

SEPTEMBER 10, 2024

Sanctuary Lakes Resort

NEWSLETTER



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Coffee with a Cop at Sanctuary Lakes



Join us for a casual and friendly "Coffee with a Cop" event!

Enjoy a free cuppa and have a chat with your local police officers.

- **Date:** Saturday, 14th September 2024
- **Time:** 10:00 am to 12:00 pm
- **Location:** Waterfront Building car park, 72 Greg Norman Drive

There won't be any speeches or formalities—just a relaxed opportunity to ask questions, voice your concerns, and get to know your local police. Dean McGrath (Security Manager) and Van Generoso (Operations Manager) will also be onsite, so be sure to stop by and say hello.

No bookings are required. Come ask your questions, learn more about community safety issues and understand what police do to support the community. We look forward to seeing you there!



Announcements



OC AGMs - October / November

AGM dates will be confirmed soon, with meetings likely to take place in October and November. Committees are currently reviewing a draft Contract of Appointment, which must be finalised before the AGMs can be scheduled.



Town Hall Meeting Q & A

We'd like to thank everyone who participated and contributed to the Town Hall Meeting.

The presentation, along with the Q&A document, has been uploaded to the Residents App and Web Portal. To access these materials, please navigate to the **More menu**, select **Publications**, and choose **Town Hall Meeting**.



Term 4 Swimming Lessons

Book now for term 4 Swimming Lessons:

- **Start date:** 7th October 2024
- Book 2 classes a week, get the second class for \$15
- Baby lessons now available
- Contact the Recreation Club team on 9394 9430



Sanctuary Lakes Resort Services - Corporate Structure

If you're interested in learning about the SLRS Corporate Structure, please visit the Residents App or Web Portal anytime.

You can find the document under **More Menu > Documents > Resort Management > Sanctuary Lakes Resort Services Corporate Structure**.



vicpol and crime reporting



Police Assistance Line and Online Reporting

Vic Pol - Wyndham Estate Working Group Meeting Update 28/8/24

On 28th August 2024, our Security Manager attended the Wyndham Estate Working Group Meeting with Victoria Police in attendance. The working group is designed to address pressing issues within local communities, offering guidance on establishing neighbourhood watch programs in new estates, discussing crime reduction strategies, and improving crime reporting systems.

This meeting focused on clarifying the differences between Crime Stoppers online reporting and the Police Assistance Line (PAL) for victims of crime.

There are 2 separate online reporting avenues for crime, depending on whether you're a Victim of Crime or you have observed suspicious activity, these are explained below.

At the meeting, Victoria Police said they are finding it difficult to answer physical calls to Werribee police station given the amount of reporting and staff availability, so they encourage Police Assistance Line (PAL) Online reporting if you're a victim.

CRIME STOPPERS

Crime stopper reporting is purely for intelligence gathering; such as vehicles doing burnouts, dangerous driving, speeding, false registration plates, hooning etc. When these reports are raised, a crime stopper reporting reference number will be provided. To report to crimestoppers, please see their website [here](#).

POLICE ASSISTANCE LINE

PAL reporting is for if you're a Victim of crime. When reported online you will get a report number, but Victoria Police may or may not reply or respond to the report. If there is CCTV, mobile phone video or pictures or other evidence then the online reporting should include that you have this information to upload and ensure you detail everything that was stolen.

The Werribee Police Station states *“there is Police Assistance Line for non-urgent crime reporting and 000 if urgent. Where a crime has been committed at a residential premises, the owner/residence should utilise PAL/000 or call the police station to report. [The security] team can then value add with intel collection.*



REPORT CRIME INFORMATION
You can share your crime information with Crime Stoppers online or over the phone.

Vic Pol - Wyndham Estate Working Group - Meeting Update 28/8/24

Really all information/CCTV footage should be collated and is very important to police. Modern day policing is intelligence led and therefore I cannot be more clearer when I say that all reports are important, no matter how small. Your team do a great job and I encourage them to continue sending in there collected intelligence”.

