fill reduces the batter zone to the Lake.

As the proposed landscaping works are visible from The Entry Boulevard, the committee discussed whether the works are in keeping with the look and feel of The Address properties. It was agreed that the intended changed ground levels and retaining wall addition is not consistent with the look and feel of the area.

**6.2      1074 Edgecliff Drive – Final Inspection Report**

Report assessed by committee, BAM to issue Final Inspection Notice to owner in accordance with report. Once items have been rectified, bond can be released accordingly.

**Name of voter:** \_\_\_\_\_

**Signature of voter:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Minutes of the Vote Outside Committee Meeting

Body Corporate for PBC EC CTS PBC EC 202

<b>Meeting Date</b>	14 Apr 2025		
<b>Date Notices Sent</b>	10 Apr 2025		
<b>Due by Date</b>	14 Apr 2025		
<b>Committee Members</b>	Lot 1712	Brian Earp	Electronic vote
	Lot 107045	Paul Kernaghan	Electronic vote
	Lot 107209	Dianne Taylor	Electronic vote
	Lot 107217	Mark Winfield	Electronic vote
	Lot 107442	Cheryl McBride	Electronic vote

## Motion 1

### Entry into Deed of Settlement and Release with Hydro Vision

### Ordinary Resolution

**RESOLVED** that the PBC authorises entry into the Deed of Settlement and Release to settle the dispute with Hydro Vision Pty Ltd, generally on the terms set out in the document circulated with the agenda. And that any two Executive Committee members are authorised to sign the Deed of Settlement and Release.

#### Background

On 8 September 2022, the Sanctuary Cove Principal Body Corporate (PBC) and the Sanctuary Primary Thoroughfare Body Corporate (PTBC) entered into a fixed price contract with Hydro Vision Pty Ltd (HV) for the performance of certain work relating to the supply of A Class Water to the Resort (Stage 1). The value of that contract was significant, being \$5,352,758.26.

The work achieved practical completion on 22 November 2023.

On 4 March 2023, after the contract was at end and without notice to the PBC and the PTBC, HV issued an invoice in the amount of \$240,000 (plus GST) which they said was for “out-of-scope” tank sub-base work necessary to ensure the suitability of the ground to support the water tanks.

At an EGM held on 27 June 2024, the PBC and PTBC agreed to the engagement of a lawyer to advise on the potential liability for the additional invoice and the settlement offer made by HV. The advice from Colin Biggers & Paisley Lawyers (CBP) was that it was unlikely HV’s claim would be successful, but it was not impossible. Since that time, CBP has been working closely with the Chairpersons of the PBC and PTBC, Shanyn Fox and Brogan Watling exchanging correspondence with HV in an attempt to bring this matter to a resolution.

#### Next steps

Although the Chairpersons of the PBC and PTBC are confident with their position in this dispute, the reality is that there is no certainty in litigation. They hold significant concerns around a protracted and expensive court proceeding and the impact it may have on the progress of the A Class Water project and the levies required to meet the legal expenses that will be incurred.

After spending considerable time weighing up what path would be in the best interests of its members, the Chairperson of the PBC (with the support of the Executive Committee) now seeks your support to reach a commercial settlement with HV by way of a Deed of Settlement and Release.

The Chairperson of the PTBC will be seeking the same from its members.

A copy of the proposed Deed of Settlement and Release has been circulated with the agenda. A summary of its key terms include:

- PBC and PTBC to pay HV \$153,437.34 (the PBC’s contribution to be 70%, \$107,406.14)
  - This amount consists of:
    - \$75,000 towards the additional invoice of HV (\$240,000 plus GST); and
    - \$78,437.34 of retention monies (out of \$120,591.09) that the PBC and PTBC have held under the contract and not yet returned to HV.
- The PBC and PTBC will retain \$20,000 of retention monies for addressing two significant defects.
- The PBC and PTBC will retain \$22,153.75 of retention monies to take into account money it already paid to HV as a deposit for Stage 2 of the A Class Water project. The PBC and PTBC are already in negotiations with an alternate contractor to complete Stage 2.
- The PBC and PTBC will only attend to payment to HV once it receives the pumps and equipment that are being held by HV and delivery of design documentation and warranties from HV for the Stage 1 contract.

There is no intention to raise a special levy to meet the costs of paying HV the settlement sum. There is money set aside for this project that can be used for this amount. At this stage, the money

set aside for this project is also intended to meet the costs of engaging a different contractor to perform the Stage 2 work in place of HV. However, a scope of work has not yet been provided to the contractor and a quote obtained, so the Executive Committee will keep you updated on these anticipated costs.

The Executive Committee recommends that you vote in favour of this motion.

**Motion CARRIED.****VOTES**

Yes: 5

No: 0

Abs: 0

Inv: 0



## CALIX ADVANTAGE PROGRAM

<b>DISTRIBUTION:</b> PBC EC	<b>ATTACHMENTS:</b> 1	<b>DATE:</b> May 2025
<b>MOTION</b> That the PBC EC approves the execution of the 12-month service agreement with Optical Solutions Australia for the provision of support services for the Calix Advantage Program. Funds are to be expensed from the Administration fund-Network Manager Service Fees (budgeted).		

### Objective

To ensure continued technical support and maintenance for the OSA-supplied Calix equipment by entering into a new 12-month service agreement with Optical Solutions Australia. This agreement will ensure ongoing access to onsite support, fault resolution services, and escalation processes, supporting the reliability and performance of the resorts Fibre to the Home (FTTH) network infrastructure.

### Background

The Sanctuary Cove FTTH network relies on Calix-manufactured Optical Network Terminals (ONTs) installed within each property, along with the GPON system, to connect to the fibre-optic line. Calix provides the essential equipment for GPON-based FTTH networks, with the ONTs acting as the key interface that connects end-users to the network.

The renewed agreement includes provision for onsite technical support, issue diagnosis and resolution, and escalation to OSA and other relevant parties when required. This ongoing support is essential to ensuring the continued stability, functionality, and responsiveness of the resort's telecommunications network, which is critical to resident services.

### Pricing

PBC previously entered into an agreement with Optical Solutions Australia (OSA) under the Calix Advantage Program for the 2024/2025 financial year, valued at \$43,930.98 ex GST. The proposed renewal agreement for the period 1 July 2025 to 30 June 2026 is valued at \$45,371.35 ex GST, reflecting a 3.28% increase.

- Total value for 2025/2026 Service Agreement: \$45,371.35 (ex GST)
- Term: 1 July 2025 – 30 June 2026

### Attachments

- Optical Solutions Australia – Calix Advantage Program – Quotation

# **Optical Solutions Australia (QLD) & Sanctuary Cove Principal Body Corporate Calix Advantage Program**



## **Calix Advantage Program (CAP)**

This Calix Advantage Program document outlines the support services covered under CAP (refer Appendix 1 for CAP annual costs) covering the period between **01/07/2025** and **30/06/2026**, and is between Sanctuary Cove Principal Body Corporate, a business with offices located at Office 6, Building 5, Masthead Way, Sanctuary Cove, QLD, 4212 and Optical Solutions Australia Group (“OSA”), a corporation with offices located at Unit 2/40 Borthwick Avenue, Murarrie QLD 4172. To cover the active Calix GPON equipment supplied by OSA and installed at Sanctuary Cove Principal Body Corporate site.

## **Sanctuary Cove Principal Body Corporate CAP**

This Agreement for Sanctuary Cove Principal Body Corporate Support and Services is between Optical Solutions Australia Group (“OSA”) and Sanctuary Cove Principal Body Corporate via their nominated certified subcontractor (hereinafter referred to as Sanctuary Cove) and shall be governed by the following terms and conditions.

**1. Scope of Services.** Sanctuary Cove, shall provide onsite support and perform Services, which may include resolving reported problems with OSA supplied Calix and Products, escalating cases to OSA and other functions as more fully described below. Annual purchase of Calix Advantage Program is required to receive any Services and Support from OSA or Calix. This agreement is specific to Calix equipment and excludes other manufacture’s equipment onsite.

**2. Definitions.** For the purposes of this Agreement:

**2.1.** “OSA Support Staff” means the technical support staff designated as technical contact in Section 11

**2.2.** "Consequential Loss" means any loss of opportunity, profit, use, anticipated profit, business opportunity, revenue or any failure to realise anticipated savings.

**2.3.** “Equipment” refers to Calix OLT’s, ONT’s and CMS management software supplied as part of a GPON solution to Sanctuary Cove Community Services Limited.

**2.4.** "Force Majeure Event" means any event or circumstance or combination of events and circumstances which is beyond the control of a party and which causes or results in default or delay in the performance by the relevant party of any of its obligations under this Agreement (other than an obligation to pay money), where the event or circumstance or combination of events and circumstances could not have been prevented, overcome or remedied by the exercise by the relevant party of a standard of care and diligence consistent with that of a prudent and competent person in the position of the relevant party, including:

**2.4.1.** fire, lightning, explosion, flood, earthquake, storm, hurricane, action of the elements, riots, civil commotion, malicious damage, natural disaster, sabotage, act of a public enemy, act of God, war (declared or undeclared), blockade, revolution, radioactive contamination, pandemic or force of nature; or

**2.4.2.** the delay, refusal or deemed refusal of any governmental agency in giving any necessary approvals or authorisation, provided that:

(a) the provision by the relevant party of the Supply under this Agreement cannot occur without such approval or authorisation; and

(b) the relevant party has taken all practicable and reasonable steps to obtain such approval or authorisation.

**2.5. "Insolvency Event"** means, in respect of a party, that the party is unable to pay its debts when they fall due; is the subject of an application made to a court for the appointment of a liquidator or provisional liquidator in respect of it that is not revoked, stayed or dismissed within 14 days of being made; is the subject of an application to the court that it be wound up that is not revoked, stayed or dismissed within 14 days of being made; enters, or resolves to enter, into any composition, scheme of arrangement, deed of company arrangement or passes any resolution to wind itself up; otherwise dissolve itself, or becomes the subject of an order that it be wound up or there is a liquidator appointed in respect of it.

**2.6. "Problem Case Severity"** means the severity classification used for problem reporting and to determine the response times of problems escalated to OSA. Problem Case Severity levels are as follows:

**2.6.1. "Critical"** means GPON system, node (OLT), , or critical circuit is down, or there is an outage to a significant portion of the Any affected Sites business operations.

**2.6.2. "Major"** means the operation of the GPON system, node (OLT), or critical circuit is severely degraded, or a significant portion of the Any affected Sites business operations are negatively impacted by unacceptable network performance, a single or small group of ONT's does not classify as Major.

**2.6.3. "Minor"** means the system operations are impaired, but with minimal performance impact.

**2.6.4. "Information Request"** means Sanctuary Cove requires information or assistance on the Calix product capabilities, installation, operation, administration or configuration, but there is no impact to the Sanctuary Cove Sites business operations.

### **3. Description of Services.**

#### **3.1. Sanctuary Cove Support.**

Sanctuary Cove via their nominated certified subcontractor, shall provide all Level 1 support. Level 1 support includes the following activities:

**3.1.1. Perform basic maintenance of system.**

- (a) Monitor system for alarms/faults.
- (b) Provide first point of contact for customer enquiries/faults.
- (c) Receipt and logging of problem calls.

**3.1.2. For Faults:**

- (a) Problem verification – Verify issues and any situation surrounding the issue.
- (b) Classify problem – Determine type of issue and narrow down issue as much as possible.
- (c) Perform basic troubleshooting steps relevant to the problem; for example:
  - c.1. Perform all basic layer 1 troubleshooting; including cleaning fibre and checking light levels.
  - c.2. Check other associated network devices to ensure they are not causing or contributing to faults.

- c.3. Check device logs for alarms/events that may provide further information about the problem.
- c.4. Checking correct configuration on ONT including services
- c.5. Checking correct communications paths and services from MDU to RSP/ISP connection
- c.6. Check user guides and troubleshooting guides for listed troubleshooting steps or solutions for various faults or alarms.
- (d) Confirm what firmware versions are on both OLT and ONT's.
- (e) Check system to ensure related configuration is correct as per manuals or initial design.
- (f) Attempt resolving basic faults or employing work around if required.
- (g) Swap damaged/faulty hardware.
- 3.1.3.** Gather any relevant information from devices; including but not limited to:
  - (a) Device Logs and alarms.
  - (b) 'Show tech-support' output.
  - (c) Description of the fault and what has been attempted to fix the issue.
  - (d) Relevant logs from any network devices associated with the fault.
- 3.1.4.** If remote access is required, organise remote access for OSA or Calix Engineer.

### **3.2. Escalation Procedure.**

- 3.2.1.** OSA will only respond to support claims by Sanctuary Cove via their nominated certified subcontractor, when they are escalated beyond Level 1 ("Severity Escalation").
- 3.2.2.** Sanctuary Cove via their nominated certified subcontractor may escalate Level 1 support claims to OSA via OSA's online ticketing system once thorough Level 1 troubleshooting as described above has been followed.
- 3.2.3.** OSA's response time will depend on the level of severity as shown in Section 3.3.9.
- 3.2.4.** Improper escalations will be reviewed to identify Sanctuary Cove training opportunities. If Sanctuary Cove fails to provide adequate Level 1 support to Sanctuary Cove sites and does not implement the training and development recommendations identified in OSA Reviews, OSA reserves the right to increase the annual cost of OSA Advantage Program by up to 50%.
  - (a) OSA will carry out periodic internal reviews of the support tickets. If an unreasonable number of support requests are incorrectly lodged, OSA will review the requests and determine the best training update required for Sanctuary Cove.
  - (b) "Company Name's" OSA/Calix Certified Engineer will attend any recommended training.
  - (c) An email will be issued to Sanctuary Cove for each and every incorrectly escalated support request, outlining the correct support escalation procedure. Once three consecutive emails have been issued, OSA will issue a request for "Company Name's" OSA/Calix certified engineer to attend the next available training session, should Sanctuary Cove not avail their engineer of this training a notice of CAP increase will be issued, and any future incorrectly escalated support tickets will be charged as per the OSA schedule of rates outlined in section 6.
- 3.2.5.** OSA's channel for device issues is for Sanctuary Cove to escalate all claims to OSA for any Site via the ticketing system with associated priority.

### **3.3. Problem Reporting.**

**3.3.1.** For each request to OSA for Severity Escalation, Sanctuary Cove shall provide a description of the problem encountered (“Problem Report”), including the following details and deliverables as applicable:

- (a) Problem Case Severity; Refer section 3.3.9 for severity definitions
- (b) Date and time problem occurred;
- (c) Log files;
- (d) Operating System type and version/release level;
- (e) Configuration files;
- (f) Network diagram or written description; and
- (g) A description of how to repeat the condition which brought about the problem.

**3.3.2.** OSA shall identify each outstanding issue relating to a Problem Report with a unique case number for tracking purposes. The expected response time for Severity Escalation depends on the severity of the case. OSA will verify the Problem Case Severity using the definitions in Section 3.3.9 and inform Sanctuary Cove of the designated category.

**3.3.3. OSA Support.** OSA will provide assistance to Sanctuary Cove for Level 2 and Level 3 support.

**3.3.4. OSA Level 2 and Level 3 Support.** OSA Support Staff will provide Level 2 and Level 3 support to Sanctuary Cove for the Sanctuary Cove Site. Level 2 and Level 3 support requires a deeper level of Product expertise and experience, including thorough knowledge of Product interdependencies and relationships, and the development of prevention plans and workarounds.

**3.3.5.** Level 2 support includes the following activities:

- (a) Answer FAQ from Service Integrator (Sanctuary Cove) about the GPON systems.
- (b) Provide required updated software/firmware for Sanctuary Cove via the OSA Client Portal – these updates are made available as and when Calix release them to OSA.
- (c) Provide necessary documentation for Sanctuary Cove to configure, maintain, and troubleshoot the GPON system. Documentation is available on the OSA Client Portal.
- (d) Assist in firmware upgrades if required.
- (e) Assist where required in planning or configuration of Calix systems.
- (f) Liaise with Sanctuary Cove to investigate and troubleshoot faults.
- (g) Gather relevant Level 2 information from the GPON system.
- (h) Attempt resolution of problem or application of work around.

**3.3.6.** Level 3 support includes the following activities:

- (a) Decoding of error messages and attempted provision of corrective action;
- (b) Identification of code-level problems;
- (c) Analysis of traces and processor dumps;
- (d) Engagement of systems engineering support;
- (e) Development, test and release of Software code corrections; and
- (f) Validation and testing of permanent solutions.
- (g) Log case and record fault information with Calix TAC and/or HP directly
- (h) Escalate unresolved issues to Calix TAC and/or HP
- (i) Apply Calix TAC and/or HP's recommendations or fixes.
- (j) Continue to liaise with Calix TAC and/or HP and Service Integrator until issue resolved

### 3.3.7. Level 1 Severity Escalation.

If Sanctuary Cove requires additional support at a Level 1 function, OSA Support Staff can assist "Company Name's" trained technicians with level 1 functions at a chargeable rate and scheduled appropriately. However, improper escalations will be subject to the penalties described in Section 3.2.4. Promptness of OSA's Severity Escalation support is dependent on the Problem Case Severity of the any site issue.

### 3.3.8. OSA Support Response Time.

- (a) In the first instance all support related issues shall be registered via OSA's online ticketing system, Response time to ticketed issues varies depending on the level of Problem Case Severity, as provided in Section 3.3.9.
- (b) During normal business hours, OSA support can be contacted via phone for escalated issues once a ticket has been raised. Normal business hours are 8:30 a.m. to 5 p.m. (EST) Monday through Friday, not including OSA-designated holidays.
- (c) Outside normal business hours, OSA support can be contacted via the online ticketing system. Response time varies depending on the level of Problem Case Severity, as provided in Section 3.3.9.

### 3.3.9. Severity and Response Time.

- (a) **Critical:** Case severity will be verified by OSA and if deemed critical will handle the request upon opening of business hours with the highest priority. If required and upon validation OSA will escalate to Calix and/or HP, who will again validate the severity and work appropriately to resolve the issue. A plan and charges will be developed for appropriate after-hour actions if deemed necessary. Any onsite requirements are to be fulfilled by Sanctuary Cove.
- (b) **Major:** OSA will handle the request upon opening of business hours with the high priority. A plan and charges will be developed for appropriate after-hour actions if deemed necessary
- (c) **Minor:** OSA will commit resources during normal business hours to resolve the problem, this will be scheduled at the appropriate priority.
- (d) **Information Request:** OSA will provide appropriate resources during normal business hours to provide information or assistance as requested. This will be prioritized appropriately.

#### **4. Training.**

**4.1.** Sanctuary Cove shall maintain technical staff members that are trained in the deployment and operation of Calix equipment. At a minimum, Sanctuary Cove shall maintain two technician who are certified to the minimum standard as specified by OSA, relating to the Calix and products deployed at any Sanctuary Cove Site.

**4.2.** OSA shall make available to the Sanctuary Cove a number of training options that can be tailored to the specific needs of Any Site and Sanctuary Cove.

#### **5. Documentation.**

**5.1.** OSA shall provide Sanctuary Cove with access to all relevant, current OSA/Calix documentation through OSA directly. Documents will be provided in Standard English language format only and any specific language documentation should be supported by the Sanctuary Cove. OSA is not responsible for any documentation inaccuracies that occur as a result of site modifications.

#### **6. OSA Schedule of Rates**

**6.1.** All rates listed here are for level 1 remote assistance during normal business hours and charged in increments of 15 minutes. Level 2 and Level 3 assistance, in conjunction with a Sanctuary Cove engineer certified on Calix and/or HP equipment is covered by the annual Calix Advantage Program (CAP) fee for each site. If the CAP is not up to date, or there is no certified engineer, or a certified engineer is not actively working the issue the rate is as follows.

**6.1.1.** Sanctuary Cove have no trained employee's onsite – Hourly rate is \$220 ex GST

#### **7. Limitation of Liability, Force Majeure and Indemnity from Liability to Third Parties**

**7.1.** To the fullest extent permitted by law, OSA, its servants and agents shall not be responsible for loss or damage of any kind whatsoever, including but not limited to Consequential Loss, arising out of the provision of services under or related to this Agreement (whether caused by negligence or wilful default by OSA, its servants, agents or any third party). Sanctuary Cove Pty Ltd agrees to indemnify OSA in respect of any claims made by any third party concerning or arising out of the services provided under this Agreement.

**7.2.** Subject to clause 7.1, if OSA is liable for breach of this Agreement or any statutory guarantee which by law may not be excluded, OSA's liability is limited, at the election of OSA, to providing Sanctuary Cove with any one of the following remedies:

**7.2.1.** Supplying the services again; or

**7.2.2.** Payment of the cost of having the services supplied again.

**7.3.** OSA shall not be liable to Sanctuary Cove and Sanctuary Cove shall not be liable to OSA for any failure in the performance of obligations under this Agreement if such failure is due to or results from a Force Majeure Event.

**7.4.** Any party whose performance of any obligation is directly affected, or who has reason to believe such performance may be affected, by a Force Majeure Event shall, as soon as reasonably possible, give notice to the other party in writing with all supporting evidence. The affected party must take all reasonable steps to overcome the effects of the Force Majeure Event and resume performance of its contractual duties with the least possible delay.

## **8. Termination**

**8.1.** Either party may elect to terminate this Agreement by giving not less than 90 days written notice if the other party defaults in the observance or performance of any of its obligations under this Agreement and such default is not capable of being remedied, or is capable of being remedied and remains unremedied for a period of 30 days after the party has given the other party written notice of the breach.

**8.2.** OSA may terminate this Agreement immediately by giving written notice to Sanctuary Cove if Sanctuary Cove is subject to an Insolvency Event.

**8.3.** Termination of this Agreement by a party will not affect any of the rights of, or remedies available to, a party in respect any performance of this Agreement prior to termination.

