



*Sanctuary Cove resort Act 1985  
Section 27  
Buildings Units and Group Titles Act 1980  
Building Units and Group Titles Regulations 1998*

## **NOTICE OF THE EXTRAORDINARY GENERAL MEETING OF THE SANCTUARY COVE PRINCIPAL BODY CORPORATE 202**

**Notice of business to be dealt with at the  
EXTRAORDINARY GENERAL MEETING of the Sanctuary  
Cove Principal Body Corporate 202, to be held at  
Meeting Room 1, Sanctuary Cove Body Corporate Services, Shop 1A, Building 1, Masthead Way,  
Sanctuary Cove, QLD, 4212 on  
29 May 2025 at 10:00 AM**

A proxy form and a voting paper have been included to give you the opportunity to be represented at the meeting. Please read the attached General Instructions, to ensure that all documents are completed correctly as failure to do so may jeopardise your entitlement to vote.

### **INDEX OF DOCUMENTS**

- 1. NOTICE AND AGENDA OF MEETING**
- 2. INSTRUCTIONS FOR VOTING**
- 3. VOTING (MOTIONS FROM AGENDA)**
- 4. PROXY FORM**

The following agenda sets out the substance of the motions to be considered at the meeting. The full text of each motion is set out in the accompanying Voting Paper. An explanatory note by the owner proposing a motion may accompany the agenda.

Please take the time to complete and return the voting paper to the reply address below or submit a valid proxy to the PBC Secretary prior to the meeting.

*Sanctuary Cove Body Corporate Services Pty Ltd, for the Secretary*

Reply To PO Box 15, Sanctuary Cove QLD, 4212
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## **NOTICE OF THE EXTRAORDINARY GENERAL MEETING OF THE Sanctuary Cove Principal Body Corporate 202**

**Notice of business to be dealt with at the  
EXTRAORDINARY GENERAL MEETING of the Sanctuary  
Cove Principal Body Corporate GTP 202, to be held at  
Meeting Room 1, Sanctuary Cove Body Corporate Services, Shop 1A, Building 1, Masthead Way,  
Sanctuary Cove, QLD, 4212 on  
29 May 2025 at 10:00 AM**

To avoid delaying commencement of the meeting, it would be appreciated if proxies and voting papers could be received by this office at least 24 hours prior to the meeting. However, proxies and voting papers will be accepted prior to the commencement of the meeting.

### **AGENDA**

1. Attendance record including admittance of proxies and voting papers
2. Quorum
3. Financial status of RBC's
4. Recording of the meeting
5. Motions
  - 5.1 Approval of Previous General Meeting Minutes - 24th April 2025
  - 5.2 Approval of Previous General Meeting Minutes - 16th May 2025
  - 5.3 Approval of the Governance Improvement Plan Roadmap
  - 5.4 Approval for the engagement and Expenditure of Automation Group and M2M One
  - 5.5 Approval of 12-month agreement and expenditure with Optical Solutions
  - 5.6 Approval of Brush Cutting and target weed spraying of Mike Gore Island

### **6. Correspondence for Information**

For noting of the PBC and the PBC EC

No	Date	From	To	Regarding
1.	2/05/2025	SCCSL	PBC	Meeting Minute Content
2.	2/05/2025	SCCSL - Facilities	PBC	EOI - FTTH Task Force
3.	9/05/2025	BCCM	PBC	Referee application Harpullia
4.	12/05/2025	PBC	Resident in Alyxia	Request for payment for damage to pit
5.	13/05/2025	SCCSL - Facilities	PBC	Summary of A Class Water
6.	14/05/2025	MN for Cassia	PBC Chairperson	Security Protocol
7.	15/05/2025	MN for Roystonia - GR Leader	PBC	Key Points for PBC EC Meeting GR Discussion
8.	16/05/2025	SCCSL	PBC Chairperson	Cypress Point Security during boat show
9.	21/05/2025	CSC - Shaun Clarke	PBC	FTTH Progress update
10.	22/05/2025	PBC Chairperson	PBC	Harbour One FTTH connection testing

### **7. Correspondence for Action**

For noting of the PBC and the PBC EC

No	Date	From	To	Regarding
1.	9/05/2025	SCCSL - Facilities	PBC	Tree Management Plan

8. Business Arising

8.1 June EGM - Forecasted Motions

9. Closure of Meeting

# **GENERAL INSTRUCTIONS EXTRAORDINARY GENERAL MEETING NOTICE**

## **INTERPRETATIONS**

Section 39 of the *Sanctuary Cove Resort Act 1985* sets out the following interpretations for:

**VOTING RIGHTS** Any powers of voting conferred by or under this part may be exercised:

- (a) in the case of a proprietor who is an infant-by the proprietor's guardian;
- (b) in the case of a proprietor who is for any reason unable to control the proprietor's property by the person who for the time being is authorised by law to control that property;
- (c) in the case of a proprietor which is a body corporate-by the person nominated pursuant to section 38 by that body corporate.

Part 3, Section 22 of the *Sanctuary Cove Resort Act 1985*, sets out the following interpretation for:

### **SPECIAL RESOLUTION**

'Special Resolution' means a resolution, which is:

- (a) passed at a duly convened general meeting of the principal body corporate by the members whose lots (whether initial lots, secondary lots, group title lots or building unit lots) have an aggregate lot entitlement of not less than 75% of the aggregate of all lot entitlements recorded in the principal body corporate roll.

Part 3, Division 2B, 47D of the *Sanctuary Cove Resort Act 1985*, sets out the following for proxies for General meetings of the Principal Body Corporate:

### **APPOINTMENT OF PROXY**

- (a) must be in approved form; and
- (b) must be in the English language; and
- (c) cannot be irrevocable; and
- (d) cannot be transferred by the holder of the proxy to a third person; and
- (e) lapses at the end of the principal body corporate's financial year or at the end of a shorter period stated in the proxy; and
- (f) may be given by any person who has the right to vote at a general meeting; and
- (g) subject to the limitations contained in this division, may be given to any individual; and
- (h) must appoint a named individual.

# VOTING PAPER

## Extraordinary General 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 29 May 2025 at 10:00 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	Approval of Previous General Meeting Minutes - 24th April 2025 (Agenda Item 5.1)	Ordinary Resolution
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Statutory Motion Submitted by Chairperson

That the Minutes of the PBC Extraordinary General Meeting held on 24th April 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes ☐

No ☐

Abstain ☐

2	Approval of Previous General Meeting Minutes - 16th May 2025 (Agenda Item 5.2)	Ordinary Resolution
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Statutory Motion Submitted by Chairperson

That the Minutes of the PBC Extraordinary General Meeting held on 16th May 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes ☐

No ☐

Abstain ☐

3

**Approval of the Governance Improvement Plan Roadmap  
(Agenda Item 5.3)**

**Ordinary Resolution**

Submitted by Chairperson

**THAT** the Principal Body Corporate 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.

Yes ☐

No ☐

Abstain ☐

4

**Approval for the engagement and Expenditure of Automation  
Group and M2M One (Agenda Item 5.4)**

**Ordinary Resolution**

Submitted by Chairperson

**THAT** the PBC EGM approves the expenditure of \$94,905.80 (inc. GST), plus a 10% contingency of \$9,490.58 (inc. GST), for the engagement of Automation Group and M2M One to cover costs associated with the supply, access, and commissioning of the Building Management System for all site sewage and irrigation pump stations. Funds to be expensed to the PBC Sinking Fund GL Code - Pumps 22312.

Yes ☐

No ☐

Abstain ☐

5	Approval of 12-month agreement and expenditure with Optical Solutions (Agenda Item 5.5)	Ordinary Resolution
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Submitted by Chairperson

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**THAT** the PBC EGM 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"/>

6	Approval of Brush Cutting and target weed spraying of Mike Gore Island (Agenda Item 5.6)	Ordinary Resolution
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Submitted by Chairperson

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**THAT** the PBC EGM authorises the expenditure of \$7,738.50 (inc GST) for the engagement of The Plant Management Company to undertake the proposed works as outlined, with funds to be allocated from the Administration fund - GL Code 12420

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

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**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.

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

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

## **ATTACHMENTS**

- 1. M1. Minutes of previous General Meeting**
- 2. M2. 20250516 PBC EGM Minutes**
- 3. M3. PBC Goverance Project Overview for RBCs 1 Febuary 2025 v1 3**
- 4. M3. PBC Draft Governance Improvement Plan V10 May 8th 2025**
- 5. M4. BMS - Scope of works V3**
- 6. M5. PBC - Calix Advantage Program**
- 7. M5. Sanctuary Cove - CAP Agreement-2025\_2026**
- 8. M6. Authorisation for Body Corporate Expenditure - Mike Gore Island - Maintenance docx**
- 9. CORRO FOR INFORMATION**
- 10. CFI 1. Meeting Minute Content**
- 11. CFI 2. EOI - FTTH Task Force**
- 12. CFI 3. 20250512 BUGTA Subs Invitation (dist)\_9-05-2025\_(ME)**
- 13. CFI 3. 20250512 0402-2025\_SanctuaryCovePrincipalBodyCorporate**
- 14. CFI 4. 8979 Damage to Pit and FTTH**
- 15. CFI 5. Summary of Class A Project V3**
- 16. CFI 6. Security Protocol**
- 17. CFI 7. Key Points for PBC EC Meeting Discussion May 2025 v2 condensed**
- 18. CFI 8. Re\_ Main Gate & Cypress Point**
- 19. CFI 9. 2025-05-21\_FTTH\_Project progress update to PBC May 2025\_v2**
- 20. CFI 10. RE\_ Harbour One\_FTTH connection for testing**
- 21. CORRO FOR ACTION**
- 22. CFA 1. Tree Management - May 2025**
- 23. Information About Proxies**
- 24. Proxy form for Body Corporate Meetings**







**MINUTES OF EXTRAORDINARY GENERAL MEETING**  
**for 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 24 April 2025 at 10:00 AM  
**Meeting time:** **10:01am – 12:24pm**  
**Chairperson:** Mr Stuart Shakespeare

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**ATTENDANCE**

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

Lot 1701	Bauhinia GTP 1701	Mr Peter Hawley (PH)
Lot 1702	Cassia GTP 1702	Mr Peter Cohen (PC)
Lot 1703	Washingtonia GTP 1703	Mr David Francis (DF)
Lot 1712	Livingstonia GTP 1712	Mr Brian Earp (BE)
Lot 1769	Roystonia GTP 1769	Mrs Simone Hoyle (SH)
Lot 2504	Colvillia GTP 2504	Mr Robert Nolan (RN)
Lot 107045	Harpullia GTP 107045	Mr Paul Kernaghan (PK)
Lot 107106	Schotia Island GTP 107106	Mr Wayne Bastion (WB)
Lot 107128	Felicia GTP 107128	Mr Stuart Shakespeare (SS)
Lot 107217	Tristania GTP 107217	Mr Mark Winfield (MW)
Lot 107278	Banksia Lakes GTP 107278	Mrs Andrea Luyckx (AL)
Lot 107434	Zieria GTP 107434	Mr Hugh Martin (HM) – dep at 11:40am
Lot 107399	Caladenia GTP 107399	Mr Tony McGinty (TM)
Lot 107442	Molinia GTP 107442	Mrs Cheryl McBride (CM)
Lot 107488	Darwinia GTP 107488	Mrs Jane Burke (JB)

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

Lot 107278	Banksia Lakes GTP 107278	Owner present (pre-voted)
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**The following members present by Voting Paper:**

Lot 21	Mulpha Sanctuary Cove (Developments) Pty Limited	Electronic vote
Lot 81	Mulpha Sanctuary Cove (Developments) Pty Ltd	Electronic vote
Lot 83	Mulpha Sanctuary Cove (Developments) Pty Limited	Electronic vote
Lot 1790	Araucaria GTP 1790	Electronic vote
Lot 2207	Plumeria GTP 2207	Electronic vote
Lot 107509	Alphitonia GTP 107509	Electronic vote
Lot 107209	Alpinia GTP 107209	Electronic vote
Lot 107353	Woodsia GTP 107353	Electronic vote
Lot 107406	Corymbia GTP 107406	Electronic vote
Lot 107456	Alyxia GTP 107456	Electronic vote

**The following members were present by Proxy:**

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

**Present by Invitation:**

Mrs Cassie McAuliffe – General Manager (CM)

Mrs Jodie Syrett – Manager of Body Corporate (JS minute taker)

Mrs Brogan Watling – In-House Counsel (BW)

**Apologies:**

Mr Michael Longes

Mr Neill Ford

Mrs Dianne Taylor

Mr Stephen Anderson

Mrs Maxine Monroe

Mrs Shawlene Nefdt

Mr Nabil Issa

Mr Nicholas Eisenhut

Mr Peter Hay

Mr Mick McDonald

The following members were not financial for the meeting:

A Quorum was present

Nil Conflict of Interest

The Meeting was recorded.