We urge residents to report non-urgent crimes and events to Victoria Police to help us prevent further crime and assist you with support. In an emergency, please always call Triple Zero (000). For more information, please see Victoria Police’s PAL website [here](#).

During the meeting, a recurring concern was also raised about teenagers engaging in hooning activities across various estates. The Neighbourhood Policing Unit (NHP) is actively working to address this issue, particularly during the school holidays at major shopping centers where reports of anti-social behavior have been noted. Additionally, the Westgate Highway Patrol will conduct operations in the coming months targeting e-bikes and motorised bikes.

Victoria Police presented a heat map indicating crime statistics and hotspots from 12th May 2024, to August 11, 2024. The areas identified included Werribee, Hoppers Crossing, and Laverton West (Williams Landing), primarily around shopping centers. Notably, Sanctuary Lakes Resort was not identified as a hotspot.

Victoria Police also emphasized the importance of homeowners remaining vigilant about their personal security. They advised locking vehicles, as there have been reports of opportunistic crimes where perpetrators are simply checking car doors to see if they are unlocked. Installing theft-proof screws on vehicle number plates was also recommended.

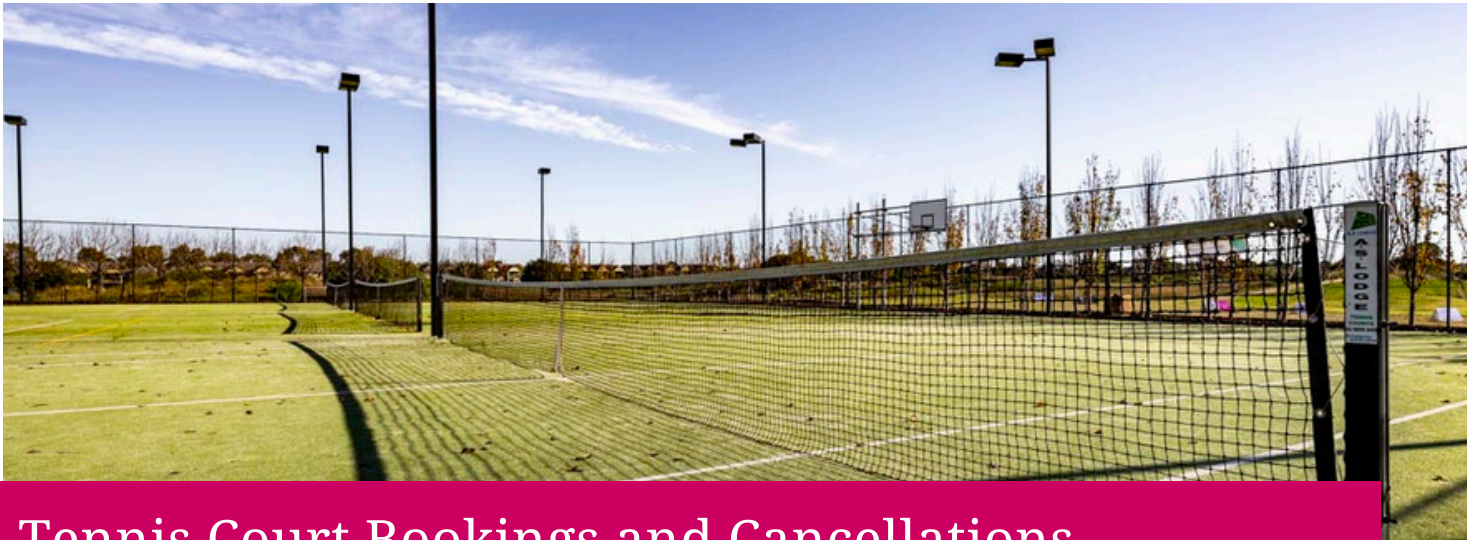
In a bid to further closer community-police relations, the "Have a Coffee with a Cop" event at Sanctuary Lakes aims to provide residents with an informal setting to discuss their concerns directly with local police officers.



Online Reporting

An easy and convenient way to report some non-urgent incidents to Victoria Police.