## **9. No partnership or agency**

**9.1.** Nothing in this Agreement shall constitute or be deemed to constitute a partnership or joint venture relationship between the parties or be deemed to constitute a party as agent of the other party for any purpose. Neither party has any authority or power to bind the other party or to contract in the name of the other party or to create a liability against the other party in any way or for any purpose except as otherwise provided in this Agreement.

## **10. Governing law**

**10.1.** This Agreement is governed by and is to be construed in accordance with the laws applicable in Queensland.

**10.2.** Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of Queensland including the Federal Court of Australia.

## 11. OSA Contacts.

Optical Solutions Australia (QLD) –

Technical Contact:

To lodge a support ticket please go to - <https://support.opticalsolutions.com.au/>

Billing Contact:

Anna Mangano

Email: [anna@opticalsolutions.com.au](mailto:anna@opticalsolutions.com.au)

Tel: +61 2 9395 1400

The Parties have executed this Agreement as of the Effective Date.

**Optical Solutions Australia**

**Sanctuary Cove Principal Body Corporate**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Sean Serin

Name: \_\_\_\_\_

Title: BDM

Title: \_\_\_\_\_

Date: 01/05/2025

Date: \_\_\_\_\_



## 12. Appendix 1.

Below is the annual cost for the CAP, the figure is subject to exchange rate fluctuations, as it is based on USD (0.61 exchange rate)

The CAP period is from July 1<sup>st</sup> to June 30<sup>th</sup> and is paid in advance.

CLX-110-00566	Sanctuary Cove Renewal for CAP for 2025-2026 Calix Advantage Program - Support for OLT's & ONT's (per annum)	AUD \$45,371.35 /annum ex GST
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# Sanctuary Cove Principal Body Corporate (PBC) Governance Improvement Project

## What is Governance?

**Simply put – governance is how we lead, decide, and engage.**

It's how we organise ourselves to work together, make decisions, and deliver on our responsibilities. Good governance combines clear roles, sound processes, strong culture, and legal compliance to help the PBC serve the community fairly, effectively, and transparently.

## Why Good Governance Matters

Good governance helps the PBC, Executive Committee, Sub-Committees, and RBCs work together more effectively by ensuring:

- ✓ **Clarity** – Everyone understands their roles and how decisions are made
- ✓ **Transparency** – Information is shared in a timely way, so people know what's going on
- ✓ **Accountability** – The right people take responsibility for decisions and actions
- ✓ **Efficiency** – Decisions are timely, structured, and avoid unnecessary delays

## Why This Project is Important for Sanctuary Cove?

Some current processes are unclear or outdated, which can slow down decisions and create confusion. The PBC Governance Project is about modernising how we work—so we're clearer, more consistent, and better connected as a community. We have been working with independent governance experts who have identified a 'best fit' governance model for our unique community.

## What Will This Project Deliver?

- ✓ Clearly defined roles and responsibilities for all committees
- ✓ Improved decision-making processes and governance structures
- ✓ Stronger financial oversight and risk management
- ✓ Timely and consistent communication with stakeholders
- ✓ 24/7 access to key information through a SC community mobile app
- ✓ Training for PBC, Executive, Sub-Committees, and RBC members to support effective participation

From	To
Lack of clarity in PBC, PBC Executive and sub-committee roles and responsibilities	Everyone knows their role and responsibilities.
Inconsistent communication with homeowners	Regular updates and better engagement. Leveraging local mobile Application
Basic financial and risk oversight	Stronger controls and checks in place
No governance training for committee members.	Training provided to help them do their job well
Outdated or inconsistent PBC rules and policies.	Simple, updated PBC policies and rules that make sense in today's operating environment
Slow and confusing decision-making.	More efficient and transparent processes

## Phase 1 & 2 (2025 & 2026)

- Define roles, update rules and policies, improve decision making and community engagement, access to local mobile application (SC Community App), strengthen financial processes & risk management.

## Phase 3 (2027)

- Independent Governance Advisors to review progress and plan for continuous improvement.

*DRAFT*

**PRINCIPAL BODY CORPORATE  
GOVERNANCE IMPROVEMENT PROJECT  
2025-2027 ROADMAP**

# PBC Governance Improvement Project: 3-Year High Level Strategic Direction

**PBC Governance Ambition:**

A 'best fit' governance framework that ensures PBC efficiency, transparency, and excellence for Sanctuary Cove homeowners

**Desired Values:**

Community minded

Excellence

Transparency

Integrity

Accountability

Collaboration

**Strategic Priorities:**

## Phase One : 2025

- Clarity roles, responsibilities, ToR, authorities – PBC, Sub Committees, PBC Exec
- Conflict of interest policy & Code of Conduct
- Authorities & decision-making matrix
- Communications plan & change management plan
- SC homeowners mobile App test trial
- Improved annual budget approval pathway
- Succession planning for pivotal PBC roles

## Phase Two : 2026

- First year project performance review
- Deploy SC homeowners manual on SC App
- Governance policy & procedural manual
- Governance education program
- Legal compliance review
- Financial management & oversight framework
- Risk Management Framework

## Phase Three: 2027

- Annual internal project performance review
- Independent PBC governance follow up review
- Implementation plan - audit recommendations

**Key Outcomes:**

Best Fit Governance Model

Defined Roles & Accountability

Increased Trust & Transparency

Effective Communication & Engagement

Improved Risk Management Legal / Regulatory Compliance

**Project KPIs:**

Deliver project deadlines and budget, 100% Legal Compliance, Annual Governance Project Review

**Continued Improvement:**

Engagement & Communication, PBC Decision Making Efficiency, Risk Management

**Stakeholder Engagement:**

Sanctuary Cove homeowners, RBCs, PBC Subcommittees, PTBC, SCCSL (&subsidiaries) , Independent Governance Advisors

### A. PBC Governance Improvement Project Description

The strategic intent is to enhance governance efficiency, accountability, and resilience through a sustainable, well-structured ‘best fit’ framework that supports the long-term success of the PBC. The key deliverable is a simpler, more effective and compliant governance model, supported by internal resources and targeted input from independent governance advisor to provide impartial advice and strengthen transparency. One of the key deliverables will be the development of a Governance Manual—a single, accessible reference consolidating all key policies, procedures, decision-making structures, and role descriptions, available in both digital and printed formats. Effective communication and change management will be integral to its implementation.

Following an independent governance review by Directors Australia in late 2024, the next phase focuses on implementing their recommendations via a staged, three-year action plan. This plan will include structured engagement and consultation, with progress enabled through PBC motions.

### B. PBC Governance Improvement Project Objectives

- 1 Define clear roles and responsibilities for the PBC, PBC EC, and sub-committees.
- 2 Improve decision-making processes, ensuring alignment with best fit governance and regulatory requirements.
- 3 Strengthen risk management, compliance oversight, and financial governance mechanisms.
- 4 Enhance stakeholder engagement and transparency to build trust.
- 5 Implement structured governance training and induction.

### C. PBC Governance Improvement Project Scope

Includes	Excludes
<ul style="list-style-type: none"><li>• PBC governance frameworks, key policies, decision-making structures, roles, responsibilities, and reporting structures of the PBC, PBC EC, and sub-committees.</li><li>• Approval of the outcomes via PBC motions.</li><li>• Governance training program for PBC and RBC members.</li><li>• Stakeholder communication framework &amp; leverage digital Applications</li><li>• Risk management, compliance monitoring, and financial governance practices.</li></ul>	<ul style="list-style-type: none"><li>• Internal Governance of SCCSL</li><li>• Review of current Administration &amp; Management Agreement</li></ul>

### D. Governance Improvement Project Resources

Who	Role	Initials
GPL	Project Leader	Simone Hoyle
Independent Governance Advisory (IGA)	Independent Governance Expertise and advisors	
Govern. Consult Committee - PBC MNs	Initial input, consultation & shared experiences	Nominate 4-5 PBC MNs
Cynthia Gillespie	Governance expert & advisor	CG
SCBCS	PBC administration & management support, In-house Legal	Cassie McAuliffe (CMcA), JS, BW
PBC Communications Support Role(CSR)	PBC communication plan & execution, Community Mobile App	JS, CSR
PBC Contracts & Finance Sub Com.	Input and advice	CSC & FSC
PBC Executive Committee	Input, feedback and consultation	EC & PBC Secretary

## Action Plan for PBC Governance Improvements

**Phase 1: Immediate Priorities (Jan-Dec 2025):** These actions lay the foundation for improved governance and legal compliance.

### Key Deliverables for Phase 1:

- Implement approved role statements & Terms of Reference for PBC, Exec and subcommittees roles based on merit, skills, and availability.
- Principles for the Operation of PBC & PBC Exec. Decision-making authority matrix and motion-raising process.
- Refresh & implement the code of conduct and conflict of interest policy.
- Small trial test and learn digital app for 24/7 homeowner access to key information, 2026 budget.
- Implement structured communication protocol & change management plan. Regular structured updates shared with stakeholders
- Improve budget approval pathway.
- Revise meeting structures & agenda processes.
- Succession planning approach for pivotal roles.

Action Area	Action	Responsibility	Advisory & Support (where applicable)	Target Start Date	Target PBC Date
<b>Governance Structure &amp; Roles</b>	Develop clear role statements for PBC, EC, and sub-committees. Skills required for key roles.	GPL & IGA	IGA, Governance Consult Committee, Sub Committee Leads, EC, BW	Q2	Aug 2025
	Develop principles for operation of PBC/PBC Exec				
	Update Terms of Reference (ToR) for PBC, PBC Exec & PBC sub committees	GPL & IGA	IGA, Governance Consult Committee, PBC Exec, Sub committees, BW	Q2	Aug 2025
<b>Decision-Making &amp; Processes</b>	Refresh Code of Conduct and conflict of interest policy	GPL & IGA	IGA, Governance Consult Committee, Sub Committee Leads,	Q3	Sept 2025
	Develop a single decision-making authority matrix	GPL & IGA	IGA, Governance Consult Committee	Q2	Oct 2025
<b>PBC Performance</b>	Establish clear processes for raising motions and consulting RBCs	PBC Sec	Exec, JS	Q3	Sept 2025
	Review/improve meeting schedules, agenda, timings	IGA & PBC Sec	IGA, JS, EC, Sub Committees	Q3	Oct 025
<b>Finance Oversight</b>	Revise financial budget approval pathway	PBC Treasurer	Finance Sub Committee, Governance Consult Committee	Q3	Nov 2025
<b>Stakeholder Engagement/Coms</b>	Research, evaluate, RFP test/trial a digital community App across several SC homeowners	GPL & JS	Consult SCGC, external vendors, Contracts Sub Committee	Q1	Dec 2025
	Develop a formal comms & engagement Plan	GPL	PBC Sec, JS, CMcA	Q2	July 2026
	Develop change management plan	GPL	CG		
	Structured updates after PBC and EC meeting	JS	JS, PBC Sec	Q2	Ongoing
<b>PBC Development</b>	Document approach to succession planning for pivotal roles within PBC & PBC Exec & Sub Committees	EC	PBC MNs	Q3	Sept 2025

## Action Plan for PBC Governance Improvements

**Phase 2: Priorities (Jan – Dec 2026)** These actions build on the governance framework establish in Phase 1.

### Key Deliverables for Phase 2:

- 12-month project performance review.
- Governance Manual
- Digital education program published
- Digital Sanctuary Cove homeowner's manual launched.
- Risk management framework with defined responsibilities.
- Structured induction program delivered.
- Financial management framework to enhance oversight and governance

Action Area	Action	Responsibility	Advisory & Support (where applicable)	Target Start Date	Target PBC Date
<b>Annual Project Performance Review</b>	Conduct annual performance review of governance project progress & deliverables	GPL & PBC	IGA, BW, PBC MN, Governance Consult Committee, JS	Q4	Jan 2026
<b>Governance Structure &amp; Roles</b>	Develop a digital governance manual for committee members	IGA & GPL	IGA, JR, CMcA, PBC Sec	Q1	March 2026
	Assess workload of key roles within PBC Exec & PBC	Exec	PBC MNs	Q2	Sept 2026
<b>Risk &amp; Compliance</b>	Clarify risk management roles between PBC and SCCSL	PBC & SCCSL	BW, IGA	Q1	June 2026
	Seek legal advice on compliance responsibilities	PBC Exec	BW	Q2	Ongoing
	Develop & deploy a risk management framework	PBC Exec & SCCSL	IGA, JS, CSR	Q1	Sept 2026
<b>Financial Oversight</b>	Define financial management strategy and oversight framework	PBC Treasurer	Finance Sub Committee	Q3	Sept 2026
<b>Stakeholder Engagement/ Comms</b>	Review learnings from trial, action any adjustments and deploy SC App across the community	GPL & JS	Consult SCGC, external vendors, Contracts Sub Committee	Q2	March 2026
	Develop a homeowner's manual Make accessible on digital application (App)	JS	BW, CRS, PBC Sec	Q1	May 2026
<b>Training &amp; Development</b>	Develop structured induction & training for committee members	JS & CRS	IGA, PBC Sec	Q1	March 2026

## Action Plan for PBC Governance Improvements

**Phase 3: Priorities (Jan – July 2027):** These actions ensure continuous improvement and sustainability of governance enhancements.

### Key Deliverables for Phase 3:

- Comprehensive risk management framework in place.
- Independent assessment and review of PBC governance project progress and effectiveness

Action Area	Action	Responsibility	Advisory & Support (where applicable)	Target Start Date	Target PBC Date
<b>Annual Project Performance Review</b>	Conduct annual performance review of governance project progress & deliverables	GPL & PBC	IGA, BW, Exec Governance Consult committee, JS, CSR	Q1	Jan 2027
<b>Training &amp; Development</b>	Deliver ongoing governance education sessions for PBC and RBC members	PBC & JS	CSR, PBC Sec	Q1	Ongoing
<b>PBC Governance independent follow up review</b>	Complete a follow up governance review with Independent Governance Advisors.	GPL & IGA	IGA, JS, CMcA, PBC MNs, Exec, Sub Committees	Q2	July 2027



**Estimated funding requirements each year\* (other than internal or volunteer resources).**

What/Who	Why	ESTIMATED \$*	TIME PERIOD
<b>Independent Governance Advisory</b>	Developing draft documents and independent governance advisory role	\$29,000	2025
<b>Independent Governance Advisory</b>	Developing draft documents and independent governance advisory role	\$25,000	2026
<b>Independent Governance Advisory</b>	Post governance plan implementation- follow up governance independent review audit	\$20,000	2027

\* The PBC motion to approve of the Governance Improvement Roadmap does not constitute approval of funding for independent governance advisory services. A separate and specific motion will be submitted annually for PBC approval to allocate any such funding, based on need and scope.”

Stakeholder Group	Engagement Purpose	Communication Method	Frequency
<b>PBC MNs</b>	Policy input, consultation, alignment, decision making and motion approval, staged implementation planning, governance oversight	PBC EGM update, project key performance measures / one page dashboard/scorecard report	Monthly
		Action area feedback sessions and facilitated discussions for PBC MN	As required/scheduled
<b>Homeowners &amp; Residents</b>	Ensure awareness and gather feedback on changes from RBCs & PBC NMs	RBC summary updates, digital app updates - 2026	Quarterly
<b>PBC Exec</b>	Provide feedback, capture input/alignment	Monthly in-meeting Update & progress scorecard	Monthly
<b>PBC Sub-Committees</b>	Policy input, consultation, implementation planning	Copied PBC update	Monthly
		Involvement in PBC MN feedback sessions	As scheduled
<b>Sanctuary Cove Community Services Ltd (SCCSL)</b>	Risk, compliance, and operational alignment	Project update	Monthly
		Policy reviews	As needed
<b>SCBCS</b>	Provide feedback and input, alignment, and staged implementation planning, governance oversight	Same PBC EGM update and project performance dashboard report	Monthly
		Consult on planning	As required/scheduled
<b>External Governance Advisors</b>	Independent governance advice and audits	Consultations, feedback workshops	As identified

Potential Risks	Impact	Likelihood	Mitigation actions
Compliance failures	High	Low	Expert guidance and access to legal and governance experts Compliance monitoring through regular assessment against project KPIs to ensure 100% legal compliance. Annual performance review of project execution, outcomes, and deliverables.
Resistance to governance changes	High	Medium	Proactive communication and engagement. Appointment of a dedicated support role for PBC communications. Change management & communication plan.
Unclear governance roles	High	Medium	Define and document roles and responsibilities.
Delays in implementation	Medium	Medium	Structured timelines and accountability measures.
Limited execution resources	High	High	Leverage external expertise, range of internal resources and planned workload spread across 3 years and leveraging external governance expertise
Lack of participation in governance training	Medium	High	Governance training mandatory for pivotal roles

Potential challenges	Project team actions
Aligning stakeholders on governance changes	Addressed through consultation and communication.
Addressing gaps in governance policies	Managed through systematic annual reviews and policy updates.
Improving transparency in decision-making	Reinforced through governance procedures.
Enhancing effectiveness of governance training	Focus on practical training approaches and leveraging technology.

## PBC Governance Improvement Plan Cross Referenced PBC Governance Blueprint

Governance Improvement Plan Actions	Blueprint Focus Area	Blueprint Action(s)	Recommended Blueprint Prioritisation	Governance Plan Year (Delivery)
Develop clear role statements for PBC, EC, and sub-committees.	1 – Governance structure, roles and relationships	2, 3, 10	1	2025
Update Terms of Reference (ToR) for PBC, Exec & sub-committees.	1 – Governance structure, roles and relationships	5, 7	1	2025
Refresh Code of Conduct and conflict of interest policy.	2 – PBC processes and decision-making	13, 14, 12	1 (CoC), 2 (Conflict)	2025
Develop a single decision-making authority matrix.	2 – PBC processes and decision-making	11, 9	2	2025
Establish clear processes for raising motions and consulting RBCs.	1 – Governance structure, roles and relationships	4	2	2025
Review and improve meeting schedules and agenda processes.	2 – PBC processes and decision-making	15, 16, 21	1	2025
Revise financial budget approval pathway.	4 – Monitoring performance, risk and compliance	28, 29	2 (approval pathway), 3 (strategy)	2025
Trial and deploy a digital community app.	5 – Stakeholder engagement	33	3	2025
Develop structured communication and change management plan.	5 – Stakeholder engagement	31, 32	2	2025
Document succession planning for key roles.	3 – PBC composition, dynamics, performance and development	20, 19	3	2025
Develop a digital governance manual for committee members.	2 – PBC processes and decision-making	17, 23, 27	2	2026
Clarify risk management roles between PBC and SCCSL.	4 – Monitoring performance, risk and compliance	30, 31	1	2026
Develop and deploy risk management framework.	4 – Monitoring performance, risk and compliance	32	2	2026
Develop homeowner's manual and publish via app.	1 – Governance structure, roles and relationships	1	2	2026
Develop structured induction & training for committee members.	3 – PBC composition, dynamics, performance and development	26	3	2026
Conduct annual performance review of governance project.	3 – PBC composition, dynamics, performance and development	18, 24	2	2026
Evaluate role workloads and consider optional recognition or support mechanisms	3-3 – PBC composition, dynamics, performance and development	22	2	2026
Deliver ongoing governance education sessions for PBC and RBCs.	3 – PBC composition, dynamics, performance and development	25	3	2027
Complete follow-up governance review with Directors Australia.	4 – Monitoring performance, risk and compliance	34	2	2027

## Non-Negotiables for the PBC Governance Review

Governance Area	Key Requirements
<b>Adherence to Legislative Frameworks (SCRA, BUGTA, By-laws)</b>	<ul style="list-style-type: none"> <li>• All governance changes must comply with existing legislation and by-laws.</li> <li>• Roles, responsibilities, and decision-making processes must remain within the legal bounds of what the PBC is authorised to do under the law.</li> </ul>
<b>Separation of Governance and Management</b>	<ul style="list-style-type: none"> <li>• Clear distinction between the oversight role of the PBC versus the operational role of SCCSL.</li> <li>• Governance structures must not impinge on daily operations unless formally documented and authorised.</li> </ul>
<b>Decision-Making Transparency and Authority Matrix</b>	<ul style="list-style-type: none"> <li>• A single, centralised authority matrix that defines who can make what decisions across the PBC, EC, sub-committees, and SCCSL must be developed and maintained.</li> <li>• Any delegation of authority must include appropriate checks, reporting lines, and internal control protocols.</li> </ul>
<b>Defined and Documented Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Role statements for PBC, PBC EC, and all sub-committees are essential and non-negotiable for clarity, accountability, and performance.</li> <li>• Role clarity between PBC Member Nominees and RBC Chairs is particularly important where dual roles exist.</li> </ul>
<b>Governance Manual</b>	<ul style="list-style-type: none"> <li>• All policies, ToRs, and procedures must be centralised in a single source of truth (the Governance Manual).</li> <li>• Any new policies to be integrated with this system and not create duplication or contradiction.</li> </ul>
<b>Risk and Compliance Oversight</b>	<ul style="list-style-type: none"> <li>• The PBC must develop risk and compliance frameworks, even where execution is supported by SCCSL or external parties.</li> <li>• Legal advice on liabilities and responsibilities is non-negotiable to ensure informed governance.</li> </ul>
<b>Conflict of Interest Management and Code of Conduct</b>	<ul style="list-style-type: none"> <li>• A robust, refreshed Code of Conduct and conflict of interest policy must apply to all forums.</li> </ul>
<b>Approval Pathways for Financial and Strategic Decisions</b>	<ul style="list-style-type: none"> <li>• Budget approvals, contractual decisions, and project commitments must follow agreed and transparent pathways.</li> <li>• Changes to financial oversight must ensure continuity of controls and reporting.</li> </ul>
<b>PBC as Final Approver</b>	<ul style="list-style-type: none"> <li>• The PBC retains final authority and approves any governance changes, structural reforms, or external engagement (governance consultants).</li> </ul>
<b>Change Management and Member Engagement</b>	<ul style="list-style-type: none"> <li>• Changes must be supported by a structured communication and change management plan.</li> <li>• Member Nominees (MNs) to be engaged meaningfully throughout the process to maintain trust and ensure adoption.</li> </ul>

