



Safety, Security & Road Usage





SAFETY & SECURITY

Alarm – Panic Button

Your house is equipped with panic buttons in areas such as the kitchen, master bedroom and ensuites. When the panic button is pressed Security receives an alarm and a mobile patrol is dispatched immediately to the address.

Each mobile patrol is equipped with medical equipment such as defibrillators, oxygen resuscitation units, blood pressure monitors and pulse oximetry units. All Security officers hold senior first aid certificates and can operate the medical emergency equipment.

A call to Security (**P 5577 6115**) with your location will also activate the panic response if you are unable to press one of the buttons.

Alarm – Unit/House

Each home is protected by a system of motion detectors, smoke and fire detectors, fire horns and panic buttons. Contact Security, on **P 5577 6115**, to test and commission your security system.

The back-to-base systems are monitored 24-hours a day by Sanctuary Cove's Security team, who will respond in the event of an alarm being activated. You must ensure that your alarm works properly and is always connected to a commissioned telephone line.

A key-pad arms and disarms the system. Security replaces batteries when required for a small charge and recommends that smoke and fire detectors are tested and motion sensors are cleaned regularly. Consult the Gold Coast or Brisbane telephone book for local firms who can help with testing and maintenance.

As the on-site monitoring system is upgraded, your individual system may need updating to remain compatible. Written approval from the Principal Body Corporate is necessary for any security systems changed or upgraded. Call Security on **P 5577 6115**.

Gate Access

Safety and Security are paramount at Sanctuary Cove. Residents enjoy 24-hour active land and water security for their homes and boats. The road entrances to Sanctuary Cove are protected by electronic gates, monitored closed circuit TV and intercom, preventing entry to un-invited guests. The waterways are also patrolled 24 hours a day by Security boat patrols.

Keys

A spare house key should be left with Security to allow quick access to your home during a panic alarm, or if other alarms are triggered when Security knows your home is unoccupied. All keys are kept in a locked cabinet on a numbered tag which in no way identifies the owner's address.

You must complete a Resident Key Form which names the only people Security is authorised to give your keys to in your absence. Spare keys for your car, boat or golf buggy and a list of emergency contacts can also be left for safekeeping with Security.

In the event that Security attend your home, a calling card will always be left listing the time, name of security officer and why the callout response was required. Call Security on **P 5577 6115**.



Main Entrance

Authorised guests and visitors can only enter the residential areas through the three main gates on The Parkway. To avoid delays please call Security with names in advance (**P 5577 6115**). Security will caution anyone considered a nuisance (refer By-Law 5.3).

Swipe cards do not work between 12 midnight and 5am daily and the gates will be opened by Security staff who will monitor all vehicles. Future initiatives will tighten security in residential areas even further. Check www.scove.com.au for updates.

Patrols

Security officers patrol the residential areas in vehicles, 24 hours a day. There are also 24-hour boat patrols in the marine areas. All patrol vehicles, including boats, carry first aid, oxygen and defibrillators, and all security officers hold a senior first aid certificate.

Security carry out a building and gate lock-up check at least once a day in the village and once a day in other commercial areas.

For maximum security and peace of mind, inform Security if you will be away from home for an extended period and every time you go boating.

Other services available on request on a user pay basis include unlocking and locking homes, disarming and rearming alarms, and peace of mind welfare checks.

For a copy of the minimum standard for essential security services or other queries contact Security on **P 5577 6115** or log on to **www.scove.com.au**.

Resident's Card

Your Resident's Card gives you:

- Discounts at many outlets in the Village (check with individual stores)
- Use of the Beach Pool at the Hyatt Regency Sanctuary Cove
- Access to the Sickle Avenue entrance gate
- Entry to The Sanctuary Cove International Boat Show to collect your mail.
Contact Security on **P 5577 6115**

Sickle Avenue Entrance

Residents and contractors can also use the Sickle Avenue security gate which is open Monday to Friday from 7am to 6pm. Contractors must be off site by 5pm. On weekends the gate is open between 8am and 6pm. Contractors must be off site by 1pm on Saturday and are not allowed on site on Sundays. The Sickle Avenue entrance is closed to all traffic on public holidays.

Swipe Cards

Each household can purchase a limited number of 'swipe cards' for \$50 each, or 'window tags' for \$75 each, to operate the entrance gates. The tags are only to be used by adults who are permanent residents or long-term tenants and must not be given to visitors or contractors. Lost cards must be reported to Security immediately. Cards expire on 30th June each year. Residents are requested to attend the Security Office to renew their card prior to this date to assist in the maintenance of the highest security levels. Contact Security on **P 5577 6115**.



ROAD USAGE

Buggy Operation

To enjoy the resort by buggy you need a current driver's licence. Please note the same road rules apply when driving your buggy as apply to your car. e.g. you cannot use your mobile phone while driving or allow your children to drive a buggy on Sanctuary Cove roads or buggy paths. Contact Queensland Transport to register your buggy (Conditional Registered Vehicle) for use within Sanctuary Cove. The registration label must be properly affixed to your windscreen. Contact **P 132 380 W www.transport.qld.gov.au**. Attend at the Security Office to register your Buggy and obtain a numbered Sanctuary Cove label to affix to your windscreen as well.

You can drive the buggy through The Marine Village and on roads in the residential areas. For your own safety, and to avoid traffic congestion, we refer you to The Master Buggy Path Plan which is available at **www.scove.com.au**.

Check **www.scove.com.au** and *The Cove* magazine for updates, as work is underway to give full buggy access between The Marine Village and Hope Island amenities.

Parking

There is limited parking available in The Marine Village. Plenty of parking is available in the car parks adjacent to The Marine Village for residents, guests and visitors. Normal road rules apply to the direction in which a car is parked. Buggy parking spaces are marked.

In residential areas, residents must park or keep vehicles in the designated parking area of your residence. Vehicles, including boats, trailers, motor homes, trucks or campers can be kept on other parts of your property as long as they are screened from all of your neighbours including roads and harbours. (Refer Residential Zone Activity By-Laws Section 4.4 (a).) *(Please note that any person that offends this By-Law will be required to move their vehicle upon request by Security and will be liable for any damage they cause to either lawn or garden areas. All of the secondary thoroughfare and common property areas are a lot and thus this By-Law is applicable for these areas.)*

Problems

To report traffic accidents or incidents call Security **P 5577 6115**.

Road Rules/Traffic Act

Rules and penalties are the same as those for public road use and apply to cars and golf buggies. You enjoy the same high level of protection within the resort, with a total ban on driving under the influence of alcohol, speeding, erratic and reckless driving.

For further information refer to SCRA Section 53 and Section 54.

SCRA 54.(1) states:

"Notwithstanding any other provision of this Act or of any by-law or other decision made by the Primary Thoroughfare Body Corporate or the Principal Body Corporate, any inspector or officer employed by the Crown or a statutory body (including the Gold Coast City Council), any other person authorised by a statutory body or any police officer may enter and be upon any part of the primary thoroughfare or the secondary thoroughfare for the purpose or exercising of powers or authorities or performing functions or duties as such inspector, officer, other person or member."



Shared Roads

Cars, golf buggies, children on bicycles, pedestrians and trades and construction vehicles all share our roads, so drive carefully and tell your visitors they will be banned from the residential areas if caught speeding.

Speed Limits

The speed limit is 40 km on the public entrance to Sanctuary Cove and in all of the residential areas.



Communications

ω





Jazz Radio 94.1FM

Sanctuary Cove has its own jazz radio station. Tune in to 94.1 FM. **P 5577 9999**.

Media Releases

For copies of media releases, log on to **www.sanctuarycove.com**.

Minutes of Meetings

All PBC and your individual RBC minutes are available on the website at **www.scove.com.au**.

Newsletters

PBC MATTERS

You will receive newsletters reporting on Principal Body Corporate current projects. Queries **P 5500 3333**.

COMMUNITY MATTERS

The Sanctuary Cove Owners and Members Council produce this bi-monthly newsletter. For more information or to advertise **E cmatters@onthenet.com.au**.

Pay TV

Pay TV is provided by either Foxtel (cable) or Austar (satellite dish). To install Austar contact Body Corporate Services first for approval, on **P 5500 3333**. Dishes will need to be installed at ground level below sight or as low as possible to avoid being seen from the golf courses, bodies of water or thoroughfares and will need to be removed when fibre optic cable is successfully laid and operational in your area. Foxtel is not available in all areas. **P 1300 785 622**

The Cove Magazine

Sanctuary Cove's very own high quality magazine is published bi-monthly and delivered to all Sanctuary Cove homeowners. Either hand delivered to your door or mailed (if required) it includes Sanctuary Cove news, personality profiles, travel and cultural features, an events calendar, a real estate section and The Marine Village map and tenant directory.

Editorial enquiries **E words@scpublishing.com.au**

Advertising enquiries **P 5577 9499**

Delivery enquires **P 5577 6007**

Website **www.thecovemagazine.com.au**

Websites

Residents have exclusive access to the PBC website. The internet address is **www.scove.com.au**. Using your computer, user name and password (**P 5500 3333**) you can make online payments and access all the relevant By-Laws, the Sanctuary Cove Resort Act, body corporate minutes, reports and financial information, newsletters and surveys.