- *The PBC EC minutes were not circulated prior to the PBC EGM meeting due to a combination of recent public holidays, staff shortages, and competing priorities.*
- *The extreme length of the meeting booklet was noted. To reduce volume all expenditure items will be presented to the PBC EGM for approval with supplementary information accessible via a separate link or Dropbox.*

## Motions

<b>1</b>	<b>Approval of Previous General Meeting Minutes - 27th March 2025 (Agenda Item 5.1)</b>	<b>Ordinary Resolution</b>
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Statutory Motion Submitted by Chairperson

**CARRIED**

**RESOLVED** That the Minutes of the PBC Extraordinary General Meeting held on 27th March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	18
No	0
Abstain	7

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia			X	Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria			X
Ardisia				Roystonia	X		
Banksia Lakes			X	Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)			X
Darwinia	X			MSCD Lot 81 (SA)			X
Felicia	X			MSCD Lot 83 (MM)			X

<b>2</b>	<b>Authorisation of further legal expenditure for dispute with Hydrovision (Agenda Item 5.2)</b>	<b>Ordinary Resolution</b>
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Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC retrospectively authorises further legal expenditure in the amount of \$7,000 (ex GST) for the costs of Colin Biggers & Paisley providing ongoing advice and assistance to the PBC with respect to its dispute with Hydrovision.

Yes	24
No	0
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

**3 PBC considers scope of works in Darwinia for the financial year beginning 1st November 2025 (Agenda Item 5.3)**

**Ordinary Resolution  
POLL VOTE**

Submitted by Darwinia MN

**CARRIED**

**RESOLVED** that the PBC EGM agrees to consider the attached scope of works for road, parking and drainage improvements in and around 1911 Sunningdale Court within Darwinia 107488 for inclusion in 1st November 2025 - 31st October 2026 Financial year schedule work budget.

Yes	759 41.63%
No	535 29.35%
Abstain	338 18.54%

**NOTE – Poll Vote called by the Chairperson**  
**Lot entitlement without votes - 191**

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia			X
Alphitonia	X			Justicia			
Alpinia		X		Livingstonia		X	
Alyxia		X		Molinia		X	
Araucaria	X			Plumeria		X	
Ardisia				Roystonia		X	
Banksia Lakes		X		Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia			X	Washingtonia			X
Cassia			X	Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia		X		MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia		X		MSCD Lot 83 (MM)	X		

Submitted by Plumeria MN

**CARRIED**

**RESOLVED** that the PBC take urgent steps to amend RZABL 4.4.2 consistent with the resolution reached by the PBC Executive Committee at its meeting on 28<sup>th</sup> August 2023.

Yes	18
No	5
Abstain	2

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia		X		Livingstonia		X	
Alyxia	X			Molinia		X	
Araucaria	X			Plumeria	X		
Ardisia				Roystonia		X	
Banksia Lakes			X	Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia		X		Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

Submitted by Chairperson

**CARRIED**

**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.

Yes	24
No	0
Abstain	1

**ACTION: Shanyn (SF) to produce timeline breakdown of work completed and costs to date.**

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

## 6 Energex Switchboard Relocation (Agenda Item 5.6)

## Ordinary Resolution

Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC EGM approves the expenditure of \$57,149.98 (including GST) for TEW to relocate the electrical switchboard at the Bunker Pump Station. The costs associated with this work will be allocated from GL Code – Sinking Fund 222601 - Irrigation Control, with funding to be as follows:

- \$26,070.28 (incl. GST) – To be allocated from the existing project contingency
- \$31,079.70 (incl. GST) – Approval of additional funds required

It is further **RESOLVED** that:

The total expenditure is to be apportioned between the PBC and PTBC, as follows:

- PBC: 70% (\$57,149.97 incl. GST)
- PTBC: 30% (\$24,492.85 incl. GST)

And **RESOLVED** that the PBC EGM approves a reduction in the required number of quotes from three (3) to one (1), on the basis that the nominated contractor is already engaged to complete the associated Energex works, and it is both practical and commercially appropriate to proceed with the same contractor for continuity and efficiency of delivery.

Yes	24
No	0
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

7	Completion of remaining tree-related tasks across PBC (Agenda Item 5.7)	Ordinary Resolution
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Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC EGM authorises the expenditure of \$34,331.00 (inc GST) for the engagement of Kings Landscaping to undertake the proposed works outlined, with the funds to be allocated from the Administrative fund - GL Code 12422

Yes	24
No	0
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia	X		X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		



<b>8</b>	<b>The Address – Stormwater Drainage Remediation (Agenda Item 5.8)</b>	<b>Ordinary Resolution</b>
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Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC EGM authorises the expenditure of \$12,689.60 (inc GST) for the engagement of Urban Asset Solutions to undertake the proposed works as outlined, with funds to be allocated from the Administration fund – GL Code 12660

Yes	24
No	0
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

<b>9</b>	<b>RADM Castle Park - Stormwater Drainage Work (Agenda Item 5.9)</b>	<b>Ordinary Resolution</b>
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Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC EGM authorises the expenditure of \$6,419.43 (inc GST) for the engagement of Smartstone Group to undertake the proposed works as outlined, with funds to be allocated from the sinking fund - GL Code 224962.

Yes	23
No	1
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia		X		Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

## 10 Survey and Service Location (Agenda Item 5.10)

## Ordinary Resolution

Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC EGM authorises the expenditure of \$4,565.00 (incl. GST) for the engagement of Lamberts Locations to undertake the proposed works as outlined, with funds to be allocated from the Sinking fund - GL Code 22280

Yes	24
No	0
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC authorises the engagement of Chambers Russell in accordance with the below fee estimates (\$4,875.50 plus GST - \$5,525.50 plus GST) to assist the PBC in addressing the costs billed by Grace Lawyers including, if necessary, the filing of an application for a costs assessment and generally acting on behalf of the PBC in that application.

Yes	23
No	1
Abstain	1

Step	Estimated fees	Estimated disb.
Letter to Grace Lawyers proposing a panel of assessors prior to an application being filed	\$650 plus GST	Nil
Drafting and filing an application for costs assessment, with or without a request for consent order	\$650 plus GST	\$125.50 filing fee
Preparing objections to any costs statement	\$1,300 - \$1,950 plus GST	\$1,500 plus GST
Generally liaising with the assessor, Grace Lawyers and the PBC, and advising on the outcome of the assessment	\$1,300 plus GST	n/a

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)		X	

Submitted by Chairperson

**CARRIED**

**RESOLVED** that the PBC engages Chambers Russell at a fee estimate of \$8,300 plus GST - \$12,950, on the terms circulated with the agenda, to provide advice to the PBC on its ability to enter into an agreement with the PTBC or members of the PTBC for the use of its FTTH network and, if required, prepare as suitable instrument to enable such use of the FTTH network by the PTBC or others.

Yes	23
No	0
Abstain	1

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia	X			Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island	X		
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria			
Corymbia			X	MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

#### **6. Correspondence for Information:**

App & Storm feedback:

- The creation of the app is included in the Governance Project Plan and will be addressed in 2025.
- **Action:** Peter (PC), and Wayne (WB) to form a working group to consider components of the app including an emergency location for weather-related events.
- **Action:** Mark (MW) to consult with Dr Stephen Parr to obtain advice regarding the current state of the website, the back end responsible for storing data, and cost estimates for a standard community app.

#### **7. Correspondence for Action:**

Colvillia Tree Management – Large Gum Trees:

- In Colvillia, concern was raised regarding the potential hazard for residents and their property where large gum trees are located in close proximity to homes
- **Action:** Cassie to prepare a report or discussion paper addressing the issue.

#### 5709 Obstructed Sewer/Storm Water Pit Lid:

- It was noted that all sewer and storm water pits must always remain easily accessible.
- **Action:** JS to issue a letter on behalf of PBC requesting the property owner to clear and maintain access to the affected area.

### **8. General Business:**

#### **8.1 Governance Review – Simone Hoyle (SH) Project Leader:**

SH provided the following information:

- SH thanked people that attended the Governance Review discussion on 14/04.
- Additionally, to the documents that were given, SH shared 5 key take away points:
  - 1. Need for Governance**

Essential to address ongoing issues related to lack of clarity, inefficiencies, and frustration arising from unclear processes. An extensive site-wide review conducted ten years ago resulted in a series of governance recommendations, many of which remain unimplemented to date.
  - 2. Prioritisation and sequencing**

The governance program will be implemented in phases over a three-year period:

    - **Year One:** Focus on establishing foundational elements.
    - **Year Two:** Development and implementation of tools and frameworks.
    - **Year Three:** Review and evaluation of impact and performance.
  - 3. Roles and Responsibilities of Member Nominees**

Emphasis will be placed on clearly defining the responsibilities of Member Nominees, including voting on motions, engaging with their RBCs, managing communications, and participating in relevant training initiatives.
  - 4. Governance Experts**

Internal resources will be leveraged wherever possible; however, external governance experts will also be engaged to provide independent oversight and specialised expertise. Their involvement will assist in overcoming stalemates, particularly in addressing complex or sensitive governance issues. The use of external consultants will be carefully considered, with any associated expenditure to be submitted for approval via formal motion.
  - 5. Voting for improvement plan**

An improvement plan, developed in alignment with the governance blueprint, will be presented as a formal motion at the May PBC EGM for consideration and approval.

#### **8.2 Administration & Management Agreement (AMA) Update – Cheryl McBride (CM):**

CM provided the following information:

- The current AMA involves three parties.
- The intention to separate the AMA into 2 agreements stems from a desire to enhance decision-making processes, benchmark efficiencies and costs, and reaffirm the PBC's role as the primary client.
- New draft agreements were circulated for review and consideration by all RBCs.
- Acknowledgement is extended to In-House Counsel, Brogan, for her considerable efforts in compiling these agreements. She utilised industrial-style templates and tailored them to suit the unique requirements of Sanctuary Cove.
- The agreements were developed with input from the working party, PBC members, directors and staff members, with the aim of improving accountability and operational efficiency.
- The key objectives remain transparency, independence, and control.
- Feedback was received from ten precincts, representing a strong response rate. This input has been categorised according to subject matter and level of importance.
- The high importance feedback:

**1. Practicality and Additional Workload for the General Manager**

The revised agreement provides clearer delineation of responsibilities and boundaries. It aims to enhance accountability and affords PBC greater oversight.

