

ADVANCING TOGETHER

THE FUTURE WE ASPIRE TO
IN STRATA MANAGEMENT

SCA AUSTRALASIA CONFERENCE 2025



PROGRAM



Welcome

The strata industry is evolving rapidly, bringing both challenges and opportunities that are defining its future. Over the next two days here in coastal Hobart, our conference theme “*Advancing Together: The Future We Aspire To In Strata Management*” brings together strata professionals, thought leaders, and industry pioneers to explore what’s next for our profession.

This conference is more than just an event – it’s a movement towards collaboration, innovation, and excellence. As we navigate increasing regulatory changes, technological advancements, and shifting client expectations, this is your opportunity to gain cutting-edge insights and practical strategies to stay ahead.

Set against the stunning coastal backdrop, this event offers not only high-impact professional development but also a chance to reconnect, recharge, and reimagine the future of strata.

The program explores:

- How About That for a Change?
- Strata 2040: Envisioning the Next Era of Community Living
- Ethics, Regulation, and Professional Standards
- Trust is the Foundation
- Rethinking Work in Strata
- Protecting Assets, Maximising Value
- More Resilient Communities
- Leading Through Change
- The New Standard

- Balancing Business Growth and Compliance
- Reshaping Communities
- The Next Decade in Strata – A Call to Action

We’re so pleased to welcome you to Hobart for an inspiring exploration of where we’re headed – together. Thank you for being part of this important conversation as we shape a stronger, smarter, and more sustainable future for our communities.




Innovation

POWERED BY  CHU



Introducing CHU's latest StrataTech enhancements making it easier to manage your Strata Insurance



SmartQuote

Enter the strata plan number and state, and SmartQuote will automatically populate the building details



SmartClaims

Using AI to instantly create a short claims summary



StrataTech Dashboard

A centralised view of all your policies and claims



For more information visit chu.com.au

CHU Underwriting Agencies Pty Ltd (ABN 18 001 580 070, AFS Licence No: 243261) acts under a binding authority as agent of the insurer QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFS Licence No: 239545).

With you every step of the way

At BCB, we know strata insurance. Doing the right thing for our customers is what we're all about.

By turning decades of insights into forward-thinking solutions, we help create united communities with a positive outlook for the future.

We're delighted to be sponsoring keynote speaker Lisa MacCallum, who will reveal what it takes for companies to stay relevant, resilient and connected in a fast-changing world.

Following her keynote, "How About That for a Change?", meet Lisa and the BCB team at our stand during morning tea.



LISA MACCALLUM



United, Protecting Communities

Welcome Cocktail

Sponsored by



THANK YOU FOR YOUR GENEROUS SUPPORT IN HOSTING A MEMORABLE OPENING TO THE CONFERENCE.

2025 PROGRAM

TUESDAY 13 MAY 2025

TIME	SESSION	SPONSOR
7.00AM	REGISTRATION DESK OPEN	
7.30AM	EXHIBITION OPEN	
9.10-9.25AM	DAY 1 WELCOME BY MC Andrew Colrain	
9.25-9.30AM	OFFICIAL CONFERENCE OPENING WELCOME Joshua Baldwin, Australasian President, SCA Alisha Fisher, Australasian CEO, SCA	
9.30-10.30AM	KEYNOTE – HOW ABOUT THAT FOR A CHANGE? Lisa MacCallum The corporate sector has been defined by the worst of business for a very long time. As a new generation of leaders emerges that is pre-wired for a more connected, more collaborative and inspired approach to business, we remain infinitely optimistic that a new legacy for the corporate sector is in sight. This session explores what has changed that makes it the most lucrative time in history for the best of business to emerge.	
10.30-11.10AM	MORNING TEA IN THE GRAND BALLROOM Meet Lisa MacCallum at the BCB booth	
11.10-11.50AM	STRATA 2040: ENVISIONING THE NEXT ERA OF COMMUNITY LIVING Kimberley Jonsson, CHU Underwriting Agencies Chris Duggan, Bright & Duggan The year 2040 isn't far off but the pace of change means the strata industry must start preparing now. Exploring what strata management could and should look like by 2040, and the buildings we will manage. Most importantly, this session will look at what needs to change today to ensure the industry is ready for the decade ahead and paint a bold, ambitious picture of strata in 2040.	
11.50AM-12.30PM	ETHICS, REGULATION, AND PROFESSIONAL STANDARDS PANEL Phil Court, Jordan Dinga, Daniel Radman, and Anita Reinecke As the strata industry evolves, so do the expectations around ethics, regulation, and professional conduct. With increasing scrutiny from regulators, governments, and consumers, strata professionals must navigate a landscape of heightened accountability and industry reform. This candid discussion will explore the future of regulatory frameworks, professional standards, and the role of self-governance. Gain insights into reforms and practical takeaways on how strata professionals can uphold integrity, build credibility, and lead the industry forward.	
12.30-1.40PM	LUNCH IN THE GRAND BALLROOM	

