

TICK-OFF CHECK LIST ****

**** A Committee Member or Induction Sub Committee Member will perform a guided tour of the facility in the following order:

**** Commencing at main entry to the Central Facilities located off the main car park

**** Main and Disabled ablution facilities

**** Main entry to the Indoor aquatic facilities. Shown Lighting and CTV Cameras

**** Reference Is made to all signage and the need for strict compliance with the

conditions of use written upon it

****Shown Emergency Contact Persons - listed on the front door and in Foyer

****Shown Lighting, Front Porch - use when dark

****Shown Light switches

****Shown where Fire Extinguishers are positioned

****Internal access to the ablution facilities

****First Aid Room and show emergency phone

****Shown Sauna

****Shown Gym - Fans. Please clean up after yourself. Waiver to sign.

****Indoor 25m lap pool

****Indoor Spa

****Indoor wading pool

**** Main entry to the Outdoor aquatic facilities through the doors located at the rear of the indoor facilities

****Reference is made to all signage and the need for strict compliance with the conditions of usage written upon it

****External Spa

****Outdoor resort pool – food and drink allowed but no glass

****Outdoor resort pool island – food and drink allowed but no glass

****Pool fence gate separating the outdoor pool concourse from the heater and plant room areas

**** Dry-side Facilities:

****Gym – no one under the age of 18 years may use the Gym and no one in wet bathers is allowed to use the Gym

****Sauna – no one under the age of 18 years may use the Sauna

**** Games Room – no food or drinks allowed in the Games Room and no one in wet bathers allowed to use the Games Room

**** Kitchen

**** Dining Area

****Lounge Area

****BBQ - Please clean after use.

****Notice Boards – observe messages

Please clean up after yourself.

Coco C'Bay hires the facility except pools to Members for private functions.

If the air-conditioning is required, please advise the office.

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This Resident Induction Manual supersedes previous manuals

1 RESIDENT INDUCTION SUMMARY

a) All owners and tenants of specified Lots are members of the Coco C’Bay Association Inc.

b) Prior to use of the Coco C’Bay Association Inc. facilities members and tenants must first undergo an induction explaining the Facilities and outlining the terms of use.

c) Once a member or tenant has completed the induction process, they must sign that they have completed the induction and agree to be bound by the rules, procedures or regulations contained within.

d) Once inducted, each owner or tenant will be given a copy of the Resident Induction Manual and provided with an entry fob and a photograph taken for Face Recognition.

e) Tenants must pay a $100 bond on the entry fob, which is fully refundable upon vacation of premises. If the entry fob is lost or broken, no refund will be given. A lost or broken fob record will be deleted, and a replacement fob will be issued at a non-refundable cost of $100.

f) Any guest using the Facilities is the responsibility of the member or tenant who granted them access, and as such will be held vicariously liable for their actions.

g) Any member or tenant found using the facilities in a manner not contained within the Resident Induction Manual may be asked to leave the Facilities and have their right to use the Facilities suspended.

h) Any change to the terms of use contained within the Resident Induction Manual, Book of Rules or Constitution will be advised to members as those changes occur.

i) A photocopy of all signed documents to be given to the Inductee/s.

j) If leaving the facility after lock-up, please ensure that windows and doors are locked and all lights switched off.

2 FACILITIES FAMILIARISING

a) A Committee Member will perform a guided tour of the Facilities in the following order:

* Commencing at main entry to the Central Facilities located off the main car park.
* Main and Disabled ablution facilities.
* Main entry to the Indoor aquatic facilities
* Reference is made to all signage and the need for strict
compliance with the conditions of use written upon them
* Internal access to the ablution facilities
* First Aid Room
* Indoor 25m lap pool
* Indoor Spa
* Indoor wading pool
* Main entry to the Outdoor aquatic facilities through the doors located at the rear of the indoor facilities
* Reference is made to all signage and the need for strict compliance with the rules of use written upon them.
* External Spa
* Outdoor resort pool – no food or drink allowed
* Outdoor resort pool island – no food or drink allowed
* Pool fence gate separating the outdoor pool concourse from the internal and external plant room areas.
* Dry side Facilities:
* Gym – no one under the age of 18 years may use the Gym and no one in wet bathers is allowed to use the Gym
	+ Games Room – no food or drinks allowed in the Games Room and no one in wet bathers allowed to use the Games Room
	+ Kitchen
	+ Dining Area
	+ Lounge Area
		- BBQ Area