## Possible Permissible Changes – PBC Governance Reform

Reform Area	Potential Changes
<b>Sub-Committee Structure and Function</b>	<ul style="list-style-type: none"> <li>• Reshaping and defining sub-committees' roles to streamline decision-making.</li> <li>• Clarification of sub-committee reporting lines to ensure they serve the PBC</li> </ul>
<b>Role Adjustments and Delegations</b>	<ul style="list-style-type: none"> <li>• Reallocation of responsibilities across EC members to balance workloads.</li> <li>• Clarifying delegation protocols where appropriate, without overstepping the PBC's authority under legislation.</li> </ul>
<b>Meeting Frequency and Format</b>	<ul style="list-style-type: none"> <li>• Adjusting meeting schedules to better reflect operational needs and volunteer availability.</li> <li>• Hybrid or digital participation options to support accessibility and efficiency.</li> </ul>
<b>Governance Documentation</b>	<ul style="list-style-type: none"> <li>• Consolidation of governance documents into a single Governance Manual (removing duplication and outdated documents).</li> <li>• Simplification of language and presentation to improve accessibility for all stakeholders.</li> </ul>
<b>Stakeholder Engagement and Communication</b>	<ul style="list-style-type: none"> <li>• Introducing new communication tools, like a SC community app, to improve transparency and engagement.</li> <li>• Refining protocols for how updates and outcomes are shared with RBCs, homeowners, and SCCSL.</li> </ul>
<b>Induction and Training</b>	<ul style="list-style-type: none"> <li>• Mandatory induction sessions for all new PBC MNs, EC, and sub-committee members.</li> <li>• Updated and ongoing governance education tailored to Sanctuary Cove's complexity and structure.</li> </ul>
<b>Succession and Capability Planning</b>	<ul style="list-style-type: none"> <li>• Formal succession plans for key leadership roles (e.g. PBC Chair, PBC Treasurer, PBC Secretary).</li> <li>• Use of a skills and attributes matrix to guide EC and sub-committees.</li> </ul>
<b>Financial Governance Adjustments</b>	<ul style="list-style-type: none"> <li>• Refining budget approval pathways for clarity, efficiency and timeliness.</li> <li>• Documenting a financial framework and strategy to support longer-term planning and decision-making consistency.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Defining risk responsibilities between PBC and SCCSL in a formal framework.</li> <li>• Appointing or allocating resources to support compliance monitoring and mitigation.</li> </ul>
<b>Culture and Conduct</b>	<ul style="list-style-type: none"> <li>• Refreshing the Code of Conduct to include participation expectations, behaviour standards, and meeting etiquette.</li> <li>• Strengthening accountability mechanisms for conflict of interest and performance.</li> </ul>

**CORRESPONDENCE  
FOR INFORMATION**

## **Feedback from MNs re Draft Administration & Facilities Management Agreements.**

The agreements must be of 1 year duration ie 01/11/2025 – 31/10/2026.

### **Colvillia (Rob)**

1. Copious reporting – impact on overheads & service delivery, who is the audience?
2. Landscaping should be performed at a stated high standard.
3. Should contractors hold \$20m rather than \$10m in product and public liability insurance – standard?

### **Nick**

4. Where are the agreed fees detailed to compare services against budget?
5. Do we have a fixed price contract with the Manager or is it a cost-plus scenario? If the former, why is there a plus/minus against the budget?

### **Cassia (Peter)**

1. Why separate the agreements? Will they complicate management/supervision? What if one is discontinued. Will the Facilities manager report to the GM? Who does the GM report to? Why not have a Facilities Service appended to the Admin agreement?
2. Add a provision for the Manager (SCCSL) to undertake their duty to exercise fair and good management practices when supervising staff.
3. Add a provision to prevent SCCSL from offering services to any third party without the prior approval of all parties to both agreements.
4. Disallow the receipt of commissions to SCCSL from third parties.
5. Remove the clause allowing SCCSL to terminate the agreement with 60 days notice. Termination of the Agreements should be solely at the request of PBC.
6. There is a preference for the current dispute resolution process.

### **Cassia (Gary)**

1. A change in the perception that SCCSL is an independent contractor rather than a subsidiary of the founding clients (PBC & PTBC) is required.
2. The Agreements should reflect the cost recovery model.
3. The Agreements should be non-negotiable once decided upon by the PBC.

### **Zieria**

In the FM Agreement, the numbering of the sub paras from pts 8 & 9 do not follow the number of the heading.

### **Molinia**

1. The separation of the Agreements away from the PTBC results in greater independence for the PBC and removes some of the influence of the Mulpha controlled PTBC.
2. Admin Agreement (AA) Hours of operation?
3. AA – Include cost recovery nature.
4. AA + FM- 7.3 Nominee to communicate decisions of the PBC. Who undertakes the role in Nominee's absence?
5. AA + FM- 8.1 & 8.2 - the PBC should not enter a contract with an associate of the Manager where the Manager receives a commission.

6. AA & FM - Fairness of the termination clause? 60 days too short??
7. AA – MNs access to records.
8. AA The revised dispute resolution process is simple, potentially less costly and time efficient.
9. AA - Remove from Schedule A (b) Another member of the PBC will stand in as chair.
10. AA – Schedule A approval of the use of the common seal? Schedule A(n) typo/omission
11. AA – “Develop a website for the PBC not EC.
12. AA - “Should provision of assistance with wording for amendment/ addition to bylaws be added as a compliance issue?
13. AA - Schedule A – Access to records for MNs? 10 (b)
14. Schedule B Part A 3 (b) Right of the EC to spend in sync with approved motion from PBC.
15. FM – Is there room for measurement of expected performance s6?

### Washingtonia

1. Supportive of the draft agreements. Supportive of the separation from the PTBC.

### Caladenia (Nick)

1. Facilities Management – confusion is created by placing the number of the previous clause in the middle of the next one. Clause 9.3 refers to 8.2. It should be 9.2.
2. FM Clause 1.2 Expenditure Limit – Including the amount in the definitions section limits the ability to change. Not so much a problem for a 12-month contract. The para could refer to a periodical review and annexure for the amount.
3. FM Clause 14.2(a) could be modified to a weekly or monthly report with a schedule of required info.
4. FM Clause 15.1 definition could be moved to Clause 1.
5. Admin – Clause 12.4 adequacy of time to install a new Manager??
6. Admin Schedule A 1(b) omit. This position should be allocated to another PBC member in the absence of the PBC Chairperson.

### Schotia Island

1. Clause 1.2 (b) of the FM has a typo – it refers to Item B rather than Schedule A.
2. Clause 7.1 3 Nominee to communicate decisions of the PBC. Who undertakes the role in Nominee’s absence?

### Roystonia

The Roystonia RBC members identified the following differences between the draft Admin & Facilities Management Agreements and the current AMA:

1. Separation of Agreements for the 2 services.
2. Each agreement contains detailed service schedules.
3. The draft agreements introduce:
  - a) a detailed PBC Expenditure Policy;
  - b) a quarterly invoicing process with advance budget estimates, end of year reconciliation & clear rules for refunds or top ups;
  - c) comprehensive and secure record keeping and access;
  - d) clear termination clauses and dispute resolution processes;
  - e) obligations to disclose conflicts of interest and prohibit unauthorised commissions without prior disclosure and approval.



- f) There may be need for clarity & transparency around roles, responsibilities and sustainability of workload.

Araucaria, Felicia & Darwinia

Both precincts responded positively to the draft agreements.

## Formal Feedback Submission: Draft Agreements Consultation

Following consultation with Members' Nominees representing Sanctuary Cove precincts and Residents Body Corporate, feedback has been collated and categorised below to inform finalisation of the draft Administration and Facilities Management Agreements.

---

### ● High Material Importance

Theme	Feedback	Source(s)
Agreement Duration	Fixed 12-month term (01/11/2025 – 31/10/2026)	All precincts
Agreement Structure	Concerns regarding dual contracts: supervision clarity, risks if one ceases, preference for consolidation or formal oversight structure	Nick, Roystonia, Cassia
Financial Model	Clarify cost-plus vs. fixed price; preference for cost-recovery structure; include transparent service budgets	Nick, Gary, Molinia
Insurance Requirements	Suggest \$20M coverage for contractors vs. proposed \$10M	Colvillia
Termination Rights	SCCSL, the Manager, should not hold unilateral termination rights; PBC should control termination terms	Nick, Molinia, Caladenia, Cassia
Conflicts & Commissions	Prohibit commissions and third-party services for Manager without full PBC approval	Nick, Molinia, Roystonia, Cassia
Governance Relationship	SCCSL is a PBC/PTBC subsidiary—this should be reflected in tone and structure	Gary
Nominee Absence	Who substitutes when the Nominee is unavailable?	Nick, Molinia, Schotia Island

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### ● Medium Material Importance

Theme	Feedback	Source(s)
Service Quality	Landscaping to meet stated high-quality standard	Colvillia
Reporting Volume	Concern about excessive reporting and administrative overhead	Colvillia
MNs Record Access	Explicit inclusion of MN access rights to PBC records	Molinia

Dispute Resolution	Preference for existing process over proposed simplified approach?	Nick, Cassia
Use of Seal	Clarify Schedule A use of PBC common seal	Molinia
Chairperson Role	Clarify/allocate role in Chair's absence (remove default substitution clause)	Molinia, Caladenia
Cost Recovery Wording	Add clearer references to cost recovery principles	Gary, Molinia

### Low Material Importance / Editorial

Theme	Feedback	Source(s)
Typographical Issues	Clause numbering and cross-references (e.g. Clause 9.3, 1.2(b)) need correction. See FM	Zieria, Caladenia, Schotia Island
Definition Placement	Move Clause 15.1 definitions to Clause 1 for readability FM	Caladenia
Website Reference	Clarify website is for the PBC	Molinia, Cassia
Performance Measures	Add service KPIs, particularly under FM clause 6	Molinia

### Commentary

Theme	Feedback	Source(s)
Separation from PTBC	Support for agreements directly between SCCSL and PBC	Washingtonia, Molinia
Document Structure	Positive comments on service clarity, expenditure policy, and governance provisions	Roystonia
Records & Transparency	Support for strong record access, audit trail, and document integrity	Roystonia
Roles & Responsibilities	Clarity required. Sustainability of workload to be considered.	Roystonia

**Positive response and support for the draft agreements from Felicia, Darwinia, and Aracauria.**

**From:** [enquiries](#)  
**To:** [PBC](#)  
**Subject:** FW: Sanctuary Cove Geese  
**Date:** Monday, 28 April 2025 7:56:12 AM  
**Attachments:** [image001.png](#)

---

Good Morning,

Please see the below message from Ian Duncan to the PBC.

**Kind Regards,**

**Bronte Sullivan**

Administration Assistant/Compliance Officer

**Direct** 07 5500 3333 | [bronte.sullivan@scove.com.au](mailto:bronte.sullivan@scove.com.au)

**Main** 07 5500 3333 | [enquiries@scove.com.au](mailto:enquiries@scove.com.au)

**Address** PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove Q 4212

**Web** [oursanctuarycove.com.au](http://oursanctuarycove.com.au)



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**From:** Ian and Lyn Duncan  
**Sent:** Saturday, 26 April 2025 9:00 AM  
**To:** enquiries <[enquiries@scove.com.au](mailto:enquiries@scove.com.au)>  
**Cc:** comarco; Sandra Doumany  
**Subject:** Sanctuary Cove Geese

PBC Chairman Mr Stuart Shakespear

I wish to express my sincere thanks to you , Mark Winfield and the Members of the PBC for the help and assistance in relocating the geese.

I met with Rotary and put in place a plan to make sure the geese were not a problem and did not interfere with the ANZAC services.

Everything went to plan, and I am sure the Members of Rotary will concur the geese were

not a problem, and they can co-exist with them on the island.

The Geese are now in full view to the Residents and the Public in their new home ( be it temporary) and will prove to be an attraction for Sanctuary Cove.

Please pass on my appreciation and thanks.

Regards Ian Duncan



Virus-free. [www.avast.com](http://www.avast.com)

**From:** [Kate Bourke](#)  
**To:** [Jodie Syrett](#)  
**Cc:** [shawlene](#); [Suzi Ledger](#)  
**Subject:** Appointment of member's nominee  
**Date:** Thursday, 1 May 2025 11:36:33 AM

---

Dear Jodie,

**RE: Appointment of member's nominee**

In accordance with section 24(5) of the Sanctuary Cove Resort Act 1985, I'm writing to notify the PBC that Ms Shawnee Nefdt has resigned as Corymbia's member's nominee and, further, that Ms Suzanne Ledger has been appointed as member's nominee, effective today.

Suzi Ledger's email address for PBC communications is: [suziledger@gmail.com](mailto:suziledger@gmail.com)

Kind regards,

Kate Bourke  
Secretary, Corymbia Body Corporate



2 May 2025

Mr Maxwell Leslie

[REDACTED]  
SANCTUARY COVE QLD 4212

Dear Maxwell

**BY-LAW COMPLIANCE ADVICE: RZABL 4.10 Security Systems**  
**PROPERTY: [REDACTED], LOT 18 BAUHINIA**

It has been brought to the attention of this office that there has been a security system (being CCTV infrastructure) installed at the above address.

Residential Zone Activities By-Law (**RZABLs**) 4.10 provides:

*Except for any security system installed by the Company, security systems of any sort must not be erected, placed or permitted to remain on any Lot or Common Property, unless they have been approved in writing by the Principal Body Corporate.*

The PBC has not received any application in writing from you seeking approval for the installation of a security system. The PBC requests that, within 14 days of the date of this correspondence, you provide to it:

- An application in writing seeking the retrospective approval of the PBC to install a security system on your lot;
- Supporting information to the application including:
  - information on the type of surveillance system installed (model and make etc);
  - the location of any camera's on your lot;
  - evidence that the installed surveillance system operates within the boundaries of your lot (for example screenshots of the various camera angles of the surveillance system); and
  - written confirmation from you that the installed surveillance system operates within the boundaries of your lot.

We thank you in advance for your co-operation with this matter.

Regards

For and on behalf of

**Sanctuary Cove Principal Body Corporate GTP 202**

**Jodie Syrett**

Manager of Body Corporate

Sanctuary Cove Community Services Limited



2 May 2025

Mr Robert & Mrs Janice Buttner

[REDACTED]

SANCTUARY COVE QLD 4212

Dear Robert & Janice

**BY-LAW COMPLIANCE ADVICE: RZABL 4.10 Security Systems**  
**PROPERTY: [REDACTED], LOT 98 BAUHINIA**

We refer to previous communications regarding the installation of a security system (being CCTV infrastructure) at the above address.

Residential Zone Activities By-Law (**RZABLS**) 4.10 provides:

*Except for any security system installed by the Company, security systems of any sort must not be erected, placed or permitted to remain on any Lot or Common Property, unless they have been approved in writing by the Principal Body Corporate.*

On 13 September 2024, the Principal Body Corporate (**PBC**) confirmed its position that you had not complied with RZABL 4.10 and requested that you make an application to it within 14 days. No application has been made to it. This PBC requests for a final time that:

- You make an application in writing seeking the retrospective approval of the PBC to install a security system on your lot;
- The application includes:
  - information on the type of surveillance system installed (model and make etc);
  - the location of any camera's on your lot;
  - evidence that the installed surveillance system operates within the boundaries of your lot (for example screenshots of the various camera angles of the surveillance system); and
  - written confirmation from you that the installed surveillance system operates within the boundaries of your lot.

If the PBC does not receive a written application from you within 7 days of the date of this correspondence, it may, without further notice, bring an application before the Office of the Commissioner for Body Corporate and Community Management seeking an order from a Referee.

We thank you in advance for your co-operation with this matter.

Regards

For and on behalf of

**Sanctuary Cove Principal Body Corporate**

**Jodie Syrett**

Manager of Body Corporate

Sanctuary Cove Community Services Limited



**From:** [Stuart](#)  
**To:** [Shanyn Fox](#)  
**Cc:** [Cassie McAuliffe](#); [clarke\\_s](#); [PBC](#)  
**Subject:** Re: EOI - FTTH Task Force  
**Date:** Friday, 2 May 2025 6:05:59 PM  
**Attachments:** [image001.png](#)

---

Thanks Shanyn

All good with me to go out.

Jodie, pls include in CFI at forthcoming EC meeting EGM.

Regards  
Stuart

Sent from my iPhone

On 2 May 2025, at 1:34 pm, Shanyn Fox <[Shanyn.Fox@scove.com.au](mailto:Shanyn.Fox@scove.com.au)> wrote:

Hi Stuart,

Are you comfortable with us sending out the below, that Shaun and I have prepared regarding the resident contribution to the FTTH task force?

Dear Residents,

The PBC has commissioned a Task Force to recommend options for the future of the current Fibre to The Home (FTTH) Network which is integral to the delivery of comms and security services across Sanctuary Cove. Elements of the current network are approaching end of life, and the project team is charged with delivering an assessment of the current assets, a projection of future needs of the community and options for their delivery to residents going forward.

As part of this project, we are seeking expressions of interest from residents who are qualified and willing to constructively contribute to the analysis and development of this important initiative. The volunteers will be asked to join the task force team on an ad hoc basis to assist in technical evaluations and options analysis. The project team aims to present its findings to the PBC in the first quarter of 2026.

The aim is to identify up to two (2) resident participants who are willing to assist the Task Force by bringing relevant expertise and experience in comms and security network design, installation, or operation to provide informed input into the analysis and assessment of project options. It is intended that an independent industry consultant will be engaged to support the work of the task force.

The purpose of this Task Force is to:

- Provide technical and practical insights into the current status of the FTTH and security networks
- Establish an understanding of likely future expectations of the community for delivery of the services currently supported by the FTTH network
- Assess options for any upgrade of the current network and/or alternatives to deliver the expectations of the community
- Deliver to the PBC recommendations for a way forward for delivery of the identified

services

The PBC are especially interested in residents with skills and experience in the following areas:

- Telecommunications or IT infrastructure design and project delivery
- Network or cyber security expertise
- Significant optic fibre network design, installation, and/or operation
- Experience and expertise with next-generation delivery of comms and/or security services

If you are interested in contributing your expertise and playing an active role in shaping this initiative, please submit a brief summary of your background and interest by Friday, 9 May 2025.

Kind Regards,

**SHANYN FOX**

Facilities Services Manager

**Direct** 07 5500 3302 | [Shanyn.fox@scove.com.au](mailto:Shanyn.fox@scove.com.au)  
**Main** 07 5500 3333 | [enquiries@scove.com.au](mailto:enquiries@scove.com.au)  
**Mobile** 0431 094 524  
**Address** PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove Q 4212  
**Web** [oursanctuarycove.com.au](http://oursanctuarycove.com.au)



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**From:** Shaun Clarke <[clarke\\_s@bigpond.net.au](mailto:clarke_s@bigpond.net.au)>  
**Sent:** Friday, 2 May 2025 1:22 PM  
**To:** Shanyn Fox <[Shanyn.Fox@scove.com.au](mailto:Shanyn.Fox@scove.com.au)>  
**Subject:** Re: EOI - FTTH Task Force

Shanyn,

Looks fine, will you send it to Stuart to get sign off?

Thanks

Shaun

Shaun Clarke

Mobile 0416 199 931  
email [clarke\\_s@bigpond.net.au](mailto:clarke_s@bigpond.net.au)

<!--[if !supportLineBreakNewLine]-->  
<!--[endif]-->

On 2 May 2025, at 1:02 PM, Shanyyn Fox <[Shanyyn.Fox@scove.com.au](mailto:Shanyyn.Fox@scove.com.au)> wrote:

Are you happy with the below ? Will also need to send to Stuart for approval to send our via our portal system.

Dear Residents,

The PBC has commissioned a Task Force to recommend options for the future of the current Fibre to The Home (FTTH) Network which is integral to the delivery of comms and security services across Sanctuary Cove. Elements of the current network are approaching end of life, and the project team is charged with delivering an assessment of the current assets, a projection of future needs of the community and options for their delivery to residents going forward.

As part of this project, we are seeking expressions of interest from residents who are qualified and willing to constructively contribute to the analysis and development of this important initiative. The volunteers will be asked to join the task force team on an ad hoc basis to assist in technical evaluations and options analysis. The project team aims to present its findings to the PBC in the first quarter of 2026.

The aim is to identify up to two (2) resident participants who are willing to assist the Task Force by bringing relevant expertise and experience in comms and security network design, installation, or operation to provide informed input into the analysis and assessment of project options. It is intended that an independent industry consultant will be engaged to support the work of the task force.

The purpose of this Task Force is to:

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- Assess options for any upgrade of the current network and/or alternatives to deliver the expectations of the community
- Deliver to the PBC recommendations for a way forward for delivery of the identified services

The PBC are especially interested in residents with skills and experience in the following areas:

- Telecommunications or IT infrastructure design and project delivery
- Network or cyber security expertise
- Significant optic fibre network design, installation, and/or operation
- Experience and expertise with next-generation delivery of comms and/or security services

If you are interested in contributing your expertise and playing an active role in shaping this initiative, please submit a brief summary of your background and interest by Friday, 9 May 2025.