 Theft Stolen bicycles, property from your car or other items.	 Lost property Personal property lost in Victoria	 Property damage Damage to your property, including graffiti.
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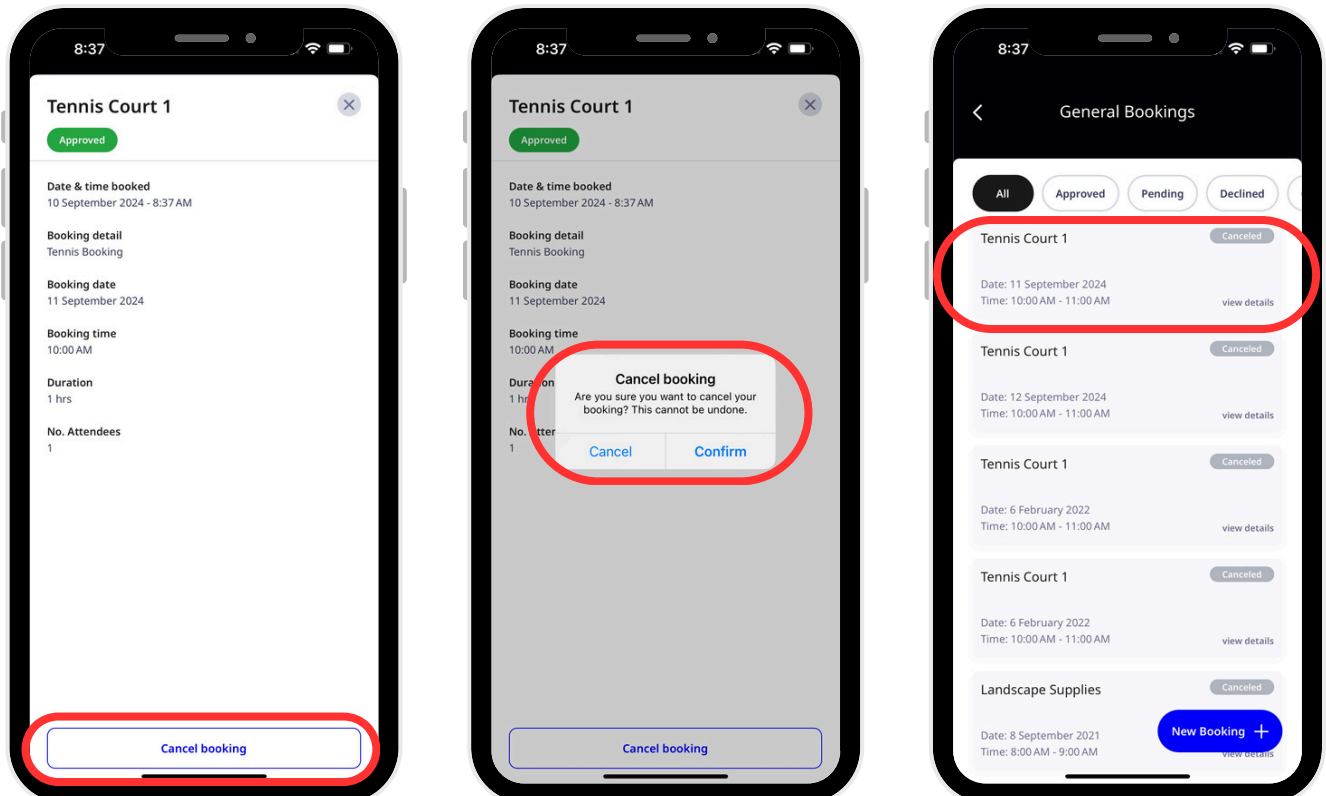
Tennis Court Bookings and Cancellations

While the Residents Mobile App and Web Portal allow you to book tennis courts, did you know there is also a **cancellation** feature?

If you're unable to attend your scheduled booking, please cancel it as soon as possible.

This will allow other residents to use the courts when availability opens up. We've been receiving complaints from residents who are unable to book, only to find that the courts go unused due to reservations not being cancelled.

