



EMERGENCIES, DISASTERS AND OUTAGES GUIDE FOR SANCTUARY COVE RESIDENTS



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1. INTRODUCTION

The Emergencies, Disasters & Outages Guide for Residents has been prepared to bring together relevant information and resources to assist residents within Sanctuary Cove Resort in the event of an emergency, disaster, or outage.

Importantly, your local government area, being the Gold Coast, is primarily responsible for managing disaster events within its local area. The City of Gold Coast's website provides Gold Coast residents with critical information relating to emergencies, disasters and outages -

<https://www.goldcoast.qld.gov.au/Services/Emergencies-disasters-outages>

You can also subscribe to receive notifications about potentially dangerous situations or simply use the City Dashboard to update yourself on disaster events (including road closures, power outages and weather warnings) <https://dashboard.goldcoast.qld.gov.au/>

For assistance during an emergency, you should first **call 000**. If further assistance or support is genuinely required our Security Services can be called on 07 5500 3355 then select option 1.



2. SANCTUARY COVE COMMUNITY SERVICES LIMITED

Sanctuary Cove Community Services Limited (SCCSL), provides administration and management services to the PBC, PTBC, and RBCs. SCCSL has an Emergency Management Plan in place to guide its staff during an emergency in order to re-establish and maintain the essential services it provides for the PBC.

During an emergency the key staff positions are as follows –

Chief Warden (*Security Operations Manager or highest-ranking Security Officer*)

The Chief Warden takes command during emergency situations, overseeing the response and coordinating with the external Emergency Services and SCCSL's emergency response efforts.

Emergency Officers (*SCCSL WHS Committee Representatives and Emergency Wardens*)

Emergency Officers coordinate and manage SCCSL's emergency response efforts.

Communications Liaison (*Appointed by Chief Warden at the time of the event*)

The Communications Liaison serves as the central point of contact for coordinating communications and ensuring timely and consistent updates throughout an emergency.

Senior Management Team (*General Manager, Manager of Body Corporate, Facilities Services Manager, Finance Manager, Security Operations Supervisor*)

The Senior Management Team is responsible for strategic decision-making, resource allocation, and providing overall direction of and support to SCCSL staff during an emergency.

Security Services

Security Services liaise with the Chief Warden and, where safe to do so, take action to contain or control the hazard or event.

CRO – Control Room Operator

The Control Room Operator is responsible for monitoring and managing operations within the control room.

3. SERVICE OUTAGES AND ALERTS WITHIN SANCTUARY COVE

When there are disruptions to services and systems such as water, sewage, electrical, fibre-to-the-home (FTTH), stormwater, roads or project works, SCCSL staff will endeavour to communicate the status and timeframes of these disruptions to residents promptly by way of signage, emails, SMS notifications and updates on the website <http://www.oursanctuarycove.com.au>.

Residents with questions or requiring clarification regarding any messages received can contact the Body Corporate Office on 07 5500 3333 or Security Services on 07 5500 3355.

If you are experiencing a power outage;

1. Please visit <https://www.energex.com.au/outages/outage-finder/outage-finder-map> to identify any outages and their cause in your area and
2. Monitor the site for the “Next Update” times.
3. For garage doors pull the emergency release cord to manually open the door.
4. For driveway sliding gates, locate the manual release mechanism to open the gate.
5. Check if you have access to backup power through your solar panels, portable generator or your electric vehicle.
6. If anyone in your house relies on electrical equipment for medical support, ensure you have provided prior notification to Security Services on 07 5500 3355.

By following these steps, you will help reduce the number of calls through to Security Services, ensuring that the critically important emergency calls are prioritised.

4. COMMUNITY INFORMATION AND RESOURCES CENTRE

During a significant weather event or emergency, the City of Gold Coast, as the Local Disaster Management Authority, may establish a Community Information or Disaster Recovery Centre to support affected residents.

Where appropriate, SCCSL will communicate the location of the centre and any relevant information provided by the City of Gold Coast through its normal communication channels.

The services and information available at the centre will be determined by the City of Gold Coast and may include:

- Emergency information and official updates.
- Information regarding service disruptions and restoration.
- Access to available government and community support services.
- Recovery assistance and welfare support.
- Weather warnings and emergency alerts.

5. SECURITY SERVICES

Security Services conduct regular car and boat patrols throughout the secured residential and other areas of Sanctuary Cove. The Security Control Room operates 24 hours a day, staffed by trained personnel who are ready to attend to emergencies and alarm notifications.

In the event of a medical emergency or if an ambulance is required, first **dial 000**.

Following this, contact Security Services, by pressing your panic/duress alarm button or by phoning 07 5500 3355 and selecting option 1. Security services personnel will facilitate ambulance access and dispatch a security officer to provide additional assistance as needed. All security vehicles are equipped with:

- defibrillators
- oxygen resuscitation units
- blood pressure monitors
- pulse oximetry units
- bandages and
- fire extinguishers

In preparation for an emergency, if you or a family member is frail, medically unfit or living alone, please provide this information to Security Services for their records by phone 07 5500 3355 or email at security@scove.com.au.

When a panic alarm button is pressed in a home, Security will endeavour to attend promptly to assist.