3 **COCO C’BAY ORGANISATIONAL
STRUCTURE AND RESPONSIBILITIES**

1. The Coco C’Bay Association Inc. organisation structure is displayed below. This structure has been explained to all association members prior to unaccompanied entry or use of Coco C’Bay Association Inc. facilities.
2. COMMITTEE
The Committee is responsible for the full operation of the Facilities, co-ordination of resident committees, and management of personnel. The Chairperson is the primary point of contact in all instances with Committee members being alternative points of contact should the Chairperson not be available.  The Committee is responsible for overseeing the operations of the Coco C’Bay facilities, facilitating communication with residents and all the operational aspects of the facilities.
3. An AGM is held once a year, when Members are permitted to vote for persons nominating for election. The Committee consists of 9 people who volunteer their time.
4. PROGRAMS STAFF/VOLUNTEERS
A list of Programs and Social Functions organised by the Social Committees is displayed on the Notice Board.

**4 OPENING HOURS**

* 1. MAIN ENTRY The main entry to the Coco C’Bay facilities is located near the main car park. Entry is by entry fob access only between the hours determined by the Committee and posted on the notice board.
	2. INDOOR LAP POOL AND TODDLER POOL Once within the main entry to the Coco C’Bay facilities, access to the Indoor pool area is restricted by a pool gate which is unlocked when the pool is open. Any person found in the indoor pools outside of opening hours may have their access to Coco C’Bay facilities revoked.
	3. INDOOR SPA Once within the main entry to the Coco C’Bay facilities, access to the Indoor spa area is restricted by a pool gate which is unlocked when the pool is open. Any person found in the indoor spa outside of these hours may have their access to Coco C’Bay facilities. Spa usage is restricted to 15 minutes per single usage.
	4. OUTDOOR POOL AND SPA Access to the Outdoor aquatic facilities is to be gained through the side doors of the indoor aquatic facilities building only. The outdoor pool and spa area may be accessed during daylight hours only and will be available in the summer months for use whenever the indoor pool is open unless members are notified otherwise.

**5 FACILITIES ACCESS**

* 1. The only entry to the Facilities is to be through the main entrance, located near the main car park.
	2. An entry fob is required to unlock the main entrance.
	3. Only members and tenants of the Coco C’Bay Association Inc. who have completed the Resident Induction and signed their acceptance of the terms and conditions contained within it will be assigned an entry fob. The Committee of the Coco C’Bay Association Inc. reserves the right to revoke or restrict access at any time to all facilities contained within Coco C’Bay.
	4. GUESTS At no time should any member of Coco C’Bay Association Inc. furnish a guest with their entry fob for access to the Facilities.

	Any guest or person under the age of 18 years using any of the Coco C’Bay facilities is to be accompanied at all times by an inducted member of the Coco C’Bay Association Inc who is over the age of 18 years whilst within the Facilities.

	The accompanying member of the Coco C’Bay Association Inc. will be held vicariously liable for the acts of their guest.

	No guest may occupy any part of the Facilities at the expense of an inducted member of the Coco C’Bay Association Inc.

**6 GENERAL RULES OF USAGE**

1. Please shower before use of the aquatic facilities.
2. Signage has been provided for your safety and convenience please obey it at all times. A sign listing the rules of usage is located near the entry to the facilities. Noncompliance may result in revocation of usage rights. All signage is explained in detail during the Facilities Familiarisation.
3. Entry into the pool and spa is to be via the steps only. There is to be no diving or jumping into any water body.
4. All swimmers, please do not use any of the aquatic facilities unaccompanied at any time. Direct supervision of patrons is not provided by the Coco C’Bay Association Inc. within Coco C’Bay facilities.
5. Coco C’Bay is a strictly non-smoking venue except for specifically designated smoking areas.
6. Children must be accompanied at all times by an inducted member of the Coco C’Bay Association Inc. who is over the age of 18 years.
7. You must obey the instructions of the Committee at all times. Noncompliance may result in the suspension of usage rights.
8. Please do not litter or damage the facilities. They have been provided for the convenience and enjoyment of all members of the Coco C’Bay Association Inc.

 **7 EMERGENCY PROCEDURES**

1. INJURY
*In the instance of a life-threatening situation the emergency services should be contacted on 000.*
2. BUILDING EVACUATION
*Where any user of the Facilities is made aware of a situation that endangers members and guests in the Facilities through an alarm, report, phone call or other means, they shall advise a Committee Member with a priority call.*

*The Committee Member will ensure that the appropriate emergency service is advised.*

*The Committee Member may initiate evacuation of the building.*

*Members will be allowed back in the Facilities only when the site has been declared safe by any emergency service attending.*

1. FIRE
When any user or member is made aware of a fire in the Facilities by alarm, report or witness they shall:

*Clear all patrons from the immediate area of the fire.

