

STANDARDS MATTER

2023 SCA AUSTRALIA & NEW ZEALAND CONFERENCE



PROGRAM

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Welcome

The SCA Conference is the highlight of the industry's annual calendar, bringing together colleagues across all our regions to collaborate, network and share knowledge.

The theme is Standards Matter. Industry guidelines and standards ensure the quality and consistency of products and services, giving businesses and consumers greater peace of mind.

Our program will explore:

- The Future Consumer
- Reputation, Behaviours, Culture and Brand
- Anything is Possible to Those who see the Invisible
- Taking Your Business to the Next Level
- Net Promoter Score
- Sweet Rewards of Continual Improvement
- Quality of Work
- Impact-Driven Standards that Matter
- What Ethics Mean in Practice
- Strata Insurance - Boosting understanding of the supply chain, disclosure & transparency
- and finishing with Working Internationally Together

Following on from the last conference theme 'Liveable Future', we thought it relevant to work together as a strong industry to raise our standards and focus our professionalism to support the current and future strata communities.



A handwritten signature in black ink that reads "Alisha Fisher".

Alisha Fisher
CEO Strata Community Association



2023 PROGRAM

TUESDAY, 6 JUNE 2023 – CONFERENCE DAY 1

TIME	SESSION	SPONSOR
7.00AM	EXHIBITION AND REGISTRATION DESK OPEN	
9.10-9.20AM	DAY 1 WELCOME BY MC	
9.20-9.30AM	OFFICIAL CONFERENCE OPENING WELCOME Chris Duggan, Australasian President, SCA & Alisha Fisher, Australasian CEO, SCA	
	THE FUTURE CONSUMER Scott Bales We have witnessed an accelerated rate of adoption of technology both as organisations and as individuals. With that our proficiency with technology has also grown. But we are quickly approaching a large behavioural and cultural gap that will change the way we think about technology forever. Scott will explore what makes a digital native, a person during or after the general introduction of digital technologies and through interacting with digital technology from an early age, has a greater understanding of its concept. You will gain an in-depth understanding of the realities that shape the modern consumer including transparency, authenticity and utility anywhere; and actions that you and your organisation can take today to engage and service this generation and measure your impact.	
9.30-10.30AM		
10.30-11.10AM	MORNING TEA IN HALL 4	
	REPUTATION, BEHAVIOURS, CULTURE AND BRAND Kimberley Jonsson, Chief Executive Officer, CHU Underwriting Agencies Your standards-of-conduct drives your reputation, behaviours, culture and brand! Executives know the importance of their companies' reputations. Firms with strong positive reputations attract better people. They are perceived as providing more value, which often allows them to charge a premium. Their customers are more loyal and buy broader ranges of products and services. Because the market believes that such companies will deliver sustained earnings and future growth, they have higher price-earnings multiples and market values and lower costs of capital. Moreover, in an economy where 70% to 80% of market value comes from hard-to-assess intangible assets such as brand equity, intellectual capital, and goodwill, organisations are especially vulnerable to anything that damages their reputations.	
11.10-11.50AM		
11.50AM-12.30PM	ANYTHING IS POSSIBLE TO THOSE WHO SEE THE INVISIBLE Nova Peris OAM Nova Peris OAM is a descendant of the Gija people of East Kimberley, the Yawuru people of West Kimberley & the Gagudju people of West Arnhem Land. Nova will share the drive and commitment that led her to compete at two Olympics, four World Championships, three Champions Trophy's and the Commonwealth Games and then to become the first Aboriginal woman elected to the Australian Federal Parliament.	

12.30-1.50PM LUNCH IN HALL 4

TAKING YOUR BUSINESS TO THE NEXT LEVEL

1.50-2.30PM

It's not unusual for business owners to feel stuck at times. Sales are leveling off, it's gotten hard to find employees to staff up, or you just feel like you're in a rut. When this happens, you may need a new set of eyes to help you find ways to re-energize and grow your business. Sometimes growth can simply be stopping or reducing the customer churn. Everyone loses customers. It happens. But if you're not staying level, then you're declining. Ultimately, the best way to grow customers is to provide simply amazing service, and high customer satisfaction comes at a cost. It implies that you have high quality products and services and are constantly refining or improving every aspect of what you do and why you do it.