You can also access the Mulpha Sanctuary Cove (Developments) Pty Limited website at **www.sanctuarycove.com**.



Who's Who

There is a hierarchy of three levels of Body Corporate at Sanctuary Cove – The Primary Thoroughfare Body Corporate (PTBC), The Principal Body Corporate (PBC) and the individual Residential Bodies Corporate (RBC).

PRIMARY THOROUGHFARE BODY CORPORATE

The PTBC is responsible for the management, administration and maintenance of the roadway and infrastructure from the resort entrance to the Hyatt Regency Sanctuary Cove, The Marine Village and entrances to the residential areas.

PRINCIPAL BODY CORPORATE

The PBC is the umbrella organisation that represents all the RBCs. It controls, manages, administers, maintains and repairs roads, gates, parks and gardens in the residential areas. It also has the responsibility for water, waste collection and security.

RESIDENTIAL BODIES CORPORATE

The RBC is responsible for the control, maintenance, management and administration of the common property (other than the main roadway into the resort and the residential roads and parks) within its local Body Corporate area, for the benefit of the property owners.

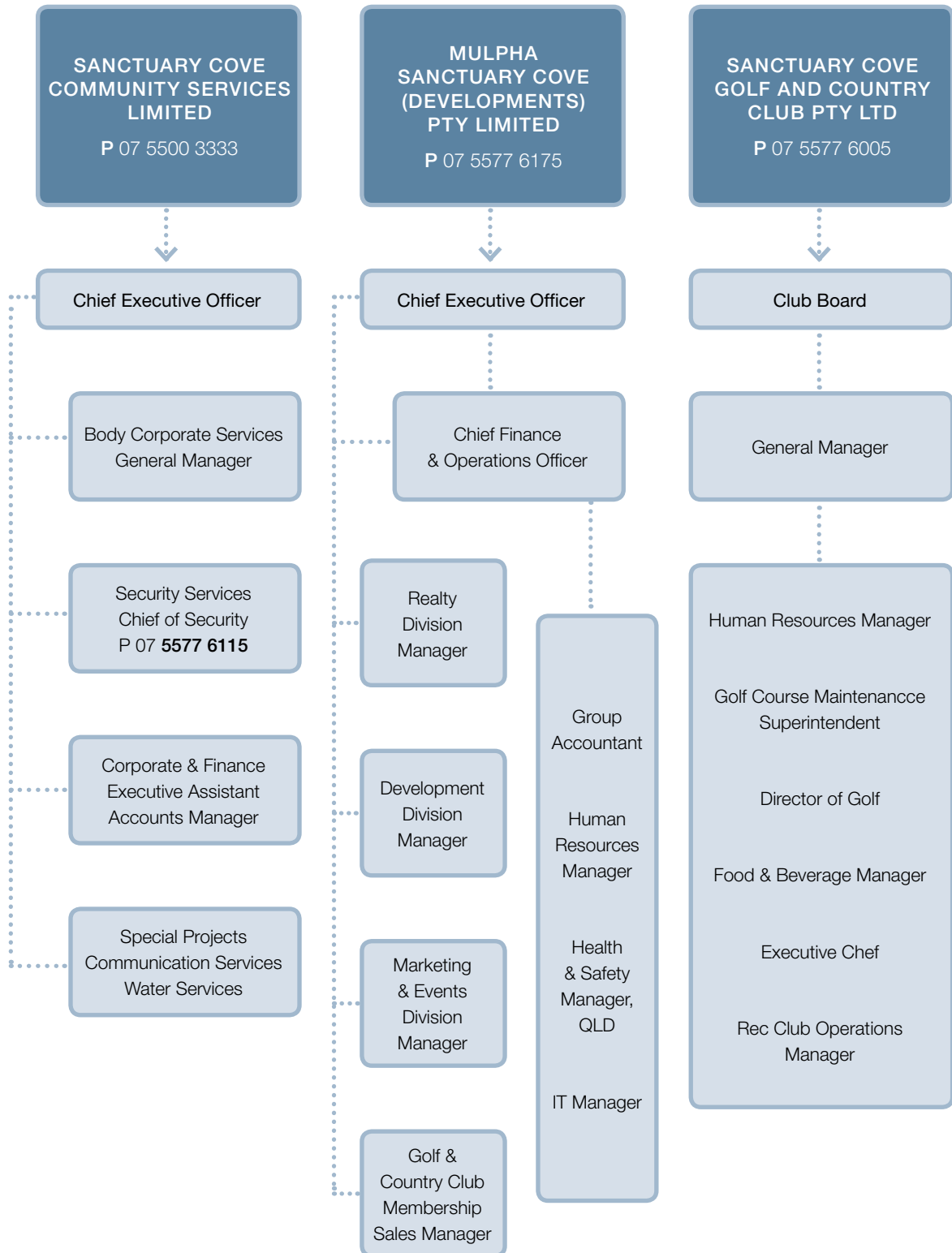
BODIES CORPORATE (PTBC, PBC, RBC) P 5500 3333

COMPANIES

Mulpha Sanctuary Cove (Developments) Pty Limited	P 5577 6175
Sanctuary Cove Body Corporate Services (Body Corporate Services)	P 5500 3333
Sanctuary Cove Communications Services (Communications Services)	P 5500 3333
Sanctuary Cove Community Services Ltd (SCCSL)	P 5500 3333
Sanctuary Cove Golf and Country Club	P 5577 6005
Sanctuary Cove Security Services (Security Services)	P 5577 6115
Sanctuary Cove Water Services (Water Services)	P 5500 3333

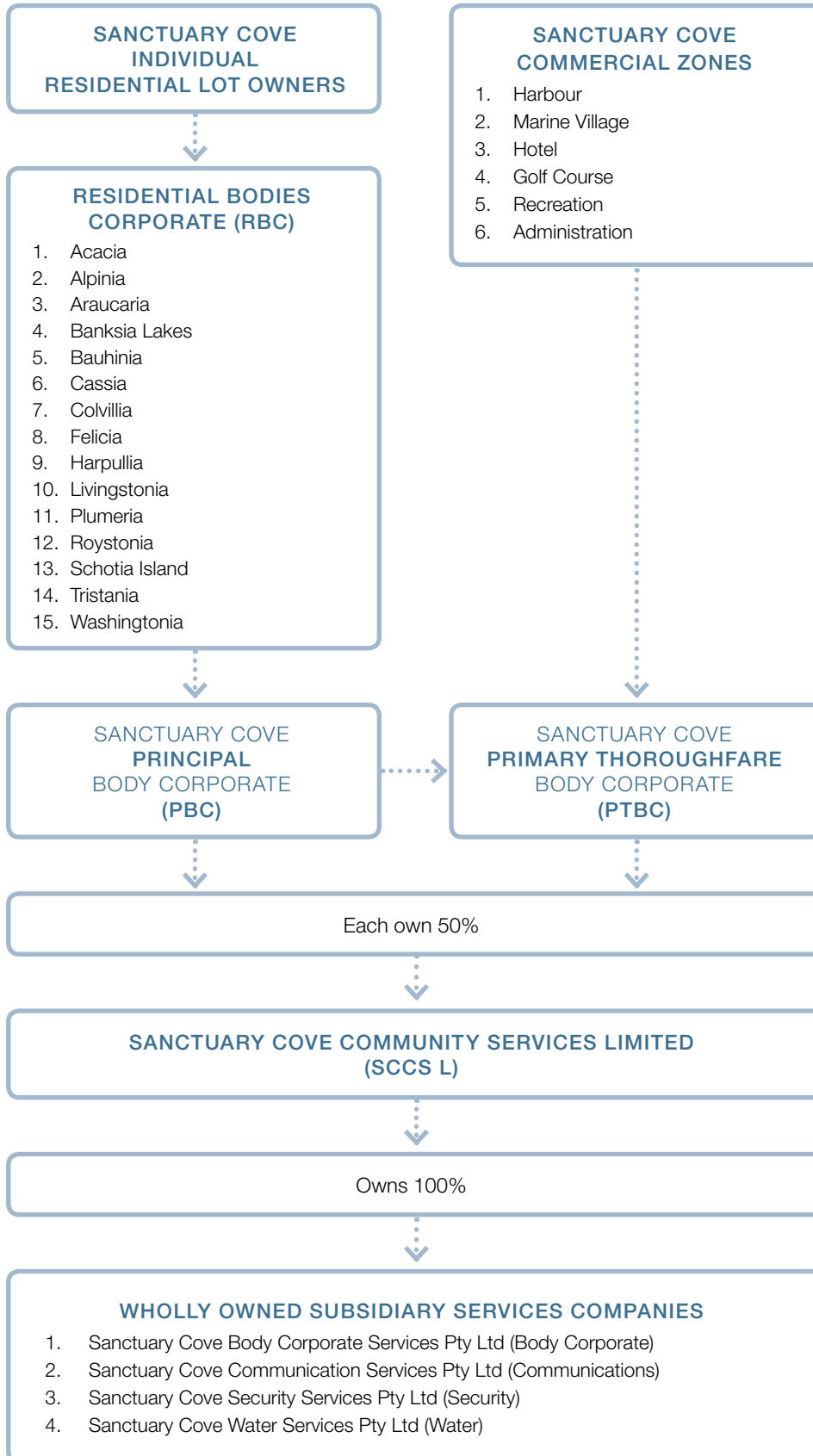


Sanctuary Cove – The Companies





Sanctuary Cove – Bodies Corporate Structure





Services





Bank

There is a Bank of Queensland branch in The Marine Village open Monday to Thursday, 9.30am to 4pm and 9.30am to 4.30pm on Friday. See Owner and Manager, Don Evans, at 2 East ABC, Masthead Way. **P 5577 8123**.