TIME	SESSION	SPONSOR
1.40-2.40PM	KEYNOTE – TRUST IS THE FOUNDATION Elly Johnson In an era of increasing scrutiny, rapid industry change, and evolving stakeholder expectations, the ability to build and sustain trust is what sets great leaders and businesses apart. This engaging session will explore how strata professionals can develop Truth Intelligence and Trust Wisdom—two essential leadership skills that enable more effective decision-making, stronger relationships, and long-term success. Without trust, innovation stalls, collaboration weakens, and reputations suffer.	
2.40-3.10PM	RETHINKING WORK IN STRATA Lisa Dowie, Leanne Habib, and Carrie McInerney The future of strata management is poised for significant transformation, driven by regulatory reforms, technological advancements, and evolving client expectations. How do we rethink our businesses to keep up with this ever-changing landscape? This session explores the opportunities, challenges, and practical considerations of adopting a better way to work in a high-demand service industry. We can't continue the way we are. The panel will discuss workload management, business model adjustments, mental health considerations and different ways of working and assess whether a shift could enhance efficiency, employee retention, and client service.	
3.10-3.40PM	AFTERNOON TEA IN THE GRAND BALLROOM	
3.40-4.10PM	PROTECTING ASSETS, MAXIMISING VALUE Matt Press, Building Commission NSW A well-managed Capital Works Fund isn't just a compliance requirement—it's a strategic investment in a building's long-term value and financial stability. This session will explore why proactive planning is essential, how to optimise fund contributions, and the risks of underfunding. Experts will break down best practices and communicating value to owners. Learn how a strong capital works strategy can reduce special levies, enhance property values, and ensure a resilient, future-ready community.	
4.10-4.40PM	MORE RESILIENT COMMUNITIES PANEL Seimon Griffiths, Julie McLean, Tom Skiba, and Alex Smale With extreme weather events and unforeseen disasters becoming more frequent, strata communities must be prepared to protect residents, assets, and financial stability. This session explores critical strategies for disaster resilience, including risk assessments, emergency planning, insurance considerations, and infrastructure upgrades. Learn how to future-proof buildings against fire, floods, storms, and other threats while ensuring swift recovery and minimal disruption. Experts will share real-world case studies, proactive mitigation techniques, and practical tools to help strata managers and committees build safer, more resilient communities.	
4.40-4.45PM	DAY 1 CLOSE BY MC Andrew Colrain	
6.30-9.30PM	FESTA ITALIANA Where: Waterline Brooke Street Pier, Lower Level 12, Franklin Wharf, Hobart Dress Code: Smart Casual – feel free to add a touch of Italian flair!	

ACTIVE

Connecting Communities

As Australia's leading independent provider of utility solutions for strata communities, we create thriving places to live by delivering energy, water and air networks that are:

Affordable

Modern, energy efficient systems delivering value for money

Bespoke

Solutions tailored to community needs providing absolute control

Sustainable

Innovative renewable energy, battery storage and EV charging options

To breathe more life into your communities, visit activeutilities.com.au

STRATA COMPLIANCE REPORTS



INSURANCE VALUATIONS

ASBESTOS REPORTS

SAFETY REPORTS

10 YEAR PLANS



STRATA COMPLIANCE SPECIALISTS

1300 55 18 30

WA, QLD, NT, NZ, SA



1300 10 72 80

NSW, VIC ACT

2025 PROGRAM

WEDNESDAY 14 MAY 2025

TIME	SESSION	SPONSOR
8.00AM	REGISTRATION DESK AND EXHIBITION OPEN	
9.30-9.40AM	DAY 2 WELCOME BY MC Andrew Colrain	
9.40-10.30AM	LEADING THROUGH CHANGE Bobby Lehane, PICA Group Change is inevitable and thriving through it requires more than just reaction. In strata management, the ability to anticipate, adapt, and lead with confidence is essential. This session will explore how to proactively prepare for the future. Through practical strategies and real-world insights, you'll learn how to envision and plan for change before it arrives, manage difficult conversations with clarity, and foster a growth mindset within your team. Walk away with proven techniques to strengthen decision-making, boost professional confidence, and lead with purpose, no matter what changes come your way. This is your roadmap to becoming a resilient, future-ready leader in a fast-evolving industry.	
10.30-11.00AM	MORNING TEA IN THE GRAND BALLROOM	
11.00-11.30AM	THE NEW STANDARD PANEL Natalie Fitzgerald, Alistair Gibney, Wade McKenzie, and Kirstin Mitchell Consumer expectations in strata are changing. Service transparency, digital access, faster response times, and proactive management are now the norm. So, how can strata managers keep up? Explore the key shifts in consumer demands, the rise of tech-driven service models, and what strata professionals must do to exceed client expectations. Industry leaders and consumer behaviour experts will share insights on communication, service innovation, and trust-building strategies that set modern strata businesses apart. Walk away with practical approaches to enhancing customer experience, improving engagement, and future-proofing your service delivery.	
11.30AM-12.10PM	BALANCING BUSINESS GROWTH AND COMPLIANCE PANEL Tim MacKenzie, Kyra Murphy, Rino Parrella and Anita Reinecke Strata businesses face a unique challenge, scaling operations while meeting increasing compliance demands. This discussion brings together business leaders, compliance experts, and industry innovators to explore strategic growth opportunities while maintaining regulatory integrity. Key topics include expanding services, driving operational efficiencies, managing risk, and adapting to evolving compliance requirements. Gain insights, discover best practices for sustainable growth, and engage in a high-level conversation on the future of strata business leadership.	 MACQUARIE BANK

TIME	SESSION	SPONSOR
12.10-1.30PM	LUNCH IN THE GRAND BALLROOM	
1.30-2.10PM	RESHAPING COMMUNITIES Dr Hazel Easthope, City Futures Research Centre, UNSW Strata communities are evolving faster than ever, influenced by shifting government policies, demographic trends, and changing social behaviours. These forces are reshaping the way we manage strata schemes, interact with owners and residents, and plan for the future. As housing affordability, sustainability mandates, multi-generational living, and urban density continue to dominate discussions, be prepared for the challenges and opportunities that lie ahead. This session will explore key factors driving change, helping strata professionals anticipate what's next and proactively adapt their management strategies.	
2.10-2.40PM	THE NEXT DECADE IN STRATA – A CALL TO ACTION PANEL Elevate & Lead: Shaping the Future of Strata Together Robert Anderson, Joshua Baldwin, Pernille Cavanough, Andrew Davidson, and Kyra Murphy As the conference comes to a close, this session will cover how you can step up, take action, and drive the future of strata management forward. Leave feeling energised, empowered, and ready to implement real change—because the future of strata isn't just something we wait for, it's something we create together.	
2.40-2.45PM	DRAW THE TRADE PASSPORT	
2.45-2.50PM	CONFERENCE CLOSE BY MC Andrew Colrain	
6.00-11.00PM	2024-2025 SCA AUSTRALASIA AWARDS CEREMONY & GALA DINNER Where: Hobart Convention and Exhibition Centre, Federation Ballroom Dress Code: Black Tie / Evening Wear	

2025 Sponsors



Charging Station



SEE IF YOUR BUILDING CAN GET NBN® FULL FIBRE.



**CHECK YOUR
ADDRESS**

Eligible buildings can now upgrade to nbn® full fibre, giving residents access to our fastest, most reliable home connection.* Once installed, your residents can contact a provider and choose an nbn plan to suit their needs.

*Experiences may vary due to equipment and network limitations and factors outside of nbn's control.



The Trusted Name behind National Strata Leaders who want their communities to Be Better Off.



