



# 2023-24 AUSTRALASIA ANNUAL REPORT

Strata Community Association Ltd  
[www.strata.community](http://www.strata.community)  
ABN 15 1511 563 57





# CONTENTS

SCA President and CEO Report	4
2023-24 SCA Board of Directors	6
2023-24 SCA Board Advisory Groups	7
2023-24 SCA Team	8
Advocacy	9
Education	14
Media	16
Conference	18
2023-24 SCA Australasia Award Winners	20





# NATIONAL PARTNERS





# SCA PRESIDENT & CEO REPORT

As we reflect on the past year, it is evident that the strata industry continues to play a pivotal role in enhancing the lives of millions across Australia and New Zealand. Our journey this year has been marked by remarkable progress, collaboration, and an unwavering commitment to the professionalisation and advancement of our industry.

## **A Unified Voice for Strata**

Throughout 2023-24, SCA has worked tirelessly to strengthen its position as the leading voice in the strata sector. We engaged extensively with external parties, including government bodies, consumer groups, and other stakeholders, to amplify our advocacy efforts and ensure that the unique needs of the strata community are both heard and addressed. Our initiatives have focused on promoting higher standards of professionalism, advocating for regulatory reforms, and driving the industry towards a co-regulated model that ensures minimum qualifications and registrations across regions.

## **Professionalism and Education**

A key theme throughout the year has been our dedication to raising the bar for strata management. We have continued to provide our members with the tools and knowledge needed to navigate the complexities of the industry through regular webinars, workshops, and training sessions. Our ongoing commitment to education is demonstrated by the launch of the Best Practice Guides and accreditation pathways, enabling strata managers to highlight their qualifications and renew their commitment to professional development annually.

## **Preparing for RTO Registration: A Move to Advance Educational Excellence**

SCA is taking significant steps to bridge the gap in strata education by applying for registration as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). Achieving RTO status will enable SCA to offer nationally recognised strata Vocational Education and Training (VET) qualifications. This strategic move is a vital step in enhancing both the quality and accessibility of strata education across Australia.

## **Strata Insurance and Consumer Confidence**

One of the most significant achievements this year has been the release of the SCA Strata Insurance Disclosure Best Practice Guide. This initiative underscores our dedication to transparency and consumer protection, particularly in the context of a challenging economic environment. By improving the disclosure of fees and charges associated with strata insurance policies, we aim to equip consumers with the information needed to make informed decisions and ensure that our members adhere to the highest standards of ethical practice.

## **Electric Vehicles and Sustainable Living**

Sustainability has been at the forefront of our agenda, with the integration of electric vehicles (EVs) into strata communities becoming a critical focus of our advocacy efforts. The launch of the Electric Vehicles Phase 2: Challenges Report provided valuable insights into the costs, safety considerations, and infrastructure requirements for EV integration in strata complexes. We have been actively engaging with industry stakeholders, providers, and government entities to ensure that strata properties are not left behind in the transition to greener, more sustainable living environments.



### **Supporting the Strata Workforce**

Recognising the crucial role that strata employees play in managing the complex needs of strata residents and owners, we initiated several programs to support their well-being and professional growth. The Thrive at Work Business Survey, conducted in partnership with Curtin University's Future of Work Institute, has provided valuable data on the mental health and well-being of strata employees, supporting individuals while also contributing to the success of the business.

### **Strategic Planning and the Future**

As we look ahead, our focus remains on ensuring the continued growth and sustainability of the strata industry. The development of our new three-year strategy for 2024-2026 has been a collaborative effort, bringing together insights from across the regions to craft a comprehensive roadmap for the future. Our strategic goals include consumer confidence, brand value, and ensuring the economic sustainability of our association.