NET PROMOTER SCORE PANEL

2.30-3.00PM

Net Promoter Score (NPS) is a metric used in customer experience programs. NPS measures the loyalty of customers to a company. NPS scores are measured with a single-question survey and reported with a number from the range -100 to +100, a higher score is desirable. NPS is often held up as the gold standard customer experience metric. First developed in 2003 by Bain and Company, it's now used by millions of businesses to measure and track how they're perceived by their customers. NPS scores determine segmenting between poor and positive feedback.



3.00-3.40PM AFTERNOON TEA IN HALL 4

SWEET REWARDS OF CONTINUAL IMPROVEMENT

Kelly Baker Jamieson, Founder and Managing Director, Edible Blooms

3.40-4.25PM

Kelly will share how her team have turned 18 years of growing pains, and the challenges of seasonal fluctuations, into learning experiences that have consistently improved customer standards year on year. Most recently, Edible Blooms was recognised as a finalist for the second consecutive year in the Retailer of the Year CX Team of the Year for 2023. Discover in this session how her team have been recognised alongside Australia's leading retailers and how Edible Blooms today is one of the most loved Australian gifting brands.

QUALITY OF WORK PANEL

4.25-4.55PM

Major criteria of service quality standards is required to operate a successful professional service operation. These criteria are broken down into detailed business elements, each with specific performance metrics, best practice guidelines and measurable results. Professional service standards represent the broad scope of business practices necessary to deliver the highest quality professional services. Companies that execute well in all of these areas will ensure they are maximizing their capabilities and have optimized business processes to drive higher levels of operational performance, customer satisfaction and loyalty.



4.55-5.00PM DAY 1 CLOSE BY MC

5.00-6.00PM SPARE TIME

6.00-9.00PM

NAUTICAL BY NIGHT

Where: Wharf One, 19 Kitchener Dr, Darwin City



2023 PROGRAM

WEDNESDAY, 7 JUNE 2023 – CONFERENCE DAY 2

TIME	SESSION	SPONSOR
8.00AM	EXHIBITION AND REGISTRATION DESK OPEN	
9.20-9.30AM	DAY 2 WELCOME BY MC	
9.30-10.30AM	<p>IMPACT-DRIVEN STANDARDS THAT MATTER Carolyn Butler Madden, Chief Purpose Activist, The Cause Effect From climate change and biodiversity issues to community health and mental health challenges and to deepening societal inequity; a growing awareness of society's greatest issues is fuelling a desire for people to show up in impactful ways. Business is one of the most powerful forces for good on the planet yet is only just starting to realise its potential to create meaningful change. This session will challenge you to understand the power and influence of your business to create meaningful impact and to adopt impact-driven standards in your business that matter. Not by ticking boxes, but by aligning ESG (Environmental Social Governance) standards with a higher purpose. Ultimately, driving profit through purpose. Carolyn will share practical frameworks and examples to give you the means to realise the full potential of your business as a force for good.</p>	
10.30-11.10AM	MORNING TEA IN HALL 4	
11.10-11.40AM	<p>WHAT ETHICS MEAN IN PRACTICE Colin Grace, Partner, Grace Lawyers New challenges, better theories, practical solutions is a great framework for considering ethical decision making practices in business. Ethics should be a central part of business decision making, and that business decisions should be supported by a broader ethical culture within business. This culture will best be informed through an understanding of emerging challenges faced by the business; an interrogation of theories to face these challenges, and a willingness to test, implement and review practical solutions. There is now a community expectation that business meet the needs of many stakeholders including customers and clients.</p>	
11.40AM-12.20PM	<p>STRATA INSURANCE - BOOSTING UNDERSTANDING OF THE SUPPLY CHAIN, DISCLOSURE & TRANSPARENCY Alistair Gibney, Managing Director, Body Corporate Brokers SCA and SCANSIT have been working incredibly hard to explain the complexities of the strata insurance market and how it works, and to pursue evidence and data-based solutions to some of the issues identified both internally and by external parties. SCA is producing in-depth best practice guides to tackle the dual issue of boosting understanding and improving disclosure and transparency in relation to strata insurance. Businesses need to 'take reasonable steps' to disclose the effect of terms that may 'substantially prejudice' the interests of consumers, for example, if a business has an arrangement with a third-party supplier for a financial incentive, the consumer needs to be made aware of this too.</p>	