Important Note: Your alarm system has a backup battery; this will provide power for up to 24 hours.



6. EMERGENCY TYPES AND SUGGESTED ACTIONS

EMERGENCY TYPE	DESCRIPTION	RESIDENTS ACTION
FIRE	Refers to a critical emergency situation in which a fire poses an immediate threat to life, property, or the environment	1. Cease Activities 2. Press/Activate home Fire duress alarm to notify Security Services (if possible) 3. Evacuate yourself/others 4. Notify Emergency Services - Queensland Fire Services (QFS) - Triple Zero 000 5. Await instruction from Security Services
EVACUATION	Is the organised process of moving people from a potentially dangerous or hazardous location to a safer place, typically in response to emergencies such as fires, natural disasters, industrial accidents, or security threats.	1. Government Emergency Services will make the request to evacuate. 2. Evacuate home/area to the area requested. 3. Alert others where possible 4. Notify Security Services – 07 5500 3355 5. Do not re-enter until the “all clear” has been provided.
BOMB/CHEMICAL	A bomb incident involves the detonation or threat of detonation of an explosive device, causing potential destruction, injury, or loss of life. A chemical incident involves the release or exposure to hazardous chemicals, which can pose immediate health risks to individuals and the environment, requiring prompt evacuation and decontamination measures.	1. Remain calm 2. Notify Emergency Services - Triple Zero 000 3. Do not touch, move, or tamper with the any suspicious package or substance 4. Move a safe distance away 5. Follow all instructions given by Emergency Services 6. Notify Security Services – 07 5500 3355
MEDICAL EMERGENCY	Refers to a medical emergency, typically a situation where someone's life is in immediate danger and requires immediate medical attention.	1. Notify Emergency Services - Triple Zero 000 if an ambulance is required 2. Press your home emergency alarm button to notify security and/or call them on 07 5500 3355 3. Ensure access is free/clear 4. Follow instructions given by Government Emergency Services and security
PERSONAL OR PHYSICAL THREAT	Refers to a situation where an individual's safety or well-being is at risk due to the potential for harm or violence from another person, requiring measures	1. Notify Emergency Services - triple zero 000 2. Press your home emergency alarm button to notify security and/or call them on 07 5500 3355 3. Try to find a safe place to wait until assistance personal arrive

	such as heightened security, protective actions, or seeking assistance from authorities.	4. Follow instructions given by Government Emergency Services and Security
EXTERNAL EMERGENCY	Situations that pose a threat to the facility from outside its premises. It could include a range of scenarios such as severe weather events or natural disasters.	Before 1. Stay informed, continuously monitor weather updates, and follow instructions from Government Emergency Services. Be prepared to take immediate action based on changing conditions. 2. Secure outdoor items and vehicles 3. Check emergency supplies 4. Trim trees and shrubs: During 1. Stay Indoors unless directed otherwise 2. Monitor Alerts: Continuously monitor weather updates and emergency alerts through local channels, weather apps, or radio to stay informed about the situation and any evacuation orders. 3. Keep your phone charged and communicate regularly with family members and neighbours to ensure everyone's safety and well-being. 4. Follow any safety guidelines provided to you 5. Be Ready to evacuate if ordered to do so by a Government Emergency Services 6. Attend the community information and resources centre if required and it's safe to do so. After 1. Assess Damage, conduct a thorough inspection of your property to assess any damage caused by the severe weather events, such as roof leaks, structural damage, or fallen trees. 2. Prioritise safety by checking for any hazards such as downed power lines, gas leaks, or unstable structures. 3. Report any emergencies or significant damage to local authorities, utility companies, and government emergency services to facilitate assistance and repairs.

		4. Document damage: Take photographs or videos of any damage to your property for insurance purposes. Keep detailed records of expenses related to repairs or temporary accommodation. 5. Clean up debris 6. Review your Emergency Plan 7. Support community recovery where possible.
ARMED ROBBERY	Involves the use of weapons or the threat of violence to forcefully take property or valuables from individuals or businesses.	1. Notify Emergency Services - Triple Zero 000 2. Press your home emergency alarm button to notify security and/or call them on 07 5500 3355 3. Try to find a safe place to wait until assistance personal arrive 4. Follow instructions given by Emergency Services and security

7. IMPORTANT CONTACT INFORMATION

SERVICE	EMERGENCY CONTACTS
All life-threatening emergencies (Police, Fire, and Ambulance)	000
State Emergency Services	132 500
Police – Crime Stoppers	1800 333 000
Policelink (reporting of non-urgent matters)	131 444
Sanctuary Cove Security Services	07 5500 3355
Sanctuary Cove Community Services	07 5500 3333
City of Gold Coast – General Enquiries	1800 465 326
Energex/Origin Energy – Emergency	13 19 62
Energex/Origin Energy – General Enquiries	13 12 53
Gold Coast University Hospital – General Enquiries	1300 744 284
Department of Transport and Main Roads	13 19 40

During a disaster, regular updates are provided by local radio stations including:

89.3FM 4CRB
 90.9FM Sea FM
 91.7FM ABC Gold Coast
 92.5 FM Gold FM
 94.1 FM Community radio
 98.1 FM Radio EB
 99.4FM Rebel
 102.9 FM Hot Tomato
 105.7FM Radio Metro
 107.3FM Juice FM.

