



**Case Study:**

# TURTLE BEACH RESORT, GOLD COAST, QLD

**Client:** Turtle Beach Resort **Installer:** Springfield Locksmiths

**Product:** ASSA ABLOY's Integral Wireless Access Control. ITGL920-SWA, ITGL930-HHD, ITGL920-USERCARD, ITGL920-USERFOB, ITGL-AUT111SS, ITGL910-ENCODER & ITGL930-WALL.

## BACKGROUND

Nestled on the sun-drenched Gold Coast, Turtle Beach Resort attracts a diverse clientele with its unique blend of tranquillity and vibrant community atmosphere. This popular family-friendly destination seamlessly combines permanent residences with short-term holiday rentals, a common feature in this part of Queensland.

However, this mixed-use model presented a challenge: managing access control and security across the resort's expansive facilities. The outdated locking system struggled to keep up with the evolving demands, proving unreliable, maintenance-intensive, and lacking the sophisticated features needed to ensure a smooth and secure experience for both residents and guests.

"The resort had a mix of permanent residents and holiday rentals, and their existing locks were failing frequently, leading to costly repairs and security concerns," explains Nicholas Domartschuk, Business Development Manager - Wireless Locking Solutions with ASSA ABLOY. "They were looking for a system that could offer better control and longevity, and future-proof the facility."

## CHALLENGE

The new locking system needed to accommodate the resort's unique mix of permanent and holiday accommodations by offering customisable access levels for various user groups, including residents, guests, staff, cleaners, and maintenance personnel. Ensuring security in common areas and secondary stairwells was also crucial to provide peace of mind for all occupants and employees.

The resort also required a reliable, high-performing, and modern solution capable of operating even during power outages, and – to guarantee that all elements would function together flawlessly – it became essential that all system components be sourced from a single supplier.

Plus, as a large resort with 400 units, all featuring apartment doors with latches and no key overrides, the resort was keen to avoid extensive modifications. "They're all colonial-style doors with decorative routed squares," Nicholas explains. "And installing mortise locks requires additional cutouts, which would compromise the door's aesthetics and structural integrity."

Finally, due to the facility's mixed-use nature, the installation needed to be carried out with minimal disruption to the resort's daily operations.







# ASSA ABLOY

Opening Solutions

“The commercial software’s advanced features, like granting access to specific zones within the building, were crucial for managing access for both short-term guests and permanent residents.”

## SOLUTION

To meet Turtle Beach Resort’s comprehensive security needs, ASSA ABLOY partnered with Springfield Locksmiths to propose the Integral Wireless Access Control locking system. The solution featured electronic escutcheons for apartment doors, wall readers for common areas, and a comprehensive software platform for access management – all of which ensured that the integrity of existing apartment doors wouldn’t be compromised.

Recognising the complex requirements of this mixed-use property, the project team recommended the commercial version of the Integral software, which offered enhanced customisation and control compared to the hotel version. “Many buildings on the Gold Coast, like Turtle Beach Resort, have a mix of short-term and long-term accommodations,” Nicholas explains. “The commercial software’s advanced features, like granting access to specific zones within the building, were crucial for managing access for both short-term guests and permanent residents.”

This tailored solution, supported by ASSA ABLOY’s proactive approach and industry expertise, fulfilled all of the resort’s requirements, including the ability to customise access levels for different user groups and restrict access to specific areas.

Nicholas adds that ASSA ABLOY’s market-leading 5-year warranty on the system and a 25-year warranty on the mechanical parts were also key factors in the specification process. “Our warranties really stood out against the competition,” he says. “Plus, we carried out rigorous product testing at our Melbourne facility, which further solidified the client’s confidence in the system’s longevity and performance.”

To minimise disruptions, ASSA ABLOY collaborated with resort management to schedule installations during quieter periods, such as after school holiday, and the team ensured swift installations, personalised lock programming, and on-site training for a smooth transition. Additionally, the installed solution, operating on battery-powered locks and offline card storage, guaranteed premium security even during power outages. “If a card is lost, it can be reprogrammed or replaced without changing the locks,” Nicholas explains. “That’s a key benefit of the Integral system – it remains secure even offline.”

By addressing these unique challenges, the installation of ASSA ABLOY’s Integral Wireless Access Control system at Turtle Beach Resort has significantly enhanced security, access control, and operational efficiency. This future-ready solution not only meets the resort’s current needs but also sets a new benchmark for mixed-use facilities across the Gold Coast.