Contact the fire department and advise them of the fire and the Facilities address.

Advise a Committee Member.

The Committee Member will determine if a building evacuation is required.*
2. LIGHTING OR POWER FAILURE
*In the case of lighting or power failure, do nothing other than advise a Committee Member who will then take appropriate action. Cease use of all facilities immediately.*
3. EMMISSIONS OF TOXIC GASES/ CHEMICAL SPILLS
When any user or member is made aware of a toxic gas emission or chemical spill, within the premises they shall:

*Evacuate the area immediately.

Advise a Committee Member who will then take appropriate action.*
4. BOMB THREAT
If any member of the Coco C’Bay Association Inc. receives a bomb threat at or about the Facilities, they shall:

*Contact the police and advise them of the threat, and the Facilities address.

Contact a Committee Member.*

**They will then take appropriate action**

**8 DISORDERLY BEHAVIOURS**

1. A Committee member will intervene when behavior is dangerous or offensive to other guests in the Facilities.
2. One verbal warning will be given to the offender, with an explanation of why the behavior is not permitted. If the offence is repeated, the Committee Member will ask the offender to leave the Facilities.
3. Should the offender refuse to leave, the Committee member will contact the police and maintain supervision of the offender(s).
4. Should dangerous or offensive behavior be observed by a member it should be reported using an Incident Report and submitted to the office
5. The Committee has the right to suspend membership to any member that is involved in disorderly behavior.

**9 RESIDENT OR MEMBER SIGN-OFF**

1. One copy of the Resident Induction Manual will be given to the new member or tenant on completion of the Resident Induction for their records.
2. One copy of the Resident Induction Manual complete with the signed and completed forms are to be filed in the Office.
3. At the completion of their induction, they will be asked to sign an acceptance form stating that they have:

*Completed the full induction as listed in the operation manual

Understand and agree to all the terms, conditions, rules, regulations, practices and procedures contained within it.*
4. Once the induction is completed an entry fob will be provided, and the option of Face Recognition, to the new member or tenant.



**FILL IN SECTION**

 **ACCEPTANCE OF TERMS OF USE**

I, ……………………………………………………………………….. (name) the undersigned of

……………………………………………………………………….. (address) hereby certify that:

1. I have received, read, and understood the Coco C’Bay Resident Induction Manual.
2. I have participated in a resident induction program covering the material delivered within the Resident Induction Manual.
3. I fully understand the terms of use of the Coco C’Bay Association Inc. as presented in both the Resident Induction and Resident Induction Manual.
4. By signing below, I acknowledge that I accept the terms of use of the Coco C’Bay Association Inc. and agree to abide with and be bound by them.
5. I have been provided with an entry fob which allows entry to Coco C’Bay facilities and I agree to return the FOB at any time I am requested to do so by Coco C’Bay Association Inc.

**MEMBER / TENANT**
Name: …………………………………… Signed: ……………….………… Date: ........./.……./……….

**WITNESSED FOR AND ON BEHALF OF COCO C’BAY ASSOCIATION INC.**
Name: …………………………………… Signed: ……………….………… Date: ........./.……./……….

|  |
| --- |
| **OFFICE USE ONLY** |
| BOND PAID | $ |  FOB/S RETURNED |  OWNER/TENANT |  CONTACT NUMBER |
| DATE |  / / |  **YES / NO** |  **O / T** |  |
|  |  |  **1 2 3** |  |  |

(If additional forms are required, fill out and attach to original.)

**LIABILITY RELEASE AND WAIVER
FOR USE OF WHOLE BODY
VIBRATION MACHINE**

I, ………………………………………………………………… do hereby acknowledge that I have agreed to the unsupervised use of the Whole-Body Vibration Machine, installed in the

Gymnasium, for myself, my family, and any visitors that I may introduce to the Gymnasium at the Coco C’Bay Facilities. On behalf of myself, my next of kin, any of my Heirs and Successors, and any Visitors that I introduce, I hereby release Coco C’Bay Association Inc. from any and all liabilities which may be incurred as the result of any hurt or injury, loss or damage to property, resulting from the use of this machine.

Signed: …………………………………………………………… Date: ………./………./……….