KELLY+
PARTNERS
CHARTERED ACCOUNTANTS
kellypartners.com.au

Proud Supporters of

 **strata
community
association®**
National Education Partner

2025 EXHIBITION

Body Corporate Brokers (BCB)	1
Atlan Stormwater	2
resvu	3
Stratagic - AI & Automation	5
STRATAFY - Strata Software	6
NeoGrids Community Energy	7
urbanise Strata	8
EnergyAustralia (seene)	10
Johns Lyng Strata Services	11
nbn	13
StrataLoans	14
StrataMax	15
CHU Underwriting Agencies	16
Danrae Group	17
Intellistrata Platform	18
Grace Lawyers	19
QIA Group	20
StrataVote	21
Active	22
MRI Real Estate Software	23
Macquarie Bank	24

Meals & Drinks Sponsorship

Barista Coffee Cart
13 & 14 May 2025



Barista Coffee Cart
13 & 14 May 2025



Lunch Soft Drinks Station
13 & 14 May 2025



Afternoon Tea
13 May 2025



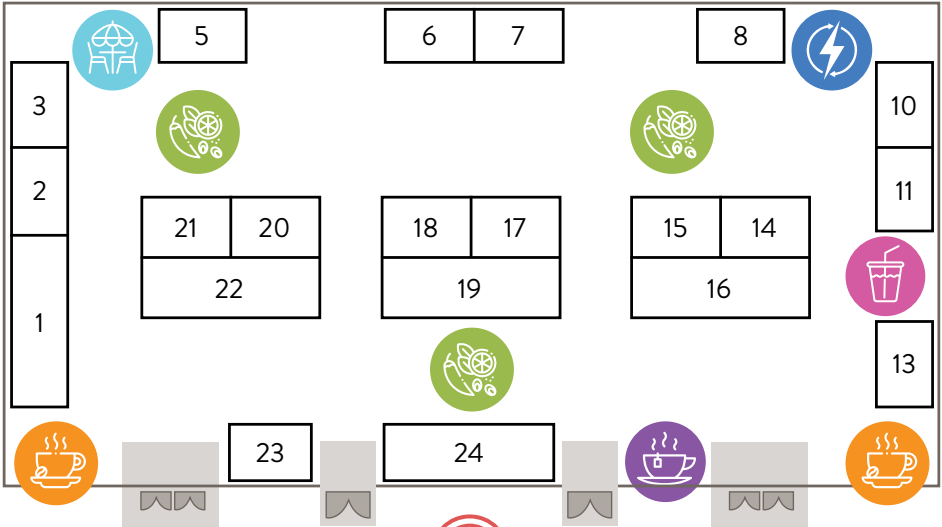
Tea & Coffee Station
13 May 2025



Morning Tea & Lunch
14 May 2025



Tea & Coffee Station
14 May 2025



PASG PROJECTS

End-to-end Project Management
for Strata Managers and Owners
to Remediate Building Faults

LEGEND



CHARGING
STATION



COFFEE
CART



TEA &
COFFEE
STATION



CATERING



CATERING
DIETARY
REQUIREMENTS



RELAXATION
STATION



LUNCH
SOFT
DRINKS
STATION

EXHIBITOR DIRECTORY

ACTIVE

ACTIVE

1300 587 623

sales@activeutilities.com.au

activeutilities.com.au



CHU UNDERWRITING AGENCIES

1300 361 263

info@chu.com.au

chu.com.au



GRACE LAWYERS

1300 144 436

enquiries@gracelawyers.com.au

gracelawyers.com.au



MACQUARIE BANK

MACQUARIE BANK

1800 620 673

business@macquarie.com

www.macquarie.com.au/strata



ATLAN STORMWATER

1300 773 500

sales@atlan.com.au

atlanstormwater.com.au/



The Waterproofing Experts

DANRAE GROUP

1800 326 723

enquiries@danrae.com.au

www.danraegroup.com.au



end to end strata management platform

INTELLISTRATA PLATFORM

(03) 9001 6956

hello@intellistrata.com.au

intellistrata.com.au



REAL ESTATE SOFTWARE

MRI REAL ESTATE SOFTWARE

1300 657 700

apac.sales@mrsoftware.com

www.mrsoftware.com/au/



BODY CORPORATE BROKERS (BCB)

02 9024 3850

nsw@bcb.com.au

bcb.com.au



powered by EnergyAustralia

ENERGYAUSTRALIA (SEENE)