Kind Regards,

**SHANYN FOX**

Facilities Services Manager

**Direct** 07 5500 3302 | [Shanyn.fox@scove.com.au](mailto:Shanyn.fox@scove.com.au)  
**Main** 07 5500 3333 | [enquiries@scove.com.au](mailto:enquiries@scove.com.au)  
**Mobile** 0431 094 524  
**Address** PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove  
Q 4212  
**Web** [oursanctuarycove.com.au](http://oursanctuarycove.com.au)

<image001.png>

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6<sup>th</sup> May 2025

Bruce Crome Investments Pty Ltd

[REDACTED]

SANCTUARY COVE QLD 4212

Transmission via email: [REDACTED]

Dear Resident,

**MANHOLE COVERED BY A PUMP FAN UNIT**

**PROPERTY: [REDACTED], LOT 81 BAUHINIA GTP 1701**

We are writing to inform you that it has been brought to the attention of the Principal Body Corporate (PBC) that a manhole located on your property at Lot 5709 is currently obstructed by a heat pump unit and a pool pump (please refer to the photo below). The inability to access the manhole to rectify significant blockages is causing existing problems to increase.

While the minutes from the PBC Extraordinary General Meeting held on 24 April 2025 at 10:00am are still being finalised, we can confirm that the PBC has resolved to issue this formal request to ensure the manhole is kept clear of obstruction to allow for potential future maintenance.

In accordance with Gold Coast City Council requirements, unobstructed access to all sewer infrastructure must be always maintained to facilitate routine maintenance and enable emergency response if required. Currently, access is restricted, with jetting operations already reaching the maximum hose length.

We kindly request the manhole be cleared of any obstruction and made fully accessible by **Tuesday, 20 May 2025**, to ensure compliance with access requirements and facilitate any necessary maintenance.

Should you have any questions or concerns regarding this matter, please do not hesitate to contact our office on (07) 5500 3333 or via email at [pbcs@scove.com.au](mailto:pbcs@scove.com.au).



For and on behalf of  
**Sanctuary Cove Principal Body Corporate GTP 202**

**Jodie Syrett**  
Manager of Body Corporate  
Sanctuary Cove Community Services Limited



# **CORRESPONDENCE FOR ACTION**

**From:** [Tony Curtis](#)  
**To:** [PBC](#)  
**Subject:** RE: Security Cameras  
**Date:** Thursday, 17 April 2025 9:06:55 AM  
**Attachments:** [image003.png](#)  
[Rear Buggy Garage Camera.pdf](#)

---

Good morning Jodie,

Thanks for your email. There's only a single camera (per attached photo) that looks back to our rear buggy garage. The others were removed some time ago. Please confirm what steps need to be taken for approval from PBC?

Thanks,  
Tony Curtis  
Pinehurst Drive  
Hope Island  
Q4212



---

**From:** PBC <[pbcs@scove.com.au](mailto:pbcs@scove.com.au)>  
**Sent:** Monday, 14 April 2025 7:12 AM  
**To:** Tony Curtis ; Michelle Curtis **Subject:** Security Cameras

Good morning Anthony & Michelle,

Please see attached correspondence on behalf of the PBC.

Kind Regards,

**JODIE SYRETT**

Manager Body Corporate

**Direct** 07 5500 3326 | [jodie.syrett@scove.com.au](mailto:jodie.syrett@scove.com.au)

**Main** 07 5500 3333 | [enquiries@scove.com.au](mailto:enquiries@scove.com.au)

**Address** PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove Q 4212

**Web** [oursanctuarycove.com.au](http://oursanctuarycove.com.au)





**From:** [Cheryl McBride](#)  
**To:** [GlennToms](#)  
**Cc:** [Stuart Shakespeare](#); [Jodie Syrett](#)  
**Subject:** FW: Toms 4690 The Parkway - Casual Caravan Parking for Residents  
**Date:** Tuesday, 22 April 2025 7:55:28 PM

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Many thanks for your communication, Glenn.  
I will request this issue be placed on the agenda for discussion at the next PBC EC meeting on 15/05.

Kind Regards

**Cheryl McBride OAM**

M.ED., B.Leg.S, B.Ed., Gr.Dip.-Rem.Ed, Dip. Teach.

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**From:** Glenn Toms  
**Sent:** Tuesday, April 22, 2025 2:51 PM  
**To:** Cheryl McBride  
**Cc:** fionaanddavid; Louise Toms  
**Subject:** Toms 4690 The Parkway - Casual Caravan Parking for Residents

Good afternoon Cheryl

I spoke to David Francis yesterday regarding an issue I am experiencing in relation to the boat ramp parking area, and he suggested I write to you so this can be discussed at the PBC Executive Committee or the appropriate body. It would be appreciated if this matter could be noted by the Committee, and an amendment to the regulation be considered.

I would be happy to attend in person to provide my perspective if that is required, however the details are noted below.

**The Issue:** Security have advised that I am not now permitted to park our caravan & 4x4 in the boat ramp car park overnight prior to trip departure given a change in regulation by the Body Corporate this year.

**The Background:** My wife Louise and I reside at 4690 The Parkway and in advance of my retirement next year, we have purchased a new 24-foot caravan. Given we live in a villa with restrictive parking, we store the van off-site at a secure undercover facility at Mount Cotton, given its value is \$240k and only outside storage is commercially available at Sanctuary Cove.

Over the past 5 years, I have used the secure boat ramp parking area to park our previous van overnight before we head off the next day. In the ordinary course, I pick the van up on the way home from my office in Brisbane, park it in the empty boat ramp trailer park overnight, and then my wife and I head off first thing the next day. We notify security to gain approval well in advance and am comforted by the fact that the van is secure the night

before we leave. This has worked well for many years.

In advance of a recent trip, I was advised by Security when I rang to notify that we would be keeping the van there overnight before a trip to the Country Music Festival, that this was now not allowed as a result of a decision by the Body Corporate. They apologized and whilst they understood the problem this created for us, the only alternative provided was to park in the public village car park overnight, which we were forced to do. The vehicle and trailer combination are worth \$420k and parking it unaccompanied in an open public area overnight is a material risk we are not willing to take, when a secure alternative for residents exists within the gates. On the night in question, as with almost all nights, the boat trailer parking area was vacant. If I didn't bring the van home the night before, for us it means a further 2-hour return trip to get the van on the day of departure.

The potential risk of damage or theft of our asset (& contents) from having to park outside of the gated community is a material concern, given we pay full body corporate fees, and the common use boat and trailer parking area is available. We understand the need to restrict use of this area so it is not used as an alternative to trailer storage, however it has served a useful purpose for residents with vans for years to park there for one night prior to and one night after their trips, given parking in driveways is unsightly or in our case, not physically possible.

The new regulation prevents residents access to a common use asset which is specifically designed to park trailers. This was one of the reasons we purchased in Sanctuary Cove as it has this secure facility which we have been using for many years.

**The Request:** I respectfully ask that the Committee or the relevant body review this new regulation to re-enable residents the ability to park their caravan or trailer for a single overnight stay in advance of using it. To ensure probity, such a change could be caveated by being managed and approved in advance by Security to ensure any use was by residents, for a single night only, for after-hours non-residential storage and not abused in terms of frequency.

Many thanks in advance for the Committees review of this issue.

Regards

**Glenn Toms**  
Deputy Group Chief Executive Officer

**RACQ Group, 2649**  
Logan Road, Eight Mile

**From:** [Ainsley Hewitt](#)  
**To:** [PBC](#)  
**Subject:** FW: Ainsley Hewitt - 5939 Birkdale Terrace - Threat to property to by Tree.  
**Date:** Monday, 28 April 2025 1:08:11 PM  
**Attachments:** [IMG\\_0112.MOV](#)  
[Document\\_250428\\_092030.pdf](#)

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**From:** admin@goldcoasturologist.com.au <admin@goldcoasturologist.com.au>  
**Sent:** Monday, 28 April 2025 9:18 AM  
**To:** 'pbc@sanctuarycove.com.au' <pbc@sanctuarycove.com.au>  
**Cc:** 'aphewitt@hotmail.com' <aphewitt@hotmail.com>; 'stephanie.harms@hotmail.com' <stephanie.harms@hotmail.com>  
**Subject:** Ainsley Hewitt - 5939 Birkdale Terrace - Threat to property to by Tree.

Dear Eliza Court,

I received your response to my previous notification of the dangerous situation in Birkdale Terrace.

I find it difficult to understand how/why you have decided not to remove this tree.

You can see from the picture attached the neighbouring tree was of a similar size and age and also appeared to be healthy and was recently uprooted but the recent storm and fell to the ground with near catastrophic consequences.

This would suggest that this tree would carry the same risk in any future storms of also falling on to our residential homes with potentially dire results.

The arborist inspected the upper branches. He could not inspect the root ball underground and as per the photo attached it is not potentially NOT sufficient to hold a tree of this height which has already been proven. I have also attached a photo of one of the main roots which is visibly above ground and does not provided any form of anchor to the ground which actually slopes downhill towards the houses adding again to the risk.

The tree protection policy you refer to is not being observed elsewhere in Sanctuary Cove and a tree removal program has been undertaken in the golf course for the Mulpher development. Also there are many young gum trees in Koala Park to sustain the numbers of trees we need.

I find it truly shocking as do my neighbours (see attached declaration of their support) that you do not consider the danger to residents homes and lives paramount in your duty of care.

Kind regards

Ainsley Hewitt

**From:** [stuart](#)  
**To:** [Jodie Syrett](#)  
**Cc:** [Cassie McAuliffe](#); [Brogan Watling](#); [Derek Glinka](#)  
**Subject:** RE: Meeting Minute Content  
**Date:** Friday, 2 May 2025 3:01:38 PM  
**Attachments:** [image001.png](#)

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Hi Jodie

Could you please include the emails below in CFA at the next EC meeting.

Regards

Stuart

---

**From:** Brogan Watling  
**Sent:** Friday, 2 May 2025 8:14 AM  
**To:** Jodie Syrett ; Stuart Shakespeare ; Derek Glinka  
**Cc:** Cassie McAuliffe  
**Subject:** RE: Meeting Minute Content

Hi Stuart

I agree with what Jodie has set out below.

This was raised some time ago in the hope we could move to more industry standard minute taking, but I understand there was push back from some MNs. It would be good to understand the push back of those MNs as I think it may be misplaced. For example, if people who are not MNs are interested in knowing the discussion that was had on a particular motion or seeing a script of the meeting, they could seek permission to attend the EGM/EC meeting instead of placing a significant administrative burden on Jodie to record the conversations at a meeting.

Some considerations on why a different approach to minute taking needs to be adopted:

- The PBC is the only body corporate entity that I have come across that holds +-12 general meetings in a year and +-12 EC meetings. Most bodies corporate hold 1 AGM, 1 EGM (if needed) and 3-4 Committee meetings.
- The sheer number of meetings means that a lot of Jodie's time in a month is taken up by:
  - Preparing the agenda for the EC meeting;
  - Preparing the agenda for the EGM;
  - Attending the EC meeting (around 2 hours);
  - Attending the EGM (around 2-3 hours);
  - Re-listening to EC Meeting to make notes (almost verbatim) on what was said (around 2 hours);

Re-listening to EGM to make notes (almost verbatim) on what was said (around 2-3hours);

- Receiving feedback and requests to change minutes.
- Jodie's time could be better spent attending to more important matters rather than trying to capture all comments made by members at each of the meetings.
- Freeing up Jodie's time means that the minutes will be shorter and more concise and there won't be many changes requested as members won't feel as sensitive where their specific comments are not recorded.

My recommendation would be for the EC to discuss this in detail and hopefully adopt a position that is in-line with industry standard.

Kind Regards,

**BROGAN WATLING**

In-house Counsel

**Email** [brogan.watling@scove.com.au](mailto:brogan.watling@scove.com.au)

**Main** 07 5500 3333 | [enquiries@scove.com.au](mailto:enquiries@scove.com.au)

**Address** PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove Q 4212

**Web** [oursanctuarycove.com.au](http://oursanctuarycove.com.au)

**My working days are Monday, Tuesday, Thursday and Friday**



**SANCTUARY COVE COMMUNITY SERVICES LIMITED | SANCTUARY COVE BODY CORPORATE PTY LTD**

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**From:** Jodie Syrett <[Jodie.Syrett@scove.com.au](mailto:Jodie.Syrett@scove.com.au)>

**Sent:** Thursday, 1 May 2025 8:56 AM

**To:** Stuart Shakespeare <[stuart@shakespeares.info](mailto:stuart@shakespeares.info)>; Derek Glinka <[cheryl.mcbride@teamleisure.com.au](mailto:cheryl.mcbride@teamleisure.com.au)>

**Cc:** Brogan Watling <[brogan.watling@scove.com.au](mailto:brogan.watling@scove.com.au)>; Cassie McAuliffe <[Cassie.McAuliffe@scove.com.au](mailto:Cassie.McAuliffe@scove.com.au)>

**Subject:** Meeting Minute Content

Hi Stuart,

Following on from our phone call yesterday, BUGTA and SCRA are silent on what the minutes should include, however the below information offers more clarity on what minutes for Body Corporate meetings should reflect:

**Advice from Hynes Lawyers:**

- *Transcripts of who said what are not required.*
- *The minutes do not need to delve into any detail if there is debate on each motion.*
- *If the minutes do record discussion, debate or opinions, they must be presented fairly and accurately. This would ideally be in a dot point summary like we are doing with our comments here.*

**BCsystems:**

*Minutes are arguably the most critical part of the committee meeting documentation. Without committee meeting minutes, the discussion and agreement cannot be actioned.*

*Committee meeting minutes must record:*

- *Who was at the meeting*
- *What decisions were made*
- *How many votes approved each decision*
- *Who is taking action on each decision*

*What committee meetings do not record:*

- *The discussion back and forth before a decision is reached*
- *Who said what during the discussion*
- *Reasons the committee made decisions*
- *Dissenting opinions*

Kind Regards,

**JODIE SYRETT**

Manager Body Corporate

**Direct** 07 5500 3326 | [jodie.syrett@scove.com.au](mailto:jodie.syrett@scove.com.au)

**Main** 07 5500 3333 | [enquiries@scove.com.au](mailto:enquiries@scove.com.au)

**Address** PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove Q 4212

**Web** [oursanctuarycove.com.au](http://oursanctuarycove.com.au)



**From:** [Max Leslie](#)  
**To:** [Jodie Syrett](#)  
**Cc:** [Max Leslie](#)  
**Subject:** Security Cameras 4636 The Parkway.  
**Date:** Tuesday, 6 May 2025 7:29:27 AM  
**Attachments:** [Security Camera locations.PNG](#)  
[Security System Docs06052025.pdf](#)

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Dear Jodie,  
Your email dated 2 May 2025 refers.

Security cameras were installed at my property on the advice of Security Cove Security Services and Queensland Police following a number of incidents with Robert Buttner, resident at 4638 The Parkway.

Incidents include the alleged chopping down and poisoning of plants along the adjoining border, the alleged keying every panel on one side of my vehicle, trespass and engaging a thug to physically threaten my wife and me. At times we have both feared for our safety.

All incidents have been reported to and documented by both Sanctuary Cove Security and Queensland Police.

I enclose one incident response dated 15 August 2024 as an example. I refer you in particular to the last two sentences in the *Describe What Happened* section on page 2 of this report.

Pursuant to your letter, I hereby request retrospective approval of the security system on my lot. The system comprises an unsophisticated network of 6 cameras.

The system is a EUFYCam2C purchased at Bunnings. Each camera is fixed. No cameras have zoom capabilities.

One camera is located at the front gate.

One camera is located inside the front gate.

One camera is located at the front door.

Two cameras are located overlooking the garden on the eastern side.

One camera overlooks our jetty and harbourfront.

I have provided screen shots as requested. I confirm that the installed surveillance system operates within the boundary of my Lot.

If you check your records relating to this matter, you will find that an Independent Expert engaged by the PBC was invited to inspect the cameras on February 1 2024. The inspection was cancelled when Mr Buttner of 4638 refused access to his property to allow inspection of his system.

As you may be aware, Mr Buttner has a highly sophisticated CCTV system comprising some 10 cameras. One camera at least has 360-degree scope, zoom and audio capabilities and overlooks our outside entertainment areas.

An additional camera is located on his over-sized vessel illegally moored at his property. The camera on the vessel looks directly into our bedroom forcing my wife and I to keep the blinds closed at all times.

Please advise me what steps the PBC is/has taken to ensure our amenity and privacy is restored.



Yours sincerely.  
Max Leslie  
4636 The Parkway.



# Sanctuary Cove Security Services

Incident Reference ID: INC0276

## Brief Overview: 4636 The Parkway - alleged vandalism from 4638 The Parkway

### Reporting Details

User Reporting the Incident		Ben Lillie	
Safety Champion Organisation / Workplace		Sanctuary Cove Security Services	
Date of Incident	2024-08-15	Time of Incident	11:30
Date Reported	2024-08-15	Days to Report Incident	0 day(s)

\*Date reported is the date that the incident was reported into Safety Champion.

### Incident Details

Type of Incident	Incident Report
------------------	-----------------

Complainant - Name	Max Leslie
Complainant - Address	4636 The Parkway, Sanctuary Cove, Hope Island, 4212
Complainant - Phone	0412 105 516
Type of Incident	• Damage
Specify	Vandalism to garden bed at 4636
Offenders/Suspect Details - Name	Robert Buttner
Offenders/Suspect Details - Sex	• Male
Offenders/Suspect Details - Address	4638 The Parkway, Sanctuary Cove, Hope Island, 4212
Police Advised	• No
Police Attended	• No
Police Officer(s) Name	n/a
Ambulance Attended	• No
Location of Incident	4636 The Parkway, Sanctuary Cove, Hope Island. 4212
Brief Overview	4636 The Parkway - alleged vandalism from 4638 The Parkway
Describe what happened	<p>At 1130hrs on Thursday the 15th of August I was directed to attend 4636 The Parkway to speak with Max Leslie regarding damage to his garden. I went on foot at around 1135hrs with bodycam ECHO rolling. I entered 4636 The Parkway and was greeted by Max Leslie and Linda Gateley. Max took me to his laptop and he began to show me some before and after photos of his garden bed. I was unable to confirm actual times photos were taken, but they demonstrated a clear degradation of the flora in the garden bed located along the property boundary between 4636 and 4638 The Parkway. After being shown these pictures I spoke with Jaime from JRG Gardens. Jaime was employed as the landscaper at 4636 The Parkway. Jaime said that it looked as though the garden had been poisoned, possibly with Roundup or something similar. There have also been trees that have been cut from the tree trunk. It is alleged that these are purely malicious actions by their neighbour Robert Buttner from 4638 The Parkway. Max claims they are not done for any purpose except to inflict damages upon himself and his property. Robert Buttner is currently offsite, so I was unable to speak with him at this time. I suggested placing covert CCTV to capture these alleged acts of vandalism. They were concerned about various legalities but I assured them if CCTV was set up with a lawful purpose without any intention to invade privacy they shouldn't encounter any problems. Some photos of the affected area are enclosed.</p>

Property / Environment Damage Details

Property and/or Environmental Damage	Yes
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Details of the Damage

Alleged poisoning of 4636 The Parkway garden

Witness

Name

Mobile Number

Attachments

• 20240815\_112843.jpg

• 20240815\_112847.jpg

• 20240815\_112850.jpg

• 20240815\_113552.jpg

Signatures

A handwritten signature in black ink, appearing to read 'Ben Lillie', is written over a circular logo. The logo features a laurel wreath and the words 'SAFETY CHAMPION' in a serif font.

Ben Lillie  
Incident Reporter  
2024-08-15 12:16 PM



## Image Appendix



Appendix 1  
20240815\_112843.jpg



Appendix 2  
20240815\_112847.jpg



Appendix 3  
20240815\_112850.jpg



Appendix 4  
20240815\_113552.jpg

**From:** JRG Landscapes <jrg.management@outlook.com>  
**Sent:** Saturday, 7 September 2024 10:23 PM  
**To:** lindag@vtown.com.au  
**Subject:** Re: Letter re damage to garden at 4636 The Parkway

To whom it may concern.

I am the owner/operator of JRG Landscapes, a Gold Coast based landscaping and gardening service.

I have maintained the Leslie garden for over 4 years. When I first worked in the garden it was lush and tropical. It has many well-established palm trees as well as other exotics.

Over the past couple of years, during the construction and as of late, The garden along the boundary fence has decimated. In 2022, The palm trees along the boundary had been hacked and positioned. The damage was extensive. In January 2023, I replaced some of the destroyed palm trees with Rapis palms, a slow growing but compact variety that has no leaf drop. This was at a cost of \$6,160 to the Leslie's.

I attended the garden on the (15 August 2024) and was appalled at the new damage done along the boundary fence. It is my professional opinion that the plants have been sprayed with a glyphosate product (e.g. Round-up, Zero etc.). There was evidence of this on the foliage ( chemical burn) it could also be seen in the trunks when cut off. Given the die-back it was probably done 3 to 4 weeks ago. Linda Leslie told me that she had first started to notice extensive browning and drooping about 2 weeks ago.

To re-plant and re-landscape, I estimate will be around another \$6-7000, on top of the \$6,160 invested in plants previously.

Kind regards,

Jamie

The information contained in this email and any attachments is intended solely for the use of the individual or entity to whom it is addressed and may contain confidential and/or privileged material.

