

FROM THE GENERAL MANAGER'S DESK

August 2025



YOUR COMMUNITY, YOUR COMPANY

Dear Residents,

As many of you know, I commenced in the role of General Manager in March this year, and over the past few months I've embarked on a journey of learning about the unique character of Sanctuary Cove, the operations of our Company, and most importantly, the people who make this place so special.

I would like to extend my sincere thanks to everyone who has taken the time to stop for a chat, offer a suggestion, or show patience as I find my rhythm in this role. Your engagement has made a meaningful difference.

I would like to take this opportunity to share some updates from your service company, Sanctuary Cove Community Services Ltd (SCCSL), and our subsidiary, Sanctuary Cove Security Services (SCSS).

Our core role is to deliver administrative, financial, facilities management and security services to the Principal Body Corporate (PBC) and the Residential Bodies Corporate. We are proud to support the community in ensuring the seamless operation and ongoing improvement of shared services and amenities.

Each edition of this newsletter will aim to provide a snapshot of current priorities from the Board of SCCSL including service delivery activities, and key initiatives that contribute to the high standard of living at Sanctuary Cove. It's also a chance to highlight ongoing projects and shine a light on the people and places that bring Sanctuary Cove to life.

We always welcome constructive input. If you have feedback or ideas, we encourage you to channel them through your Residential Body Corporate (RBC) Committee or Member's Nominee for the PBC. This ensures your voice is part of the broader decision-making framework and allows suggestions to be formally considered by the relevant committees.

Thank you for your ongoing support and engagement as we continue to serve the Sanctuary Cove community.

Cassie McAuliffe

-GENERAL MANAGER

Company Focus

The SCCSL Board continues to meet regularly to oversee strategic direction and service delivery. At recent meetings, the Board approved:

- The renewal of key supplier agreements.
- Upgrades to security boats.
- Reviews of Company policies, including risk management and performance evaluation that are aligned to deliver exceptional customer service experiences.
- A new 3-year agreement to strengthen the Company's cybersecurity network.
- The modernisation of the Company's human resource framework and encouraging training and development.

We are also working on a corporate calendar to support transparency and timely communication of important Company milestones, along with the following projects:

New Faces

We're pleased to welcome Bianca Naicker to the team who has joined us as our new Compliance Officer/Building Approvals Assistant.

Bianca will be assisting with building approvals and compliance matters, and has settled in seamlessly with the team.

Key Dates

- PBC Meeting: 28 August 2025
- Gold Coast Show Holiday: 29 August 2025
- SCCSL Board Meeting: 2 October 2025

Budget and Finance

Preparations for the 2025–2026 financial year are well underway. This year's process places a strong focus on:

- Responsible cost control service delivery
- Clarity in allocations

Thank you to all Treasurers and Committee Members who have contributed their insights into the budgeting process.

Resident Services

We remain committed to responsive and helpful service. A friendly reminder that residents can contact our office on (07) 5500 3333 or via email at enquiries@scove.com.au for assistance with:

- Facility maintenance requests
- Levy and water information
- General enquiries about your body corporate

Our aim is to make your interaction with the Company as seamless and supportive as possible.

SCCSL

(07) 5500 3333

enquiries@scove.com.au

oursanctuarycove.com.au

Stay connected!