If you're tuning into the TV, Seven and Nine Gold Coast news also provide regular updates.

8. COMMUNITY SUPPORT/RESOURCES

SERVICE	EMERGENCY CONTACTS
Australia Red Cross	1800 733 276
Queensland Mental Health Commission	https://www.qmhc.qld.gov.au/
Headspace	131 444
Lifeline	https://www.lifeline.org.au/
Fire & Emergency Services Support Network (24-hour counselling)	1800 805 980
Bunnings Oxenford	07 5656 7500
Gold Coast University Hospital	1800 465 326
Gold Coast Private Hospital	07 5530 0300
Pindara Private Hospital	07 5588 9888

9. BE PREPARED

Being prepared for natural disasters and emergencies is essential for safeguarding your life, property, and well-being. Preparedness reduces the immediate and long-term impacts of disasters, allowing for quicker recovery and less stress during and after the event.

Here's what you can do:

1. PREPARE AN EMERGENCY KIT

A well-stocked kit can provide the necessary supplies to sustain you when essential services like drinking water, power and internet are unavailable. The kit can include:

- bottled water
- tinned food/can opener
- a torch with spare batteries
- a portable phone charger
- a battery radio also with spare batteries
- a medical kit
- personal hygiene items
- copies of important documents in waterproof bags
- any special needs for your family like infant formula or prescription medicines
- Pets' emergency kit
 - medications
 - sufficient food (including treats) and bottled water for each animal
 - a familiar pet blanket or bedding, toys, grooming equipment.
 - a secure pet carrier, lead, or harness
 - animal's sanitation needs—important for their (and your) health—such as newspaper, paper towels, disinfectant, rubbish bags.
 - identification
 - a current photograph of each pet for identification

Store your items in a waterproof container somewhere handy and let the rest of your family know where your kit is. It is recommended that you check and replace items in your kit every six (6) months. Ensure food and water supplies are fresh, and batteries are functional.

2. HOW TO PROTECT YOUR HOME AND PETS

Use this checklist to help minimise the impact of severe weather on your home:

- Ensure your home, contents, and car insurance is adequate and current
- Regularly check your roof to ensure it's in good condition.
- Mow your lawn regularly, remove excess combustible material (e.g. dry grass, dead leaves and branches) from your yard and move any flammable items such as wood piles, paper, boxes, crates and garden furniture well away from the house.
- Keep gutters, downpipes and drains clear to prevent build up.
- Identify loose objects in your yard and on your balcony, such as outdoor furniture and toys that will have to be put away or secured if a storm approaches.
- Make sure all shades, sails and awnings are properly secured.
- Keep your vehicle undercover.
- Identify the safest room in which to shelter during a storm.
- Learn how to safely turn off your power, water, and gas.
- If you don't already know your neighbours, go, and introduce yourself, they may need a hand getting storm ready.
- Ensure your house number is clearly displayed for emergency service crews.
- Trim low-lying branches and keep gutters clear of leaves and debris.
- Check that pumps, generators, and water systems are working and that your first-aid kit is fully stocked.
- Check your Security alarm is working

To help minimise the impact of severe weather on your Pets ensure:

- Your pet has access to plenty of food and fresh water.
- Your pet has shelter and bedding.
- All animals under your care can be properly and easily identified.
- You have telephone numbers for your veterinarian or animal welfare agency included in your household emergency kit.
- You never leave an animal tied-up or chained without shelter and bedding.
- You never leave an animal in a motor vehicle.

In an emergency event:

- Secure animals inside before an emergency event, so they do not take flight or run away.
- Ensure all vaccinations remain current.
- Check to see if it is possible for your pet to be boarded in a safe environment away from the emergency zone.
- All pets are properly identified. Remember: during times of disaster, telephones may not be available, and it is important any registered method includes your current address.

3. MAKE AN EVACUATION PLAN

Choose multiple meeting points both inside and outside your home where family members can gather in the event of an emergency. Try to answer the following questions;

- Where would you go if you had to evacuate your home?
- Where would you reunite with loved ones if you were separated during an emergency?
- How would you retrieve your children from school or childcare?
- What are the emergency evacuation procedures at your child's school, your workplace, childcare centre, and other organisations you frequent?
- Do you know how, where, and when to turn off the power, water, and gas supplies in case of evacuation?
- What alternative routes could you use if roads around your home/work/school/office were flooded or blocked?
- What arrangements have you made for your pets in case of evacuation? Ensure you have carriers, leashes, food, water, and medications for your pets, and identify pet-friendly shelters or accommodations.
- Have you assigned responsibilities to each family member based on their age and capabilities.
- Do you regularly practice evacuation drills with your family to ensure everyone knows what to do in an emergency? And do you practice using different escape routes and meeting points, and do you emphasise the importance of staying calm and following instructions?
- Have you ensured that your essential policies and documents, such as insurance policies and wills, are current and provide adequate coverage tailored to the needs of your household and the risks prevalent in your area?