Citizenship

The Gold Coast City Council holds monthly ceremonies to award Australian citizenship to residents. Citizenship is granted by the Department of Immigration. For an application form contact the council **P 1300 130 854**, or for more information **P 131 880** or log on to **www.citizenship.gov.au**.

Dental

Hope Island Marina Shopping Village Dental Centre, Marina Village, Rialto Quay Drive. **P 5530 1044**.

Electricity/Gas

In the event of a power failure at the Security building a back up generator will automatically activate to maintain essential security operations. When there is a power failure at a single home, an alarm is received and Security attend to investigate. If there is a widespread or general outage due to a substation fault, Security telephone Energex for information. Security will not attend power fail alarms in this instance.

If the fault is restricted to your residence you may be required to contact your electricity supplier.

AGL:	P 13 12 45 for all queries.
Elgas:	P 13 11 61 for all queries.
Energex:	P 13 12 53 Loss of supply P 13 62 62 Emergencies P 13 19 62
Origin Energy:	P 13 24 61 for all queries.
TRUenergy:	P 13 34 66 for all queries.

Fire

Press your panic button, or if you are unable to, call Security **P 5577 6115**. A security vehicle will escort all fire, police and ambulance vehicles. Fires contained safely inside a barbeque are the only outdoor fires allowed in the residential areas.

Hotel

HYATT REGENCY SANCTUARY COVE

Hyatt Regency Sanctuary Cove is a five-star hotel within a few minutes walk of The Marine Village and marina. The low-rise accommodation has 247 rooms and suites. The main lobby building, The Great House, is designed in the style of a 1940's gracious Australian colonial homestead.

Facilities include:

- Dedicated conference and facilities featuring 13 meeting rooms
- Provincial style wood-fired cuisine in The Fireplace Restaurant
- Casual dining at The Cove Café
- Large salt water beach lagoon
- Terrace swimming pool and spa
- The Pool House
- The Verandah Bar – lobby

For bookings **P 5530 1234**.



Library

The nearest Library is in Lae Drive, Runaway Bay, opposite the Runaway Bay Shopping Centre. It is open Monday to Friday from 9am to 6pm (till 7pm on Thursday) and from 9am to 2pm on Saturday. It is closed Sundays. Members can borrow books, movies, music and audio books free of charge and can also access the Internet. Membership is free and requires a Gold Coast City Council rates notice or two forms of ID showing current home address. For more information **P 5581 7220**.

Medical (The nearest facilities to Sanctuary Cove)

Sanctuary Cove Medical Centre Masthead Way, next to the chemist	P 5577 8066
Hope Island Medical Centre Marina Shopping Village, 10 Santa Barbara Rd	P 5510 8199
Breastscreen Queensland 1st Floor, 60 High Street, Southport	P 5537 0333
Solutions Physiotherapy and Pilates 175 Monterey Keys Drive, Monterey Keys	P 5580 3466
Hope Island Chiropractic Centre 65 Crescent Ave, Hope Island	P 5530 1306
South Coast Radiology Cnr Oxley and Lae Drives, Runaway Bay	P 5537 6566
Sullivan and Nicolaides Pathology 68 Grice Ave, Paradise Point	P 5577 2888

Medical Emergency

AMBULANCE **P 000**

You can also press your panic button or call Security on **P 5577 6115**. All security officers hold a senior first aid certificate and all patrol vehicles, including boats, carry advanced resuscitation and defibrillation equipment.

HOSPITALS

Allamanda Private Hospital 150 Queen Street, Southport	P 5532 6444
Gold Coast Hospital 108 Nerang Street, Southport	P 5571 8211
Gold Coast Hospital – Robina 2 Bayberry Lane, Robina	P 5501 8333
John Flynn Private Hospital 42 Inland Dve, Tugun	P 5598 9000
Logan Hospital Cnr Armstrong & Loganlea Rds, Meadowbrook	P 3299 8899
Pindara Private Hospital Allchurch Avenue, Benowa	P 5588 9888
Pacific Private Hospital 123 Nerang St, Southport	P 5556 6222
The Tweed Hospital Powell Street, Tweed Heads	P 5536 1133

Post Office

The PBC administers the Australia Post contractor at Sanctuary Cove. Mail is hand delivered to your letter box to avoid damage to lawns and gardens. Contact Australia Post (in The Marine Village newsagent) in writing, to hold or redirect mail. **P 5577 8026**.

Property Insurance

If your property is part of a Building Units Plan (B.U.P.), Body Corporate Services can advise you on the insurance for your property. **P 5500 3333**. Please refer to the inside front cover of this guide for details of your B.U.P. For all properties where B.U.P. is not applicable, lot owners are wholly responsible for arranging property insurance.



Real Estate

SANCTUARY COVE REALTY

Sanctuary Cove Realty is located in Jabiru House, at the entrance to The Marine Village and is the leading seller of Sanctuary Cove real estate. The only on-site realty specialists offer the largest range of diverse living choices and investment opportunities available within Australia's leading lifestyle community.

They have exclusive rights to sell homes and land for the developer, Mulpha Sanctuary Cove (Developments) Pty Limited. For all real estate needs, including home and land sales, holiday and long term rentals, call **P 5577 6000**, email **info@sanctuarycove.com** or log on to **www.sanctuarycove.com**.

Open Monday to Friday from 8.30am to 5pm, and on weekends from 10am to 4pm. **P 0419 679 155, 0417 615 517 or 0418 488 838.**

OTHERS

You can also use a real estate agent of your choice.

Rubbish

Body Corporate Services will deliver to your door, one 'general waste' and one 'recycling' wheelie bin. **P 5500 3333.**

Rubbish is to be stored in appropriate areas, in the correct bins. The PBC, via its contractor, uses a bin liner in the general waste wheelie bin so that it will remain odour-free. You must store both bins in a screened enclosure, so that the bins cannot be viewed by your neighbours.

General waste bins are emptied twice a week.

Recycling bins are emptied once a week. Recycling items are restricted to glass bottles and jars, rigid household plastic items (not Styrofoam), aluminium or steel cans and aerosols, clean cardboard, newspapers, magazines and cartons.

Green (garden) Waste: Garden waste can be taken to Helensvale Transfer Station, Helensvale Road, Helensvale. It must not be placed in either of your wheelie bins or disposed of on common property such as nature strips or footpaths.

It is not necessary to wheel bins out to the footpath – they will be collected and returned to their storage areas. For more information see Residential Zone Activity By-Laws Section 4.8 or call Body Corporate Services (**P 5500 3333**).

Schools

STATE PRIMARY SCHOOLS

Arundel State School	W www.arundelss.eq.edu.au	P 5561 4888
Coomera State School	W www.coomerass.qld.edu.au	P 5519 6333
Gilston State School	W www.gilstonss.eq.edu.au	P 5501 2333
Helensvale State School	W www.helensvaless.eq.edu.au	P 5556 1333
Labrador State School	W www.labradorss.eq.edu.au	P 5537 6866
Oxenford State School	W www.oxenfordss.eq.edu.au	P 5573 2305
Pacific Pines State School	W www.pacificpinesss.eq.edu.au	P 5502 5333
Upper Coomera State College	W www.uppercoomerasc.eq.edu.au	P 5580 7555



STATE SECONDARY SCHOOLS

Coomabah State High School	W www.coombabashs.eq.edu.au	P 5552 3888
Helensvale State High School	W www.helensvaleshs.eq.edu.au	P 5573 8555
Pacific Pines State High School	W www.pacificpinesshs.eq.edu.au	P 5502 5111

INDEPENDENT SCHOOLS AND COLLEGES

PREP – YEAR 12

A B Paterson College , Arundel	W www.abpat.qld.edu.au	P 5594 7947
Coomera Anglican College , Coomera	W www.cac.qld.edu.au	P 5585 9900
St Hilda's School (Girls) , Southport. Pre-Prep – Year 12	W www.sthildas.qld.edu.au	P 5532 4922
Saint Stephen's College , Coomera	W www.saintstephenscollege.net.au	P 5573 8662
TSS - The Southport School (Boys) , Southport	W www.tss.qld.edu.au	P 5531 9911
Trinity Lutheran College , Ashmore	W www.tlc.qld.edu.au	P 5556 8200

CATHOLIC SCHOOLS AND COLLEGES

Aquinas College , Ashmore. Year 8 – 12	W www.aquinas.qld.edu.au	P 5510 2888
ASSISI Catholic College , Coomera. Prep – Year 12 (2009)	W www.assisi.qld.edu.au	P 5656 7100
Jubilee Primary School (PRI) , Gaven. Year 1 – 7	W www.jubileepri.qld.edu.au	P 5502 8566
St Francis Xavier School , Runaway Bay. Prep – Year 7	W www.sfx.qld.edu.au	P 5537 2633

Shopping

Whether you're looking for a new outfit, clothes for the children, a special gift, a piece of art or even a new boat, you will find more than 90 specialty stores in The Marine Village.