**2. Cost Recovery**

This aspect has not yet been included but will be incorporated into the final draft.

**3. Insurance Coverage**

This matter remains under review. Recommendations suggest increasing coverage from \$10 million to \$20 million.

**4. Termination Clause**

Concerns have been raised regarding the clause allowing the company to terminate the agreement within 60 days. Both parties will have the same rights of termination in the final draft

**5. Landscape Quality Defined**

While specific landscaping standards are outlined in the contractor's agreement, this agreement stipulates that landscaping must adhere to premium resort standards.

**6. Reporting**

The proposed reporting structure will remain largely consistent with the current approach.

**7. MNs Access to Records**

A motion passed at a prior meeting permits MNs to access records free of charge, provided it is not for personal benefit and is aligned with their responsibilities within their respective RBCs. To be included in the final draft

**8. Dispute Resolution**

There is a preference for retaining the current dispute resolution process. However, the draft agreement introduces a significantly simplified version. The final draft will include the latter.

**9. Common Use of the Seal**

The use of the seal is subject to meeting approval and remains under the control of PBC, with custody retained by the manager.

**10. SCCSL precluded from services to third parties and accepting commissions**

This will be addressed in the final draft agreement, with a commitment to full disclosure regarding any affiliations with other parties.

**11. Good and fair Management of SCCSL**

Are outside the scope of the agreements and are addressed by HR policies and WHS Legislation.

Next steps:

- Feedback has been incorporated into the updated drafts where applicable.
- A contingency has been proposed for an independent legal review of the amended AMA to ensure sound governance, considering the In-House Counsel who prepared the documents is engaged by the company—this measure aims to eliminate any potential conflict of interest.
- Updated drafts will be presented at the May/June PBC EGM, providing all stakeholders with a final opportunity to review and submit any further feedback.

**8.3 Biodiversity Report – Animal Management:**

- Clarification is sought regarding the use of firearms, specifically in relation to the shooting of hares.
- Further detail is required on the measures in place to protect wildlife and mitigate risks to other animals during animal management activities.
- The plan referenced a potential two-hour community presentation by Biodiversity; however, this has not been offered.
- **Action:** Facilities to follow up on the presence of deceased hare carcasses within Sanctuary Cove and arrange the proposed presentation.

#### **8.4 Welcome MN for Banksia Lakes – Mrs Andrea Luyckx:**

- A warm welcome was extended to Andrea on her first PBC EGM.
- There was discussion regarding the inclusion of passport-style photos for MN representatives, to assist residents in identifying their respective MN for each RBC.
- **Action:** MNs are requested to provide JS with a passport-style photograph.

#### **8.5 Advice on the use of FTTH Network with PTBC:**

- Discussion centred on the provision of FTTH services to entities outside the residential zones. Of particular concern is Harbour 1, as handover is likely to occur in July/August.
- Legal opinion will be sought to determine the PBC's right to enter into commercial agreements for provision of such services.

#### **8.6 Expenditure on Lakes and Golf Course:**

- The Chair advised that the upcoming PTBC meeting, scheduled to follow this meeting, includes a motion seeking approval for additional expenditure relating to lake maintenance and surveying works on the golf course.
- It was noted, under s76, SCRA, the PTBC holds the authority to provide services on any SC resort land, which includes the PBC area. Legal advice obtained in 2014 supports this interpretation.
- As PBC representative on the PTBC, the Chair will request the motion be temporarily withdrawn pending further advice.

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

**MEETING CLOSED** at 12:24 PM

Chairperson: Mr Stuart Shakespeare X.....

PBC

POLL VOTING CALCULATOR Motion 3 - Scope of work for Darwinia

MEETING DATE 27/03/2025

Motion 2

STAGE	LOTS	ENT	MEMBERS PRESENT	VP	PROXY	VOTE COUNT
\$1	1	28	Michael Longes			
\$2	2	41	No Rep at PBC		No Rep at PBC	
\$2	3	39	Stephen Anderson	VP		
\$2	4	75	Dianne Taylor	VP		
\$2	5	46	Neill Ford	VP		
\$2	6	55	No Rep at PBC		No Rep at PBC	
\$1	7	98	Maxine Monroe	VP		
\$2	8	50	Andrea Luyckx	VP		
\$1	9	92	Peter Hawley			
\$2	10	31	Tony McGinty			
\$1	11	116	Peter Cohen			
\$1	12	104	Robert Nolan			
\$2	13	37	Shawlene Nefdt	VP		
\$2	14	22	Jane Burke			
\$2	15	48	Stuart Shakespeare			
\$2	16	19	Nabil Issa			
\$1	17	76	Paul Kernaghan			
\$2	18	48	No Rep at PBC		No Rep at PBC	
\$1	19	96	Brian Earp			
\$2	20	30	Cheryl McBride			
\$1	21	88	Nicholas Eisenhut	VP		
\$1	22	65	Simone Hoyle			
\$2	23	113	Wayne Bastion			
\$2	24	78	Mark Winfield			
\$1	25	115	David Francis			
\$2	26	27	Peter Hay	VP		
\$2	27	26	Hugh Martin			
\$2	28	110	Stephen Anderson	VP		
\$2	29	20	Mick McDonald	VP		
\$2	30	30	Stephen Anderson	VP		
	30	1823			3	0

UNFINANCIAL	ELIGIBLE TO VOTE	VOTING (LOTS)			POLL VOTE RESULTS			
		Yes	No	ABSTAIN	YES	NO	ABSTAIN	TOTAL
	28							
	41							
	39	39			39			
	75		75			75		
	46		46			46		
	55							
	98	98			98			
	50		50			50		
	92	92			92			
	31			31			31	
	116			116			116	
	104	104			104			
	37		37			37		
	22	22			22			
	48		48			48		
	19							
	76			76			76	
	48							
	96		96			96		
	30		30			30		
	88					88		
	65		65			65		
	113	113			113			
	78				78			
	115			115			115	
	27	27			27			
	26				26			
	110	110			110			
	20				20			
	30				30			
0	1823	0	0	0	759	535	338	1632
0				0	41.63%	29.35%	18.54%	

## SUMMARY

TOTAL MEMBERS AT MEETING 27

TOTAL MEMBERS ELIGIBLE TO VOTE 27

LOTS PRESENT AT MEETING 1823

TOTAL MEMBERS ELIGIBLE TO VOTE 1823

TOTAL ENTITLEMENTS ELIGIBLE TO VOTE 1823

YES 759 41.63%

NO 535 29.35%

ABSTAIN 338 18.54%

1632 89.52%

NO VOTE ENT 0 0.00%

POLL SPECIAL DISSENT

CARRIED

FAILED

FAILED





**MINUTES OF EXTRAORDINARY GENERAL MEETING**  
**for 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:** Friday 16 May 2025 at 10:00 AM  
**Meeting time:** **10:00am – 10:05am**  
**Chairperson:** Cheryl McBride

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**ATTENDANCE**

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

Lot 1712	Livingstonia GTP 1712	Mr Brian Earp
Lot 107442	Molinia GTP 107442	Mrs Cheryl McBride

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

Lot 1712	Livingstonia GTP 1712	Owner present (pre-voted)
Lot 107442	Molinia GTP 107442	Owner present (pre-voted)

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

Lot 21	Mulpha Sanctuary Cove (Developments) Pty Limited	Electronic vote
Lot 81	Mulpha Sanctuary Cove (Developments) Pty Ltd	Electronic vote
Lot 83	Mulpha Sanctuary Cove (Developments) Pty Limited	Electronic vote
Lot 1701	Bauhinia GTP 1701	Electronic vote
Lot 1702	Cassia GTP 1702	Electronic vote
Lot 1703	Washingtonia GTP 1703	Electronic vote
Lot 1769	Roystonia GTP 1769	Electronic vote
Lot 1790	Araucaria GTP 1790	Electronic vote
Lot 2207	Plumeria GTP 2207	Electronic vote
Lot 2504	Colvillia GTP 2504	Electronic vote
Lot 107509	Alphitonia GTP 107509	Electronic vote
Lot 107045	Harpullia GTP 107045	Electronic vote
Lot 107106	Schotia Island GTP 107106	Electronic vote
Lot 107128	Felicia GTP 107128	Electronic vote
Lot 107209	Alpinia GTP 107209	Electronic vote
Lot 107217	Tristania GTP 107217	Electronic vote
Lot 107278	Banksia Lakes GTP 107278	Electronic vote
Lot 107353	Woodsia GTP 107353	Electronic vote
Lot 107434	Zieria GTP 107434	Electronic vote
Lot 107399	Caladenia GTP 107399	Paper vote
Lot 107406	Corymbia GTP 107406	Electronic vote
Lot 107488	Darwinia GTP 107488	Electronic vote

**The following members were present by Proxy:**

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

**Present by Invitation:**

**Apologies:**

Mr Michael Longes  
Mr Neill Ford  
Mrs Dianne Taylor  
Mr Stephen Anderson  
Mrs Maxine Monroe  
Mrs Andrew Luyckx  
Mr Peter Hawley  
Mr Tony McGinty  
Mr Peter Cohen  
Mr Robert Nolan  
Mrs Suzi Ledger  
Mrs Jane Burke  
Mr Stuart Shakespeare  
Mr Nabil Issa  
Mr Paul Kernaghan  
Mr Nicholas Eisenhut  
Mrs Simone Hoyle  
Mr Wayne Bastion  
Mr Mark Winfield  
Mr David Francis  
Mr Peter Hay  
Mr Hugh Martin  
Mr Mick McDonald

The following members were not financial for the meeting:

A Quorum was present  
Nil Conflict of Interest  
The Meeting wasn't recorded.

## Motions

<b>1</b>	<b>Approval – Legal Review of Draft Agreements (Agenda Item 5.1)</b>	<b>Ordinary Resolution</b>
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Submitted by Chairperson

**CARRIED**

**RESOLVED** that the Principal Body Corporate Extraordinary General Meeting approves \$4,400 (Inc GST), pursuant to the fee proposal circulated with this agenda, for a legal review of the draft Administration and Facilities Management Agreements by Chambers Russell, as outlined in the endorsed project plan and following the firm's selection based on competitive quotations.

Yes	23
No	1
Abstain	0

Members Name	Yes	No	Abstain	Members Name	Yes	No	Abstain
Acacia				Fuschia			
Adelia				Harpullia	X		
Alphitonia	X			Justicia			
Alpinia	X			Livingstonia	X		
Alyxia				Molinia	X		
Araucaria	X			Plumeria	X		
Ardisia				Roystonia	X		
Banksia Lakes	X			Schotia Island		X	
Bauhinia	X			Tristania	X		
Caladenia	X			Washingtonia	X		
Cassia	X			Woodsia	X		
Colvillia	X			Zieria	X		
Corymbia	X			MSCD Lot 21 (SA)	X		
Darwinia	X			MSCD Lot 81 (SA)	X		
Felicia	X			MSCD Lot 83 (MM)	X		

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

**MEETING CLOSED** at 10:05 AM

Chairperson: Mrs Cheryl McBride X.....

# 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>



# BUILDING MANAGEMENT SYSTEM – SCOPE OF WORKS

## 1. OBJECTIVE

To implement a Building Management System (BMS) that provides comprehensive monitoring and control of sewerage and irrigation pump stations. The system will enhance operational efficiency, ensure real-time monitoring of critical parameters, and enable prompt response to alarms and issues, thereby improving the reliability and performance of the pump stations. Additionally, the BMS will support data-driven decision-making by offering detailed reporting and historical trend analysis.