Jamie R Griffith  
JRG Premises and Asset Management  
JRG Landscapes Pty Ltd  
2 Springdale Street  
Upper Coomera  
QLD 4209  
0415237458

**SANCTUARY COVE SECURITY SERVICES  
PTY LTD**

SCCSL CEO ☐  
MSCD CEO ☐  
INTERCON GM ☐

**INCIDENT REPORT**

**DATE:** Tuesday 10<sup>th</sup> October 2023

**TIME:** Approximately 1453 hours

**LOCATION:** 4636 The Parkway, Sanctuary Cove Resort, Hope Island, QLD 4212

**COMPLAINANT DETAILS:**

**Name:** Max Leslie

**Address:** 4636 The Parkway, Sanctuary Cove Resort, Hope Island, QLD 4212

**Phone:** Nil

**Mobile:** 0412 105 516

**TYPE OF INCIDENT:**

☐ Theft    ☐ Assault    ☐ Damage    ☐ Vehicle Accident    ☐ Fire  
☒ Other: Verbal threats

**VEHICLE DETAILS:**

**Registration No:** [REDACTED]

**State:** [REDACTED]

**Colour:** [REDACTED]

**Make:** [REDACTED]

**Model:** [REDACTED]

**Distinguishing Features:** Wagon

**OFFENDERS/SUSPECTS DETAILS:**

1. **\*Name:** [REDACTED]

**\*M or F:** [REDACTED]

**\*Address:** [REDACTED]

**\*D.O.B:** Unknown

Resort, Hope Island, QLD 4212 (Visiting property)

**\*Mobile:** Unknown

**\*2nd Contact Number:**

**WITNESS DETAILS:** Nil

**POLICE ADVISED:** Yes

**POLICE ATTENDED:** No

**Police Officer(s) Name(s):** Unknown

**Location of Station:** Unknown

**AMBULANCE ATTENDED:** No

**INCIDENT DETAILS:**

On Tuesday 10<sup>th</sup> October 2023 at approximately 1453 hours Control Room Assistant Nicolas DERIBOKLOU received a call from Max LESLIE, who resides at 4636 The Parkway, Sanctuary Cove Resort. LESLIE called to advise a man who was visiting a neighbour at



4638 The Parkway threatened him and he hang up the phone at the time to take a photo of the male.

Mobile Patrol Officer Vanja KOVACIC was conducting mobile patrols when he thought he was waived down by LESLIE. KOVACIC pulled over and was asked by the visiting male, who called him and why is he here. KOVACIC replied that he was just patrolling and that he thought he was being waived down. Apart from the interrogation of the visitor on KOVACIC, there didn't seem to be a need for his assistance and he went clear.

At approximately 1607 hours, LESLIE and his partner Linda GATELEY came to the Security Roundhouse and spoke with me, Security Supervisor Michael LILLIE. LESLIE advised me that he had already reported the incident to the Police and that the visiting male made threats to him. The threats were that he wanted to see what LESLIE looked like and to let him know that he is not safe just because he lives behind the gates.

LESLIE had taken a couple of photos which were of the male visitor and his vehicle, including the registration. The vehicle was a [REDACTED] with Queensland registration [REDACTED]. A search of the vehicle on the Licence Plate Recognition resulted in the vehicle entering twice. The first time being at the Pines Gate Visitor entry at approximately 1138 hours. The male presented at the gate and pressed the intercom given the name [REDACTED] Robert BUTTNER residence. [REDACTED] was given access and the vehicle left the Pines Exit at approximately 1157 hours.

The second time the vehicle entered was through The Village Gate at approximately 1439 hours and left via the Village Exit gate at approximately 1454 hours. LESLIE advised me he would send the photos via email however, at the time of writing this report have not been received. After attending the Security Roundhouse, I advised LESLIE when he gets home to test his panic alarms to ensure they are working. The tests reported and the alarm system is working.

SECURITY OFFICER(S) ATTENDING: Michael Lillie

SUPERVISOR: Michael Lillie

Signature: 





Mr Leslie  
4636 The Parkway  
Sanctuary Cove QLD 4212  
Transmission via email: [max.leslie@mglconsulting.com.au](mailto:max.leslie@mglconsulting.com.au)

Dear Mr Leslie

### CCTV CAMERA INSPECTION BY PBC

We have arranged for Secure Access Systems to inspect (and prepare reports in relation to) the CCTV cameras installed at your property.

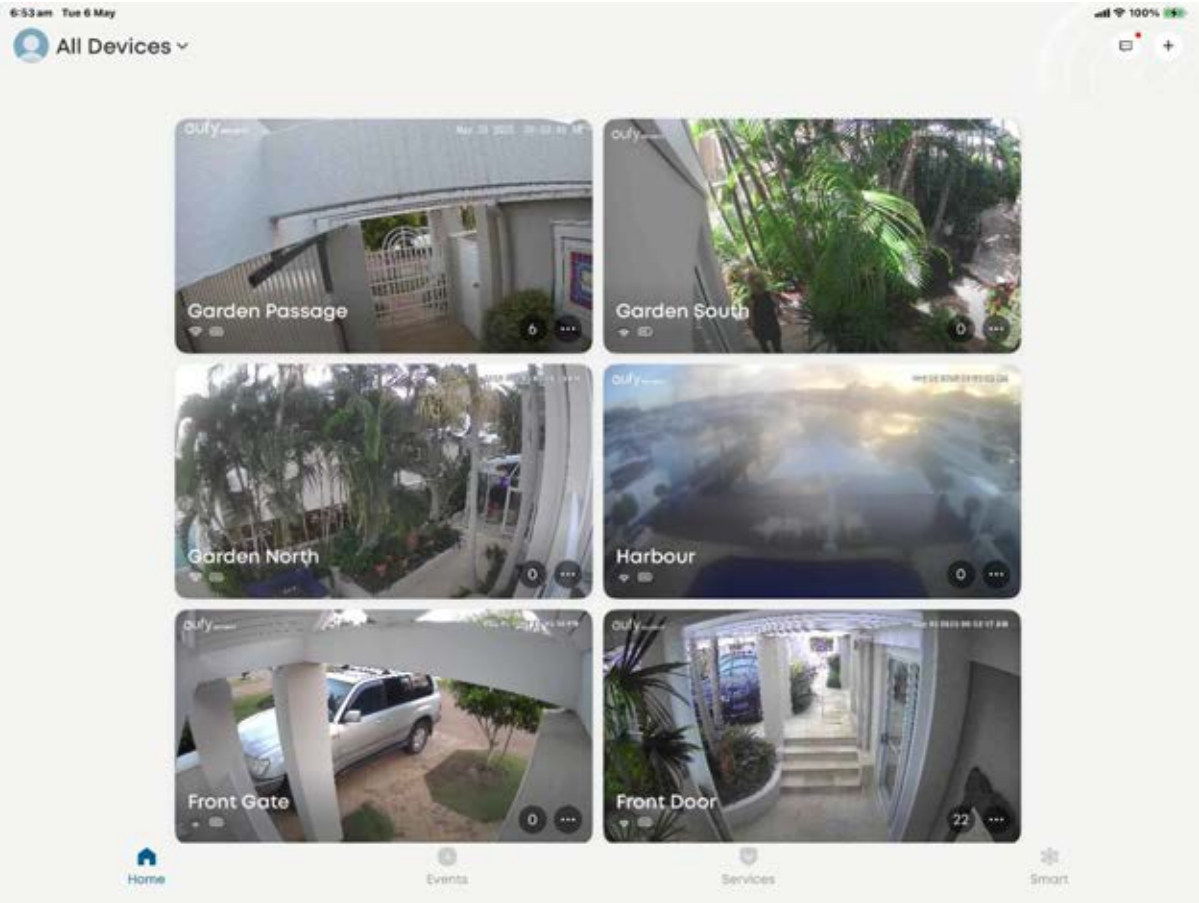
Secure Access Systems is available on Thursday, 1 February 2024 at 8am to inspect your property and the neighbouring property (4638 The Parkway). A representative of Sanctuary Cove Community Services Limited will be present at the inspection.

Copies of both reports will be provided to you and the neighbouring property once they are made available by Secure Access Systems.

Please notify our office as a matter of urgency if you will be unable to facilitate access on 1 February 2024.

Kind regards,

Jodie Syrett  
Manger of Body Corporate



# **REPORTS FOR INFORMATION**



## OPERATIONS REPORT – APRIL 2025

### SECURITY SERVICES

Security Statistics (from the 1<sup>st</sup> Nov 2024)

Period	Alarm Activations				Medical	Incidents	Keys Issued	Infringe Notices	Accesses
	Fire	General	Panic	Total					
YTD 2025	403	1080	291	1714	77	146	585	1155	110
YTD 2024	354	1074	308	1736	84	130	624	1007	172

Valet Services (April 2025 – YTD 2025)

	April 2025		April 2024		Year to Date 2025	
	Number	\$ Charge	Number	\$ Charge	Number	\$ Charge
Key Pick-Up	13	\$104.00	16	\$128.00	72	\$576.00
Long Term Rental	5	\$650.00	2	\$200.00	38	\$4,300.00
Short Term Rental	0	\$0.00	0	\$0.00	0	\$0.00
Access Rearm	11	\$418.00	5	\$190.00	40	\$1,541.00
Other	5	\$211.00	2	\$76.00	18	\$705.00
Rental Breaches	0	\$0.00	0	\$0.00	1	\$250.00
Commercial Call Outs	6	\$1,650.00	2	\$550.00	31	\$8,954.00
<b>Total</b>	<b>40</b>	<b>\$3,033.00</b>	<b>27</b>	<b>\$1144.00</b>	<b>200</b>	<b>\$16,326.00</b>

<p><b>Specific Monthly KPO's:</b></p> <ul style="list-style-type: none"> <li>➤ Review CCTV cameras approved for Stage 2 Security Technology.</li> </ul> <p><b>Ongoing Monthly KPOs:</b></p> <ul style="list-style-type: none"> <li>➤ Provide 24hr Emergency Medical support through First Aid, Defibrillation and Medical Oxygen for an estimated 174 Medical Incidents per annum at an average of 14 Medicals per month.</li> <li>➤ Provide 24hr Mobile, Marine and Golf Course (night) patrolling subject to Incident Response. Complete building/gate checks and patrols of relevant stakeholder</li> </ul>	<p>Stage 3 CCTV – receive report from C-Cure Systems, review costings with Finance TBD.</p> <p>Items Actioned – refer to statistics.</p>
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areas. Marine Patrols, subject to boat maintenance and staffing levels.

- Attend to estimate 2,899 alarms per annum at an average of 241 per month; attend to estimate 314 phone or camera activated security/emergency incidents at an average of 26 per month; and when safe to do so respond within 4 minutes.
- Provide Gate access at a monthly average of 27,359 based on yearly access of 328,315.
- Follow up on Late to Test (LTT) alarm panels not reporting within 24hrs. Forward FTTH matters to the Network Manager, troubleshoot alarm panel faults and liaise with owners to rectify, forward non-compliance to Body Corporate
- By-Law enforcement – maintain or reduce the current Reminder Notice average of 175 per month, report underage drivers and serious nuisance activity by way of Incident Report. Provide a monthly statistic in Security Report.
- Complete a daily Watercraft Register check of residential jetty and pontoon; file completed form at Roundhouse for inspection.
- Speed Camera deployment on the secondary thoroughfare and location rotated twice monthly. Provide photo evidence as basis to issue/enforce Speed Offence Notice. Provide monthly statistic in Security Report.
- Short- and Long-Term Rental checks.
- Parks and open space checks.
- Review of Operational procedures.
- Measure LPR and Visitor Management uptake and access, provide monthly statistics in the Security Report.
- Measure Valet Services and provide monthly statistic in Security Report.
- Risk and Compliance – Conduct risk assessments as required operationally, review Security Risk Register, monitor and review Compliance Calendar to ensure Licence and qualifications are compliant.
- Attend and contribute to senior management meetings and planning.

## Residential Zone Activity By-Laws – Issue of Vehicle Parking Reminder Notices

In April there were 163 Parking Infringement "Reminder Notices" issued, compared to 290 during the same period the previous year. The table below provides a breakdown of these notices by Body Corporate location.

RBC	No of Breaches	Previous Year	RBC	No of Breaches	Previous Year
-----	----------------	---------------	-----	----------------	---------------

Ardisia	45	118	Tristania	3	17
Zieria	19	33	Adelia	2	1
Roystonia	14	4	Alphitonia	1	0
Schotia Island	12	8	Banksia Lakes	1	2
Admin	11	15	Bauhinia	1	6
Plumeria	11	23	Fuschia	1	5
Alpinia	8	14	Araucaria	0	10
Darwinia	7	2	Washingtonia	0	9
Felicia	6	4	Acacia	0	3
Molinia	6	8	Livingstonia	0	3
Alyxia	4	0	Cassia	0	1
Caladenia	4	0			
Colvillia	4	2			
Harpullia	3	2			
	154	233		9	57

#### Speed Sign/Camera

The speed camera continues to lose power after only 3-4 hours. Option for another camera solution is being investigated. Only 3 vehicles were recorded speeding this month with 2 of them being contractors.

#### Fixed Speed Radar Reading

Speed	<40 km/h	41-45 km/h	46- 49 km/h	50-59 Km/h	60- 69 km/h	70 + km/h	Total Stats
YTD 2023	367,576	83,587	15,758	2,788	495	95	470,299
YTD 2024	393,685	90,307	15,505	2,830	472	100	502,899
<b>YTD 2025</b>	225,439	49,237	7,869	1,762	308	80	284,695
Total	986,700	223,131	39,132	7,380	1275	275	1,257,893
<b>% Current YTD</b>	<b>79.19%</b>	<b>17.29%</b>	<b>2.76%</b>	<b>0.62%</b>	<b>0.11%</b>	<b>0.03%</b>	<b>100.0%</b>
Feb 2024	29,295	6,571	1,238	208	64	15	37,391
Mar 2024	27,942	6,144	490	238	39	13	34,866
<b>Apr 2024</b>	28,503	5,863	488	254	26	6	35,140
<b>% Current MM</b>	<b>81.12%</b>	<b>16.68%</b>	<b>1.39%</b>	<b>0.72%</b>	<b>0.07%</b>	<b>0.02%</b>	<b>100.0%</b>

Highest Speed.



Location	Speed km/h	Date	Time
1019 Edgecliff	68	2.04.25	1130 hrs
2204 The Parkway	84	12.04.25	1900 hrs

## Operational

Security attended to 42 incidents for the month – 30 General and 12 Medical.

Thirty (30) General Incidents:

- a) Fourteen (14) were Person related including:
  1. The sudden death of an elderly resident in non-suspicious circumstances
  2. Verbal abuse towards a resident defending their dog from an unleashed dog
  3. 2 relating to persons refused gate access
  4. 1 for unauthorised access on a public holiday
  5. 3 at the Hotel for intoxicated guests and a noise complaint
  6. 2 for domestic related incidents
  7. A mental health incident at a marina pier
  8. 2 for suspicious behaviour near Pines and Pebble Lane Gates
- b) Seven (7) were Vehicle related including:
  1. A vehicle that lost control on the Blvd and hit a tree
  2. An underage buggy driver
  3. 2 contractor vehicles that hit the boom at a residential gate
  4. A vehicle that hit a gate sign
  5. A buggy that broke down
  6. A sinking vessel at a marina pier
- c) Nine (9) were Property related including:
  1. 4 x alarms in the Village for Fire/PIR activation
  2. Damage to an electrical buoy in the residential area
  3. 2 residents trapped in a lift in their home
  4. A contractor caught stealing bottles from a recycle bin in the Village
  5. A collapsed ceiling from a burst water pipe in a home
  6. A water leak in a BBQ area in a home

Twelve (12) Medical incidents:

10 residents and 2 visitors. These included:

- Illness due to a virus
- Elevated BP and pulse rate
- A minor cut after a fall at home
- Nausea and dizziness
- 2 for fainting and semi-conscious state
- 2 with Stomach and back pain
- 2 with suspected head injuries
- Concussion after falling from a buggy
- Breathing difficulty
- Chest pain



9 patients were transported to hospital.

47 Complaints were received:

	April 2025	March 2025	February 2025	January 2025
Residents	38	37	30	23
Subject not located	6	6	9	4
Rentals	0	0	11	7
Marina/Village/BCorp	3	1	1	6
<b>TOTAL</b>	<b>47</b>	<b>44</b>	<b>51</b>	<b>40</b>

## Marine Patrols

There were 500 patrols of Marine Zones 1-5 by Haven and Eden (including transit between zones).

- Haven was deployed on 0 dayshifts and 0 nightshifts.
- Eden was deployed on 27 dayshifts and 15 nightshifts.

April 2025	Haven	Eden	Totals
Zone1/Harbour 1	0	187	187
Zone 2/Harbour 2	0	100	100
Zone 3/Harbour 3	0	90	90
Zone 4/Harbour 4	0	48	48
Zone 5/Roystonia	0	75	75
<b>Total Patrols</b>	<b>0</b>	<b>500</b>	<b>500</b>
Day Patrols	0	27	27
Night Patrols	0	15	15

Reduced patrols have resulted from maintenance on the Haven motors, extreme weather conditions, and ongoing staff shortages.

There were 23 incidents of unauthorised access reported in Private Harbours, Lakes, and Marina Piers:

- All 23 incidents were related to fishing activities and were moved on without incident:
  - 12 from a Marina pier
  - 10 from the Boulevard Bridge
  - 1 from Turret Park in the residential area





## Visitor Management System and License Plate Recognition

	1/04/25	7/05/2025
Residents registered with LPR	1,143	1,151
Total not registered with LPR	283	275
Total Lots	1,426	1,426
Resident vehicles/buggies LPR	5,047	5,092
Permanent visitor vehicles LPR	5,658	5,719
Total Vehicles	10,705	10,811
Residents registered VMS Portal	438	439
Res/Builder/multiuser same house	122	119
Number of VMS entries	2,508	2473

**Total Number of Body Corporate Owners:** 1426 (as at 8.04.24).

**LPR (License Plate Recognition) Registration by Residents:** Increased by 8 to 1151 or 81% of resident homes.

**VMS (Visitor Management System) Portal Registration:** Increased by 1 to 439.

**Active Users on VMS Portal:** Decreased by 3 to 119 residents and builders actively using the portal.

**Number of VMS Entries for Current Residents and Builders:** Decreased by 35 to 2,473.

### LPR Technology Update

Under the current LPR fault criteria, a vehicle is considered to have a fault if it is registered in the LPR database, stops correctly at the designated read point, but the license plate is not read. These faults are reviewed and, if possible, corrected in the software by Security, and if necessary, they are reported to the service provider for further review.

There are no reported issues this month.



#### Workplace Health and Safety

The meeting was held 10 April 2025.

#### Scheduled Works

A fault with the intercom server affected all gate intercoms, prompting Security staff to be stationed at several gates. Automated access systems, including LPR, access cards, and exit loops, remained operational. The issue was resolved within 24 hours

#### Staff

The final Security Officer vacancy has now been filled, and the successful candidate has completed their Induction Training.

Mike Telea  
7 May 2025



## BODY CORPORATE SERVICES

### Monthly Action Key Performance Indicators

Month	Description	Actioned
Monthly	➤ General Meeting agenda issue min 7 days prior to each meeting with minutes drafted and issued to Chairperson within 14 business days	Complete
	➤ Committee meeting agenda issue min 7 days prior to each committee meeting with minutes drafted and issued to Chairperson within 14 business days post meeting.	Complete
	➤ Extranet / portal content management – Minutes & Agendas	Complete
	➤ Minimum 1 site compliance inspections each week to inc real estate and building compliance	Complete
	➤ Bi – Monthly Body Corporate Manager site inspection with Compliance Officer.	Complete
	➤ Body Corporate Manager site BUP inspection quarterly.	Complete
	➤ Change of Ownership, Address and Appt of Nominee forms processed within 48hrs of receipt and ack of same issued to resident	Complete

### Additional BCS Operations

1. **Building Works** – Inspections are conducted weekly by BCS and daily by the Security Services Team.
2. **Compliance** – Weekly inspections are completed, with reports submitted to the PBC EC for further action on cases involving three or more breaches. In April 2025, a total of seventeen (17) breach letters were issued for RZABL compliance, and four (4) breach letters were issued for parking compliance, and a total of nine (9) breach letters were issued for Security/Alarm related matters.
3. **Website Access** – Please refer to the website [www.oursanctuarycove.com.au](http://www.oursanctuarycove.com.au) for all current information instead of SharePoint. If you are having trouble logging in, please reach out to [enquiries@scove.com.au](mailto:enquiries@scove.com.au).
4. **Policy and Procedure review** – The review process is ongoing.
5. **StrataVote** – Increase in voting papers since we implemented this tool. We encourage everyone to continue using this tool.
6. **Regular Training** – The Body Corporate team will initiate monthly training sessions in collaboration with the Strata Community Association. This initiative aims to ensure the team remains informed about the latest industry developments and regulatory changes.
7. **Utilisation of Dropbox for Supplementary Materials** – To streamline the content of the PBC agendas, Dropbox will be employed as a repository for supplementary documents, including invoices, quotations, and other relevant materials. This approach is intended to enhance the efficiency and clarity of agenda presentations.
8. **Staff Appointment Update** – We are pleased to announce that the position of Compliance Officer/Building Approval Officer, previously held by Kira Cook, has been successfully filled. Bianca Naicker has been appointed to this role, bringing with her a wealth of experience and a strong commitment to upholding compliance standards. We extend our congratulations to Bianca and look forward to her contributions in this capacity.