12.20-1.40PM LUNCH IN HALL 4



WORKING INTERNATIONALLY TOGETHER

1.40-2.20PM

Internationally we are working closely with our counterparts to share best practices, knowledge and expertise. During Covid, collaboration sessions were held to support each other through the challenges being faced by our members supporting communities. This session will share insights from around the world with research and projects being undertaken to develop international standards.

2.20-2.30PM DRAW THE BUSINESS CARD DOOR PRIZES

2.30-2.35PM CONFERENCE CLOSE BY MC

2.35-6.00PM SPARE TIME

6.00-11.00PM 2022-2023 SCA AUSTRALASIA AWARDS CEREMONY & GALA DINNER
Where: Darwin Convention Centre

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Working Together.

Active has worked with Reconciliation Australia to ensure we acknowledge and help indigenous Australians.

As our reconciliation plan is now fully endorsed and approved, our focus for the 2023 National Conference is continued commitment to our plan.

As part of that commitment, Active is proud to support the Nova Peris Foundation and we welcome her participation in the event.

At Active, connecting our capability to the needs of our customers and the broader community is what drives us.

Visit us at Booth 5 / 6 to learn more.



RECONCILIATION
ACTION PLAN

REFLECT



NOVA PERIS
FOUNDATION



LOCAL ENERGY
NETWORKS



LOCAL WATER
NETWORKS



LOCAL AIR
NETWORKS



SUSTAINABILITY
SOLUTIONS

2023 EXHIBITION

Lannock Strata Finance	1
Stratify.....	2
Austrata Finance	3
Resvu	4
Active	5-6
StrataVote	7
Australian Essential Services Group..	8
MCG Quantity Surveyors.....	9
Nuflow Australasia	12
EVIAM - Electric Vehicle Infrastructure & Asset Management	13
SCA Meeting Space	14
Urbanise	15
Johns Lyng Strata Services.....	16
Body Corporate Brokers	17-18
MRI Software	19
QIA Group.....	20
StrataLoans	21
StrataMax.....	22
Programmed Property Services.....	23
Ebix Trades Monitor	24
Grace Lawyers	25-26
CHU Underwriting Agencies...	27&30
Macquarie Bank.....	28-29