## 2. SCOPE/DELIVERABLES

The project entails the following major components:

### Alarm Monitoring and Reporting

- Implement digital and real-time and analogue monitoring of critical alarms such as
  - wet well high/low levels
  - power failures
  - pump run times- diagnostic tool/identification of problems with PLC's, floats, pumps, unusual inflows/discharges.
  - Pump selection
  - and other key parameters – *Recommendations ?*
- Enable historical data analysis of pump station levels, particularly during large rain events, to identify trends and potential infiltration points.
- Set up reporting mechanisms to alert stakeholders via SMS and email to multiple contacts.
- Ensure the system is capable of logging alarm events for review and analysis.

### Description and Location of Assets to be included:

Pump Station Type	Location	Ownership Entity
Wastewater Pump Station 1	Opposite 5202 Marine Drive West	PBC
Wastewater Pump Station 2	Opposite 5252 Marine Drive North	PBC
Wastewater Pump Station 3	Opposite 5282 Marine Drive North	PBC
Wastewater Pump Station 4	Opposite 5326 Marine Drive North	PBC
Wastewater Pump Station 5	Corner Parkway/Harbour Terrace- Wine Glass.	PBC
Wastewater Pump Station 6	Beside 5801 Clearwater Crescent	PBC
Wastewater Pump Station 7	Beside 4700 The Parkway- in the park.	PBC
Wastewater Pump Station 8	Beside 4714 The Parkway in the park	PBC
Wastewater Pump Station 9	Beside 7300 Marine Drive East in the Park	PBC
Wastewater Pump Station 10	Opposite 7388 Marine Drive East in the park	PBC
Wastewater Pump Station 11	Opposite 5703 Anchorage Terrace	PBC
Wastewater Pump Station 12	The Parkway opposite the Boat Ramp	PBC
Wastewater Pump Station 13	Riverside Drive beside 8053 in the park.	PBC
Wastewater Pump Station 14	Opposite 8074 Riverside Drive	PBC
Wastewater Pump Station 15	Opposite 2094 The Circle	PBC
Wastewater Pump Station 16	On golf course behind 2212 The Parkway	PBC
Wastewater Pump Station 17	Opposite 1028 Edgecliff Drive	PBC
Wastewater Pump Station 18	Jabiru House – The Village	PTBC
Wastewater Pump Station 19	Casey's Road Cul-de-sac	PBC
Wastewater Pump Station 20	Opposite 2632 The Address	PBC
Wastewater Pump Station 21	Opposite the Jetty on The Point Circuit	PBC





## BUILDING MANAGEMENT SYSTEM – SCOPE OF WORKS

Wastewater Pump Station 22	Beside 8825 The Point Circuit	PBC
Wastewater Pump Station 23	Beside 9105 The Point Circuit	PBC
Wastewater Pump Station 24	Opposite 8873 The Point Circuit	PBC
Marine Drive North Irrigation Booster Station	Access via Cypress Avenue	PBC
Cassia Irrigation Pump Station	Cassia Park next to 5929 Turnberry Terrace.	PBC
Class A Irrigation Bunker Pump Station	The Boulevard – Main Entry	PBC/PTBC
Coomababah Pumps- Irrigation	GCCC – Wastewater treatment Plant	PTBC

### Battery Backup and Reliability

- Equip the remote monitoring stations with a battery-backed system to maintain operation during power outages. This should be sufficient to report mains power failure and other critical alarms.

### Web-Based Monitoring Platform

- Web-based interface accessible from PCs, tablets, and mobile devices, providing:
  - Real-time status of all sites.
  - Alarm status and mains power status.

### System Manageability, Scalability and Ongoing Maintenance

- Design the system to be scalable, accommodating future growth in both the number of monitored sites and the types of infrastructure managed.
- Ensure the system provides custom displays for text descriptions of sites and alarm inputs, tailored to the specific needs of the project.
- Text descriptions of sites and specific alarm inputs, with customisable display options.
- The ability to update target mobile numbers for SMS alarms.
- Implement an annual support agreement/contract with an external service contractor. To include on-site maintenance, Sim card management, remote hardware & software support, monthly site visit/inspection of hardware, rates for additional site attendance as required.

### Security and Reliability Considerations

- Mitigate risks associated with reliance on a single external provider by selecting a reputable and reliable service partner.
- Acknowledge the potential risk of internet outages affecting remote monitoring capabilities, while noting this is a common risk with modern systems.

### Background and Technology Platform

- Ensure the system provides custom displays for text descriptions of sites and alarm inputs, tailored to the specific needs of the project.

All works are to be completed within normal business hours (7:00am – 4:30pm, offsite by 5:00pm)



## BUILDING MANAGEMENT SYSTEM – SCOPE OF WORKS

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### 3. HEALTH AND SAFETY

- Adhere to all relevant SCCSL health and safety regulations and protocols during the project.
- Implement measures to protect workers, pedestrians, and vehicles from potential hazards.

### 4. PROJECT TIMELINE

- Start Date: TBA
- Completion Date: ASAP 2024

### 5. COMMUNICATION AND COORDINATION

PRINCIPAL – PBC & PTBC

- Project Managers  
Shanyn Fox (Facilities Services Manager)  
Peter Gannon (Facilities Services Supervisor)



# BUILDING MANAGEMENT SYSTEM – SCOPE OF WORKS

## 6. PROJECT DELIVERABLES

Item		
1	System Design Documentation	Documentation outlining the requirements, components, and technical specifications of the BMS
		Ensure that the BMS is compatible with future technological upgrades or infrastructure additions
2	BMS Software Installation	Deployment of the BMS software
		A user-friendly interface designed to monitor pump stations, including real-time data, alarm statuses, and historical data trends
		Development of a web-based platform accessible from PCs, tablets, and mobile devices, showing real-time data from all connected pump stations.
3	Hardware Installation	Installation of sensors for monitoring key parameters like pump operation status, flow rates, pressure levels, wet well levels, and power supply.
		Installation or upgrade of control panels to interface with the BMS, enabling centralised control of pump operations.
		Setup of necessary communication infrastructure (wired or wireless) to connect remote pump stations to the BMS.
4	Alarm Management System	Configuration of real-time monitoring for critical conditions
		Setup of automated SMS and email alerts for specific alarms to notify relevant personnel.
		Implementation of an alarm logging system to record and store alarm events for historical analysis and compliance reporting.
5	Battery Backup System	Installation of UPS systems to ensure continued operation of monitoring equipment during power outages, allowing for the reporting of mains failures.
		Verification that the battery backup system provides the necessary operational time and properly reports outages.
6	Administration	Ability to customise the display for each site, including text descriptions of each pump station and specific alarm inputs.
		Implementation of secure, password-protected access with role-based permissions for different users.
7	Testing/Commissioning	Comprehensive testing of the BMS to ensure it meets all functional requirements, including monitoring, alarms, and reporting.
		Conduct user acceptance testing sessions with PM to validate that the system performs as expected under real-world conditions.
8	Training and Documentation	Detailed user manuals and operational guides for staff on how to use the BMS, including troubleshooting tips.
		Conduct training sessions for relevant personnel on system operation, alarm management, and reporting functionalities.
		Documentation/Training outlining the system's ability to scale to additional pump stations or infrastructure, including cost estimates and procedures for expansion.



## BUILDING MANAGEMENT SYSTEM – SCOPE OF WORKS

9	Maintenance and Support Plan	Agreement with an external service provider (if applicable) for ongoing system maintenance, including updates, hardware support, and SIM card management.
		Documentation detailing the support process, including contact information, service level agreements (SLAs), and procedures for reporting issues.
10	Final Project Evaluation Report	A final report summarising the project scope, deliverables, outcomes, and lessons learned
		Analysis of key performance metrics, including system uptime, alarm response times, and energy savings.
		Recommendations for future improvements or expansions based on project outcomes and stakeholder feedback.

### 7. WARRANTIES

- 12 months/As per Manufacturer

### 10. PRICE

Fixed price/Lump Sum

Where there are two (2) parties who are Principals for this Contract, the fixed price for each must be stated based on the Areas for which that Principal is responsible:

The Contractor must consider the Contract, and in particular must ensure it is familiar with the requirements of Project specifications and that fixed price proposed, takes into account all requirements to perform the Work.

Without limiting the general obligations above, the Contractor must ensure;

- (a) the total cost includes full and final compensation for the administration costs, overheads, and salary wages and benefits of staff and personnel required to perform the work after normal business hours (*unless otherwise negotiated and agreed with by the Principal*) and
- (b) that all site preparations and site re-instatement, supply and installation of all materials, supply and installation of all equipment and labour required to fulfill the contract.

**Rates** must set out the compensation to be paid for machinery and operators supplied, labour and personnel (whether employed or subcontracted) in man hours for each position description for works not included in the scope and as requested by the Principal.



## 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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# AUTHORISATION FOR BODY CORPORATE EXPENDITURE

DOCUMENT CONTROL NO# DF 502040

VERSION NO#1

Entity: ☒ PBC ☐ PTBC

Project/Works Name: Mike Gore Island - Maintenance

Brief Description of Works: Brush cutting and target weed spraying of Mike Gore Island

Location: Mike Gore Island

Type of Funding: ☒ Admin Fund ☐ Sinking Fund

Amount to be Approved \$7,035.00 ex GST

Code: 12420

Priority Level: ☐ High ☐ Medium ☒ Low

## Scope of Works:

Undertake vegetation maintenance on Mike Gore Island, including boat access with safety gear, brush cutting of all grassed areas, and targeted weed spraying along rock edges and tree bases using environmentally approved methods.

## Reason for Works:

To maintain vegetation, manage weed growth, and ensure safe and tidy conditions on Mike Gore Island.

## Risks or Impacts:

If the works are not undertaken, overgrown vegetation and unchecked weed growth may pose fire hazards, impact native flora, create access and safety issues, and detract from the overall appearance and condition of the island.

## Quotes Received:

Company Name	Quote Amount (ex GST)	Notes (if applicable)
The Plant Management Company	\$ 7,035.00	Preferred supplier for this type of work.

## Additional Notes:

Only one quote was obtained due to the specialised access requirements involving boat transport and PMC being a preferred supplier for this type of work. They are familiar with the site conditions and operational expectations and are fully capable of meeting the logistical requirements.

## Attachments:

1. QU2665 – PMC quote

Submitted By: Shanyyn Fox

Date: 12/05/2025



**CORRESPONDENCE  
FOR INFORMATION**

**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](#)

---

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**



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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:** [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:

- 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)

<image001.png>

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Our Ref: 0402-2025

9 May 2025

The Body Corporate for Sanctuary Cove Principal Body Corporate  
C/- The Manager, Mrs Jodie Syrett  
C/- Sanctuary Cove Community Services Limited  
PO Box 15  
**SANCTUARY COVE QLD 4212**

Email pbc@scove.com.au

Dear Owners

**RE: NOTICE OF APPLICATION AND INVITATION TO MAKE A SUBMISSION 0402-2025  
“SANCTUARY COVE PRINCIPAL BODY CORPORATE”**

The enclosed application to resolve a dispute has been lodged with the Referee under the *Building Units and Group Titles Act 1980* (“The Act”).

The Referee has decided to seek submissions from all owners of lots included in the scheme regarding the application.

*Section 73 of the Building Units and Group Titles Act 1980 states:*

*(1) After receipt of an application for an order under this part, a referee....*

*(c) shall give written notice of the application (setting out the grounds specified therein) to the body corporate to which the application relates and to any other person who, in the referee’s opinion, would be affected if the order sought were made;*

*However, an applicant need not be given a notice under this paragraph; and*

*(d) shall, in a notice referred to in paragraph (c), specify the order sought and invite the body corporate and any member thereof and any other person to whom the notice is given to make to the referee, within a time specified in the notice, a written submission in respect of the matter to which the application relates; and...*

**DISTRIBUTION OF THIS NOTICE**

The Referee requires the secretary (or delegate) to distribute:

- 1. this notice,**
- 2. the submissions cover sheet, and**
- 3. the Dispute Resolution Application**

to all owners (excluding the applicant) within two working days of receipt.