1300 609 387

ensales@energyaustralia.com.au

help.seene.com.au/hc/en-us



JOHNS LYNG STRATA SERVICES

1300 945 945

strata@johnslyng.com.au

johnslyng.com.au/strata-services/



nbn

1800 687 626

www.nbnco.com.au

EXHIBITOR DIRECTORY



NEOGRIDS COMMUNITY ENERGY

03 6316 5000
strata@neogrids.com.au
www.neogrids.com.au



QIA GROUP

0439 110 474
beck@qiagroup.com.au
www.qiagroup.com.au



resvu
hi@resvu.io
resvu.io



STRATIFY - STRATA SOFTWARE

1300 414 155
sales@stratifyconnect.com
stratifyconnect.com



STRATAGIC - AI & AUTOMATION

0484 833 466
Mike@stratagic.com.au
stratagic.com.au



STRATALOANS

1300 785 045
info@strata-loans.com
www.strata-loans.com



STRATAMAX

1800 65 63 68
sales@stratamax.com
www.stratamax.com



STRATAVOTE

1300 938 683
sales@stratavote.com
stratavote.com



Strata

urbanise Strata

sales@urbanise.com
www.urbanise.com/strata

ADVERTISE IN THE INSIDE STRATA MAGAZINE

Inside Strata is a great way to reach those in the strata industry, whether you have something to say or would like to advertise your business, get noticed in Inside Strata.

Email
inside.strata@strata.community
for enquiries
strata.community/inside-strata-magazine



**The best
possible claims
outcome for you.**

**We're with you every
step of the way.**



Unrivalled

Our skilled Claims Consultants are experienced in all claims. From water leaks to natural disasters and complicated strata litigation, we're here to help.



Confident

We know the answers to your questions and how to negotiate settlements with assessors and insurers.



Straightforward

We'll explain insurers' decisions to you without the jargon, in language you'll understand.



Proactive

If we think a claim has been unfairly declined, we think outside the box when challenging an insurer's decision.

BCB advocates for you, not the insurer. Our unmatched experience gives us a unique insight into what insurers need to process claims quickly.

The information provided above is general and should not be relied upon as legal advice.



bcb.com.au

United, Protecting Communities



**We provide strata businesses with
customised banking solutions.**

To find out more visit macquarie.com.au/strata



This information is provided by Macquarie Business Banking, a division of Macquarie Bank Limited ABN 46 008 583 542 AFSL and Australian Credit Licence 237502. It doesn't take into account your objectives, financial situation or needs – consider if right for you. Lending criteria, fees and T&Cs apply.



Australia's Leading Strata Law Firm.

Strata and Community Title Law

Property Law

Insurance

Insolvency Law

Debt Recovery

Corporate and Commercial Advice

Strata and Commercial Litigation

Building and Construction

www.gracelawyers.com.au

1300 144 436

Sydney | Melbourne | Brisbane | Gold Coast | Canberra | Perth



2024-2025 AWARD CATEGORIES

The 2024-2025 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 2025 SCA Conference at the Australasia Awards Ceremony & 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 eleven categories including:

Essay Award

Recognises the author of an exceptional essay that sheds light on innovative practices, theories, or technological advancements within the strata industry.

Support Team Member Award

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 Grace Lawyers
Showcases a new entrant to the strata profession who has shown outstanding progress early in their career.

Strata Community Manager Award

Sponsored by Active

Acknowledges 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 CHU Underwriting Agencies

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

Strata Community Management Leadership Award

Sponsored by Kelly + Partners

Celebrates a leader in a strata community management business who has achieved excellent business results through the development and leadership of their people.

Environmental, Social & Community Impact Award

Sponsored by nbn

Recognises a groundbreaking innovation and social responsibility within the sector, shining a light on individuals or businesses that have spearheaded initiatives – whether through cutting-edge products, distinct services, forward thinking partnerships, or pioneering policies and processes – that pave the way for a more sustainable, equitable and improved global community.

Strata Services Business Award

Recognises a strata services business that has achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management Small Business Award

Sponsored by Body Corporate Brokers (BCB)

Celebrates a small-scale strata community management business (less than 1,500 lots under management) that has achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management Medium Business Award

Sponsored by Macquarie Bank

Recognises a medium-scale strata community management business (more than 1,500 and less than 6,500 lots under management) that has achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management Large Business Award

Sponsored by BIV Reports

Acknowledges a large-scale strata community management business (more than 6,500 lots under management) that has achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.