Basic needs from the daily newspaper, to bread and milk, a bottle of wine for dinner or pharmacy needs are also within easy reach in The Marine Village. Shops are open every day from 9.30am to 5.30pm and there is access and amenities for the disabled.

Store Discounts

Check with individual stores, as many retail and leisure outlets offer a 10 per cent discount or other savings on presentation of your **Resident's Card** or your '**Club at the Hyatt**' card. Contact Security (**P 5577 6115**) for your Resident's Card or call **5501 9838** or email sanct.clubmembership@hyatt.com to join the Hyatt club.

For a full list of shops check the directory and map in the back of *The Cove* magazine or **P 5577 6175**. The Hope Island Marina Shopping Village, on Santa Barbara Road, has a full-size supermarket and a variety of retail outlets.

Trades People

To locate the trade or specialist help you require, whether it be air-conditioning, plumbing, pool or house cleaning, electrical work or interior decorating, consult the Yellow or White Page telephone directories, or log on to their websites at www.yellowpages.com.au and www.whitepages.com.au.



Transport

Sanctuary Cove is situated on the northern end of Queensland's Gold Coast, just 50 minutes from Brisbane's domestic and international airports and 45 minutes from Coolangatta airport. The golden beaches of Surfers Paradise are just a 25-minute drive away.

CAR

Travelling north or south on the M1 motorway, take exit 57 and follow the signs to Sanctuary Cove. To reach Coolangatta Airport from Sanctuary Cove, turn left onto the M1 and follow the motorway signs south. For Brisbane's airports, turn right onto the M1, take the Gateway Arterial Road and the Gateway toll bridge across the Brisbane River and follow the signs to the airports. Flights to Sydney take about 1 hour 20 minutes, to Melbourne around 2 hours 10 minutes and to Cairns about 3 hours.

TAXI

Regent Taxis, **P 131 008**, offer a regular taxi service, wheelchair accessible cars, or Silver Service, **P 13 31 00**, use late model Mercedes, Fairlanes or Volkswagens which transport one to six passengers in style.

TRAIN

Coomera Station (11 Foxwell Road) is about 10 minutes drive. The train connects Robina, in the south, with Brisbane and its international and domestic Airport terminals, in the north. The station, in Zone 10, has wheelchair access. For timetables or other queries **P 13 12 30**, or log on to **www.citytrain.com.au**

BUS

Surfside buses (Route 10) depart hourly, 365 days a year, from the stop to the right of the roundabout at The Marine Village entrance, outside Jabiru House. They stop at Santa Barbara, Runaway Bay Shops, Labrador and Southport. Contact Translink on **131 230** or log on to **www.translink.com.au**

HYATT REGENCY SANCTUARY COVE SHUTTLE

A shuttle bus operates daily between 9.30 am and sunset, visiting Dreamworld, Warner Bros Movie World, Wet 'n' Wild, Sea World and the shopping precinct in Cavill Avenue, Surfers Paradise. Book through the hotel concierge. **P 5530 1234**.

WATER TAXIS

Sanctuary Cove lies on the Coomera River, which flows into the protected Southport Broadwater and out through the seaway into the Pacific Ocean. Gold Coast Water Taxis, which depart from the Marina, can take you anywhere in the Broadwater. **P 0418 759789**.

FERRY

The MV *Kilkie* cruises the river daily between Sanctuary Cove, Coomera Shores, Coomera Waters and Hope Island Harbour. Cruises depart on the hour, between 10am and 4pm, from The Sanctuary Cove Marina. For bookings call **P 5577 9477**.

Travel Agent

The nearest travel agency is Hope Island Travel, The Boardwalk, Rialto Quay Drive, Hope Island. **P 5510 9366**.

Veterinary Surgery

The nearest vet is at the Hope Island Veterinary Surgery, 67 Crescent Ave, Hope Island. **P 5530 1105**.



Water

CHARGES

There are two separate charges for water. Drinking water is charged at the current local government rate and waste water (the water that runs down the sink hole) is also charged at the current local government rate.

Households outside Sanctuary Cove pay the same for drinking water, but are charged a flat fee per year for waste water. Sanctuary Cove residents pay only for the waste water they actually use, because the Gold Coast City Council deems Sanctuary Cove as a commercial site. It is important to note that the PBC does not charge residents a margin on water.

Households that use less than 822 litres a day enjoy significant savings over those outside Sanctuary Cove. The Gold Coast City Council recommends water use is limited to 170 litres per person per day.

Water bills, based on individual meter readings, are issued twice a year by the PBC.

WATER METER

If your water meter is broken, you will be billed at the previous daily usage. You must install a new water meter immediately and advise **Body Corporate Services** of the new meter details **P 5500 3333**.

WATER LEAKS

If you have a water leak, undetectable under normal circumstances, the bill will be reduced, but you must have it repaired immediately.

MAINTENANCE AND REPAIR

Owners are responsible for the maintenance and repair of all water and irrigation pipes and the water meter (usually near the front boundary).

RAINWATER TANKS

Rainwater tanks are mandatory for all new house builds and are recommended for all existing homes.

Contact Body Corporate Services on **P 5500 3333** for more information or a Building Application pack. For compliance with the council's Rainwater Tanks Planning Scheme Policy, log on to **www.goldcoast.qld.gov.au**.

More information on water is available in the Residential Zone Activities By-Laws Section 9, or the Building Approvals Pack, available from **P 5500 3333**.

At Play





FACILITIES

Boating

Sanctuary Cove's marina is a world-class facility, boasting a 313 berth design with access for super-yachts. Accommodating boats from 25ft up to 150ft, all berths have power and water and are available for permanent berthing, short-term leasing or day or overnight mooring for residents and visitors.

The marina has direct access to the Pacific Ocean via the protected waterways of the Gold Coast Broadwater and has the potential to house a wide variety of vessels. Located within picturesque surrounds, it is situated close to South Stradbroke Island, Moreton Bay and Wavebreak Island.

A ship lift, wash-down, hardstand and maintenance facilities are located in The Marine Village. Diesel, Super and ULP fuel are available between 9am and 5pm, at the Harbour Master's Office. Other essentials like oil and grease, ice, bait, boat hire and maintenance are also available **P 5577 6069**.

Between 9am and 5pm daily, a marine radio base operates. The radio call sign is **Sanctuary Cove Marina**. Water patrols by Security officers also monitor radios for calls on VHF 16 and 73. Security patrols check all water craft on private jetties daily. Remember to register your boat with Security on **P 5577 6115**.

Children

COVE KIDZ

Babies to 13 year-olds can join Cove Kidz at The Rec Club, where fully qualified staff teach a range of life skills. Special school holiday camps that include swimming, tennis, gymnastics and craft are also offered. Membership and casual rates are available. For bookings and information **P 5577 6020**.

CAMP HYATT

The Hyatt offers a fully supervised weekend and holiday Camp Hyatt for 4 to 12-year olds **P 5530 1234**.

JABIRU PARK

This \$2 million outdoor playground for children opened in 2007. Overlooking Harbour 4 and The Pines Golf Course, it includes a flying fox, junior swings, toddler playground, climbing trellis, barbecue area and running or walking path for all residents.

Golf

Sanctuary Cove has two championship courses of contrasting styles, The Palms and The Pines. With both a private Arnold Palmer-designed golf course for members of The Country Club, and a resort-style public course for the general public, Sanctuary Cove Golf has something for everyone.

The facilities extend beyond the well manicured greens and beautiful landscapes to include an all weather driving range, golf retail outlet, practice greens and a Golf Academy to provide the perfect golfing package in one unique location. An abundance of native Australian wildlife including rare birdlife and scores of native Australian kangaroos also inhabit the two courses.

The Palms

P 5577 6151

The Pines

P 5577 6108



DINING AND ENTERTAINING/FUNCTIONS

The Country Club

The Sanctuary Cove Golf and Country Club is reputed to be one of the most elegant private clubs in Australia. Membership gives you entry to the world-class, The Pines, golf course and exclusive use of the club house and its two restaurants – Michaels and The Terrace.

Whether you want to enjoy a lavish Sunday breakfast, meet up with friends or celebrate a special occasion, The Country Club, with first class facilities, menus and service is the perfect setting.

Members enjoy a full calendar of special events, exclusive use of the club's lawn tennis courts and entry to all of The Rec Club facilities.

Contact The Country Club reception on **P 5577 6005** or the restaurant on **P 5577 6137**.

FUNCTIONS AND EVENTS

The Sanctuary Cove Golf and Country Club is the perfect choice for any wedding, conference, corporate event or function. The venues available range from relaxed to opulent and world famous palm tree lined paved roads, lush gardens and panoramic vistas create a magnificent first impression and a spectacular last impression.

The club can cater for smaller intimate gatherings or larger groups up to 160 in a secure private and exclusive setting. For function or event planning email **functions@sanctuarycovegolf.com.au**.