Extraneous material or commentary relating to the application must not be distributed with the application.



# DISPUTE RESOLUTION APPLICATION SUBMISSION COVER SHEET

## REF: 0402-2025 – Sanctuary Cove Principal Body Corporate

*Please attach your submission to this cover sheet and return to the Office of the Commissioner for Body Corporate and Community Management by the closing date.*

Name(s) of person(s) lodging submission:

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ Given Name/s: \_\_\_\_\_

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ Given Name/s: \_\_\_\_\_

Name of Company / Business or  
Body Corporate (if applicable) \_\_\_\_\_

Sanctuary Cove Principal Body  
Corporate Lot No.: \_\_\_\_\_

Status: \_\_\_\_\_ Owner / Occupier / Body Corporate  
(circle one) or Other (please specify) \_\_\_\_\_

Postal Address:

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Details:

Phone (day): \_\_\_\_\_

Mobile: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Before deciding whether to make a submission about the application you should be aware of the following **important information**:

- A submission may support, oppose or comment generally on the application.
- You are not obliged to make a submission, but your right to appeal an order determining this application may depend on whether you have made a submission (see *section 106 of Building Units and Group Titles Act 1980*).
- Submissions cannot be kept confidential and may be provided to other persons at the Referee's discretion.
- Information contained in a submission may be referred to in the final decision in this matter. Decisions may be published in a database of decisions that may be made available to the public.

**BUGTA**

*Building Units and Group Titles Act 1980*  
This form is effective from August 2023



**Queensland  
Government**

Department of  
Justice and Attorney-General

## Application for an order by a referee

### Office Use Only

Date lodged..... Time lodged..... File subject matter..... MIS ref number.....

### Section 1

#### Body corporate / parcel information

Please supply the registered details of the body corporate / parcel.

Name of body corporate / parcel Sanctuary Cove Principal Body Corporate

Plan type and number GTP 202 Number of lots 1,834

Physical address of scheme The Parkway, Sanctuary Cove

Locality / Suburb Hope Island State QLD Postcode 4212

Contact Titles Queensland on 07 3497 3479 to obtain plan information if not already known.

### Section 2

#### Secretary's information

Please supply the contact details for the elected secretary.

If no secretary elected, please advise in this section.

Name Mrs Cheryl McBride

Address C/- Sanctuary Cove Community Services Limited, PO Box 15

Locality / Suburb Sanctuary Cove State QLD Postcode 4212

Daytime/mobile phone number/s 07 5500 3333

Email pbc@scove.com.au

### Section 3

#### Body corporate manager's information

Please supply details of the current body corporate manager for the parcel.

If no body corporate manager appointed, please advise in this section.

Name Mrs Jodie Syrett

Company name Sanctuary Cove Community Services Limited

Address PO Box 15

Locality / Suburb Sanctuary Cove State QLD Postcode 4212

Daytime/mobile phone number/s 07 5500 3333

Email pbc@scove.com.au

### Section 4

#### Section 4(a)

#### Applicant's information

Complete the applicant's details as registered (for example, the name of the owner as it appears on the title search).

Name Sanctuary Cove Principal Body Corporate

Address C/- Sanctuary Cove Community Services Limited, PO Box 15

Locality / Suburb Sanctuary Cove State QLD Postcode 4212

Daytime/mobile phone number/s 07 5500 3333

Email pbc@scove.com.au

Lot number/s 1,834 on plan type and number GTP 202

<p><b>Section 4(b)</b></p> <p><b>Are you applying as?</b></p> <p>See section 77(1) and sections 79-94C of BUGTA for details of persons who may apply for an order by a referee.</p>	<p><input type="checkbox"/> a proprietor (owner) of a lot                      <input type="checkbox"/> an occupier of a lot</p> <p><input checked="" type="checkbox"/> the body corporate                                      <input type="checkbox"/> the body corporate manager</p> <p><input type="checkbox"/> a person with an interest in a lot (e.g. a mortgagee in possession)</p>
<p><b>Section 5</b></p>	
<p><b>Section 5(a)</b></p> <p><b>Respondent's information</b></p>	<p>Name Mr Yipeng Du .....</p> <p>Address 8032 Key Waters .....</p> <p>Locality / Suburb Sanctuary Cove                      State QLD                      Postcode 4212 .....</p> <p>Daytime/mobile phone number/s 0404 722 222, 86 1306 6022 222 .....</p> <p>Email 520055258@qq.com .....</p>
<p><b>Section 5(b)</b></p> <p><b>Is the respondent?</b></p> <p>See section 77(1) and sections 79-94C of BUGTA for details of persons against whom an order may be made.</p>	<p><input checked="" type="checkbox"/> a proprietor (owner) of a lot                      <input type="checkbox"/> an occupier of a lot</p> <p><input type="checkbox"/> the body corporate                                      <input type="checkbox"/> the body corporate manager</p> <p><input type="checkbox"/> a person with an interest in a lot (e.g. a mortgagee in possession)</p> <p><input type="checkbox"/> chairperson, secretary or treasurer (please indicate)</p>
<p><b>Section 5(c)</b></p> <p><b>Are other persons affected by the order sought by you?</b></p> <p>Provide contact details for all affected persons unless they are a class of person such as 'all owners'.</p>	<p><input type="checkbox"/> Yes (provide details below or attached)                      <input checked="" type="checkbox"/> No</p>
<p><b>Section 6</b></p>	
<p><b>What attempts have you made to resolve the dispute by internal dispute resolution?</b></p> <p>A referee may not have jurisdiction to decide your application unless satisfied that you have made reasonable attempts to resolve the dispute.</p> <p>If insufficient space, attach details on an A4 page under the heading:</p> <p>"6. Self resolution"</p>	<p>Please see the attached - Section 6.</p>

## Section 7

### Order/s sought

Section 77(1) of BUGTA provides the general power of a referee to make an order.

Sections 79-94C of BUGTA provide for specific orders.

State what order/s you want a referee to make to resolve the dispute.

If insufficient space, attach details on an A4 page under the heading:

"7. Orders sought"

This application is made under section 77,1 of BUGTA.  
(e.g. Section 77(1))

Order/s sought:

Please see the attached Section 7.

## Section 8

### Interim order sought (if applicable)

See section 76 of BUGTA.

Only complete if the application is made under section 77(1) of BUGTA and an interim order is required before the final order is determined because of urgent circumstances (*note - additional fee applies*).

An interim order only has effect for 3 months from the date of the order, or for a maximum of 6 months if the referee then renews the order.

If insufficient space, attach details on an A4 page under the heading:

"8. Interim orders sought"

Not Applicable.

## Section 9

### Grounds

A statement of grounds should clearly outline the history and nature of the issue, what action has been taken and when, and why you consider each of the outcomes sought should be made.

If an interim order is sought, separate grounds should be provided detailing the urgency and basis for that order.

Relevant supporting documents (e.g. meeting minutes, correspondence, plans and photographs) should be attached and referenced.

If insufficient space, attach details on an A4 page under the heading:

"9. Grounds"

Please see the attached Section 9.

☐ I am the person named as the applicant

**OR**

☒ I am authorised by the named applicant to lodge the application

My name: CHERYL HYBRIDE

My relationship to the applicant is:

- ☒ committee member (attach minutes of committee or body corporate decision)  
☐ company director (attach document stating directorship from ASIC or on company letterhead)  
☐ other (attach authority)

**AND**

☐ The information contained in this application is not false or misleading to the best of my knowledge

**Do you identify as Aboriginal, Torres Strait Islander, or Australian South Sea Islander?**

- |  |   |
|--|---|
| <input type="checkbox"/> Yes, Aboriginal                                 | <input type="checkbox"/> Yes, Australian South Sea Islander |
| <input type="checkbox"/> Yes, Torres Strait Islander                     | <input checked="" type="checkbox"/> No                      |
| <input type="checkbox"/> Yes, both Aboriginal and Torres Strait Islander | <input type="checkbox"/> Prefer not to say                  |

The information requested in this form is collected under the authority of the Building Units and Group Titles Act 1980. Information in the application and any attachments will be disclosed to other parties in the dispute. It is collected for the purpose of resolving disputes under the Act and for providing information to the community. If an order is made in relation to the application, information in the application may be referred to in the order which will be published and publicly available. Read more in the [Privacy Statement](#).

**APPLICATION FEE:** See our [website](#) for current application fees.

**Body Corporate and Community Management**  [www.qld.gov.au/bodycorporate](http://www.qld.gov.au/bodycorporate)  1800 060 119

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**OFFICE OF THE COMMISSIONER FOR BODY CORPORATE  
AND COMMUNITY MANAGEMENT**

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**Annexure to Application for an Order of a Referee**

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**Section 6 – What attempts have been made to resolve the dispute?**

1. The Applicant notified the Respondent of their obligations under the Residential Zone Activity By-Laws on multiple occasions throughout 2024 and 2025. Efforts to communicate were made via both email and postal correspondence, involving the Applicant, members of the PBC Executive Committee, a real estate representative, and a property agent.
2. Please see **Exhibit A** for all notices and correspondence issued to Respondent from the Applicant.
3. Please see points **26** and **27** for information regarding the efforts undertaken by the PBC Executive Committee members.
4. The Respondent has not disputed their non-compliance with the Residential Zone Activity By-Laws, (RZABLS) specifically by-law 3.1, Repair and Maintenance.

**Section 7 – Orders Sought**

4. The Applicant brings this application pursuant to section 77(1) of the *Building Units and Group Titles Act* (Qld). It is empowered to do so by the application of section 104A of the *Sanctuary Cove Resort Act 1985* (Qld) (SCRA).
5. Previous Referee Orders have confirmed that a PBC can bring a dispute of this nature against the owner of a lot in a residential zone body corporate, where the “parcel” under section 77 is read as being land comprised in the PBC plan, and the dispute is about a duty imposed under SCRA.<sup>1</sup>
6. The Applicant seeks the following orders:
  - a. The Respondent must pressure wash the existing stained rendering on the front and rear exterior portions of the principal structure.
  - b. The Respondent must trim and prune the excessive, unsightly growth of the overgrown vegetation of the rear yard.
  - c. The Respondent must remove and tidy the weeds emerging through the front driveway pavers, extending from the front garden bed, and growing along the side of the property.

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<sup>1</sup> See for example, *Sanctuary Cove Principal Body Corporate* [2023] QBCCMCmr 249 at [11] citing *Sanctuary Cove Principal Body Corporate v Nakahara et al* (Unreported, Magistrates Court of Queensland, Magee K, MAG – 0056211/19(5), 12 February 2020).