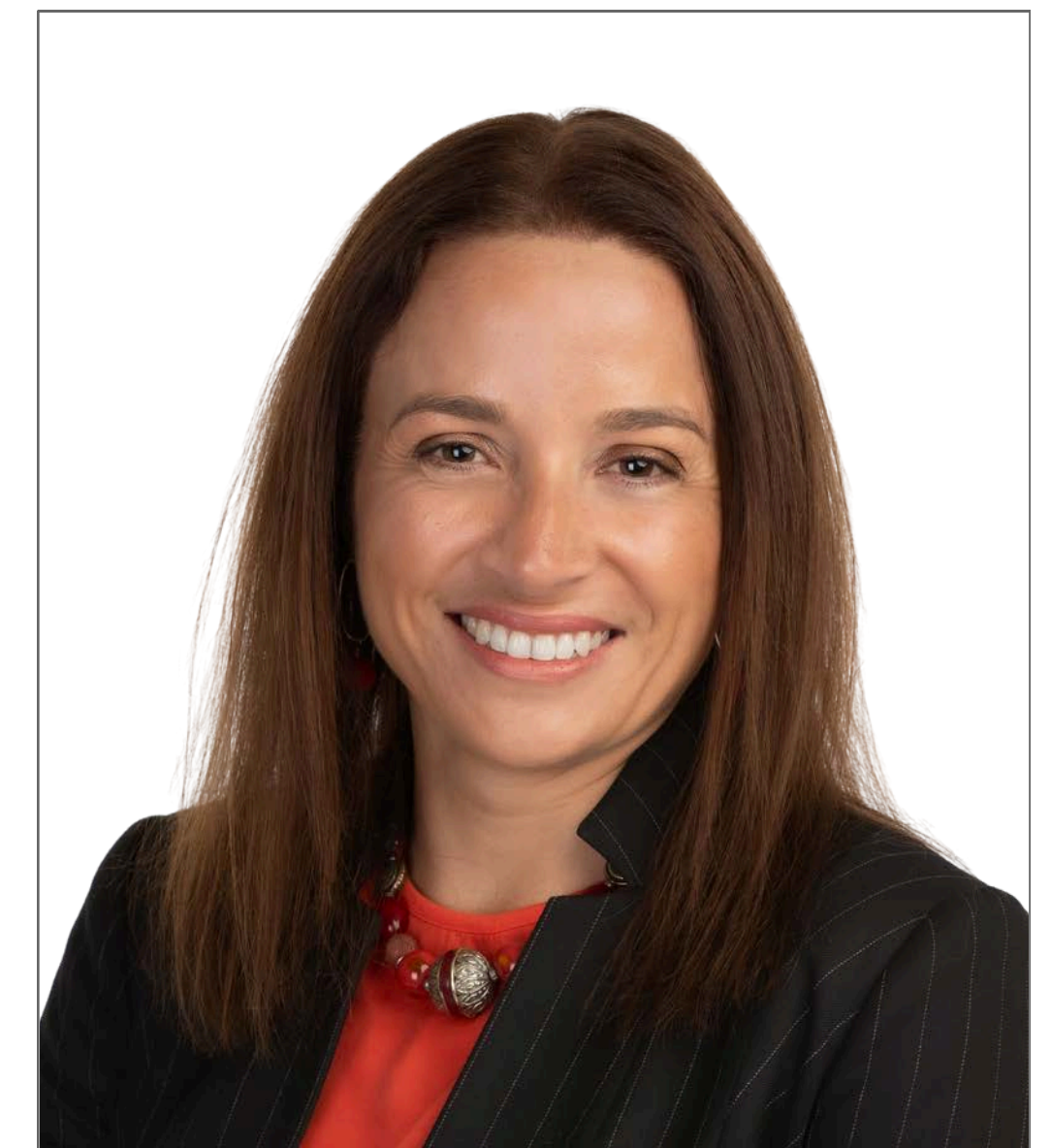
The strategy also emphasises the importance of fostering a cohesive community, upholding high ethical standards, and maintaining a strong advocacy voice that resonates across all jurisdictions. We are committed to driving positive change, supporting our members, and building a prosperous future for the strata industry, one building, one community at a time.

### **Conclusion**

The past year has been one of significant milestones and accomplishments for SCA. We have navigated challenges, embraced opportunities, and laid the groundwork for future success. As we move forward, we remain dedicated to our mission of supporting and enriching the lives of those who live and work in strata communities across Australia and New Zealand. We are excited about the journey ahead and look forward to continuing to work together to shape the future of our industry.