Legal Subject	Reason for Legal	2023-24 Previous	2024-25 Committed	Cumulative
Leslie v Buttner	DCBL Compliance	18,617.25	10,844.27	29,461.52
PBC S56	Section 56	24,898.60		24,898.60
PBC v Lot 41 Schotia Is	RZABL Compliance	10,004.50		10,004.50
PBC v Lot 37 Adelia	RZABL Compliance	11,625.62		11,625.62
Chambers Russell	QCAT Buttner & Cost assessment		6,078.05	
Chambers Russell	Advice of FTTH		14,245.00	
<b>Total</b>		<b>65,145.97</b>	<b>31,167.32</b>	<b>75,990.24</b>
Budget			63,660.00	
Balance Uncommitted			32,492.68	

#### Legal Expenses

## FACILITIES SERVICES

### OPERATIONS REPORT – APRIL 2025

After Hours call outs

Date	PBC Emergency Repair
10 <sup>th</sup> April	Pump Station 4 – Hydraulic Fault
21 <sup>st</sup> April	Pump Station 22 – Electrical Fault

Date	PTBC Emergency Repair
	N/A

Contracts Subcommittee

Contractor Six (6) Monthly Review

Contract Review	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
FTTH												
Street Sweeping					✓							
Landscaping					✓							
Waste and Recycling					✓							

Contractor Key Performance Indicators

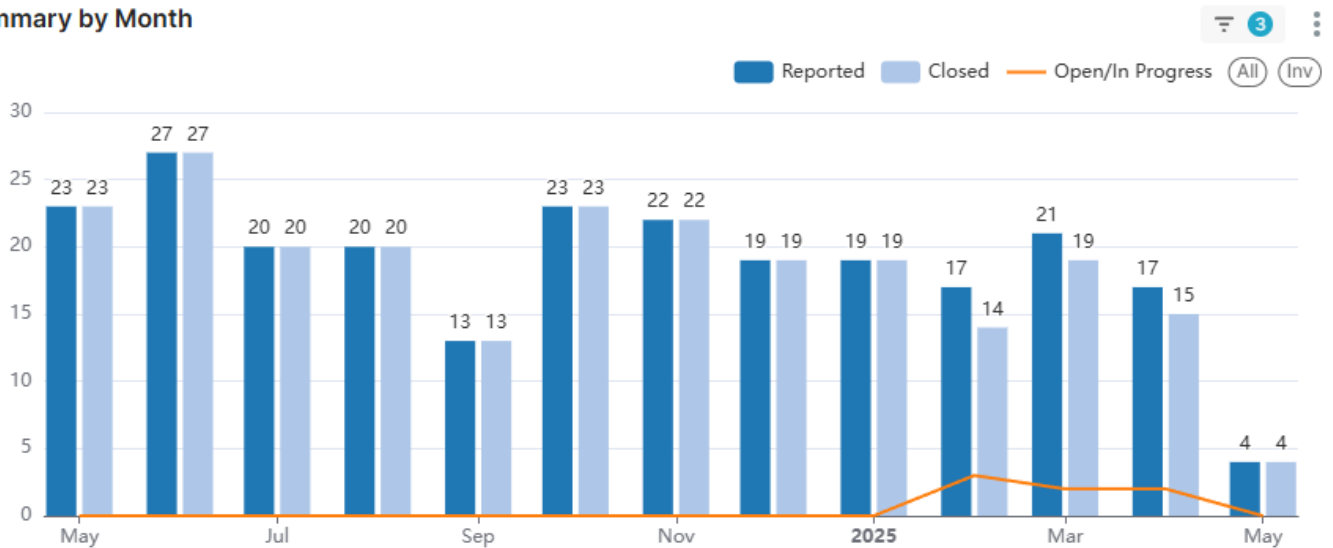
Landscape Solutions	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
1. Quality of Standard - 11/11	8	7	9	9	7	8.00
2. Complaint/Compliment - Maximum of 5 complaints per month	3	9	5	0	0	0%
3. Response and Repair timeframes (Work Requests)						
P1	100%	100%	100%	100%	100%	100%
P2	100%	100%	100%	100%	100%	100%
P3	33%	56%	53%	48%	0%	18%
4 Document Compliance	100%	100%	100%	100%	100%	100%
5 Reporting	100%	0%	0%	100%	100%	100%
SPS	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
1. Complaint/Compliment - Maximum of 1 complaints per month	0%	0%	0%	0%	0%	0%
2. Schedule of Works	100%	100%	100%	100%	100%	100%
3. Document Compliance	100%	100%	100%	100%	100%	100%
4. Reporting	100%	100%	100%	100%	100%	100%
Cleanaway	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
1. Quality of Standard of works - Missed bins (not services within required timeframe)	4	5	8	6	6	6
2. Complaint/Compliment - Maximum of 3 complaints per month	0	6	0	0	0	0
3. Schedule	100%	100%	100%	100%	100%	100%
4. Document Compliance	100%	100%	100%	100%	100%	100%
5. Reporting	100%	0%	0%	100%	100%	100%



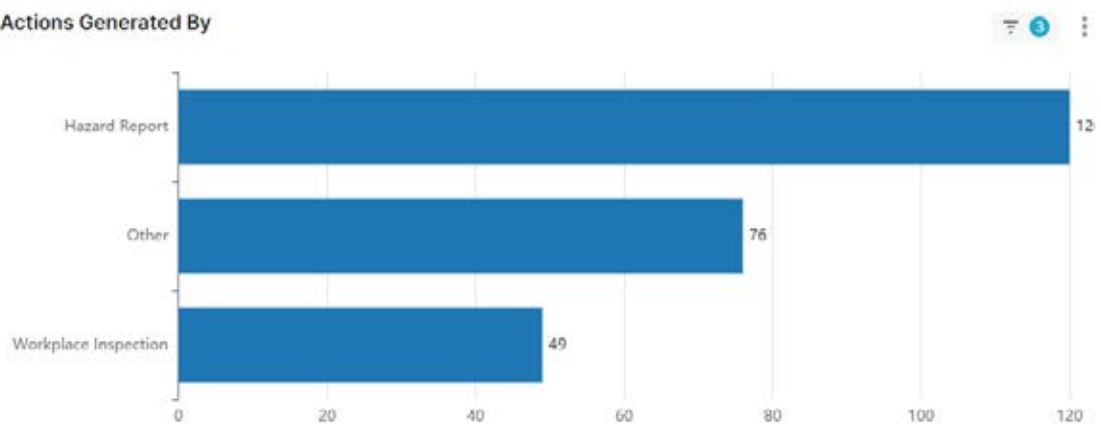
## Hazard Identification/Reporting

During the month, a total of 17 hazards were reported, 15 of which were closed within the required timeframe. Of these, 15 hazards were identified by Facilities Services, with the highest level of controls implemented being Elimination.

### Summary by Month



### Actions Generated By

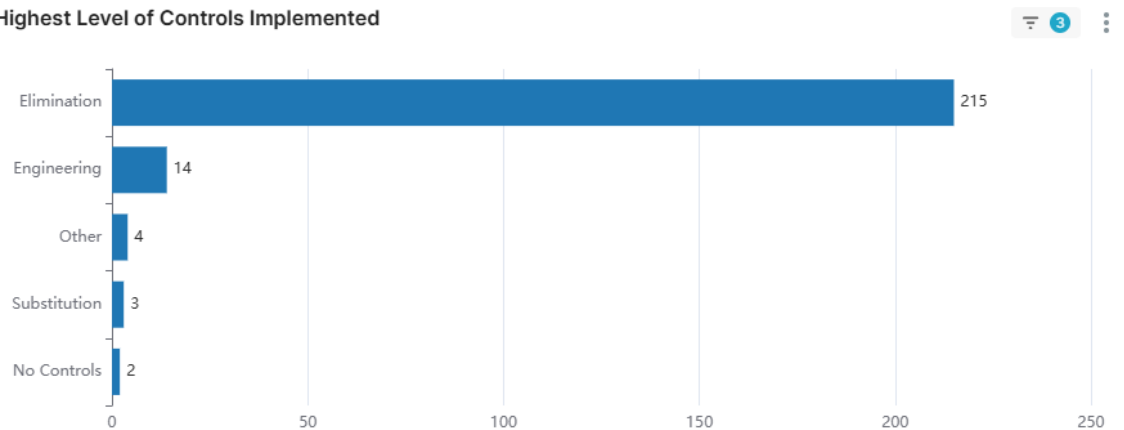




## Water Management

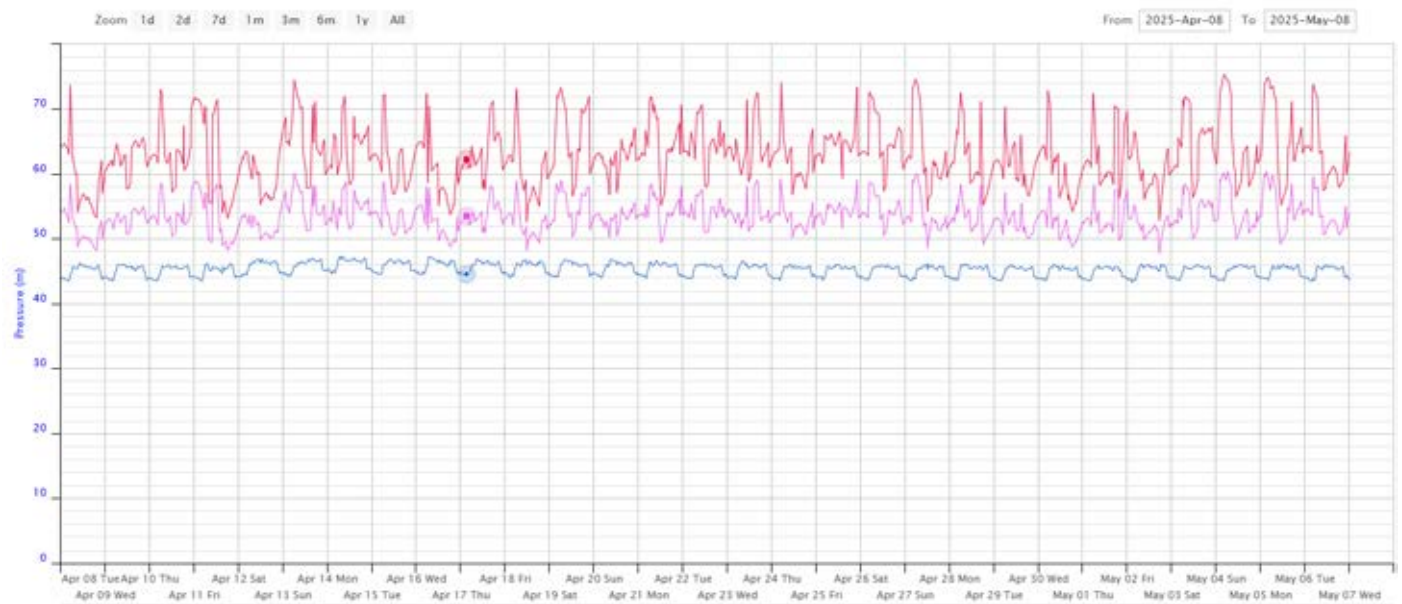
PRV 1

Highest Level of Controls Implemented





## ⊙ Parkway PRV 1 Outside Gate



## PRV 2

### ⊙ Parkway PRV 2 Inside Gate



The Red/Pink axis represents the GCCC supply pressure. The Blue axis represents the supply pressure to the Sanctuary Cove site from the PRVs. Please refer to below graphs/data illustrating significant fluctuations in the incoming supply pressure from GCCC compared to the current supply pressures at Sanctuary Cove.

## Water Loss/Leaks

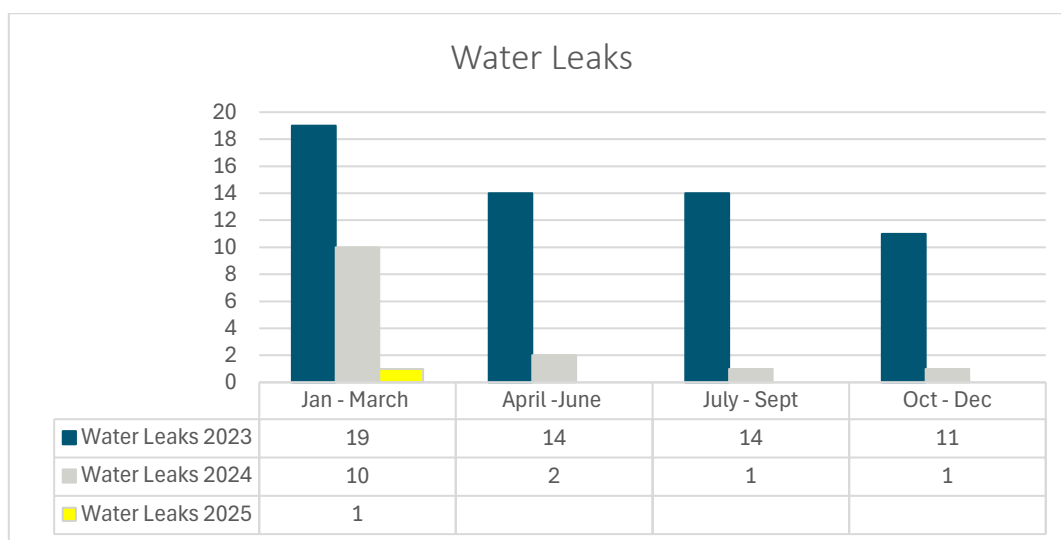


The implementation and commissioning of the Pressure Management System have led to a significant reduction in water leaks across the site. Consequently, the variance between the charges from GCCC and the amounts we charge out has decreased substantially.

Aquaanalytics provided an Unavoidable Annual Real Loss (UARL) of 131,640 kL/m<sup>3</sup>/year (approximately 33,000 kL per quarter) for Sanctuary Cove, calculated using International Water Association (IWA) formulas.

- (April – July 2024)- Calculations show a variance/loss of 6,747 kL/quarter = 78 kL/day
- (July – October 2024) Calculations show a variance/loss of 7,688 kL/quarter = 93 kL/day

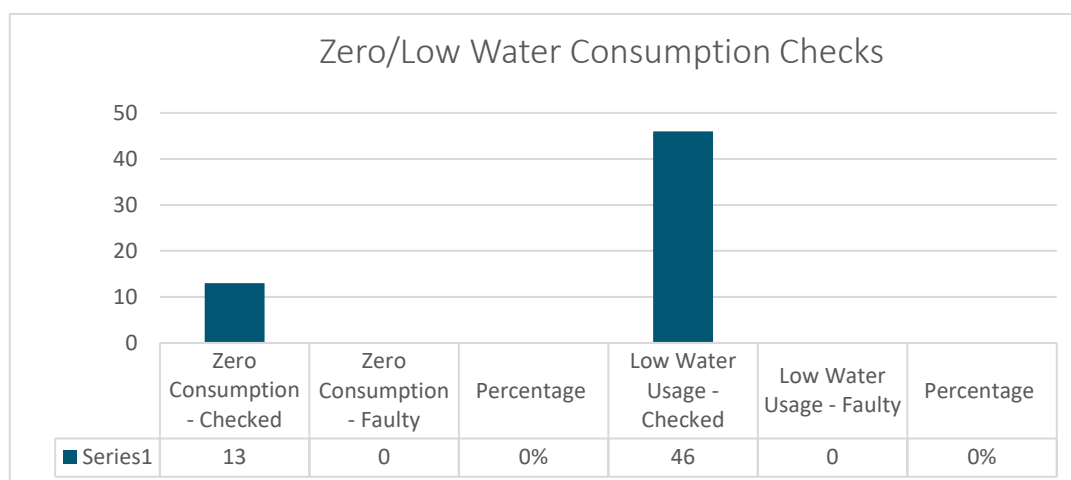
Both are well below the acceptable UARL level.



### Water Billing

Zero and low water usage checks were conducted to identify any anomalies in water consumption, allowing for the timely detection of potential issues such as leaks or malfunctions and supporting efficient, sustainable water management practices. Please see the data below.

Jan-March 2025 - Please note: This data is provided quarterly in line with the water billing cycle



Sinking Fund Projects FY2025

PBC	Projects	Budgeted FY 2024/2025	Estimate Spend	Actual Spend - To date	Status/Comment	Estimate - Start
<b>Bridges_PBC</b>						
<b>Electrical_Lights_PBC</b>	Yr3 Tulip light replacement (approved)	\$ 185,000.00	\$ 245,000.00	\$ 240,052.42	Completed	
<b>Facilities_Equip</b>	Replacement as per AF	\$ 706.00	\$ 1,000.00	\$ -	NYS	
<b>FTTH_PBC</b>	Spare parts – may not be required.	\$ 40,000.00	\$ 40,000.00	\$ -	NYS	
	ONU & Security/PABX system upgrade		TBA	\$ -	EOI	
<b>Harbour_PBC</b> (including revetment walls)	Rectification of timber walkways/jetty's	\$ 45,000.00	\$ 45,000.00	\$ -	NYS	August
<b>Hydraulic &amp; Electrical Supplies</b>						
<b>Irrigation_Control_PBC (inc A Class water)</b>	Sanctuary Greens - Verge Irrigation	\$ 200,000.00	\$ 200,000.00	\$ -	Scope of Works	July/August
<b>Irrigation_Mains_PBC</b>						
<b>Irrigation_Valves_PBC</b>						
<b>Kerb_PBC</b>	Village Gates (not yet complete - Yr 1)	\$ -	\$ 30,000.00	\$ -	Awaiting Mulpha	
<b>Landscape_PBC</b> (including parks and playgrounds)	LMP Phase 2/3		\$ 181,131.39	\$ 109,477.15	Ongoing	
	Silky Oaks replacement - The Parkway	\$ 350,000.00	\$ 130,000.00	\$ -	Scope Review	June
	Darwinia Park upgrade		\$ 33,876.61	\$ 38,868.61	In progress	
<b>Pumps_PBC</b>	Pump Station access lid upgrades		\$ 55,395.00	\$ -	Approved	May
	Check and Isolation Valves replacements	\$ 270,000.00	\$ 15,000.00	\$ -	NYS	September
	Building Management System		\$ 150,000.00	\$ -	Scope Review	June
<b>Reports</b>		\$ 50,000.00	\$ 50,000.00	\$ -	NYS	
<b>Roads_PBC (including parking)</b>	Schotia Island Intersection upgrade	\$ 300,000.00	\$ 285,000.00	\$ -	Scope of Works	August
	Remaining Paving - Stage 4 Village Gate	\$ -	\$ 50,000.00	\$ -	Awaiting Mulpha	
<b>Security_System_PBC</b> (including alarm monitoring)	CCTV servers upgrade - Stage 3	\$ 150,000.00	\$ 170,000.00	\$ -	Seeking Quotations	July
	Jacques Gate Intercom upgrade		\$ 65,000.00	\$ -	Seeking Quotations	July
<b>Stormwater_Line_PBC</b>	Revetment wall - Rectification works	\$ -	\$ 120,000.00	\$ -	Seeking Quotations	June
<b>Stormwater_Point_PBC</b>						
<b>Switchboard_Meter_PBC</b>						
<b>Wall_Fences_PBC</b> (including gates)	PRV Fence	\$ -	\$ 13,630.00	\$ -	In progress	May/June
	Roystonia Boom		\$ 24,132.85	\$ 10,699.95	In progress	
<b>Wastewater_Line_PBC</b>						
<b>Wastewater_MH_PBC</b>						
<b>Wastewater_RM_PBC</b>						
<b>Water_Lines_PBC</b>	Marine Drive North Mainline replacement	\$ 1,000,000.00	\$ -	\$ -	No Longer Required	
<b>Water_Point_PBC</b> (includes sluice valves, fire hydrants, water meters)	Sluice Valve Replacements	\$ 250,000.00	\$ 50,000.00	\$ -	NYS	August
	Fire Hydrant Replacements		\$ 50,000.00	\$ -	NYS	August
	83 Residential Water meter replacements		\$ 80,000.00	\$ -	NYS	August
<b>WW_H_Connection_PBC</b>						
<b>Total</b>		<b>\$ 2,840,706.00</b>	<b>\$ 2,084,165.85</b>	<b>\$ 399,098.13</b>		

PTBC	Projects	Total Spend - Budgeted	Total Spend - NYC	Actual Spend - To date	Status/Comment	Estimate Start
<b>Bridges_PTBC</b>						
<b>Buildings_PTBC</b>	Security Roundhouse - A/C Replacement	\$ 6,625.00	\$ 6,625.00	\$ -		
<b>Electrical_Lights_PTBC</b>	Replacement end of life assest	\$ 20,990.00	\$ 50,000.00	\$ 10,500.00	In progress	
<b>Facilities Equipment_PTBC</b>						
<b>FTTH_PBC</b>						
<b>Harbour_PTBC (including revetment walls)</b>						
<b>Hydraulic &amp; Electrical Supplies</b>						
<b>Irrigation_Control_PTBC (inc A Class water)</b>						
<b>Irrigation_Mains_PTBC</b>						
<b>Irrigation_Valves_PTBC</b>						
<b>Kerb_PTBC</b>	MDN entry Repairs	\$ -	\$ 20,000.00	\$ -	NYS	May
<b>Landscape_PTBC (including parks and playgrounds)</b>	LMP Upgrades	\$ 75,000.00	\$ 50,000.00	\$ -	NYS	Ongoing
<b>Path_PTBC</b>						
<b>Pumps_PTBC</b>	Contingency Pump Station 18	\$ 10,000.00	\$ 10,000.00	\$ -	NYS	
<b>Reports</b>		\$ 20,000.00	\$ 20,000.00	\$ -	NYS	
<b>Roads_PTBC (including parking)</b>						
<b>Security_System_PTBC</b>	Camera Replacements CCTV Stage 3	\$ 38,522.00	\$ -	\$ -	Postponed	
<b>Stormwater_Line_PTBC</b>						
<b>Stormwater_Point_PTBC</b>						
<b>Switchboard_Meter_PTBC</b>	Switchboard Upgrades	\$ 18,150.00	\$ 18,150.00	\$ -	NYS	
<b>Wall_Fences_PTBC (including gates)</b>						
<b>Wastewater_Line_PTBC</b>						
<b>Wastewater_MH_PTBC</b>						
<b>Wastewater_RM_PTBC</b>						
<b>Water_Lines_PTBC</b>						
<b>Water_Point_PTBC (includes sluice valves, fire hydrants, water meters)</b>	Sluice Valve Replacements	\$ 38,701.20	\$ 19,350.50	\$ -	NYS	August
	Fire Hydrant Replacements		\$ 19,350.70	\$ -	NYS	August
<b>WW_H_Connection_PTBC</b>						
<b>New Asset - Facilities Compound</b>						
<b>New Asset - Rotary Memorial</b>						
<b>Total</b>		<b>\$ 227,988.20</b>	<b>\$ 213,476.20</b>	<b>\$ 10,500.00</b>		



## MINUTES OF THE FINANCE SUB COMMITTEE MEETING OF THE PBC & PTBC

<b>Body Corporate Committee</b>	Sanctuary Cove Principal & Primary Bodies Corporate Finance Sub-Committee		
<b>Location of Meeting:</b>	Meeting Room 1 - Sanctuary Cove Body Corporate Services		
<b>Date and Time of meeting</b>	Thursday, 17 April 2025		
<b>Meeting Chaired by:</b>	Mr Stephen Anderson		
<b>Meeting start time:</b>	2:30 pm	<b>Meeting finish time:</b>	3:30pm

### ATTENDANCE

#### The following Committee members attended the meeting In Person:

Chairperson	Mr Stephen Anderson (SA)
Ordinary	Mr Mick McDonald (MM)
Ordinary	Mr Paul Kernaghan (PK)
Ordinary	Mr Robert Hare (RH)
Ordinary	Mr Tony McGinty (TM)

### PRESENT BY PROXY

N/A

### APOLOGIES

N/A

### BY INVITATION

Finance Manager	Ms Mika Yanaka (MY)
Accounts Officer	Carolyn Byham (minute taker)

### QUORUM

The Chairperson declared that a Quorum was present.