## Section 9 – Grounds

7. This application concerns the Respondent's failure to comply with the Residential Zone Activity By-Laws (RZABLS). Despite the Applicant's four written communications and the combined efforts of the PBC Executive Committee members, real estate agents, and property agents to notify the Respondent of these breaches, the Respondent has neither responded nor taken any action to comply with the RZABLS.
8. The Respondent is the owner of lot 24 in The Proprietors – Harpullia GTP 107045 (**Harpullia**) (also known as property number 8032). Harpullia is a subsidiary body corporate of the Sanctuary Cove Principal Body Corporate (**PBC**) within the Residential Zone of Sanctuary Cove Resort.
9. Pursuant to section 96A of SCRA, the RZABLS bind the PBC, members of the PBC as well as the registered proprietor or occupier of a lot within the residential zones. The Respondent is the registered proprietor of a lot within the Residential Zone.
10. Specifically, the PBC states that the Respondent has failed to comply with RZABLS 3.1 (a) & (c), Repair & Maintenance which provides:

### **Resident's Obligations 3.1**

*Every Resident must:*

*(a) maintain in good condition and repair and where necessary replace or renew the exterior of his Principal Structure including for the purposes of this by-law only, and without limitation, all fences, walls, windows, gates, sidewalls, walkways, driveways and other structures located on the Lot; and*

*(c) maintain in good condition and repair and where necessary replace or renew all yard landscaping, irrigation facilities, drainage facilities, spas and fountains located on the Lot;*

11. Please see **Exhibit B** for the Residential Zone Activity By-Laws, RZABLS.
12. On 6 September 2024 the Applicant issued a contravention notice to the Respondent, stating that their property is in breach of By-Law RZABL 3.1 concerning Repair and Maintenance. The notice outlined specific issues requiring attention, including the stained rendering on the front and rear upper exterior portions of the principal structure, overgrown vegetation encroaching upon the driveway and sides of the property, and excessive vegetation in the backyard extending into the waterway. To ensure compliance with the previously stated By-Law, the Respondent was granted 21 days to address these concerns. The notice also included images with the affected areas clearly highlighted for reference.
13. Please see **Exhibit A (a)** for notice and correspondence issued.
14. The Applicant received no response from the Respondent.

15. On 14 October 2024, a site inspection was conducted, and it was observed there was no rectification of the stated breaches. Notes and photos documenting the continuing condition were taken during the inspection and a second contravention notice was issued to the Respondent. The Respondent was granted an additional 28 days to address the breaches.
16. Please see **Exhibit A (b)** for notice and correspondence issued.
17. The Applicant again received no response from the Applicant.
18. On 19 December 2024 a site inspection was conducted, and it was observed that no works had been undertaken to rectify the stained rendering and overgrown vegetation. Notes and photos documenting the continuing state of the property were taken during the inspection and a third and final notice was issued to the Respondent accordingly. The correspondence referenced the dates of the previously issued notices to emphasise the continued nature of the contravention. The Respondent was urged to rectify the breach immediately. It was also advised that the Applicant may, without further notice, start proceedings in the Magistrates Court, should they fail to immediately rectify.
19. Please see **Exhibit A (c)** for notice and correspondence issued.
20. On 16 January 2025, the matter was presented as a motion for an application to be submitted to the referee to the Principal Body Corporate Executive Committee (PBC EC) for discussion and approval. The committee agreed to the following resolution:  
***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 Owners of Lot 24 Harpullia comply with Residential Zone Activity By-Law 3.1 (a) & (c) Repair and Maintenance.*
21. Please see **Exhibit C** for the PBC EC Minutes.
22. On 7 February 2025, the Applicant issued a final notice to the Respondent, advising that the property remains in breach of the RZABs. As a result, the PBC EC Committee has resolved to submit an application to the Referee. The Respondent was instructed to take immediate action to clean the stained rendering of the principal structure and to trim and prune the excessive vegetation on the property. It was emphasised that the current condition does not comply with the RZABs, which are designed to maintain uniformity and uphold the architectural aesthetics of the residential zone within the Sanctuary Cove Resort. The Respondent was given a period of 14 days to address these issues before the application is formally lodged.
23. Please see **Exhibit A (d)** for correspondence and notice issued.
24. The Applicant again received no response from the Respondent.

25. On 21 February 2025, a site inspection was conducted, and it was observed there was no rectification of the property. As a result, it was determined that the contravention of the RZABLs remains unresolved.
26. On 3 March 2025, members of the PBC Executive Committee (PBC EC) attempted to engage directly with the property owner; however, no one was present at the premises. The property was in a state of disrepair, indicating the lack of recent occupancy. Subsequently, the PBC EC members engaged the property agent known to have an existing relationship with the Respondent and who is fluent in their language. The agent contacted the Respondent via email, advising them of the identified by-law breaches and notifying of the PBC's intention to initiate formal action in the absence of rectification. Copies of the breach notices and supporting photographic evidence were included in the correspondence to the Respondent.
27. On 8 April 2025, following the continued inaction, the PBC EC members again contacted the agent, who confirmed that no response was received from the Respondent. It was requested that the agent inform that, in the absence of communication and the lack of rectification of the breaches, the PBC will be proceeding in submitting an application to the referee.
28. As of the date of filing this application, the Respondent has failed to pressure wash the stained rendering on the front and rear exterior portions of the principal structure, prune the overgrown vegetation in the rear yard, and remove the weeds from the driveway pavers and front garden beds, thus continues to contravene Residential Zone Activity By-Laws Repair and Maintenance 3.1 (a) & (c).
29. The unsightly state of Lot 24 Harpullia deviates from the standards that are upheld and maintained in the Sanctuary Cove Resort. The non-compliance with the Residential Zone Activity By-Laws, Repair and Maintenance is evident from the photographs annexed to this application.
30. Accordingly, the Applicant requests the order set in Section 7 is made against the Respondent.



12 May 2025

Mr Manoj Singholage & Ms Ayomi Koralage

SANCTUARY COVE QLD 4212

Transmission via email: [REDACTED]

Dear Manoj & Ayomi,

**REQUEST FOR PAYMENT TO FIX DAMAGE TO FIBRE TO THE HOME PIT & LID**  
**PROPERTY: [REDACTED] POINT CIRCUIT, LOT 45 ALYXIA GTP 107456**

We are writing to inform you of the damage caused to the Fibre to the Home pit and lid by your contractor placing a Portaloo on top of it during recent works it carried out at your property.

Prior to the commencement of works at your property, there was no evidence of damage to the Fibre to the Home pit and lid as shown in the photographs **enclosed**. Photographs were also taken whilst your contractors were onsite and once, they had left, revealing the extent of the damage caused by the Portaloo sitting on top of the pit (**enclosed**). Works had to be undertaken to the Fibre to the Home pit and lid to rectify the damage caused. Given these circumstances, the PBC maintains that it should not be responsible for the repair costs.

We have contacted Stylemaster Homes regarding payment for the repairs; however, they have declined responsibility, attributing the issue to unfinished work rather than damage caused by the Portaloo (see **attached** correspondence).

As you can appreciate, such incidents are uncommon within Sanctuary Cove, as contractors are expected to rectify any damage they cause during construction. Since we are holding your bond until the completion of works on your property, please confirm whether you would like us to deduct the repair costs from your bond or if you would prefer to arrange payment directly with your contractor.

Kindly provide your response in writing within 14 days of this letter, indicating how you wish to proceed with settling this matter.



If you have any questions or concerns, please do not hesitate to contact the office on (07) 5500 3333 or via email at [pbcc@scove.com.au](mailto:pbcc@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

















TCE Queensland Pty Ltd Trading as BMI Queensland  
 Head office 168 Johnston Street Collingwood VIC 3066 1300 663 820 TCE  
 Queensland Pty Ltd trading

## TAX INVOICE 7703

Invoice Date 4/9/2024

Sanctuary Cove Principal Body  
 Corporate GTP 202 7703  
 Sanctuary Cove QLD 4212 PO Box 15  
 Eliza Court

Reference  
 Job Number: 7936  
 Customer ON: 00011105

Re: 8980 The Point Circuit Hope Island

Additional works required:

On arrival at site, we were unable to identify the location of the pits at 8980 The Point, due to the pits being covered over by others.

The pit was a double pit which was buried approx 150mm below ground level and one side was covered by the skip and the front edge of other side was partially covered by the portaloo.

The Building company and supervisor working at 8979 The Point were contacted advising them of the issue.

We also found that concrete waste had been dumped on top of one side which made excavation very difficult.

Once uncovered we also found the pit lid was broken / damaged and the pit was half filled with water , mud and also had a strong odour of chemicals used for cleaning portaloo.

Please also note that on return to do fibre installation for 8980 that the pit had been covered over with soil once again and we had to excavate a second time.

Labour:

31<sup>st</sup> July 2024 , Two men x 1 hour  
 9<sup>th</sup> August 2024 , Two men x 4 hours

Total: Ten hours of labour @ \$95.00 =	\$ 950.00
Total GST	\$ 95.00
Invoice Total	\$1045.00

Kind Regards

Leo Taylor

# Project Background & Financial Summary

## Class A-Recycled Water System

### 1. Executive Summary

The Class A Recycled Water System project was initiated in response to evolving regulatory standards and infrastructure constraints associated with the use of C Class water in residential areas. Following an extended planning period dating back to 2009, the Principal Body Corporate (PBC) and the Primary Thoroughfare Body Corporate (PTBC) jointly commissioned the design and construction of a compliant Class A recycled water network. HydroVision was engaged in late 2022 to deliver the works, with a total approved budget of \$5.35 million (inc GST), 70% of which was allocated to the PBC.

Practical completion was reached in November 2023, with a secondary contract stage executed concurrently to manage the remaining deliverables. The project has remained within its approved financial parameters, with a settlement reached with HydroVision and final retentions released in April 2025.

In March 2024, HydroVision submitted an out-of-scope claim for \$264,000 (inc. GST) relating to alleged tank sub-base works. This claim has been formally rejected by both PBC and PTBC, on the basis of the design and construct contract terms and the absence of prior authorisation.

Key expenditures outside the primary contract—such as Energex-mandated civil and electrical works—have been tracked separately and funded either through the existing contingency or via approved additional allocations. All costs have been apportioned in accordance with the agreed PBC/PTBC funding ratio.

### 2. History

2009	<ul style="list-style-type: none"> <li>Recycled water was first identified as an area for improvement. The City of Gold Coast (CoGC) determined that C Class recycled water should not be used in residential areas</li> </ul>
2013–2014	<ul style="list-style-type: none"> <li>Hydro Pumping provided a design for a pump station and treatment plant, including new main lines. Estimated project cost: \$3.2 million.</li> </ul>
2017	<ul style="list-style-type: none"> <li>CoGC advised that a proposed pipeline would be installed to supply Class A recycled water to Sanctuary Cove. Target completion: December 2017.</li> </ul>
2018	<ul style="list-style-type: none"> <li>CoGC reaffirmed plans for the Class A pipeline to Sanctuary Cove. Updated target completion: June–December 2018.</li> </ul>
2018–2019	<ul style="list-style-type: none"> <li>Irrigation Design Australia (IDA) was engaged to design a Class A recycled water storage and hydraulic system, and to formalise tender documentation</li> </ul>
	<ul style="list-style-type: none"> <li>Tender process for Class A recycled water system: <ul style="list-style-type: none"> <li>Expressions of Interest: July 2019</li> <li>Tender Opening: August 2019</li> <li>Tendered Submissions: <ul style="list-style-type: none"> <li>FB Contracting: \$3,975,924.00</li> <li>TIS Irrigation: \$2,516,951.00</li> <li>SS Irrigation: \$2,090,716.00</li> <li>Project Irrigation: \$2,438,168.00 <ul style="list-style-type: none"> <li>Project Irrigation (Revised): \$2,340,933.00</li> </ul> </li> </ul> </li> </ul> </li> <li>CoGC advised revised pipeline completion date: March 2020.</li> </ul>
2020	<ul style="list-style-type: none"> <li>Full audit of the irrigation network conducted.</li> <li>PTBC completed mainline works along The Parkway.</li> </ul>

## Project Background & Financial Summary

### Class A-Recycled Water System

	<ul style="list-style-type: none"> <li>CoGC undertook a "Fit for Use" audit of Sanctuary Cove.</li> </ul>
2021	<ul style="list-style-type: none"> <li>Cease water notice issued by CoGC.</li> <li>Hydro Pumping and Controls engaged to assess Class A/C recycled water irrigation network upgrades across PTBC, PBCL, and the Golf precinct.</li> </ul>
2022	<ul style="list-style-type: none"> <li>DPoV Consulting engaged to update the 2019 system design and tender documentation to reflect updated CoGC flow rates.</li> <li>CoGC completed construction of the Class A pipeline to Sanctuary Cove.</li> <li>Contracts Subcommittee approved the design and construct tender documentation:</li> <li>Expressions of Interest: April 2022</li> <li>Tender Opening: June 2022</li> </ul>

### 3. Background on project

In August 2022, the Principal Body Corporate (PBC) resolved to proceed with the engagement of HydroVision for the design and construction of the A-Class (recycled water) system.