The Rec Club

Signatures Café Restaurant is open for an all-day breakfast or lunch. Members and casual visitors are welcome. Contact The Rec Club reception on **P 5577 6020** or the restaurant on **P 5577 6057**.

Hyatt Regency Sanctuary Cove

FOOD AND BEVERAGE

A few minutes walk from The Marine Village and marina is the five-star Hyatt Regency Sanctuary Cove. Choose from The Cove Café (breakfast and lunch daily; dinner Friday and Saturday), The Verandah Bar (weekdays from 5pm; Saturday from 3pm and Sunday from 4pm), The Pool House (10am to 5pm daily, with seasonal changes), The Fireplace Restaurant (nightly 6pm to 10pm. Bookings essential), or the Masthead Bakery in The Marine Village (daily 7am to 5pm).

'CLUB AT THE HYATT'

Membership of the Hyatt's 'Club at the Hyatt' (**P 5501 9838** or email **sanct.clubmembership@hyatt.com**) will give you savings and special offers at these dining outlets and at selected partner restaurants on the Gold Coast and in Brisbane.

FUNCTIONS

If you are entertaining a larger group, The Woolshed (500 guests) and The Grange (260 guests) are the hotel's two dedicated conference buildings. The Woolshed features a ballroom, pre-function area, boardroom and three function rooms which convert to six. The Grange resembles an elegant manor with rustic furnishings, fireplace, bar and covered outdoor terrace. **P 5530 1234**.



Restaurants, Cafés & Bars

Sanctuary Cove residents are spoiled for choice with restaurants, cafés and bars in The Marine Village, the Hyatt Regency Sanctuary Cove, The Rec Club and The Country Club.

For a list of dining options in The Marine Village, check the directory in the back of *The Cove* magazine.

Village Theatre

The Village Theatre screens the latest movies and hosts special events like music concerts, live theatre, fashion parades and a talent quest. Relax in luxurious seating with a glass of wine and something to nibble.

P 5577 8999. Located just past the chemist, the theatre has a licensed bar.



HEALTH & FITNESS

The Rec Club, Sanctuary Cove

Providing a holistic approach to fitness and well being, The Rec Club offers a suite of health and beauty services, physical therapies, swim, tennis and triathlon clubs, and the innovative Kidz Club which provides exciting healthy activities and school holiday programs.

Take advantage of some professional coaching or join the swim, tennis or triathlon clubs.

For information on classes and facilities, call **P 5577 6020**, email recmemberships@sanctuarycove.com or log on to www.sanctuarycove.com.

GYMNASIUM

The Rec Club has a fully equipped gymnasium that is open to residents of Sanctuary Cove and the general public. The gymnasium offers group fitness, machine and free-weight equipment training and a range of programs designed to suit the individual.

This fully air-conditioned facility includes the best in modern weight training and operates a comprehensive group fitness program for those wishing for a more social approach. The professional staff operate fitness classes to encourage positive results and increase your motivation, focusing on an holistic approach to healthy living. Call **P 5577 6020**.

LAWN BOWLS

Social and competitive lawn bowls are held on one of the two greens. Beginner or advanced, you will find mats and balls, and whites are not necessary on non-competition days. Contact The Rec Club on **P 5577 6020**.

SWIMMING

The Rec Club has a 25 metre heated salt water lap pool and caters for learn-to-swim through to squad training. **P 5577 6020**.

SPECIAL NEEDS

Staff also cater for residents with special needs such as back care and rehabilitation, cardiac care, depression and anxiety classes. **P 5577 6020**.

TENNIS

There are nine flood-lit tennis courts (hard court and artificial grass) available for hire every day. Coaching is available for all levels. Call The Rec Club on **P 5577 6020**.

Future plans include turning the existing Country Club clubhouse into The Rec Club and Day Spa. Keep updated on www.sanctuarycove.com

Hyatt Regency Sanctuary Cove

BEACH LAGOON POOL

As residents you have the added privilege of using the saltwater Beach Lagoon pool at the Hyatt during off-peak times. Call first (**P 5530 1234**) to check that the pool is open for residents and show a valid Resident's Card for each person on arrival.



PAMPER YOURSELF

Hair & Beauty

Pamper yourself from top to toe with a massage, facial, new nails, hair and makeup, a spray tan or a non-surgical facelift. All the latest anti-aging and beauty treatments and top hair stylists are right here in the privacy of your own resort. For a full list of health and beauty providers in The Marine Village check the directory in the back of *The Cove* magazine or log on to www.sanctuarycove.com.

The Rec Club

To book The Rec Club's beauty therapists P 5577 6020.



EVENTS

Sanctuary Cove International Boat Show

Held during May each year in The Marine Village and surrounding areas, the Sanctuary Cove International Boat Show is the largest on-water display in the Asia Pacific region. More than 50,000 visitors attend the four-day event.

Show hours are 9am to 5pm daily. There is no public or visitor parking at Sanctuary Cove or the immediate area during the Show.

Public parking is available at Parklands, (the Gold Coast Showgrounds), off the Smith Street Motorway. Take Exit 66 off the Pacific Motorway (M1). Shuttle buses run regularly between Parklands and Sanctuary Cove.

Season tickets and multi-day passes are available. The Boat Show office is in Jabiru House, Masthead Way. For more information **P 5577 6011** **E info@sanctuarycove.com** or log on to **www.sanctuarycoveboatshow.com.au**.

Please note, for the duration of the Boat Show, residents will be required to show their Resident's Card to gain access to The Marine Village for collection of mail etc.

A photograph of three kangaroos in a lush, green forest. Two kangaroos are standing upright on the left, looking towards the camera. A third kangaroo is sitting on the right, also looking towards the camera. The background is filled with dense green foliage and trees, creating a natural and serene environment. The lighting is bright, suggesting a sunny day.

Body Corporate Matters





BUILDING & LANDSCAPING

Antennae

Television, radio and other electronic antenna and devices should be as low as possible to prevent visibility from any golf course, body of water or thoroughfare and must be approved in writing by the Principal Body Corporate **P 5500 3333**. You will be required to remove antennae or satellite dishes when fibre optic cable is successfully laid and operational in your area.

Building Approval Application Pack

All building activity is regulated by the Development Control By-Laws to maintain the resort's high standard of architectural integrity and, therefore, property values. If you plan to build or extend, renovate, re-paint, landscape, build a deck, patio, boat mooring, screened enclosure or swimming pool, you must first obtain from the Principal Body Corporate, a set of stamped, approved plans with a Building Approval Number (BAN).

This is essential before any works commence.

A Building Application Pack with application form and key guidelines for the design of your project can be collected from the Principal Body Corporate (PBC) office above the chemist. **P 5500 3333**.

After payment of application fees and receipt of necessary documents, plans are submitted for consideration to the PBC. They will also be reviewed by the Architectural Review Committee (ARC). It consists of Sanctuary Cove Community Services Limited (SCCSL) staff, resident owners and a highly experienced independent professional architect with considerable expertise in the Sanctuary Cove resort. The ARC's role is to make recommendations to the PBC.

Applications must be received at least six clear working days before the ARC meets, every second and fourth Tuesday of each month.

Applications that conform strictly to guidelines are approved faster than those that have minor variations to the By-Laws.

For new house builds, once construction is nearing completion, the applicant must contact the PBC for a Certificate of Occupancy.

The PBC may carry out regular inspections of your construction in progress to ensure conformity with plans approved by the PBC.

For further information or copies of the Development Control By-Laws or the Sanctuary Cove Resort Act 1985 (Section 2 - Section 4), log on to **W www.scove.com.au E enquiries@scove.com.au or P 5500 3333**.

Temporary Building

Children's recreational facilities are the only structures that can be built or placed on your property without obtaining written approval from the Principal Body Corporate **P 5500 3333**.



GOVERNANCE

Body Corporate Structure

There are three separate levels of Body Corporate – the Primary Thoroughfare Body Corporate (PTBC), the Principal Body Corporate (PBC) and the Residential Bodies Corporate (RBC). Property owners are represented on the PTBC by the PBC and on the PBC by their individual RBC.

Each level of Body Corporate has its own responsibility.

PRIMARY THOROUGHFARE BODY CORPORATE

The PTBC is responsible for the management, administration and maintenance of the roadway and infrastructure from the resort entrance to the Hyatt Regency Sanctuary Cove, The Marine Village, and entrances to the residential areas.

PRINCIPAL BODY CORPORATE

The PBC controls, manages, administers, maintains and repairs roads, gates, parks and gardens in the residential areas and has responsibility for water, waste collection and security. This includes architectural, engineering and landscaping standards of the residential areas, road and open space usage.

The PTBC and the PBC are controlled and regulated by the Sanctuary Cove Resort Act 1985 (SCRA).

RESIDENTIAL BODIES CORPORATE

The RBC is responsible for the control, maintenance, management and administration of the common property (other than the main roadway into the resort and the residential roads and parks) within its area for the benefit of property owners. Residents pay a quarterly levy which, if unpaid, the RBC can recover in a court of law. Each RBC is a body corporate constituted under the Building Units and Group Titles Act 1980 (BUGTA).