Morning Tea
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Tea & Coffee Station
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7 June and **Barista**
Coffee Cart 7 & 8 June
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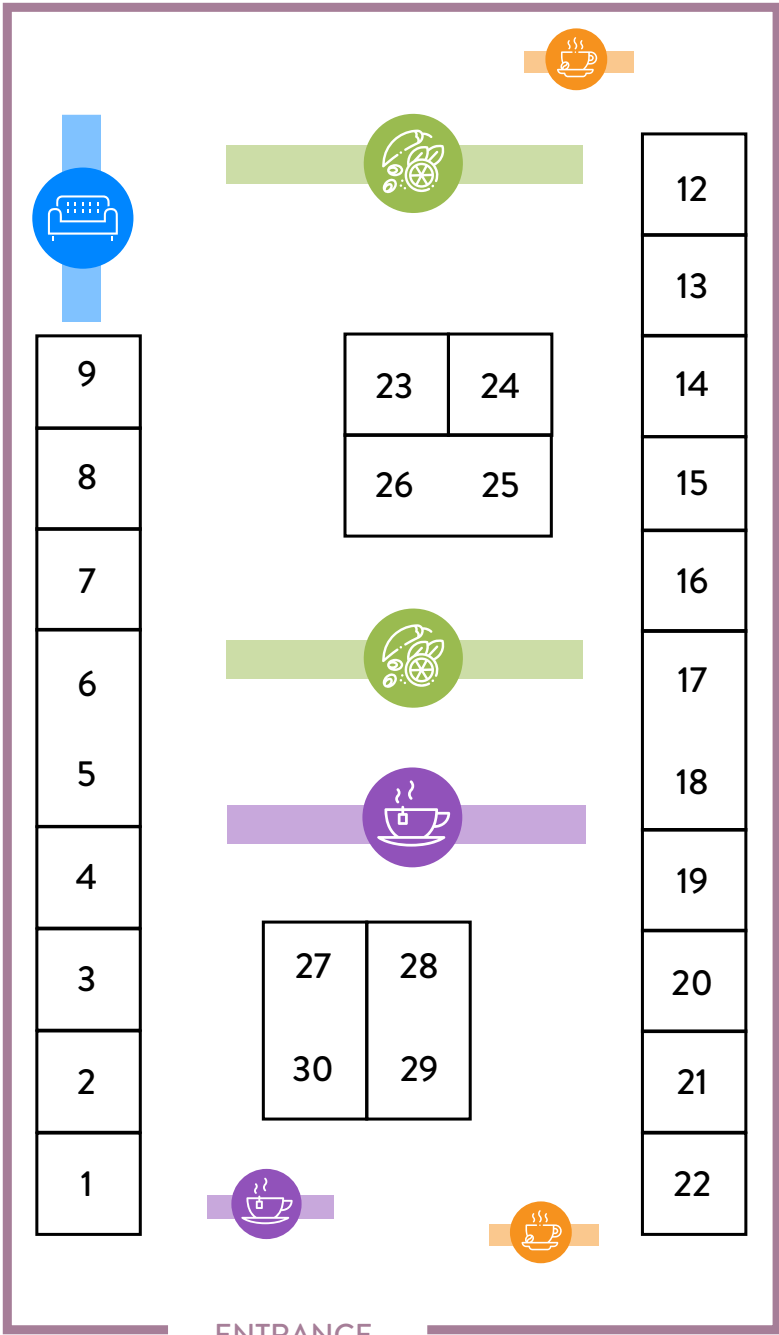


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National Principals Forum
DUBAI - DECEMBER 2023



The Strata Insights Report

is a comprehensive picture of the strata sector in Australia and New Zealand. The research, conducted by Hazel Easthope at the City Futures Research Centre, UNSW Sydney, contains data that is critical to illustrating the scale and ongoing growth of the strata sector, notably including the number of strata properties, their value and the professionals employed to serve them at national and state/territory levels.



LAUNCH

14 June 2023





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community
association®

*Australasia
Awards*

The 2022-2023 Strata Community Australasia Awards are designed to recognise and reward those individuals and companies who are committed to professionalism, service excellence, innovation and ethical practices in the strata sector. The Awards presentation will take place on the final night of the 2023 SCA Conference at the Gala Dinner.

All awards are open to Strata Community Association members only. Finalists of the Awards are the winners of each State who have complied with the Australasia Eligibility criteria across ten categories including:

Essay Award

Recognises an individual who displays a sound understanding of the topic and its relevance to the strata community industry.

Excellence in Innovation Award

Recognises businesses that have made significant contributions to the industry through the introduction of improvement of an idea, method, technology, process or application.

Support Team Member Award

Sponsored by Kelly + Partners

Recognises a person behind the scenes in a management or supplier business who has made an outstanding contribution to the success of their team.

Strata Community Manager Rising Star Award

Sponsored by CHU Underwriting Agencies

Recognises a new entrant to the industry who has shown outstanding progress early in their career.

Strata Community Manager Award

Sponsored by BIV Reports

Recognises a strata community manager who has demonstrated excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

Senior Strata Community Manager Award

Sponsored by Active

Recognises a senior strata community manager who has demonstrated excellence in customer service, a commitment to professional development, leadership, business acumen and innovative ideas.

Strata Community Environmental & Engagement Award

Recognises a strata manager and a strata scheme that worked together to reduce their impact on the environment by means of sustainability initiatives and projects and/or are utilising products and services that have positive environmental outcomes.