The combined expenditure between the PBC and PTBC was approved at **\$5,352,758.26 inc GST**, inclusive of a 10% contingency (**\$535,275.82 inc GST**).

The PBC's apportioned share of the total cost was 70% (**\$3,746,930.78 inc GST**), with funds allocated from the PBC Sinking Fund – 222601 Irrigation Control.

- Contract Stage 1 was executed on 8 November 2022, with practical completion reached on 22 November 2023.
- Contract Stage 2 was signed on 22 November 2023, as part of the practical completion agreement.

### 4. Financial Summary

Description	Amount (ex GST)
Approved Project Works	\$4,866,143
Approved Contingency	\$486,614
Contract Stage 1 – Expensed	\$4,833,363
Remaining Contract Balance (Stage 2)	\$32,780
<b>Total Approved Remaining (including settlement disbursement)</b>	<b>\$67,554</b>

Contingency Utilisation	Amount (ex GST)
Expensed to Date	\$323,902
Remaining Balance	\$162,712

*(Note: Includes settlement fees, variations, consultant fees, legal fees, and additional items)*

Retention Summary	Amount (inc GST)
Contract Retentions Withheld	\$193,376.78
Variation Retentions Withheld	\$5,884.94
PC 2.5% Retentions Released (27/11/2023) less agreed \$20,000	\$76,688.39
Final Retention released (29/04/2025)	\$78,437.34
Credit- Defect items 1 & 2 (29/04/2025)	\$20,000.00

## Project Background & Financial Summary

### Class A-Recycled Water System

#### 5. Practical Completion & Defect Resolution

At the time of practical completion, defect Items 1 and 2 remained outstanding. Due to expiring insurance policies, it was mutually agreed to apply a temporary reduction of \$20,000 from the 2.5% retention release to allow HydroVision to proceed under the “maintenance” period of their insurance. As per Document C – Clause 5.5, this reduction was conditional on completion of outstanding works by the Christmas shutdown.

#### 6. Approved Variations (HydroVision)

Variation	Description	Total Cost (ex GST)
Var 1 – 03/05/2023	Electrical engineer & Energex design fees	\$20,000.00
Var 2 – 17/07/2023	Mainline relocation, power bypass, new pump roof	\$59,290.00
Var 3 – 10/08/2023	Energex project management works	\$38,409.00
Var 4 – 08/11/2023	BOQ Item 1.6 – Upgrade of 3 Phase power pillar	\$7,400.00

#### 7. Legal Fees

- Legal services provided by Colin Biggers & Paisley (CBP)
- Total expensed to date (as of 01/05/2025): \$32,435.14
- Entirely funded from the contingency allocation.
- Apportioned: 70% to PBC and 30% to PTBC

#### 8. Out-of-Scope – Tank Sub-base Dispute

On 4 March 2024, HydroVision issued Invoice #102880 for \$264,000 (inc GST), claiming payment for tank sub-base works. The PBC/PTBC dispute the claim, asserting no payment is due as the contract was a design and construct agreement, under which HydroVision was responsible for all design and construction elements, including the tank sub-base. The works were not authorised nor contractually supported. Notably, the alleged works were completed on 23 December 2022, but the invoice was issued over a year later and more than three months after practical completion.

#### 9. Energex-Related Expenditures (External to Project Contract)

##### Civil Works

Category	Amount ex GST
Approved	\$289,323.12
Expensed	\$231,458.48
<i>Remaining</i>	<i>\$57,864.64</i>

**JUNE 2024 – RESOLVED** that the PBC EGM and PTBC EGM approve the engagement of TEW to undertake the supply and installation of electrical infrastructure works as required by Energex. Costs are to be apportioned between the PBC 70% \$222,778.80 inc GST and PTBC 30% \$95,476.63 inc GST with funds to be expensed from Sinking Fund – 222601 Irrigation Control.

## Project Background & Financial Summary

### Class A-Recycled Water System

#### Switchboard Relocation

Description	Amount ex GST
Approved	\$74,220.75
Expensed	\$0.00
<i>Remaining</i>	<i>\$74,220.75</i>

**APRIL 2025- RESOLVED:** That the PBC EGM approves the expenditure of \$57,149.98 (inc GST) for TEW to relocate the electrical switchboard at the Bunker Pump Station. The costs associated with this work will be allocated from GL Code – Sinking Fund 222601- Irrigation Control, with funding to be as follows:

- \$26,070.28 (inc GST) – To be allocated from the existing project contingency
- \$31,079.70 (inc GST) – Approval of additional funds required

It is further resolved that: The total expenditure is to be apportioned between the PBC and PTBC, as follows:

- PBC: 70% (\$57,149.97 inc GST)
- PTBC: 30% (\$24,492.85 inc GST)

**\*\*Additional Energex-related costs which have been accounted for within the project contingency;**

- TEW- Energex application fee: \$6,965.10 (ex GST)
- Energex- Connection works: \$38,414.00 (ex GST)
- TEW- Energex Civil works type 3 pit works: \$14,775.00 (ex GST)

**From:** [stuart](#)  
**To:** [Jodie Syrett](#)  
**Cc:** [peter cohen](#); [Derek Glinka](#)  
**Subject:** FW: Security Protocol  
**Date:** Wednesday, 14 May 2025 11:53:22 AM

---

Hi Jodie

Pls include in CFI for the May EGM.

Regards  
Stuart

-----Original Message-----

From: Peter Cohen  
Sent: Wednesday, 14 May 2025 11:49 AM  
To: Stuart <stuart>  
Cc: Cheryl Mcbride ; McGreal John  
; Venn John ; Cruth Gary  
; Bolinger Karen \; Michael Bottomley \  
Subject: Security Protocol

Hello Stuart,  
Could you please table this Correspondence, and hopefully a response from Security, at the upcoming PBC.

On the 13th May, the Exit Gate at the Village Gate entrance came off its hinges and fell to the ground. Luckily no person or vehicle was hit. Somehow the gate was dragged to the grass verge, where we noticed it on exiting early afternoon. No Security was present, so that access to the residential zone was wide open and unattended. The same circumstances were evident when we exited at about 5:45 pm. No Security in attendance. As a result, I rang Security and spoke with whomever the Duty person was who picked up my call. He was aware of the status and advised that the cameras at the gate were being monitored. A Security car was present when we returned at 6:30pm.

Putting aside my personal view as to whether such remote monitoring was adequate in the circumstances, can the Security Head please advise what is the protocol for such a circumstance ( I.E. when a gate is wide open.) and whether that protocol was followed in this case and if not, why not.

Thanks and regards,  
Peter Cohen  
Chairman and Members Nominee, Cassia

## **Key Points for PBC EC Meeting Discussion**

### **4 items for today's update:**

1. Key themes from consultation period & learnings from the governance review process to date
2. Governance Liaison group members
3. Proposed PBC Governance Motion
4. SC Digital App – Directional Alignment

### **Decisions for Today:**

1. Agreement on the PBC Governance Motion wording
2. If we have directional alignment from the EC on assessing the merits via a business case of a Community Digital App

### **Strategic Reminder**

- Governance reform is only as strong as the leadership driving it, communication and change management will be important
- Culture, clarity, and disciplined execution must work together to earn trust.

### **Consultation Progress – dedicated form, MNs emailed me and EGM updates**

- Feedback from MNs and stakeholders has been highly supportive with one neutral.
- One neutral view: success depends on consistent support from both the PBC and EC as this is why the gaps still exist today from 2014 site wide review.

## **Themes from Governance Consultation & MN Feedback**

### **1. Culture, Trust & Leadership**

- Transparency, inclusion, and respectful behaviour are non-negotiable for building trust.
- The PBC & Committees must lead with integrity—personal agendas or legacy issues must not derail progress.

### **2. Role Clarity and Accountability**

- Defined roles, responsibilities, and decision rights are essential.
- Role descriptions and ToRs must be adopted and respected.

### **3. Engagement and Representation**

- MNs want meaningful, two-way engagement—not just updates.
- The liaison group is seen as a valuable channel for a diversity of views and lived experience.

### **4. PBC MNs focused on Outcomes and Deliverables**

- No concerns expressed on format or timeframe, emphasised the importance of delivering reforms through consultation and accountability.

### **5. Implementation Discipline**

- Previous governance reforms fell short on follow-through—this time must be different.
- Clear quarterly milestones and visible progress tracking will be critical for building credibility.

### **6. Respect for External Expertise**

- Continued use of independent governance experts is strongly supported.
- Their input is seen as essential for objectivity, oversight and confidence in the process

### **Internal Governance Liaison Subgroup - 4 Members plus informal support from Cynthia**

- Peter Cohen
- Hugh Martin
- Maria Forgione
- Cheryl McBride

Governance Operational Advisor – Cassie McAuliffe

Informal Governance advisor - Cynthia Gillespie

External Governance Advisors – TBD

### **Next Steps**

- Wrap up consultation and May PBC EGM the motion to vote on governance roadmap
- Make minor refinements to improve implementation clarity.

### **Motion Structure – Governance experts recommend:**

#### **Combining the DA Blueprint and Governance Plan 3-year roadmap:**

- **Strategic alignment** – DA report is an input, not a governing document.
- **Avoids confusion** – Separate motions could create precedence or authority issues.
- **Retains PBC ownership** – Governance plan is developed and executed by PBC, not DA.
- **Maintains flexibility** – Combined motion allows adaptation over time, especially with evolving volunteer roles.

### **Digital App**

- Some PBC MNs have expressed concern about investing time in developing a business case for the App without a clear indication of support from the EC.
- There is a perception that if the App is not seen as a priority by the EC, the effort may not be worthwhile.
- Clarity on the level of interest and support would help ensure time and resources are well directed.

### **Questions for the EC on SC Community Digital App:**

1. Does the EC support progressing the development of a business case for a community app?
2. Can we be confident the business case will be considered objectively, or is there already a view on the app's relevance or priority within the EC?



**From:** [Stuart](#)  
**To:** [Jodie Syrett](#)  
**Cc:** [Cassie McAuliffe](#); [Simone Hoyle](#)  
**Subject:** Re: Main Gate & Cypress Point  
**Date:** Friday, 16 May 2025 9:08:03 AM

---

Thanks Jodie

Stuart  
Sent from my iPhone

On 16 May 2025, at 7:57 am, Jodie Syrett <[Jodie.Syrett@scove.com.au](mailto:Jodie.Syrett@scove.com.au)> wrote:

Good morning, Stuart,

Following concerns raised during yesterday's Executive Committee meeting regarding the North gate being left open and access through Cypress Point during the Boat Show, I can confirm the following after speaking with Mike from Security:

- a) The North gate is now fully operational and secure.
- b) Security personnel will be stationed at the buggy entry point at Cypress Point from 9:00am to 10:00pm during the Boat Show to manage access to the residential area.
- c) Shanyn has advised that she is awaiting a response from the contractor regarding the access ID required for the boom gate to become operational. She will follow up with them again today.