The PTBC and the PBC jointly own a company called Sanctuary Cove Community Services Limited (SCCSL). It provides Body Corporate management via its wholly owned subsidiary, Sanctuary Cove Body Corporate Services Pty Ltd, for all three levels of the Body Corporate structure. **SCCSL has been set up to recover its costs only. It does not make a profit.**

SCCSL owns four subsidiary companies, Sanctuary Cove Body Corporate Pty Ltd (Body Corporate Services), Sanctuary Cove Communications Services Pty Ltd (Communication Services), Sanctuary Cove Security Services Pty Ltd (Security Services) and Sanctuary Cove Water Services Pty Ltd (Water Services).

Through these subsidiary companies, SCCSL (in Masthead Way, above the Village Chemist) provides body corporate management, security services and manages special projects like the communications upgrade, water management plan and harbour dredging.

For more information on the body corporate structure or on becoming a committee member **P 5500 3333**, log on to **www.scove.com.au** or **[E enquiries@scove.com.au](mailto:enquiries@scove.com.au)**.

Build/Renovate/Landscape/Mooring Approvals

A Building Application Pack gives you all the necessary information and forms to apply for PBC approval for your project. For more information, see Section 6: Building and Landscaping. **P 5500 3333**.



Levies/Fees

Your local Residential Body Corporate (RBC) will issue a quarterly levy to cover services such as road, parks, street lights, harbours, road repairs and waterways dredging. You can pay these online at **W www.scove.com.au**. For all queries contact **E enquiries@scove.com.au** or **P 5500 3333**.

Sanctuary Cove Body Corporate Levies

RESIDENTIAL BODIES CORPORATE (RBC)

Each RBC is a body corporate constituted under the Building Units and Group Titles Act 1980 (BUGTA). Each RBC is, by law, responsible for the control, management and administration of its common property. It is mandatory that each RBC has a piece of land that is its common property. The area of the common property varies from RBC to RBC with some being only a small parcel of land which can be as little as 1 square metre. Consequentially levies will vary considerably between each RBC.

Levies comprise both administration and sinking fund contributions for:

- 1 Group Title Plan (GTP) – Common Property of the RBC; and
- 2 Group Title Plan (GTP) – Common Property of the Sanctuary Cove Principal Body Corporate (PBC); and
- 3 Group Title Plan (GTP) – Common Property of the Sanctuary Cove Primary Thoroughfare Body Corporate (PTBC); and
- 4 Building Unit Plan (BUP) – Common Property of the BUP (if applicable).

Each quarter the individual lot owner must pay a levy to its RBC. The RBC, by law, must pay for its common property expenses and its mandatory lot entitlement contribution to the PBC. The PBC, by law, must pay for its common property expenses and its mandatory lot entitlement contribution to the PTBC.

The RBC is not able to levy members differentially unless it has entered into an agreement with the member as contemplated in BUGTA. It is important to understand that any such agreement cannot conflict with or replace the RBC's obligations as specified under BUGTA.

SANCTUARY COVE PRINCIPAL BODY CORPORATE (PBC)

The PBC is a body corporate constituted under the Sanctuary Cove Resort Act 1985 (SCRA). The PBC is, by law, responsible for the control, management and maintenance of the secondary thoroughfares, including its infrastructures, security and waste collection services in the residential zones. Any item of expenditure incurred in relation to PBC's obligations must be funded by a levy on its members proportional to the 1,734 lot entitlements of residential zone members in accordance with the SCRA.



The members of the PBC (total 1,734 lot entitlements) comprise:

10 SEPTEMBER 2008

<u>RESIDENTIAL BODY CORPORATE (RBC)</u>	<u>LOT ENTITLEMENTS</u>
1 Acacia	28
2 Alpinia	75
3 Araucaria	98
4 Banksia Lakes	50
5 Bauhinia	92
6 Cassia	116
7 Colvillia	104
8 Felicia	48
9 Harpullia	76
10 Livingstonia	96
11 Plumeria	88
12 Roystonia	65
13 Schotia Island	113
14 Tristania	78
15 Washingtonia	115
16 Mulpha (Buckinghamia)	22
17 Mulpha (Lots 2 & 4)	470

The PBC is not able to levy members differentially unless it has entered into an agreement with the member as contemplated in SCRA. It is important to understand that any such agreement cannot conflict with or replace the PBC's obligations as specified under SCRA.

SANCTUARY COVE PRIMARY THOROUGHFARE BODY CORPORATE (PTBC)

The PTBC is a body corporate constituted under the SCRA. The PTBC is by law, responsible for the control, management and maintenance of the primary thoroughfare, including its infrastructures. Any item of expenditure incurred in relation to PTBC's obligations must be funded by a levy on its members proportional to the 4,250 lot entitlements of commercial zone members in accordance with the SCRA.

The members of the PTBC (total 4,250 lot entitlements) comprise:

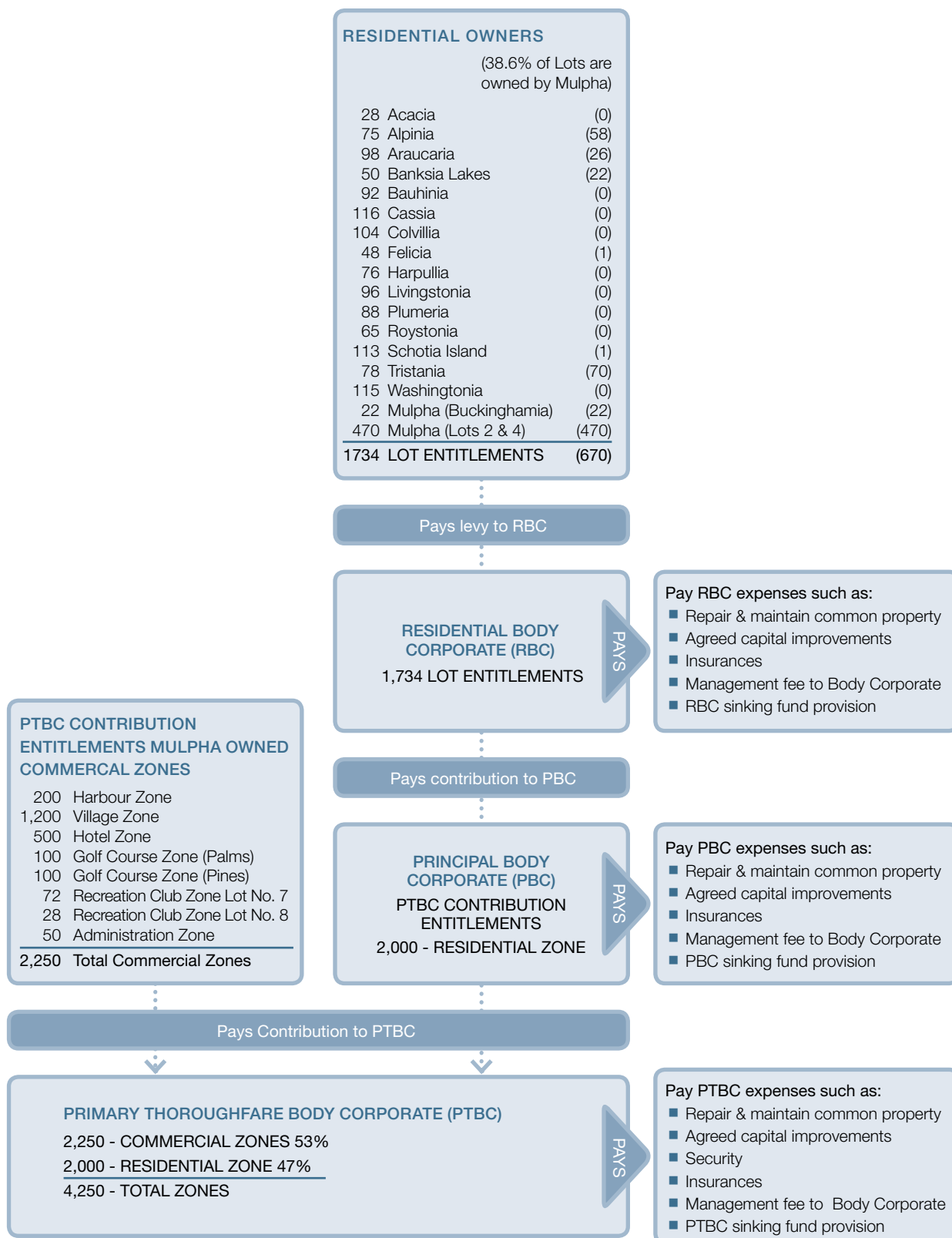
<u>ZONE</u>	<u>LOT ENTITLEMENTS</u>
1 Harbour	200
2 Village	1,200
3 Hotel	500
4 Golf Course (Palms)	100
5 Golf Course (Pines)	100
6 Recreation Club Lot No. 7	72
7 Recreation Club Lot No. 8	28
8 Administration	50
9 Residential	2,000

The PTBC is not able to levy members differentially unless it has entered into an agreement with the member as contemplated in SCRA. It is important to understand that any such agreement cannot conflict with or replace the PTBC's obligations as specified under SCRA.