**CHRIS  
DUGGAN**  
President



**ALISHA  
FISHER**  
CEO



# 2023-24 SCA BOARD OF DIRECTORS



**Chris  
Duggan**  
President



**Joshua  
Baldwin**  
Deputy President



**Jason  
Carlson**  
Director



**Mellisa  
Gillies**  
Director



**Michelle  
Cummins**  
Director



**Pernille  
Cavanough**  
Director  
from August 2023



**Scott  
Bellerby**  
Director



**Tim  
Graham**  
Director  
until August 2023



**Tony  
Irvine**  
Director



# 2023-24 SCA BOARD ADVISORY GROUPS

## **Professional Standards and Membership Board Advisory Group**

- Michelle Cummins, Chair

## **Education Board Advisory Group**

- Mellisa Gillies, Chair

## **Government Relations Board Advisory Group**

- Chris Duggan, Chair

## **Events and Marketing Board Advisory Group**

- Joshua Baldwin, Chair

## **Strata Management Practice Standard Board Advisory Group**

- Scott Bellerby, Chair

## **Strata Community Association National Strata Insurance Taskforce**

- Greg Nash, Chair
- Chris Duggan, Chair

## **Strata Electric Vehicle Infrastructure Taskforce**

- Joshua Baldwin, Chair



# 2023-24 SCA TEAM

Alisha Fisher	Chief Executive Officer
Claudia Montiel	Operations Manager
Rowena Neal	Regional Manager
Taner Bozkurt	Professional Standards Manager
Shaun Brockman	Policy and Advocacy Manager
Patrick Hughes	Policy and Advocacy Officer
Theresa Boylan	National Education Development Manager
Chloe Bradley	Marketing Operations Manager
Karen Walker	Project Officer
Anne Cai	Finance Manager
Jenny Sin	Finance Manager
Hannah Yip	Accounts Officer



# ADVOCACY

## Introduction

This past year was a pivotal time for the future of the strata industry, and was marked by a series of both significant challenges, and transformative changes.

In that regard, SCA's advocacy this year has been guided by a clear vision, to shape a more sustainable, fair and ethical strata environment, to the benefit of all strata stakeholders.

Throughout this process, SCA underwent a significant amount of proactive advocacy, undertook countless hours of collaboration with a broad spectrum of industry partners, and empowered our membership base to raise the bar of the services they provide to their clients.

As we highlight notable strategic initiatives that have been undertaken to shape policy and progress legislation, and as we reflect on these areas of accomplishment, we also look forward to the work that lies ahead, knowing that the foundation we have continued to build will support strata industry progress for years to come.

## Ethical Standards

Over the past financial year, SCA has undertaken a significant amount of effort to develop and implement improved strata industry standards. As the strata industry continues to grow, so too has the necessity for the redevelopment of a robust ethical framework, a framework that fosters increased transparency and fairness throughout the strata management profession.

As such, SCA's pillar project encompassed delivering on its Six Steps to Ensure Confidence – SCA's commitment to raising standards, improving practices and reinforcing confidence in the strata sector.

Enacted in March 2024, the six steps consisted of the following.

1. Fast-tracking the date for the mandatory requirement for SCA members to implement SCA's Best Practice Insurance Disclosure Guide to 30 June 2024, with full enforceability under the SCA complaints and conduct panel.
2. Appointing an independent Chair for the SCA Australasia complaints and conduct panel.
3. Allocating additional resources and improved accessibility to the SCA Australasia complaints process.
4. Commencing the production of a rigorous best practice guideline that clearly addresses conflicts of interest in the strata sector and other disclosures, outside of insurance.
5. Offering additional support for SCA member businesses to have access to appropriate resources, advice and training to improve practice where identified.
6. Supporting SCA (NSW) in its independent reviews.

Since the implementation of the plan, SCA is incredibly proud of the progress that has been made so far, and is looking forward to the opportunity to continue on the trajectory that has been set. For more resources and information on the Six Steps to Ensure Confidence, visit the SCA website.



## Insurance Best Practice Guides

To adapt to the evolving strata insurance market, and respond to government and regulator expectations for consumer protections, trust and confidence, SCA last year identified a need to improve strata committee understanding of the fees, charges and overall amounts totalled for strata insurance policies.

As such, in November of 2023 SCA proudly released its 'Strata Insurance Disclosure Best Practice Guide,' which set out the necessary and critical changes to how SCA members will disclose strata insurance practices moving forward.

Centred around three major areas for strata managers to address as they quote and invoice for insurance (disclose, document and communicate), the goal of the guides was to elevate SCA members, eliminate poor practices and increase the transparency of the strata insurance process for consumers.

## Professionalism

The growth of strata in Australia and New Zealand has naturally coincided with the growth of the strata management industry. The need for a highly professional and skilled strata management workforce has never been more critical, and as the industry leader SCA has maintained a responsibility to remain focused on the progression of strata management as a legitimate profession.

In a significant development for the strata sector, this year the Australian Bureau of Statistics (ABS) officially recognised 'strata manager' as a distinct occupation, marking a substantial achievement for the industry's growth and professionalism.

Strata managers had previously been classified under property and real estate managers, and will now have their unique classification in the Australian and New Zealand Standard Classification of Occupations (ANZSCO).