## MOTIONS

### 1 Approval of Previous Minutes CARRIED

Proposed by: The Chairperson

**RESOLVED** That the Minutes of the Finance Sub-Committee Meeting for the PBC/PTBC held on 28 March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	5
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

### 2 Action Items CARRIED

Proposed by: The Chairperson

**RESOLVED** That the FSC notes and accepts the Action Items for March 2025 as tabled.

Yes	5
No	0
Abstain	0

*Notes:*

*MY working on 40yr plan SF cashflow, noted the plan assumes replacement of assets at the end of the effective life. Some assets would not be replaced but rather R&M works would be performed. Example would be the Harbour revetment.*

*MM & PK discussed 3% inflation rate*

*SA – A Class Water should be in Assetfinda, MY to confirm (Action)*

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>3</b>	<b>PBC Financial Statements</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

**RESOLVED** That the FSC notes and recommends to the PBC the approval of the PBC Financial Statements as at 31 March 2025 as tabled.

*Notes:*

*MY advised grounds & garden increase is due to TC Alfred cleanup.*

*MM asked about insurance, MY advised claims are limited and facilities are working on the claim, noting there are still works to be procured.*

*PK suggested monitoring Grounds & Garden as a resolution will be required before going over budget. MY & SF to monitor and advise. (Action)*

*SA queried Cleanaway budgeted amount, MY to confirm (Action)*

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>4</b>	<b>PBC Actual v Budget Analysis</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

**RESOLVED** That the FSC notes and recommends to the PBC the approval of the PBC Actual v Budget Analysis as at 31 March 2025 as tabled.

*Notes:*

*MM suggested adding in/out columns*

*MY to produce a table of when levies are paid and advise % that is paid on time or before due date to assist with cashflow for PBC Levy payments. (Action)*

*Discussion re Budget approvals – MY to discuss with Brogan if formal approval can be achieved by August. (Action)*

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>5</b>	<b>PBC Legal/Consultant Costs Summary</b>		<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the FSC notes and recommends to the PBC the approval of the PBC Legal/Consultant Costs Summary as tabled.

Yes	5
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>6</b>	<b>PTBC Financial Statements</b>		<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the FSC notes and recommends to the PTBC the approval of the PTBC Financial Statements as at 31 March 2025 as tabled.

*Notes:*

Yes	5
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>7</b>	<b>PTBC Actual v Budget Analysis</b>		<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the FSC notes and recommends to the PTBC the approval of the PTBC Actual v Budget Analysis as at 31 March 2025 as tabled.

Yes	5
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>8</b>	<b>PTBC Legal/Consultant Costs Summary</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the FSC notes there was no expenditure incurred during the year to date period to 31 March 2025 at the end of month accounts closure.

Yes	5
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

<b>9</b>	<b>Date of Next Meeting</b>	<b>CARRIED</b>
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Proposed by: The Chairperson

**RESOLVED** That the date of the next FSC Meeting will be Thursday, 15 May 2025 at 14:30.

Yes	5
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		
Mr Tony McGinty	✓		

## GENERAL BUSINESS

n/a

Chairperson: .....



# Sanctuary Cove Community Services Limited & Controlled Entities

## Profit & Loss

For the period ending to 31 March 2025

Draft Unaudited Management Accounts

	YTD March 2025			FYF 2025			FY2023
	Actual	Budget	Variance	Actual	Budget	Variance	
Battery Replacements	5,353	5,250	(103)	12,600	12,600	-	13,440
Boat Show Security	-	-	-	2,500	2,500	-	2,720
Body Corporate Service Fees	40,756	41,317	(561)	88,045	88,045	-	79,889
Community Services Management Fees	1,360,670	1,360,672	(2)	2,735,632	2,735,632	-	2,498,761
Community Shared Services	-	-	-	-	-	-	0
Resort BC Management Fees	-	-	-	-	-	-	0
Proxy Cards / I-tracks / Bluetooth	8,943	9,750	(807)	23,400	23,400	-	20,206
Security Rental Properties	-	-	-	-	-	-	0
Security Services Management Fees	2,047,745	2,045,925	1,820	4,091,851	4,091,851	-	3,758,067
Security Valet Services	13,299	15,500	(2,201)	39,060	39,060	-	39,636
Interest and other income	17,620	9,164	8,456	21,461	21,461	-	64,743
<b>TOTAL REVENUE</b>	<b>3,494,387</b>	<b>3,487,579</b>	<b>6,808</b>	<b>7,014,549</b>	<b>7,014,549</b>	<b>-</b>	<b>6,477,461</b>
COGS	2,217	2,400	183	5,765	5,765	-	5,558
Audit & Accounting Cost	1,015	130	(885)	12,480	11,480	(1,000)	24,570
Bank Charges	584	1,000	416	2,400	2,400	-	2,360
Boat Expense	7,945	4,466	(3,479)	10,725	10,725	-	11,379
Computer Expense	34,931	46,363	11,432	112,964	112,964	-	64,412
Consulting & Legal expense	42,802	30,731	(12,071)	106,998	73,998	(33,000)	106,093
Depreciation & Amortisation	52,451	48,088	(4,363)	115,412	115,412	-	106,477
Employee Expenses	2,146,222	2,563,646	417,424	6,129,885	6,129,885	-	5,555,716
Fire & Safety	2,984	4,447	1,463	10,527	10,527	-	12,384
General & Admin Expense	33,175	13,771	(19,404)	37,258	37,258	-	117,875
Insurance	40,330	42,591	2,260	93,541	104,610	11,069	95,802
Motor Vehicle expense	16,985	39,833	22,848	90,593	90,593	-	79,151
Occupancy costs	100,214	102,677	2,463	249,997	249,997	-	242,381
Printing & Postage costs	9,358	9,848	490	23,636	23,636	-	23,810
Radio Equipment & Systems	8,593	6,071	(2,522)	8,593	8,404	(188)	3,253
Telephone	8,888	11,113	2,225	26,672	26,672	-	26,241
<b>TOTAL EXPENSES</b>	<b>2,508,695</b>	<b>2,927,175</b>	<b>418,480</b>	<b>7,037,445</b>	<b>7,014,326</b>	<b>(23,119)</b>	<b>6,477,461</b>
	-						
<b>NET INCOME / (LOSS)</b>	<b>985,692</b>	<b>560,404</b>	<b>425,288</b>	<b>(22,896)</b>	<b>223</b>	<b>(23,119)</b>	<b>-</b>

## Sanctuary Cove Community Services Ltd and Controlled entities

### For the year period 1 November 2024 to 31 March 2025

### Budget variance analysis

#### March 2025 YTD

YTD net position of \$985.7k, \$425.3k favourable to budget.

#### REVENUE \$6.8K UNFAVOURABLE TO BUDGET

**Security Services Management Fees** - \$1.8k favourable driven by security commissioning fees.

**Security Valet Services** - \$2.2k unfavourable to budget noting revenue is dependent on resident demand.

**Interest income** - \$8.5k favourable to budget through treasury fund management maximising interest bearing accounts and term deposits.

#### EXPENSES \$458K FAVOURABLE TO BUDGET

**Audit and Accounting costs:** \$0.9k unfavourable to budget due to under accrual for FY2024 audit fee disbursement expenses.

**Boat expenses:** \$3.4k Unfavourable to budget – timing variance. Signage, antifouling works performed.

**Consulting & Legal expense:** \$12k Unfavourable to budget – EBA consultant fees recognised in March 2025.

**Depreciation & Amortisation:** \$4.4k unfavourable to budget due to the replacement vehicles for the security patrol fleet purchased in October 2024. Costs were higher than budgeted however offset by savings on running costs of the motor vehicles. IT equipment replacement costs have also had a minor impact.

**Employee expenses:** \$417k favourable to budget, \$376k from SCCSL and \$40k from SCSS. Predominant savings are from unfilled positions across Nov-Mar period, other expenditure budgeted across the year but not yet incurred. Expected position for employee expenses for the full year is holding to budget until there is further clarity on the EBA negotiations.

**Motor Vehicle Expenses:** \$23k favourable to budget, projecting savings on running costs of hybrid vehicles to offset the depreciation overrun.

**Occupancy costs:** Minor timing variance

**Printing and postage:** Minor timing variance

**Radio Equipment & Systems:** \$2.5k unfavourable due to radio equipment repair work and renewal of equipment licenses.

**Sanctuary Cove Community Services Ltd and Controlled entities**  
**For the year period 1 November 2024 to 31 March 2025**  
**Budget variance analysis**

**FYF 2025 (5 ACT + 7 FCST)**

FYF \$23k net deficit

Notes:

The full year forecast position as at 31 March 2025, does not include any assumptions relating to cost recoveries at this point in time.

Employee expenses YTD is currently running at a surplus position of \$436k, however the impact of the EBA is yet to be determined. As such, the forecast is currently held at the budgeted value and will be reviewed monthly.

Consulting and Legal Expense \$33k overrun in respect of the EBA consultant fees not budgeted for FY2025, and additional Company Secretarial Fees.

Insurance costs - \$11k favourable position expected, despite a significant increase in Motor Vehicle insurance premiums for the 2025 calendar year other insurance renewals came in with minimal increases resulting in a projected saving position.

## Head Count Summary

Mar-25

Legend		Within Budget
		Over Budget

Business Unit	Actual	2024/25 Budget Positions	2023/24 Actual - YTD Mar 2024	Budgeted Positions
Sanctuary Cove Community Services Ltd				
Corporate office	2	2	2	GM (1x FTE) EA to CEO (1FTE)
Finance	3.9	4.9	3.9	Finance Manager (1 FTE) Financial Accountant (1 FTE)* Accounts Officer (2.9 FTE)
Body Corporate	5	6	6	Manager Body Corporate (1 FTE) Body Corporate Manager (2 FTE) Receptionist/Compliance (2 FTE) Building Approvals Manager (1 FTE)
Facilities Management	8.4	8.4	8.4	Facilities Manager (1 FTE) Facilities Services Supervisor (1 FTE) Facilities Services Officer (1 FTE) Maintenance Leading Hand (1 FTE) Trades Maintenance Officer (0.4 FTE) Trades & Maintenance technicians ( 4 FTE)**
In House Counsel	0.8	0.6	0.6	In House Counsel (0.6 FTE)*
	20.1	21.9	20.9	
Sanctuary Cove Security Services Pty Ltd				
Security Management & Admin	3.6	4.6	3.6	Security Operations Manager (1 FTE) Security Operations Supervisor (1 FTE) Security Admin Supervisor (1 FTE) Security Admin Assistant (0.6 FTE) Security Admin/WHS (1 FTE)
Security Supervisors	4	4	4	Security Supervisors (4 FTE)
Security 2IC	4	4	4	Security 2IC (4 FTE)
Security Officers	17	17	15	Security Officers (17 FTE)
Control Room	4	4	4	CRA (2 FTE) DCRA (2 FTE)
Security	32.6	33.6	30.6	
TOTAL	52.7	55.5	51.5	

\* New/Changed Positions

\*\* Oncharged to PBC / PTBC in accordance with work allocation

### Employee Turnover

2024/25 Year to Date			2023/24 Year to Date		
Company	Actual Turnover	Turnover %	Company	Actual Turnover	Turnover %
SCCSL	3 / 21.9	13.70%	SCCSL	1 / 19.5	5.13%
Security	4 / 33.6	11.90%	Security	6 / 33	18.18%
Consolidated	7 / 55.5	12.61%	Consolidated	7/52.5	13.33%

**SANCTUARY COVE PRINCIPAL BODY CORPORATE  
ADMINISTRATION FUND BUDGET VARIANCE  
DRAFT UNAUDITED - FOR MANAGEMENT PURPOSES ONLY  
1 NOV 2024 - 31 MAR 2025**

Details	Actual YTD MAR 25	Budget YTD MAR 25	Variance \$	FYF FY2025	Budget FY 2025	Variance \$
<b>Income</b>						
Admin Fund Levy	5,752,924	5,752,924	-	11,505,866	11,505,866	-
<b>Expenses</b>			-			
Accounting - Audit & Tax	-	-	-	4,584	4,584	-
Administrative Expenses	40,357	47,688	7,331	113,810	113,810	-
PTBC Levy - Administration Fund	374,836	374,836	-	749,685	749,685	-
PTBC Levy - Sinking Fund	247,600	247,600	-	495,200	495,200	-
Management Fees	772,030	772,030	-	1,550,413	1,550,413	-
Security services	1,913,307	1,913,307	-	3,823,545	3,823,545	-
Network Manager Service Fees	157,593	171,628	14,035	411,907	411,907	-
Consultants	4,960	19,415	14,455	46,595	46,595	-
Legal Services	3,916	26,525	22,609	63,660	63,660	-
Electrical	59,318	63,463	4,145	143,303	137,773	(5,530)
Fire and Safety	1,333	2,797	1,464	21,210	21,210	-
Grounds & Garden - contract	561,492	625,000	63,508	1,347,582	1,500,000	152,418
Grounds & Garden - other	69,600	103,380	33,780	248,112	248,112	-
Hire/Rental	29,167	42,157	12,990	101,177	101,177	-
Insurance	89,974	82,133	(7,841)	209,719	197,119	(12,600)
Irrigation	99,911	128,549	28,638	308,517	308,517	-
Plumbing	74,538	110,835	36,297	255,942	255,942	-
Repairs & Maintenance	48,416	85,512	37,096	173,214	173,214	-
Road sweeping	35,319	28,241	(7,078)	84,767	67,779	(16,988)
Waste Removal - contract	441,484	384,133	(57,352)	1,196,962	921,918	(275,044)
Land Holding - rates and taxes	29,487	30,903	1,416	74,167	74,167	-
Utilities - electricity/gas	68,889	79,769	10,880	191,445	191,445	-
Utilities - water	88,304	121,409	33,105	477,443	477,443	-
<b>Total Expenses</b>	5,211,830	5,461,307	249,477	12,092,958	11,935,215	(157,743)
<b>Recoveries: Income / (Expense)</b>						
ARC net recovery	12,299	-	12,299	12,299	-	12,299
Lot mow recovery	1,897	9,089	(7,191)	21,813	21,813	-
Water - Potable recovered	424,595	406,298	18,297	1,625,192	1,625,192	-
Water - Waste recovered	323,815	306,506	17,309	1,226,022	1,226,022	-
Water - oncharged	(748,410)	(712,804)	(35,606)	(2,851,214)	(2,851,214)	-
Electricity - recovered	3,523	12,868	(9,345)	30,882	30,882	-
Debt collection fee recovery	-	-	-	-	-	-
Certificate net income	2,431	-	2,431	2,431	-	2,431
FTTH installation fees and rebates	41,341	-	41,341	41,341	-	41,341
<b>Total Recoveries: overs / (unders)</b>	61,490	21,956	76,114	108,765	52,695	43,771
<b>TOTAL Surplus /(Deficit)</b>	602,584	313,573	289,011	(478,327)	(376,654)	(101,673)
C/fwd Operating Surplus	618,371	62,776	555,595	618,371	376,654	241,717
Administrative Fund Balance	1,220,955	376,349	844,606	140,044	-	140,044

**Principal Body Corporate (PBC)**  
**ADMINISTRATION FUND – Draft – subject to audit**  
**For the year period 1 November 2023 to 31 March 2025**

The Admin Fund YTD has resulted in a net surplus position of \$602.6k, \$289k favourable to the year to date budget.  
Total expenses incurred YTD \$4.8m, \$0.2m (4%) favourable to budget.

Principal Body Corporate Category Variances YTD 31 March 2025	FY 2025 YTD Actual	FY 2025 YTD Budget	Variance \$	Variance %	Note
Network Manager Service Fees	157,593	171,628	14,035	8.2%	1
Consultants	4,960	19,415	14,455	74.5%	2
Legal Services	3,916	26,525	22,609	85.2%	3
Grounds & Garden - contract	561,492	625,000	63,508	10.2%	4
Grounds & Garden - other	69,600	103,380	33,780	32.7%	5
Hire/Rental	29,167	42,157	12,990	30.8%	6
Insurance	89,974	82,133	(7,841)	(9.5)%	7
Irrigation	99,911	128,549	28,638	22.3%	8
Plumbing	74,538	110,835	36,297	32.7%	9
Repairs & Maintenance	48,416	85,512	37,096	43.4%	10
Road sweeping	35,319	28,241	(7,078)	(25.1)%	11
Waste Removal - contract	441,484	384,133	(57,352)	(14.9)%	12
Utilities - electricity/gas	68,889	79,769	10,880	13.6%	13
Utilities - water	88,304	121,409	33,105	27.3%	14

**Notes:**

1. Network Manager Service Fees: Includes Opticomm, Calix, IT support fees and FTTH maintenance works. Timing variance.
2. Consultants: Refer to the attached Legal & Consultant fee schedule. Timing variance.
3. Legal Services: Refer to the attached Legal & Consultant fee schedule. Timing variance.
4. Grounds & Garden – contract: Contract price effective from November 2024 came under projected budgeted expense, which will result in a favourable variance against budget for the full year.

**Principal Body Corporate (PBC)**  
**ADMINISTRATION FUND – Draft – subject to audit**  
**For the year period 1 November 2023 to 31 March 2025**

5. Grounds & Garden – other: Tree management, general maintenance and mulching fall under this category. Ex Cyclone Alfred rectification works incurred in March \$20.4k, expect further work to be performed in April. Timing variance
6. Hire / Rental: Compound Rental and Buggy Path costs are reflected in this category. Timing variance
7. Insurance: Variance reflects the difference between the budgeted increase in insurance premiums and the actual renewal costs, which were higher than the budgeted assumptions.
8. Irrigation: Irrigation trade and materials, Golf Lakes Maintenance and A Class Water are covered under this category. Expected savings to continue due to A Class water expenses budgeted but not incurred YTD.
9. Plumbing: Savings driven by materials/maintenance incurred expenses are coming in lower than the straight-lined budget. Timing variance
10. Repairs & Maintenance: Timing variance, with savings driven predominantly by R&M for Roads, Harbour, and Gross Pollutant Trap maintenance works which have not yet been incurred. Timing Variance.
11. Road Sweeping: Contract price effective from November 2024 was higher than the projected budgeted expense, which will result in an unfavourable variance against budget for the full year.
12. Waste Removal Contract: The November 2024 contract resulted in a significantly higher price increase than budgeted, which will result in an unfavourable variance against budget for the full year.
13. Utilities – Electricity/Gas: Timing variance due to straight-lined budget.
14. Utilities – Water: Water charges were budgeted at \$450k for the year to account for projected costs related to water variances and other water costs. Tracking positively against budget, with unrecovered water variances YTD being lower than budgeted.