Sanctuary Cove Bodies Corporate - Flow of Funds

10 SEPTEMBER 2008





Noise

Any activity that generates loud noises requires prior written approval from the **Principal Body Corporate**. See section 4 of the Residential Zone Activities By-Laws. Contact the PBC on **P 5500 3333**.

For complaints, call Security on **P 5577 6115**.

Pet Laws

The Gold Coast City Council's dog and cat laws apply. Dogs must be registered once they are six months old. You can call **P 5581 6668** for information, or download application forms from **www.goldcoast.qld.gov.au**. Please advise Security of the names and description of your pets.

A permit is required to keep more than 2 cats on any property, or more than 2 dogs on a property 600m² or bigger. Only 1 dog is allowed on properties smaller than 600m². Pets taken for walks must always be on a leash with someone able to control them, and you must always be responsible and clean up after them. You will find doggy bags and bins around Sanctuary Cove to help make this easier.

See the Principal Body Corporate Residential Zone Activity By-Laws, Section 4.5 for more information. For pet complaints **P 5500 3333**.

RABBITS AS PETS

Keeping rabbits is illegal in Queensland and can lead to a fine of up to \$30,000. They are considered a pest animal.

Responsibility For Guests

Visitors and guests should never disturb the peaceful environment of Sanctuary Cove and should be asked to leave immediately if they refuse to comply with the Residential Zone Activity By-Laws. See Residential Zone Activity By-Laws, Section 4.6.

Selling Or Renting Your Property

SELLING

Once you have sold a lot, the Body Corporate Secretary **P 5500 3333** needs to know:

- 1 The full name and address of the individual buyer or company (including registered office and shareholders),
- 2 If the buyer is an Australian resident, or their residential status,
- 3 Any other details required to comply with laws of foreign ownership of land.

All electronic swipe cards and transmitters which give access to Sanctuary Cove and to your property must be returned to Security **P 5577 6115**.

RENTING/LEASING

Short-term rentals of properties in the resort require a written lease (even for a weekend rental), which must be given to Security by the owner or their agent, **before** the tenant moves in. It must include: property address, owner's name and contacts, lessee and all occupants' names, agent details, the term and dates of the letting period, and a signed statement from the lessee that they have read, understood and agree to comply fully with the Residential Zone Activity By-Laws (RZABL). It must state that failure to comply with all By-Laws is a default under the lease. See **RZABL Section 4.6**.

These By-Laws clearly state that the **owner** is still responsible for the behaviour of the tenant or their guests and must ask the lessee to leave immediately if they cannot comply. The owner is responsible for compensation to the relevant Body Corporate or others for any damage caused by owners, tenants, or invited guests.

If there is more than one structure on your property, please contact Security for conditions of renting/leasing **P 5577 6115**.



Tree Preservation

All trees with a circumference of 0.4 metre or more, measured at waist height, are protected by Gold Coast City Council laws, and must not be cut down, killed or injured in any way, without approval in writing from the **Principal Body Corporate**. Other trees may be added to this list by the Principal Body Corporate. See Residential Zone Activities By-Law Section 2 for more information.

Use of Parks/Special Events

If you would like to hold a wedding, large social gathering, community event or even a movie shoot in one of the resort's parks, you must apply to the Principal Body Corporate for approval. A bond to cover costs such as repairs or cleaning, damages and possibly public liability insurance will be required.

Contact the PBC for full details and an application form **P 5500 3333** or **E enquiries@scove.com.au**.



What to Do If...



Bites, Stings & Other Things

This information should not be relied upon instead of seeking expert medical assistance. If bitten by a snake or spider, you should seek professional advice as soon as possible.

CANE TOAD POISONING OF PETS

The Queensland cane toad poses a serious health threat to your pets and can even result in death. When mouthed by cats or dogs, they emit a highly toxic poison from glands behind their eyes. Cats, puppies and small-breed dogs are most at risk because of their small size.

Symptoms include profuse salivation, twitching, vomiting, shallow breathing and collapse of the hind limbs. In serious cases, symptoms can progress to tightly clamped jaws, heartbeat irregularities and even death.

Start first aid immediately. Using a steady stream of water, wash the pet's gums and mouth, making sure not to point the water down the throat or allow him to swallow it. **Pay particular attention to the gums, gently wiping the toxic secretions off gums and teeth with a cotton towel.** Rinse again with water.

If your pet continues to salivate or shows other symptoms, take it to a vet immediately. The nearest veterinary clinic is the Hope Island Veterinary Surgery, at 67 Crescent Avenue, Hope Island. Call **P 5530 1105**. After hours, call GCare, the Gold Coast Animal Referral and Emergency **P 5593 4544**.

Toads are active at night and attracted by rain, lights and pet food left outside. Supervise your pet outside at night and check the garden before letting him out in the early morning. Lush plants make good hiding spots.



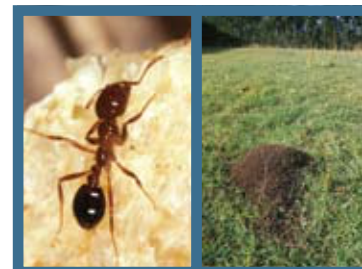
Cane Toad
Queensland Museum

FIRE ANTS

Fire ants, from South America, are a dangerous pest. They damage Australia's environment, agriculture and tourism industries and outdoor lifestyle. They are red-brown with a black to dark brown abdomen. Nests are mound-shaped with no obvious entry or exit holes. Their burning sting can lead to a severe allergic reaction.

Suspected sightings must be reported. Do not touch ants or their nest. Call the Department of Primary Industries and Fisheries on **P 132 523** immediately.

If stung, apply a cold compress and seek medical attention if allergic to insect stings. Small, very itchy blisters or pustules may form and take 10 days to heal. Gently wash and leave blister intact to avoid infection.



Fire Ant **Nest**
Queensland Museum, Jeff Wright

MIDGE BITES AND CONTROL

Biting midges are found on all continents except Antarctica. They are very active in overcast, humid weather and around full and new moons. Reaction to bites varies from slight redness for up to 30 minutes to severe swelling. Those with low immune systems react hours or days later. For severe reactions, see your doctor.

To ease minor symptoms try the following:

- 1 A hot bath
- 2 Some insect repellents give relief (if your skin is not sensitive to the repellent)
- 3 Anti-itch products (not if the skin is broken)

Control:

- To deter midges from coming inside, spray insecticide on your fly or security screens.
- Use insect repellents when outside and burn mosquito coils inside.
- Electric fans make it difficult for midges to land on your skin and bite you.
- Don't garden or water plants in the early morning or afternoon and keep grass short.
- Minimise surface water in the garden.
- Use insecticide underneath leaves where midges hide to avoid the sun. Reapply after heavy rain.



- Organic insecticides will kill midges, but may need repeated application. (Mix 85g unpeeled garlic, 2 tbsps mineral oil, 600ml water and 7g soap. Place in trigger sprayer).
- Mix citronella or lavender oil with perfumed lamp oil or paraffin oil and burn in outdoor lamp burners, upwind of your outdoor activity.

SNAKE SIGHTINGS AND BITES

Snakes can hide in piles of building materials, sheds or other areas in your garden that offer shelter. To report a snake sighting, take note of the snake's colour and markings and call Security on **P 5577 6115**. Do not approach the snake and **NEVER try to kill or catch a snake**. This is when most bites occur. Always assume the snake is venomous.

If you can safely reach your pets, ensure they are locked inside, away from the snake.

If you are bitten by a snake, press the Panic Button or dial 000 or call Security P 5577 6115 immediately. Symptoms of snakebite can include nausea, headache, blurred vision, breathing difficulties and loss of consciousness.



Brown Snake
Queensland Museum

First Aid is important while waiting for help to arrive.

- 1 Keep the patient calm. Don't let them walk or move a limb – the venom will spread more slowly.
- 2 **DO NOT WASH the bite area** – traces of venom are important to select the right anti-venom.
- 3 Place a folded pad over the bitten area. Start over the bite and, with firm and even pressure, **bandage the entire limb** as firmly as you would a sprained ankle. Not so tight it stops blood flow, but not too loose. Use a pressure bandage even if the bite is on the trunk or torso.
- 4 Use a splint or sling to completely immobilise the limb.
- 5 Reassure the patient.

If you are bitten away from home, for instance bushwalking, call 000 immediately and follow the above first aid steps. The bandage should **NEVER** be removed until the patient is in a fully-equipped medical facility as the venom will spread around the body.

SPIDER BITES

Red Back spiders occur in many countries in the Asia Pacific region, including Australia. They are black to brown spiders, with a scarlet-red to orange-yellow stripe down their back. Their legs are slender and they have an orange-red mark, the shape of an hour-glass, under their bodies.

Males only grow to about 3mm long and unlike the female, are not considered dangerous. Females can have a body up to 12mm long.

They are active in spring and summer and build webs under garden furniture and around areas such as garden sheds, logs, rocks, pot plants and other grassy or broad-leafed plants.

Anti-venom was developed about 50 years ago and while no fatalities have been recorded since, a bite from a female spider can cause severe pain and illness, and may need medical treatment.