Thank you.

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)

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# FTTH NETWORK PROJECT

## Task force update to the PBC - May 2025

At the March PBC EGM the Task Force established to conduct research and recommend to the PBC options for the future of the current FTTH Network was given approval to commence work according to the Project Plan presented. During April the first stage of the plan was commenced which entailed firstly, the publication of an invitation to suitably qualified organisations to submit an EOI to provide consulting services to the Task Force. In short the services sought are:

### **The selected consultant will:**

- Assist in defining and documenting the current FTTH network.
- Refine the project scope by leveraging expertise in network design and development.
- Conduct a technical review and feasibility analysis of potential upgrade/replacement options for the network including ongoing delivery of current security and comms services and, potentially, additional services to provide a future ready network.
- Work within the project's established timeline, with completion and final report required by the end of 2025.
- Attend PBC meetings to present findings and respond to enquiries.

The EOI was issued through Tenderlink and Tenders.net, with additional notifications sent directly to preferred consultants.

Three consultancy firms—Accelerate, Gravelroad Group, and Talem—submitted responses, each demonstrating significant expertise in fibre network design, delivery, and planning. Talem was granted an extension to the submission deadline due to timing constraints. The submissions received are all compliant with the EOI request and each of the applicants are considered capable and therefore qualified to move to the next stage - a tender process requiring a fully costed plan including commitment to key personnel and timelines. All three have indicated they can meet our delivery time requirements. Indicative cost quoted is \$80-100k.

Concurrently with the EOI process above, the Task force issued to Sanctuary Cove residents an invitation for those who may feel they have the relevant expertise and experience to assist the Task Force in its ongoing work on the project, in particular with respect to the technical assessments suggested by the consultant.

Four residents have expressed interest and have been interviewed by the Contracts Sub-committee. It is likely that two will be invited to join the Task Force on an ad hoc basis to assist. At time of writing the residents chosen have not yet been notified of the result but will be in coming days.

### **Next Steps:**

In coming weeks the team will utilize the EOI submissions received to assist in completing the final specification of the consulting services required prior to asking each of the qualified applicants to tender for the work. The indicative cost suggests a tender is not required but the process allows us the opportunity to negotiate an optimum result. Tender timing will be short and it is anticipated the Task force may be able to seek endorsement of the appointment of a suitable consultant at the June PBC EGM.

The Task Force will appoint two ad hoc resident advisers in the coming weeks. They will be required to execute confidentiality agreements and having done so they should be able to assist in tender evaluations and briefing the consultant.

Shaun Clarke  
Chair, FTTH Network Project Task force

**From:** [stuart](#)

**Sent:** Thursday, 22 May 2025 11:12 AM

**To:** 'Paul Kernaghan'; 'Derek Glinka'

'tmcginty52' ; 'mark winfield' ; 'dianneonthehc' <[dianneonthehc@gmail.com](mailto:dianneonthehc@gmail.com)>; 'Brian Earp'

**Cc:** 'Cassie McAuliffe' ; 'Brogan Watling'

**Subject:** Harbour One\_FTTH connection for testing

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Dear Committee Members

I received the email below from Stephen Anderson regarding the requirement for testing the connection and the related systems between Harbour One and the PBC's FTTH network.

---

Jason Carlson from Chambers Russell Lawyers is currently looking at the PBC's position under SCRA to provide a connection to a user outside of the Residential Zone. Jason is also drafting a one-year agreement between H1(Mulpha) and the PBC for its consideration, hopefully for our June EGM.

In respect to Jason's advise on the PBC's position under the SCRA, if this is deemed non-compliant, then more consideration into this matter will need to be taken involving all parties. This will take some time to resolve. In the meantime a connection to H1 can occur.

Unfortunately Mulpha left its decision to utilise the PBC's FTTH network quite late. Consequently, the formalities between the parties are not in place and the system needs testing/commissioning in the near future.

At present, Security have rightly refused permission for the connection and testing to take place, because there's no connection agreement in place.

I've spoken to Brogan Watling about this situation. The outcome of this discussion is that as the PBC Chairman, I could direct SCCSL to allow connection for testing purposes only and for Security to cooperate with this process, pending the formal connection agreement being finalised and implemented in the near future. This agreement is separate to the agreement for the provision of security services by SCCSL to H1(Mulpha), that has now been signed.

Subject to an EC consensus to the contrary, my intention is to direct Cassie McAuliffe to allow the connection for testing purposes only.

Please let me know if you have any concerns regarding my action on this matter.

Regards  
Stuart Shakespeare  
PBC Chairman

---

**From:** Stephen  
**Sent:** Thursday, 22 May 2025 7:15 AM  
**To:** 'Stuart'  
**Cc:** 'Paul Kernaghan' 'Barry Teeling'  
Cassie McAuliffe

**Subject:** Re: Harbour One

Good morning Stuart

I understand that the signed security agreement for Harbour One will be with the body corporate today or tomorrow.

However I was informed yesterday that Security is not progressing the connections as there is no agreement to access the FTTH. Can you advise whether this matter of access will be addressed at next week's PBC EGM?

The matter is now time critical as the Fire Department will be conducting its inspection in the next week or two, and for the inspection to be successful there needs to be connectivity to the FTTH.

As Barry has mentioned previously, Mulpha is willing to enter an access agreement for the FTTH with the PBC. I would suggest that this agreement be for 12 months so that it gives time for the PBC to undertake its investigation as to future upgrade costs. Mulpha (Harbour One) has indicated it is prepared to contribute to those cost once they have been determined.

Can you advise what is your view in relation to successfully concluding this matter in a timely matter?

Cheers

Steve

# **CORRESPONDENCE FOR ACTION**

# Tree Management



## **Executive Summary**

This report provides an overview of the potential hazards posed by large trees located near private properties, particularly during storm events or force majeure incidents. It addresses the responsibilities of the Principal Body Corporate (PBC) under its existing Tree Preservation Policy and highlights implications for insurance, workplace health and safety (WHS), and ongoing maintenance costs.

While arborist reports provide vital insights into tree health and risk, reliance on these reports post-weather events could present significant financial and practical challenges. This report also outlines how current procedures align with the Gold Coast City Council guidelines for tree management and reporting.

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## 1. Background

Several lot owners have expressed concern regarding large trees located within or adjacent to their properties. These concerns often relate to potential property damage, personal injury, or obstruction of services during severe weather events.

## 2. Key Risk Factors

### 1. Property Damage

Large trees can cause damage to homes, fences, driveways, and shared infrastructure if they fall or drop limbs during high winds or heavy rain.

### 2. Injury to People

Falling branches or whole trees can cause serious injury to residents, visitors, or workers, particularly in common areas.

### 3. Legal and Insurance Liability

If a hazardous tree is reported and not acted upon, or if there is a known pattern of neglect, the PBC or relevant body corporate may be exposed to legal liability or denied insurance coverage.

### 4. Obstruction of Utilities and Access

Trees or roots can interfere with underground essential services (e.g., water or sewer)

### 5. Environmental and Policy Constraints

The Tree Preservation Policy in line with local council regulations restrict tree removal, especially for trees exceeding protected size thresholds.

### 6. Escalating Maintenance and Compliance Costs

Routine arborist inspections, particularly after storm events, present an ongoing cost burden that must be balanced with risk priority, environmental values, and budget allocations.

## 3. Insurance and Liability Considerations

Insurance typically covers storm damage, including fallen trees, under *force majeure* provisions. However:

- Coverage may be denied where neglect or poor maintenance is evident.
- A healthy tree falling in a storm is generally covered and not grounds for liability, provided there's no prior report of risk ignored by the owner or managing body.
- Arborist reports provide essential documentation of due diligence.

Lot owners and the PBC are encouraged to maintain records of tree inspections, especially where trees are located near structures or are known to drop limbs.

## 4. Arborist Reporting and Assessment

Arborist reports typically include the following key components:

- **Tree Particulars:** Details such as species type, quantity, size, condition, and the presence of invasive or noxious environmental weeds.
- **Arboricultural Assessment:** Evaluation of overall tree health, structural form, and vigour.
- **Site Context:** Assessment of proximity to dwellings, infrastructure, and other high-risk areas.
- **Recommendations:** Guidance on whether pruning, removal, or ongoing monitoring is required.
- **Risk Assessment:** Identification of potential hazards, including risk ratings and the likelihood of structural failure.

A formal arborist report can also serve as valuable supporting documentation in the event of a claim, dispute, or compliance matter.

## 5. Arborist Reporting – Practical Constraints

While arborist reports provide professional assessment of tree condition and risk, they:

- Represent the condition at a point in time and cannot predict all future failures.
- May become obsolete immediately after a storm or major weather event.
- Incur substantial ongoing costs if required after every significant weather incident.
- Even if a tree is identified as dangerous, it may not be able to be removed straight away. Workplace Health and Safety (WHS) require that any removal is carried out safely, which means it may be delayed by poor site conditions, limited crew availability, or nearby hazards such as power lines or buildings. Safety planning must take priority, even in urgent situations.

## 6. PBC Tree Preservation Policy Overview

The tree preservation approach adopted and managed by SCCSL was, at the time of adoption, consistent with the principles and intent of the Gold Coast City Council's guidelines.

Key aspects include:

- Protection of significant trees and the need for formal assessment prior to removal.
- Consideration for proximity to built structures and boundaries in determining whether approval is required.
- Requirements for all proposed vegetation works on common property to be submitted to the relevant body corporate.

This policy supports responsible vegetation management and provides a practical, transparent framework tailored to the Sanctuary Cove community, while reflecting broader GCCC environmental objectives.

## 7. Reporting & Maintenance Pathways

Residents and committee members are encouraged to promptly report any concerns relating to hazardous, overgrown, or potentially unstable trees.

Reports can be made directly to SCCSL through the following channels:

- **Phone:** 07 5500 3333
- **Email:** Facilities@scove.com.au

Once a report is received, SCCSL will log the request, conduct a preliminary inspection (where appropriate), and determine the next steps, which may include engaging an arborist for formal assessment, or referring the matter to the relevant body corporate for further instruction.

## 8. Recommendations

1. **Determine High Risk Areas:** Conduct a mapping or desktop review to identify high-risk zones where large trees are close to homes, roads, paths, or storm-prone areas to prioritise inspections efficiently.
2. **Regular Inspections:** Determine and commission periodic arborist assessments for trees in high-risk locations.
3. **Maintain Records of Due Diligence:** Retain inspection reports and documented actions to demonstrate proactive risk management.
4. **Communicate Owner Responsibilities:** Remind lot owners of their obligations to maintain trees within their boundaries.
5. **Plan Remedial Actions:** Address identified risks promptly to minimise the potential for injury, damage, or insurance complications.

## **Information about Proxies**

**This page is for information only and not part of the prescribed form.**

Lot Owners can appoint a trusted person as their representative at meetings, to vote in ballots or represent them on the committee. This person is your proxy.

To authorise a proxy, you must use the prescribed form and deliver it to the owner's corporation secretary. If appointing a Power of Attorney as a proxy, you should attach a copy of the Power of Attorney.

Proxies automatically lapse 12 months after the form is delivered to the secretary, unless an earlier date is specified.

Proxies must act honestly and in good faith and exercise due care and diligence. Proxies cannot transfer the proxy to another person.

A Lot Owner can revoke the authorisation at any time and choose to vote on a certain issue or attend a meeting.

It is illegal for someone to coerce a Lot Owner into making another person their proxy.

Owners' corporations must keep the copy of the Proxy authorisation for 12 months.

# 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:** .....