Most importantly, the ABS will now be collecting important data about the specific occupation of 'strata manager', including how many people work in the field, where they are distributed, what skills they have, and what duties they fulfil, among many other data points.

Data like this, held in an official capacity, is incredibly important when it comes to considerations such as building a case for skilled migration status, expanding vocational education training, and funding and advocating for change as an industry to government, among many other potential positives.





## **Sustainability**

Sustainability and the sustainable development of the built environment has persisted as one of the most poignant policy issue areas for government and industry alike.

Reflecting the broader societal shifts towards environmental responsibility, the work being undertaken by SCA has continued to be based on ensuring that there is awareness of the need for sustainably operated, environmentally conscious strata-titled properties.

SCA is proud to have maintained a strong presence on the most notable groups leading the charge in the development of Australasia's sustainable built environment, including the Residential Energy Efficiency Disclosure (REEDI) Stakeholder Group, Residential Energy Efficiency Disclosure (REEDI) Apartments Working Group, Trajectory for Low Energy Buildings Stakeholder Reference Group, NABERS Stakeholder Reference Group and a variety of National Energy Efficiency Roundtables.

In particular, as the market presence of EVs has continued to grow in Australia, so too have the ongoing discussions surrounding the introduction of electric vehicles into strata. Importantly, whilst different state and territory governments still are at various stages in their transitions towards both electrification, and the sustainable development of their built environment, SCA is increasingly confident that issues relating to EVs in strata are being considered in some fashion across almost all jurisdictions.

A large selection of SCA's various contributions to submissions across Australasia over this year (and years previous), have concerned the challenges associated with implementing electric vehicles and electric vehicle charging infrastructure into strata communities.

SCA is enthusiastic to see the impact its ongoing advocacy has had, resulting in a multitude of positive policy developments, notably including a recent appearance in front of the Standing Committee on Climate Change, Energy, Environment and Water's inquiry into electric vehicles, following a comprehensive submission process.

## **Strata Title Reform**

Following the cyclical nature of legislative reviews, and the ongoing need to modernise and adapt to the changing demands of urban living, this past year SCA played a pivotal role in advocating for, advising upon and contributing to strata title legislative reform processes across the sector and jurisdictions.

This work included providing critical and ongoing feedback to the ACT government in relation to changes to their Unit Titles Management Act Regulations, working closely alongside WA's Land Titles Office (Landgate) to support the development of the Strata Titles Act 1985 5-year review process, and kicking off a review of strata issues in the Northern Territory in response to a stationary strata policy environment.

Looking ahead towards upcoming elections in the NT, ACT, Qld and WA, SCA is committed to continuing to engage with state governments, industry stakeholders, and our members to advocate for further improvements, ensuring that the legislative framework governing strata titles remains responsive to the needs of the wider sector.



## List of Submissions Nationally

Please find below a list of official submissions made by SCA nationally across all jurisdictions and chapters (please note the following are submissions made to official consultations, and does not include proactive policy work broadly being undertaken by SCA):

### ACT

- Response to the Review of the ACT Fitness Industry Code of Practice
- Response to Updated Standards and Drawings for Unit Metering
- Response to Proposed Changes to the UTMA
- Response to the Proposed Fee for New Unit Title Rental Certificates
- Feedback on Amendments to Unit Titles Legislation

### National

- Independent Review of Commonwealth Disaster Funding Submission
- ANZSCO Comprehensive Review – Consultation Round 2 Submission
- Submission – Inquiry into the Transition to Electric Vehicles
- Submission to Inquiry of Impact of Climate Risk on Insurance
- Climate Change Authority 2024 Issues Paper – Targets, Pathways and Progress

### NSW

- Decennial Liability Insurance
- Design and Building Practitioners Act 2020 – Practice Standard for Professional Engineers
- Draft Strata Legislation Amendment Bill 2023
- Section 272A of the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2017
- Embedded Networks Prohibition
- Fair Play for Home Warranty Insurance Pricing for Strata Remedial Works
- Home Warranty Insurance Rescue Package: A Stamp Duty Funded Defects Insurance Rescue Package for 4 or More Storey Buildings
- Increasing Home Warranty Insurance
- NSW Stage Two Strata Reforms
- Emergency Services Levy Funding Reform
- Embedded Networks
- Building Bill 2024

### NZ

- Unit Titles Act 2010 Regulations Discussion Paper Submission

### Qld

- Submission to the Inquiry into Treasury Laws Amendment (Responsible Buy Now Pay Later and Other Measures) Bill 2024 and Capital Works (Build to Rent Misuse Tax) Bill 2024
- Submission to the Legal Affairs and Safety Committee on the Body Corporate and Community Management and Other Legislation Amendment Bill 2023