Red Back Spider **White Tail Spider**
Queensland Museum Queensland Museum
Jeff Wright

Apply cold packs or cold water to the bite and press the Panic Button or dial 000 or call Security P 5577 6115. DO NOT apply a pressure bandage as this can make the pain worse and is not necessary as the venom can take hours to get into the blood stream because the molecules are large.

White Tail spiders feed on house spiders and can inflict a painful bite which burns initially and then swells up and becomes itchy. In rare cases, skin weals, blisters or ulceration around the bite have been reported. **Apply a cold pack for the pain, and seek medical attention if the pain or inflammation persists.**

White Tail spiders are between 12 and 18 mm long with a cylinder-shaped body, dark grey abdomen with a distinct white spot on the tip.



TICK PARALYSIS OF PETS

The paralysis tick is a blood-sucker which lives on native marsupials like possums and is found in bushy coastal areas from north Queensland to Victoria. They are most active from spring to autumn and are identified by a grey body and a pair of brown legs around their head. They attach to cats and dogs and secrete a toxin which causes slow paralysis, respiratory failure and, if untreated, death.

Insecticide spot-on treatments, collars, rinses, tablets and oral liquids are available from pet stores and vets. Check your pet daily during tick season and don't let them wander into native bush areas. Work from the tip of the nose to the tail. Ticks often attach around the head, so check ears, under the collar and between toes.

It can take hours or days for symptoms to appear. They include a change in their voice, a glazed look in the eyes, vomiting or dry retching, drooling, difficulty swallowing or breathing, coughing and gagging and noisy panting. As the paralysis worsens you will notice weakness in the legs, starting with the back legs, incontinence and laboured breathing.

Ticks can be removed using tick removers or tweezers. Carefully grab the tick at skin level and gently rock back and forward to lever it off. **You must not squeeze the body, as this will inject more toxin.** If your pet is showing symptoms, **take them to the vet immediately.** Early treatment is more successful and cheaper.

The nearest veterinary clinic is the Hope Island Veterinary Surgery, at 67 Crescent Avenue, Hope Island. **P 5530 1105.** After hours, call GCare, the Gold Coast Animal Referral and Emergency, on **P 5593 4544.**



Paralysis Tick

Queensland Museum, Jeff Wright

Summer Storm Preparation

Be prepared for the summer storm season with a torch, spare batteries, fully-charged mobile phone and battery operated radio. Surge diverters and protectors can be fitted to your switchboard or power points to protect electrical equipment from power surges.

Keep several days supply of bottled water and tinned or other food that can be eaten without heating or cooking. If you have a gas BBQ check the gas cylinder at the start of storm season. Inexpensive portable table-top gas BBQs, similar to those used in Chinese restaurants, are available from stores.

Loose items outside can become dangerous missiles in storms, so make sure you secure items such as outdoor furniture, garden debris, tools and outdoor toys. Overgrown tree branches can also be dangerous.

If you see lightning, avoid standing near or under trees, and preferably go inside. This is especially important for golfers. **Remember, when the storm still appears some way off, lightning is already active overhead.**

Avoid touching metal items, even inside a building. Switch off the TV, stereo, computer and microwave and don't use a landline telephone which is connected to electricity. Hands free phones and mobiles are safe to use.

Wait 30 minutes after lightning has passed before reconnecting appliances. If power is lost, switching off your electrical appliances will help avoid problems when the power is reconnected. Don't switch on any equipment that has been damaged by a lightning strike. Check first with a licensed electrician.

If you have a life support person in your house who requires hospital transport due to a power outage, contact **Security on P 5577 6115.**

Tragedies occur when people attempt to drive through floodwaters – no matter how shallow they may seem. Flood waters are fast flowing and extremely powerful.

Call **Security on P 5577 6115**, for information on power outages. The **State Emergency Service (SES)** number is **P 132 500.**



Swimming Pool Safety

Drowning is the top cause of accidental death in children under five in Queensland. Teach children how to swim from an early age, always close the pool gate and never leave toddlers or young children unsupervised near a pool – even if they can swim. A few seconds is all it takes and drowning is a silent tragedy. Contact The Rec Club on **P 5577 6020**, for swimming lessons.

Property owners must ensure that their pool fencing is compliant with local laws and that an approved Cardio Pulmonary Resuscitation (CPR) sign is prominently displayed in the vicinity of the pool at all times.

It is the tenants' responsibility to keep pool gates closed and remove any objects that children could use to gain access to the pool. If a tenant or property owner buys a portable wading pool that is deeper than 30cm, it is the responsibility of the person who owns it to fence it with a 1.2 metre pool fence which has a self-closing and self-latching gate.

Fencing requirements for in-ground pools vary depending on when your swimming pool was built. Contact the Gold Coast City Council on **P 1300 130 854** or log on to **www.goldcoast.qld.gov.au**.

EMERGENCY

Press your panic button or dial 000 or call Security on P 5577 6115, and begin CPR while waiting for help to arrive. The recommended first aid is two breaths for every 30 chest compressions. The compressions should be performed to one-third of the depth of the chest.

Information on CPR courses is available at **www.ambulance.qld.gov.au/firstaid/courses.asp** or **P 1300 369 003** to make a booking.

Water Safety

BEACH EROSION

Wave action on sand dunes can create a cliff face along the beach, where erosion has literally eaten away the sand right up to the high water mark. Children should **NEVER** be allowed to play on these cliff faces or to dig near the base of them, as tragedies can quickly occur from sand cliffs collapsing on top of them.

BLUE BOTTLE JELLYFISH

Strong onshore winds and currents can push blue bottle jellyfish, or Portuguese Man O War, onto beaches. No fatalities from stings have been reported in Australia, but do not swim if you see them on the beach. Tentacles, which range from 15 cm to 10 metres long, inflict intense pain which can last hours and spread to surrounding joints as a dull ache. A red line with small white lesions, or in severe cases blisters and weals, appears. Children, asthmatics and those with allergies can experience respiratory distress. If stung, leave the surf immediately, and gently remove any part still on the skin, with tweezers or a gloved hand. Wash the area without touching it. Rubbing with a towel or wet sand, or washing with alcohol makes the pain worse, as more venom is released. Mild stings can be treated with ice packs or local anaesthetic sprays while resuscitation and medical attention may be needed in severe cases.



Blue Bottle Jellyfish
Queensland Museum, Jeff Wright

BOAT/JET SKI LICENCE

To drive a jet ski, personal watercraft or recreational boat with an engine bigger than 6 HP in Queensland, you must be aged 16 or over and hold the correct licence. Only those with a valid marine licence can apply for a jet ski or personal watercraft licence. You will need to satisfactorily complete an approved BoatSafe licence training course, provide satisfactory ID, and pay a licence fee. For details log on to **www.transport.qld.gov.au/Home/Licensing/Boat_licence**.

Boat skippers are responsible for the safety of all their passengers and like car drivers, must have a blood alcohol limit of less than 0.05 – even when the boat is anchored. This limit only changes when the boat is securely moored in a marina, to a wharf or jetty or on a swing mooring.



Be aware that the constant motion, sun, wind and waves enhance the effects of alcohol, slowing reflexes and response times to emergencies. Alcohol severely impairs your ability to swim. A boat licence can be cancelled or suspended if you have been convicted of a motor vehicle drink driving offence. For more information, log on to www.msq.qld.gov.au/Home/Safety/Alcohol_rules.

RIPS

A rip is a very strong current of water. It is caused by a build-up of water which is then sucked back out to sea. The water looks calm, with no breaking waves to catch back to shore. Most beach rescues are the result of swimmers being caught in rips. Some rips are in the same area for a long time, while others appear without warning and can travel along the beach.

If you find yourself in a rip, immediately raise one arm straight up in the air to signal the lifesavers for help, tread water and let the rip carry you out with it. Do not panic and NEVER try to swim back to shore against a rip. Even Australia's fastest Olympic swimmers are not strong enough to swim against a rip. Strong swimmers can swim across the rip, parallel to shore for 30 to 40 metres, and then swim back to the beach where the waves are breaking.

SKIN CANCER

Queenslanders have the highest rate of skin cancer in the world, due to over-exposure to the sun. Always use a high SPF Broad spectrum sunblock 20 minutes before sun exposure, and reapply every two hours. Zinc cream on the lips and nose will protect them, and sunglasses (Australian Standard 1067), hat and protective clothing are also recommended.

Surf shirts, often called rashies, are a good idea for all ages, and a must to protect young children's skin. Regularly check all the family's skin and see your doctor with any spot or sore that won't heal, lump or bump that lasts longer than a month or new or changed freckle, mole or other spot.

SWIMMING/SURFBOARD RIDING

Gold Coast beaches are protected by Australia's largest professional lifeguard service. However, tragedies still occur at unpatrolled beaches and where swimmers ignore safety advice. **NEVER swim alone**, at night, after eating or drinking alcohol, or go surfing at unpatrolled beaches. Never run and dive into the water.

Swim only between the red and yellow flags which mark the safe swimming area. **A red flag means the surf is too dangerous to swim in.** A yellow flag means the surf is dangerous. Use caution – stay close to the beach. Board riders are not allowed between the swimming flags, and should check for blue flags which mark surfboard riding areas.