**Aged Balance List:**

- Mutual revenue receivables balance is (0.9)k, \$1.8k is current, with \$0.2k at 30+ days and \$0.8k at 120+ days.
- Second Debtors receivables balance is \$28.4k. \$10.4k which is current, with \$2.3k at 30+ days expected to clear in April, \$15.7k at 120+ days relating to gate damages by visitors and potentially unrecoverable.
- Creditors balance is \$268.7k, \$127.7k is current with \$0.2k in 30days, \$3.2k in 60 days for Niche Studio web services, \$138k held at 90+ days relating to the retention for Hydro Vision( net \$121k)



## Summary of Legal costs - Year Ending 31 October 2025

### Sanctuary Cove Principal Body Corporate

		Budget	Admin fund
			<b>\$ 63,660</b>
Supplier	Description		
Grace Lawyers	PBC v Buttner		2,647
Grace Lawyers	General Retainer		323
Grace Lawyers	Case#PTW:230479.1		947
			<hr/>
			3,916
			<hr/>
		<b>Budget Balance</b>	<b>59,744</b>

## Summary of Consultant costs - Year Ending 31 October 2025

### Sanctuary Cove Principal Body Corporate

		Budget	Admin fund
			<b>\$ 46,595</b>
Supplier	Description		
Directors Australia	Governance Review - Stage 3	\$	9,150
Urban Play	Jabiru Park Safety Inspection	\$	450
Knobel Consulting	Accrual release - work order cancellation	\$	(4,640)
			<hr/>
			\$ 4,960
			<hr/>
		<b>Budget Balance</b>	<b>41,635.00</b>

**SANCTUARY COVE PRINCIPAL BODY CORPORATE**  
**Unaudited: Sinking Fund expenditure**  
**YTD 01/11/24 - 31/03/2025**

Project	Balance 31.10.24	Levy	Total Approved Spend	YTD Actual	Balance Projected Expenditure	Projected Balance 31.10.25	Projected Spend summary
Annual Contribution - as per AssetFinda		2,415,010		1,207,489			
Interest received - excluding YTD Tax		80,322		112,812			
Total Including Interest		2,495,332		1,320,301			
Levy per 1823 lots		1,286					
% Change		3%					
<b>Spend per Asset Finda</b>							
Sinking Fund Accumulation Contributions	-					-	
Bridges_PBC	452,261	50,000		-		502,261	
Electrical_Lights_PBC	422,801	50,000	(185,000)	(144,277)	(40,723)	287,801	PROJECT: Year 3 - Tulip Light Upgrade Replacement of end of life assets
Facilities_Equip		6,000	(706)	(165)	(1,000)	4,835	PROJECT: Replacement assets
FTTH_PBC	266,491	-	(40,000)	-	(40,000)	226,491	PROJECT: Spare parts/end of life assets - may not be required \$40k PROJECT: ONU # Security/PABX system upgrade - \$TBA
Harbour_PBC (including revetment walls)	853,243	3,435	(45,000)	-	(45,000)	811,678	PROJECT: Rectification of timber walkways/jettys
Hydraulic & Electrical Supplies (inc vehicles for	30,227	50,000	-	-	-	80,227	
Irrigation_Control_PBC (inc A Class water)	(284,418)	491,117	(200,000)	(144,779)	(200,000)	(138,081)	PROJECT: Sanctuary Greens verge irrigation \$200k Hydrovision - lega+ TEW electrical Infrastructure costs \$144.8k
Irrigation_Mains_PBC	315	-	-	-	-	315	
Irrigation_Valves_PBC	101,058	(31,506)	-	-	-	69,553	
Kerb_PBC	(411,552)	690,000	-	-	(30,000)	248,448	PROJECT: Yr 4 - Kerbing, Yr 1 - Village Gates (deferred from FY2024)
Landscape_PBC (including parks and playgrounds)	161,568	-	(350,000)	(150,278)	(199,722)	(188,432)	PROJECT: Landscape Management Plan - Phase 2/3 \$181k PROJECT: Silky Oaks replacement - The Parkway \$130k PROJECT: Darwinia Park upgrade \$33.9k - YTD spend \$38.9k
Path_PBC	756,603	(200,000)	-	-	-	556,603	
Pumps_PBC	124,703	-	(270,000)	(6,626)	(263,375)	(145,297)	PROJECT: Pump Station access lid upgrades \$55.4k PROJECT: Check and Isolation Valve Replacements \$15k PROJECT: Building Management System \$130k
Reports	157,625	20,000	(50,000)	5,670	(50,000)	133,295	PROJECT: Reports
Roads_PBC (including parking)	339,933	50,000	(300,000)	(7,305)	(285,000)	97,628	PROJECT: Schotia Island Intersection upgrade
Security_System_PBC (including alarm monitoring)	805,751	630,000	(150,000)	-	(235,000)	1,200,751	PROJECT: CCTV servers upgrade - Stage 3 \$170k PROJECT: Jacques Gate Intercom Upgrade \$65k
Stormwater_Line_PBC	362,710	79,917	-	(2,080)	(120,000)	320,547	PROJECT
Stormwater_Point_PBC	232,606	62,000	-	-	-	294,606	
Switchboard_Meter_PBC	212,142	30,000	-	-	-	242,142	
Wall_Fences_PBC (including gates)	100,769	126,328	-	(9,727)	(24,603)	192,767	PROJECT: PRV Fence \$13.6k PROJECT: Roystonia Boom \$24k
Wastewater_Line_PBC	500,000	-	-	-	-	500,000	
Wastewater_MH_PBC	466,133	(150,000)	-	-	-	316,133	
Wastewater_RM_PBC	380,000	(200,000)	-	-	-	180,000	
Water_Lines_PBC	245,585	568,882	(1,000,000)	-	-	814,467	Originally planned replacement for water variance improvement - no longer required
Water_Point_PBC (includes sluice valves, fire hydrants, water meters )	360,368	140,000	(250,000)	(106,454)	(180,000)	213,914	PROJECT: Sluice Valve Replacements \$50k PROJECT: Fire Hydrant Replacements \$50k PROJECT: Residential Water Meter Replacement \$80k
WW_H_Connection_PBC	118,539	23,083	-	-	-	141,622	
New Asset - Facilities Compound	-	-	-	-	-	-	
Vehicles	(5,149)	-	-	-	-	(5,149)	
<b>Total Spend</b>	<b>6,750,313</b>	<b>2,489,256</b>	<b>(2,840,706)</b>	<b>(566,021)</b>	<b>(1,714,422)</b>	<b>6,959,127</b>	

**Primary Thoroughfare Body Corporate (PTBC)**  
**ADMINISTRATION FUND – Draft – Subject to Audit**  
**For the year period 1 November 2024 to 31 March 2025**

The Admin Fund has resulted in a surplus position of \$124.7k, \$77.7k (165.3%) favourable to budget.

Total expenses incurred YTD \$598k, \$60k (9%) favourable to budget.

Primary Thoroughfare Body Corporate Category Variances YTD 31 March 2025	FY 2025 YTD Actual	FY 2025 YTD Budget	Variance \$	Variance %	Note
Accounting - Audit & Tax	659	-	(659)		1
Grounds & Garden	83,805	104,167	20,362	19.5%	2
Grounds & Garden - other	48,928	47,917	(1,011)	(2.1)%	3
Insurance	29,956	40,675	10,719	26.4%	4
Irrigation	33,924	44,759	10,835	24.2%	5
Animal Management	6,785	42,033	35,248	83.9%	6
Repairs & Maintenance	53,242	51,696	(1,546)	(3.0)%	7
Road sweeping	11,773	11,181	(592)	(5.3)%	8

**Notes:**

1. Accounting – Audit & Tax – timing variance
2. Grounds & Garden: Contract price effective from November 2024 came under projected budgeted expense.
3. Grounds & Garden – Other: Tree management, general maintenance and mulching fall under this category. Timing variance
4. Insurance: Savings are expected in insurance expenses, at this stage deemed as timing variance.
5. Irrigation: Irrigation trade and materials, Golf Lakes Maintenance and A Class Water are covered under this category. Expected savings to continue due to A Class water expenses budgeted but not incurred YTD.
6. Animal Management: Biodiversity plans have been established and expect to maintain a surplus in this account for the current year.
7. Repairs & Maintenance: Gate repairs of \$15.6k are the main driver of the variance in this category, which are offset predominantly from savings against other R&M classes of expenses such as Roads \$10k, CCTV \$1.6k and fences \$1.3k. Timing variance
8. Road Sweeping: Contract price effective from November 2024 was higher than the projected budgeted expense.

**Primary Thoroughfare Body Corporate (PTBC)**  
**ADMINISTRATION FUND – Draft – Subject to Audit**  
**For the year period 1 November 2024 to 31 March 2025**

Aged Receivables and Payables Balance List:

- Mutual revenue receivables balance (\$2.7k), all of which is current and expected to clear in April 2025.
- Second Debtors receivables balance is (\$13k), (-17k) is current and due to adjustment in water billing which will clear in April 2025. \$4.7k relates to gate damage recovery invoices all at 120+ days and project that the costs will be unrecoverable. Process provision for doubtful debt in April 2025.
- Creditors balance is \$27.8k, \$25.4k is current, with 2.4k in 30+ days which are all clearing in April 2025.

**SANCTUARY COVE PRIMARY THOROUGHFARE BODY CORPORATE**  
**ADMINISTRATION FUND BUDGET VARIANCE**  
**DRAFT UNAUDITED - FOR MANAGEMENT PURPOSES ONLY**  
**1 NOV 2024 - 28 FEB 2025**

Details	Actual YTD MAR 25	Budget YTD MAR 25	Variance \$	Variance %	FYF FY2025	FYB FY2025	Variance \$	Variance %
<b>Income</b>								
Admin Fund Levy	796,527	796,540	(13)	(0.0)%	1,593,082	1,593,082	-	0.0%
Non Mutual Revenue - Certificates	65	-	65		65	-	65	
Non Mutual Revenue - Interest	-	-			-	-	-	
<b>Expenses</b>								
Accounting - Audit & Tax	659	-	(659)		3,731	3,731	-	0.0%
Administrative Expenses	8,652	10,690	2,037	19.1%	26,066	26,066	-	0.0%
Management Fees	247,158	247,158	-	0.0%	496,350	496,350	-	0.0%
Security services	42,964	42,964	-	0.0%	85,929	85,929	-	0.0%
Consultants	-	4,082	4,082	100.0%	9,797	9,797	-	0.0%
Legal Services	-	8,860	8,860	100.0%	5,000	21,263	16,263	76.5%
Bad Debt Expense	-	-	-		-	-	-	
Electrical	14,472	16,212	1,740	10.7%	37,211	37,211	-	0.0%
Fire and Safety	520	1,361	841	61.8%	5,144	5,144	-	0.0%
Grounds & Garden	83,805	104,167	20,362	19.5%	201,132	250,000	48,868	19.5%
Grounds & Garden - other	48,928	47,917	(1,011)	(2.1)%	115,000	115,000	-	0.0%
Insurance	29,956	40,675	10,719	26.4%	97,621	97,621	-	0.0%
Irrigation	33,924	44,759	10,835	24.2%	106,503	107,422	919	0.9%
Plumbing	8,239	11,074	2,835	25.6%	24,624	24,624	-	0.0%
Animal Management	6,785	42,033	35,248	83.9%	67,277	102,200	34,923	34.2%
Repairs & Maintenance	53,242	51,696	(1,546)	(3.0)%	156,190	154,644	(1,546)	(1.0)%
Road sweeping	11,773	11,181	(592)	(5.3)%	28,256	26,834	(1,422)	(5.3)%
Land Holding - rates and taxes	12,415	11,881	-	0%	28,514	28,514	-	0.0%
Utilities - water	17,873	10,460	-	0.0%	25,103	25,103	-	0.0%
<b>Total Expenses</b>	<b>671,895</b>	<b>749,538</b>	<b>85,590</b>	<b>11.4%</b>	<b>1,621,131</b>	<b>1,719,137</b>	<b>98,006</b>	<b>5.7%</b>
<b>Total Recoveries: overs / (unders)</b>	<b>-</b>	<b>-</b>	<b>-</b>		<b>-</b>	<b>-</b>	<b>-</b>	
<b>TOTAL Surplus /(Deficit)</b>	<b>124,697</b>	<b>47,002</b>	<b>77,695</b>	<b>165.3%</b>	<b>(27,984)</b>	<b>(126,056)</b>	<b>98,072</b>	<b>77.8%</b>
C/fwd Operating Surplus	64,909	52,523	12,385	23.6%	64,909	126,056	(61,147)	(48.5)%
Administrative Fund Balance	189,606	99,526	90,080	90.5%	36,925	-	36,925	

**Sanctuary Cove Primary Thoroughfare Body Corporate**  
**Sinking Fund expenditure**  
**YTD 01/11/24 - 31/03/2025**

Project	Balance 31.10.24	Levy	Total Approved Spend	YTD Actual	Balance Projected Expenditure	Projected Balance 31.10.25	Comments
Annual Contribution - as per AssetFinda		1,052,300		526,150			
Facilities Compound rental		72,240		29,167			Facilities compound rental
Livingstonia Path access		25,800					Right of use to cover costs of installation
Interest received		28,609		32,332			Interest earned before tax accrued
Total Including Interest	1,059,782	1,178,949		587,649	-		
Levy per 4250 lots		248					
Levy % Change		10.63%					
<b>Spend per Asset Finda</b>							
Bridges_PTBC	119,970	38,442		-	-	158,412	
Buildings_PTBC	9,412	50,000	(6,625)	(570)	(6,625)	52,217	Ceiling Fan Installation \$570
Electrical_Lights_PTBC	218,166	36,048	(20,990)	(10,500)	(10,490)	233,224	PROJECT: Air Conditioner Replacement - Roundhouse
Facilities Equipment_PTBC	1,000	166		-	-	1,166	PROJECT: Replacement of end of life assets
FTTH_PTBC	725,200	99,452		-	-	824,652	
Hydraulic & Electrical Supplies	(7,888)	7,661		-	-	(227)	
Irrigation_Control_PTBC (inc A Class water)	2,003	-		(60,101)		(58,098)	A Class Water - 30% share of Energex works
Irrigation_Mains_PTBC	0	-		(9,160)		(9,160)	Relocation of Irrigation Main Line Pipe
Irrigation_Valves_PTBC	88,015	-		-	-	88,015	
Kerb_PTBC	(149,733)	375,000		-	(20,000)	205,268	PROJECT: Repairs for roads - Marine drive nth
Landscape_PTBC (including parks and playgrounds)	470,593	-	(75,000)	(4,262)	(50,000)	416,331	Adelia Entry Garden Extension Concrete Pads for seats at Memorial Island PROJECT: LMP Upgrades
Path_PTBC	348,765	110,000		-	-	458,765	
Pumps_PTBC	(11,776)	30,000	(10,000)	-	(10,000)	8,224	PROJECT: Contingency for Pump St 18
Reports	(30,492)	10,000	(20,000)	(0)	(20,000)	(40,492)	PROJECT: Reports TBC
Roads_PTBC (including parking)	(53,165)			-	-	(53,165)	
Security_System_PTBC	(79,353)	50,000	(38,522)	(18,477)		(47,830)	Network Switch replacements for Gates PROJECT: CCTV Stage 3 - Camera Replacements \$38.5k postponed
Stormwater_Line_PTBC	50,000	(45,000)		-	-	5,000	
Stormwater_Point_PTBC	37,100	72,400		(2,613)		106,887	Stormwater Surrounds and grates
Switchboard_Meter_PTBC	73,025	-	(18,150)	-	(18,150)	54,875	PROJECT: Switchboard Upgrades
Wall_Fences_PTBC (including gates)	(148,255)	103,269		(30,360)		(75,346)	Damaged panel replacement - Santa Barbara & SC Blvd Generators for Gates Retaining wall - Entry Lake \$8.8k
Wastewater_Line_PTBC	413,712	-		-	-	413,712	
Water_Lines_PTBC	141,040	33,341		-	-	174,381	
Water_Point_PTBC (includes sluice valves, fire hydrants, water meters)	(93,110)	-	(38,701)	-	(38,701)	(131,811)	PROJECT: Sluice Valve Replacement PROJECT: Fire Hydrant Replacement
WW_H_Connection_PTBC	71,120	-		-	-	71,120	
Building-Contractors Compound	(288,989)	208,170		-	-	(80,819)	
Vehicles	(23,464)	-	-	-	-	(23,464)	
	-			-	-	-	
<b>Total Spend</b>	<b>1,882,895</b>	<b>1,178,949</b>	<b>(227,988)</b>	<b>(136,043)</b>	<b>(173,966)</b>	<b>2,751,835</b>	



### **Residential Zone Activity By-Law (RZABL) Compliance**

Sanctuary Cove Body Corporate Services seek instructions on how to proceed with the below ongoing RZABL noncompliance matters.

The below referenced matters forwarded to the PBC indicate instances where no subsequent response has been received, neither action has been taken despite issuing at least three non-compliance notices to the respective lot owners. All notices are sent via email and post to ensure that they are being received.

- **The current cost to file an application for Order of the Referee is \$110.30 ex GST.**
- **The current cost to file an application with Queensland Civil and Administrative Tribunal (QCAT) is \$367 inc GST.**

### **Current Referee Orders**

#### **1. 2489 The Parkway, Lot 25 Woodsia**

May 2025 – Matter has since been closed as breaches were rectified in March 2025 as per referee's order. House is currently listed for sale.

#### **2. 5200 Marine Drive West, Lot 75 Colvillia**

23.10.2024 – Application to the Referee was completed and sent to the Chairperson and Secretary for review.

- A final inspection of the property was requested, during which it was confirmed that the overgrown/rear landscaping had been addressed.
- The Respondent also submitted a request for the house to be completely repainted.
- It was agreed that the submission of the order will be put on hold, and we will continue to monitor the property to ensure all work remains in compliance with the RZABL's.
- The property has been consistently monitored throughout the year, with observations confirming that the works have been maintained and remain compliant with the By-Laws. Compliance will continue to monitor monthly.

#### **3. 8032 Key Waters, Lot 24 Harpullia**

13.02.2025 – Ongoing

- Application has been submitted to referee as per PBC EC approval.
- No correspondence currently received from Referee.

#### **4. 1046 Edgecliff Place, Lot 61 Tristania**

10.04.2025 - Ongoing

- The matter was presented for PBC to proceed with the application submission to the Referee.
- On 1 May 2025, the application was completed. A final site inspection was conducted to capture photographs of the property as at the date of filing. It was noted that rectification works were underway at the time of inspection.
- The application will be placed on hold until the end of May to allow for weekly monitoring to ensure ongoing compliance with the RZABLs. Please refer to the images below.









#	MEETING DATE	RESOLUTION	RESPONSIBILITY	COMMENTS	EXPECTED COMPLETION DATE
316	11/24	Stage 2 DCBL's RESOLVED that the PBC authorise the ARC and Developer to meet and finalise the DCBL documentation: FURTHER RESOLVED that the PBC is required to review the revised final documentation and the PBC will then approve if it is satisfactory.	ARC/ BCM	<ul style="list-style-type: none"> <li>Stage 2 commence working group February 2024.</li> <li>RBC resolution to be confirmed</li> </ul>	Ongoing
419	08/22	Village Gate	PBC	<ul style="list-style-type: none"> <li>Gates structure and design, the mirror image of the Pines.</li> <li>Road reopened.</li> <li>Extended to June 2025, New Gates has been installed.</li> </ul>	Commenced mid July 24
426	04/23	Cypress Point licence agreement and buggy path repairs	PBC	<ul style="list-style-type: none"> <li>SF advised lighting hasn't been budgeted for, however may be able to utilise Solar ones at Village gates once completed.</li> <li>Buggy Path still needing urgent repair.</li> <li>SF to follow up with MSCD/Boat show/WPGA if works are planned.</li> </ul>	SF to look at in 2024/2025 budget
427	05/23	PBC FTTH Network Solution	PBC	<ul style="list-style-type: none"> <li>PBC EGM approved extension of one year contract OptiComm.</li> <li>Shaun Clarke is tasked this with SF &amp; MT.</li> <li>SC gave an update at EGM March 2025</li> <li>Obtaining Legal advice on services outside gates</li> <li>EOI consultants and residents – Sent</li> <li>As of 07/05/2025 received</li> <li>3x Consultants</li> <li>3x Residents</li> </ul>	Ongoing



429	03/24	Purchasing Policy updated	PBC	<ul style="list-style-type: none"> <li>Purchasing policy to be updated – Finance Manager and In-House Counsel.</li> </ul>	2025 Governance Review
#	MEETING DATE	RESOLUTION	RESPONSIBILITY	COMMENTS	EXPECTED COMPLETION DATE
430	07/24	Secondary Thoroughfare By-Law	PBC	<ul style="list-style-type: none"> <li>Visitor's Parking Signage</li> <li>Email sent 4/9/24 for gazettal.</li> <li>On hold, waiting for 2 new amendments to be passed at March EGM to resubmit.</li> <li>Resubmitted with new amendments, awaiting to be gazetted.</li> </ul>	Passed at PBC EGM July 24
431	07/24	Emergency Management Plan	PBC	<ul style="list-style-type: none"> <li>App idea incorporated into Governance Review</li> <li>Sent out again to residents on 4<sup>th</sup> March 25 ahead of Cyclone Alfred</li> <li>A working group to work on emergency location for any future weather events that may occur.</li> </ul>	Ongoing

Note: Green = Complete, Yellow = In Progress, Red = Not yet in Progress.

Ongoing

Working Progress

Mulpha

On hold

## Proxy form for Body Corporate meetings

*Building Units and Group Titles Act 1980*

### Section 1 – Body corporate secretary details

**Name:** The Secretary

**Address of scheme:** C/- Sanctuary Cove Principal, PO Box 15 SANCTUARY COVE, QLD, 4212

### Section 2 – Authorisation

Notes: The Regulations set out a number of restrictions on the use of proxies, including an ability for the body corporate to further restrict their use including prohibition. If there is insufficient space, please attach separate sheets.

I/we

**Name of owner 1:** .....

**Signature:** ..... **Dated:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Name of owner 2:** .....

**Signature:** ..... **Dated:** \_\_\_\_/\_\_\_\_/\_\_\_\_

being the Proprietor/s of the following Lot/s

**Lot number/s:** ..... **Plan number:** .....

**Name of Body Corporate:**

**SANCTUARY COVE PRINCIPAL**

hereby appoint,

**Proxy (full name):** .....

as my/our proxy to vote on my/our behalf (*including adjournments*) at (please tick **one**)

☐ The body corporate meeting to be held on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ All body corporate meetings held before \_\_\_\_/\_\_\_\_/\_\_\_\_ (*expiry date*)

☐ All body corporate meetings held during the rest of the body corporate's financial year unless I/we serve you with a prior written withdrawal of the appointment

unless I/we serve you with a prior written withdrawal of the appointment of Proxy.

**Signature of proxy holder:** ..... **Dated:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Residential address:** .....

**Suburb:** ..... **State:** ..... **Postcode:** .....

**Postal address:** .....

**Suburb:** ..... **State:** ..... **Postcode:** .....