Below are some screenshots showing how to cancel your booking:



Note: We are aware of ongoing calendar booking issues (which seem to be occurring in the morning only), and our app development team is actively working to fix this bug. We appreciate your patience.



The Sanctuary Lakes Vacuum Sewerage System

Due to the flat ground and relatively high underground water levels at Sanctuary Lakes, our development has been provided with a Vacuum Sewerage System. This system operates differently to the Gravity Sewerage System that services most of Greater Western Water's (GWW) area and needs a degree of special care to operate reliably.

A vacuum system requires pumps, whereas gravity systems do not. Vacuum systems can easily be damaged by solid objects, such as ice cream sticks, toys, and building rubbish, being flushed down the toilet. Blockages can result in sewage overflow into the street or gardens.

While you should not notice any difference in your home due to the vacuum system, GWW need your help to reduce the risk of sewage overflows by taking care not to put items into the sewer that may block or interfere with the vacuum sewerage system.

What is a Vacuum Sewerage System?

A vacuum sewerage system is made up of three main components:

1. House Connections:

Each house in Sanctuary Lakes has normal gravity plumbing connecting the sink, baths, laundry, and toilets to a pit in the street. This plumbing is no different to any other common sewerage system.

2. Collection Pit and Valve:

Pits located in the street collect sewage from four or more houses and contain a special valve connected to a central vacuum pump. When the pit fills to a set level, the valve opens and the sewage is sucked away to the vacuum pump. When the pit empties, the valve shuts again. It is this valve that is sensitive to blockages, and if it's not working, the pit may overflow.

3. Vacuum Pipes and Pump:

A series of pipes connect all the pits to the central Vacuum Pump. This pump operates automatically to maintain a strong vacuum across the whole area. It discharges the sewage to Greater Western Water's main sewerage system.

Helping Preventing Blockages?

You can help prevent blockages and overflows at Sanctuary Lakes. By simply applying common sense and care not to put anything down your sink or toilet that may block the valve.



The Sanctuary Lakes Vacuum Sewerage System

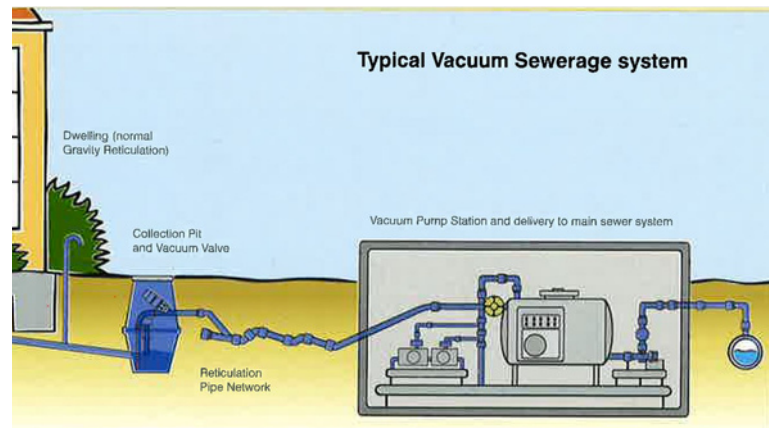
Such items include:

- Building Rubble or Off-cuts
- Plastic
- Garden refuse
- Sanitary Items
- Rubbish
- Wood
- Glass and anything hard or non-degradable

Why do blockages & overflows occur?

The valve in each pit works by a vacuum plunger opening when the pit is full and closing when the pit is empty.

When closed, the vacuum in the line is sealed off which is necessary for the system to work. If rubbish gets caught in the plunger the vacuum may not seal off properly causing a loss of vacuum to a point where this valve and others nearby will not operate efficiently when the pits fill.



In extreme cases when the pits are full, sewage will either overflow onto the street, or back up and overflow inside the nearest house.

Greater Western Water is made aware of potential overflows through its automatic alarm system and they are usually able to attend the site before any overflow occurs.