**SCHEDULE 1**

**Terms of Use of the Association Facilities**

The Committee may determine the Terms and Conditions of the access

to and use of the facilities including but not limited to: -

1. Times for Accessing and Using the Facilities.
2. Membership Access.
3. Members guests permitted to access and use the Facilities. Maximum of six (6) with Member present). Committee may vary this.
4. Consumption of Food and Drink in and upon the Facilities.
5. Consumption of alcoholic beverages in and upon the Facilities.
6. Dress Standards.
7. Behavioral Standard of all persons using the Facilities.
8. No dogs allowed unless authorised guide dog for the blind or Regulatory approved companion dog.
9. Areas of the Facilities where access is restricted or prohibited.

e.g. Administration Offices, Garden Supplies and Storage Room,

Mechanical Storage Room and Pool Pump House.

**SCHEDULE 2**

**Acknowledgement of Lot Tenant**

To: The Secretary of the Coco C’Bay Association Inc. Incorporated

From: …………………………………………………………………………………………….

of Lot No: …………………………………………………………………………………………….

known as: …………………………………………………………………………………………….

(Insert address)

I, ………………………………………………………………………………………., the Lot Tenant

of the abovementioned property, do hereby acknowledge that I have read and understood the Terms of Use of Association Facilities (Schedule 1) in the Rules of the Coco C’Bay Association Inc.

I agree to comply with the Terms of Use and any subsequent alterations to those Terms of Use at any further time.

Signed: ……………………………………………………………………..

Name: ……………………………………………………………………… Date: ……./……./…….

**OWNER OR TENANT CONTACT INFORMATION**

Surname: …………………………………………………………………………………………………

Given Names: ……………………………………………………………………………………………

Preferred Name: …………………………………………………………………………………………

if different from Given Names

Residential Address: …………………………………………………………………………………….

if nonresident member

Coco C’Bay Lot Address: ……………………………………………………………………………….

Landline Telephone Number: …………………………………………………………………………..

Mobile Telephone Number: …………………………………………………………………………….

Email Address: …………………………………………………………………………………………...

see notice below

Address for Service of Notices: ………………………………………………………………………...

if email address not provided or different from residential address

Entry Fob Number: ………………………………… Entry Fob ID: …………………………………..

**EMERGENCY CONTACT DETAILS**

Emergency Contact: …………………………………………………………………………………….

Relationship: ……………………………………………………………………………………………..

Emergency Contact Address: …………………………………………………………………………..

Emergency Contact Telephone Number: ……………………………………………………………..

**NOTICE**

By the provision of an email address the member consents to the receiving of any notices, accounts, information or other communication from Coco C’Bay Association Inc. by email and acknowledges that such electronic communication is deemed to be received by the Member in accordance with the Electronic Transactions Act 2011.

Coco C’Bay Association Inc. collects and maintains the data on this sheet in accordance with the Australian Privacy Principals except where the identification of individuals is necessary for the proper administration of the legal requirements of the association or the rules and aims of the association.

**accident / incident Report form** Date of report: / /

**Personal details**

Name:

Address:

**Accident / Incident details**

Date: Time: Date reported: / /
Location: Witness:

Reported to whom:
**Full accident / incident details –** what happened

**Injury – Nature of Injury**

Contusion/crush Burn Dislocation Amputation

Laceration/open wound Superficial injury Foreign body Internal injury

Concussion  Sprain/strain  Fracture Dermatitis

**Location of Injury**

Head/face Eye Internal organs

Hand/fingers Shoulder/arms Trunk (other than back)

Hip/leg  Foot/toes  Back

Other (state)

**Results of accident**Treatment received: First aid Doctor Hospital
**Damage to equipment / buildings etc.**What was damaged?

Extent of damage

**Contributing factors**

What were the contributing factors (if any)?

**Corrective actions**

Immediate actions
What can be put in place to prevent this from happening again?

Recommended action
Which Sub Committee is to implement these actions?

Date by which action is to be taken / /

**Signatures**

Committee Member: Name
Actions completed: Date / / Committee Member:

**DISCIPLINARY ACTION**
Disciplinary action will be considered by the Committee upon the delivery to an Executive Member of the Committee of an Incident Report detailing the alleged contravention of the rules or behaviour codes, naming the Member and providing details of time, date and any witnesses.

The Committee will at the next Committee Meeting determine if the contravention of the rules or behaviour codes is confirmed and will notify the Member of the proposed meeting to determine the matter.

**PENALTY AND SUSPENSION**In the event that a Member contravenes any of the rules, behaviour codes or acts detrimentally to the interests of the Association the following penalties will be applied:

(a) First Offence: A written warning will be issued.

(b) Second Offence: Access to the Facilities suspended for a period of two weeks.

(c) Third Offence: Access to the Facilities will be suspended for an indefinite period. After 4 weeks the Member may apply in writing to have access reinstated.
To reinstate access to the facilities, a further induction process at a cost of $100.00 will be required.