Strata Services Business Award

Recognises a strata services business that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management Small Business Award

Sponsored by Grace Lawyers

Recognises a small-scale strata community management business (less than 1,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management Medium Business Award

Sponsored by Body Corporate Brokers

Recognises a medium scale strata community management business (more than 1,500 and less than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management Large Business Award

Sponsored by Macquarie Bank

Recognises a large-scale strata community management business (more than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

JUDGES

The judging panel for the Strata Community Australasia Awards is made up of esteemed industry members, and include:

Nicholas Burt

Andrew Chambers

Wal Dobrow

Colin Grace

Michael Hurley

Julie McLean

Anne-Maree Paull



strata
community
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*Australasia
Awards*

FINALISTS

ESSAY AWARD

Tarnee Lamb

Independent Strata Management ACT

Matthew Faulkner

Matthew Faulkner Accountancy NSW

Stephanie Toft

Body Corporate Alliance QLD

Jason Nash

Munro Property Group SA/NT

Simone Firms

The Knight VIC

Ali Qamar

Cygnets West WA

EXCELLENCE IN INNOVATION AWARD

MRI Software

NSW

**Body Corporate Services, PICA Customer
Care Team**

QLD

The Knight

VIC

A Class Strata Service

WA

SUPPORT TEAM MEMBER AWARD

Jane Waslin

LJ Hooker Strata ACT

Joanne Jenkins

Strata Sense NSW

Sunnie Thompson

Body Corporate Services QLD

Sarah Branch

Strata Data SA/NT

Ella Sheldon

The Knight VIC

Ivy Ling

Realmark Strata WA

STRATA COMMUNITY MANAGER RISING STAR AWARD

Sheldon Bøger

Independent Strata Management ACT

Joshua William

The Strata Collective NSW

Kerry Hansen

Matthews Body Corporate Management QLD

Aaron Leis

MBCM Strata Specialists Waverley and Carnegie
VIC

Melissa Repacholi

Strata Administration Services WA

FINALISTS

STRATA COMMUNITY MANAGER AWARD

Heather Seagrove
Signature Strata ACT

Jennifer White
CD Strata NSW

Kayleigh Mills
Body Corporate Services QLD

Ashleigh Teigesser
Strata Data SA/NT

Dianne Burton
The Knight VIC

Xian Burton
A Class Strata Service WA

SENIOR STRATA COMMUNITY MANAGER AWARD

Brittany Durand
Vantage Strata ACT

Sarah Hogg
PICA Group NSW

Nicole Martinovic
Body Corporate Services QLD

Tony Johnson
Stratarama SA/NT

James Parnell
Select Strata Communities
(PB Management) VIC

Scott Bellerby
B Strata WA

STRATA COMMUNITY ENVIROMENTAL & ENGAGEMENT AWARD

Keith Hallet
BCS Strata Management, PICA Group NSW

Andrew Davidson
Team Body Corporate QLD

Joshua Baldwin
Munro Property Group SA/NT

Alex Smale
The Knight VIC

Lee de Castro
ESM Strata WA

STRATA SERVICES BUSINESS AWARD

Strata Energy Services
ACT

Clean Green Strata
NSW

Grace Lawyers
QLD

Fire & Emergency Services SA
SA/NT

StrataMax
VIC

Tunnel Vision (WA)
WA

Australasia Awards

STRATA COMMUNITY MANAGEMENT SMALL BUSINESS AWARD

StrataBee
NSW

Holmac Strata
QLD

Stratarama
SA/NT

Pilot Body Corporate
VIC

Degrees Strata
WA

STRATA COMMUNITY MANAGEMENT MEDIUM BUSINESS AWARD

Signature Strata
ACT

**Jamesons Strata Management
(Eastern Suburbs)**
NSW

Pinnacle Strata
QLD

Horner Management
SA/NT

**MBCM Strata Specialists, Frankston,
Chelsea, and Mornington**
VIC

Realmark Strata
WA

STRATA COMMUNITY MANAGEMENT LARGE BUSINESS AWARD

Vantage Strata
ACT

Strata Choice
NSW

Ernst Body Corporate Management
QLD

Strata Data
SA/NT

The Knight
VIC

Richardson Strata Management Services
WA

Good Luck
TO ALL THE FINALISTS



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