Other reasons for sewage overflows:

The pipes that form a part of this Vacuum Sewerage System are relatively shallow when compared to traditional gravity systems and there is an increased risk for these pipes to be damaged. It is important to take care not to damage the vacuum pipes during excavation and construction works. Contractors undertaking any work should locate the vacuum system pipes and other services first. If a pipe is broken, please contact Greater Western Water immediately on 1800 132 642.

It's important to take care:

It is an offence to establish an unauthorised stormwater connection to the sewer, and it is also an offence to put items into the sewerage system that are not allowed.

Customers will be responsible for the costs of any repairs that may need to be undertaken to remove an unauthorised connection.

We hope you have found this information useful. If you have any additional questions regarding the Vacuum Sewerage System, please don't hesitate to reach out to us through the Help Desk Ticket function on the Residents App – Kindred. Alternatively, you may choose to contact Greater Western Water directly for further assistance.

Takeaway Thursdays!

Want restaurant quality food at your house?
SLGC has you covered!
Every Thursday, you can now enjoy the following
dinner meals, in the comfort of your home.

Spinach & Ricotta Ravioli

In garlic & white wine
cream sauce - v

Warm pear cous cous & roast veg salad

Honey dukkah dressing &
grilled halloumi - v

The SLGC Burger

Wagyu beef patty, bacon,
caramelised onion, cheese, tomato
& lettuce on a brioche bun with a
side of chips

\$20
takeaway
meals

Classic Chicken Parmigiana

Panko crumbed chicken
schnitzel with napoli
sauce, double smoked
ham & mozzarella cheese

Chicken Schnitzel

Panko crumbed chicken
schnitzel served with
chips, garden salad

Call to make your order on 9394 9488

WOMEN IN GOLF

2024 Women's Initiative Program

YOU'RE INVITED TO JOIN THE
INFORMATION NIGHT
THURSDAY 19TH SEPTEMBER AT 6PM

This program was awarded Visionary of The Year in August 2023
by Golf Australia. Join us at our upcoming info night to learn more
about the program. Meet fellow participants and get excited about
your golf journey.

PROGRAM COMMENCES: OCT - MAR 2025
COST: \$550

PROGRAM OFFERS

- 6 months adult membership
- Complimentary golf hire
- Beginner clinics
- Driving Range at your disposal
- Short course familiarisation
- All the membership benefits on offer such as unlimited
access to play Mon - Fri & after 3pm on weekends

To reserve your spot, simply contact us:

9394 9494

club@sanctuarylakesclub.com.au



PAINT 'N' SIP - POINT COOK

Create your next masterpiece! Your host will guide you step-by-step in a fun and
easy way! Don't stress, no experience is required!
You choose your favourite colours, sip your favourite beverage,
and we'll handle the rest.

All art materials are included!
A glass of beer, wine or soft drink on arrival,
and beverages and food available at the venue.
And of course, bring your 'have-a-go' attitude.

WHEN: SUNDAY 22ND SEPT 2024
3.00 - 6.00PM

WHERE: SANCTUARY LAKES GOLF CLUB
70 GREG NORMAN DRIVE, POINT COOK

COST: \$80 PER HEAD
(+ 2.2% CARD TRANSACTION FEES)

BOOK: SCAN THE QR CODE OR
EMAIL: HAWKACREATIVE@GMAIL.COM



Hawka
Creative



SANCTUARY LAKES
GOLF CLUB

Sorry

WE'RE CLOSED FOR RENOVATIONS

Monday 16th - Friday 20th September

The course will undergo air injections and renovations which will affect the club operating hours as per below:

Golf Course:	Closed all week
Golf Shop reduced hours:	Mon - Fri 8am-4pm
Kitchen reduced hours:	Closed Mon - Wed Thu & Fri 11am - 8pm
Bar reduced hours:	Mon - Wed 9am - 5pm Thu 9am - 9pm Fri 9am - 11pm
Office reduced hours:	Closed Mon & Tue Wed 10am - 2pm Thu & Fri 9am - 3pm