Finalists

ESSAY AWARD

Sharon Gray

Strata Energy Services, ACT

Matthew Faulkner

Matthew Faulkner Accountancy, NSW

Rebecca Cullen

Northern Body Corporate Management, Qld

Jason Voigt

Horner Management, SA/NT

Alex Smale

Melbourne Owners Corporation Services, Vic

Jessica Wilkes

Cygnets West, WA

SUPPORT TEAM MEMBER AWARD

Judy Farrelly

LJ Hooker Strata, ACT

Kerrie Tan

Bright & Duggan, NSW

Rochelle Williams

Barfoot & Thompson, NZ

Kobi Pescud

PICA Group, Qld

Kayla Hardy

Strata Data, SA/NT

Hannah Kenney

The Knight, Vic

Chelsea Scott

Oakfield Strata, WA

STRATA COMMUNITY MANAGER RISING STAR AWARD

Benjamin Abbey

Vantage Strata, ACT

Abbey Frost

Fresh Strata, NSW

Nerissa Mair

Oxygen Strata, NZ

Joseph Steward

Cassels Strata Management, Qld

Lauren Beard

Fewster Strata & Community Management, SA/NT

Chad Coert

Strata Equity Management, Vic

Jacqueline Croxon

A Class Strata Service, WA

STRATA COMMUNITY MANAGER AWARD

Jaimii Burge

Signature Strata, ACT

Tamara Dunn

Strata Plus, NSW

Monique Pretorius

Strata Title Administration, NZ

Aleksandra Drapinska

Formerly Whittles Brisbane, Qld

Lionel Colaco

Stratarama, SA/NT

Monica Danaci

The Knight, Vic

Jessica Wilkes

Cygnets West, WA



Finalists

SENIOR STRATA COMMUNITY MANAGER AWARD

Teagan Brissett
Vantage Strata, ACT

Faye Tang
Strata Plus, NSW

Anzelle Cloete
Oxygen Strata, NZ

Maree Cathcart
Formerly Body Corporate Services, Qld

Tony Johnson
Stratarama, SA/NT

Zac Courtney
Above OCM, Vic

Xian Burton
A Class Strata Service, WA

STRATA COMMUNITY MANAGEMENT LEADERSHIP AWARD

Tim Sara
Strata Choice, NSW

Anita Reinecke
Oxygen Strata, NZ

Kristi Kinast
Cassels Strata Management, Qld

Mark Tonellato
Strata Data, SA/NT

Matthew Bourke
MBCM Strata Specialists Kew, Doncaster,
Greensborough & Heidelberg, Vic

April Wade
Oakfield Strata, WA

ENVIRONMENTAL, SOCIAL & COMMUNITY IMPACT AWARD

Vantage Strata
ACT

Strata Plus
NSW

Altogether Group
Qld

Victoria Body Corporate Services
Vic

Realmark Strata
WA

STRATA SERVICES BUSINESS AWARD

Strata Energy Services
ACT

Danrae Group
NSW

Strata Community Insurance
Qld

HPG Building Services SA
SA/NT

Brave Security
Vic

Perrott Painting
WA

STRATA COMMUNITY MANAGEMENT SMALL BUSINESS AWARD

**Ace Body Corporate Management
(North Shore)**
NSW

Vision Strata
Qld

PILOT Body Corporate
Vic

Degrees Strata
WA

STRATA COMMUNITY MANAGEMENT MEDIUM BUSINESS AWARD

LJ Hooker Strata ACT
ACT

Vital Strata Management
NSW

Strata Influence Australia
Qld

Horner Management
SA/NT

Dixon Kestles
Vic

Abode Strata
WA

STRATA COMMUNITY MANAGEMENT LARGE BUSINESS AWARD

Vantage Strata
ACT

Premium Strata
NSW

Pinnacle Strata
Qld

Strata Data
SA/NT

Bluestone OCM
Vic

**Richardson Strata Management
Services**
WA

Good Luck

TO ALL THE FINALISTS



NATIONAL PARTNERS