## SA/NT

- Response to the Automated External Defibrillators (Public Access) Act – Draft Amendment Bill
- Response to the Building Indemnity Insurance Review Consultation Paper
- Response to the Review of Unclaimed Goods Act 1987

## Tas

- CBOS Residential Tenancy Act Submission

## Vic

- Department of Transport and Planning – Potential Reforms to Insurance Arrangements in Victoria's Building Industry
- Initial Bill Feedback – Victorian Opposition
- Pre-Budget Submission 2024-25
- City of Melbourne Short-Term Accommodation Policy
- CPD for Builders and Plumbers
- DBC Act Review
- Land Use Victoria – Registrar's Requirements
- Rental and Housing Inquiry
- Response to Victorian Building Manual Discussion Paper

## WA

- Have Your Say on the Regulation of the Sale and Supply of Electricity in Embedded Networks
- DMIRS Defects Versus Maintenance Feedback
- Submission to EPAWA (Draft Code)
- Response to Updated Perth Parking Management Act
- Response to Updated STRA Position Statement and Guidelines
- EV Charging Infrastructure Position Statement Submission
- Annual Returns Feedback 22-23
- Developer Power of Attorney Feedback
- Role of SM Guides Feedback
- STA 1985 Review Draft Discussion Paper Feedback





# EDUCATION

## **The Path to Registration**

Over the past year, the SCA RTO development team has worked on creating the necessary documentation, policies, and procedures to comply with the Standards for RTOs 2015. This effort involves developing training and assessment strategies and creating a framework for SCA state and territory councils and chapters to produce qualified strata trainers and assessors for their regions.

The process of becoming an RTO is understandably rigorous and therefore extensive consultations with SCA members, industry partners, educators, and regulatory experts have been conducted to ensure that the application meets ASQA's comprehensive regulatory requirements.

## **Industry Engagement**

To ensure that SCA RTO training programs remain relevant and responsive to industry needs, a Knowledge Resource Advisory Network (KRAN) has been established. The KRAN, made up of experienced strata professionals, plays a key role in shaping course content during the development and continuous improvement stages. By incorporating knowledge and insights from members across all states and territories, the KRAN ensures that the training is tailored to meet regional industry practices and legislative requirements.

## **Initial Scope of Courses**

The initial scope of SCA RTO courses will include the CPP40521 Certificate IV in Strata Community Management and the CPP51122 Diploma of Property (Agency Management – Strata). These qualifications are designed to equip learners with the essential skills and knowledge required for working in the strata industry. The Diploma of Property (Agency Management – Strata) incorporates five new strata-specific electives from the Property Services Training Package, making the qualification strata focused and better suited to strata professionals.

In addition to this, the CPPSS00079 Introduction to Strata Community Management Skill Set will be offered. This skill set includes the unit CPPSCM3017 Work Effectively in Strata Community Management which is aimed to support new entrants to the industry.



### **Meeting National Occupational Requirements**

The curriculum has been designed to meet the prescribed educational requirements for strata occupations across all Australian states and territories. By aligning courses this way SCA ensures that graduates meet their legislative requirements regardless of their location.

### **In Closing**

SCA's submission to ASQA for RTO registration represents a significant milestone in its goal to raise standards and lift the level of professionalism within the strata Industry. With a strata focused curriculum, national alignment, and the support of the strata Knowledge Resource Advisory Network, SCA is poised to deliver high quality VET programs and looks forward to the positive impact they have on the strata management sector and the broader community. SCA is scheduled to submit the RTO application to ASQA towards the end of 2024.





# MEDIA

As the national voice of the strata industry, effective media engagement is a large component of our responsibility to our members and the wider sector.

Media plays a crucial role in informing the public, shaping strata related policy, and progressing understanding of the complexities and opportunities that strata living has to offer.

By continuing to engage with the media, we aim to not only keep strata at the forefront of discourse, but also drive meaningful conversations that will ultimately lead to better outcomes for strata managers and communities across Australasia.

SCA's commitment to our media engagement strategy has continued to result in increased awareness and understanding of the sector.

The most basic and useful single metric to determine media engagement success is the number of media mentions an organisation receives. Over the past 5 years, we have continued to see the trend of mentions progressing upward, with the last two years across print, digital, TV and radio below:

- 2022/23 – 733 total mentions of SCA
- 2023/24 – 1,110 total mentions of SCA

Some of the topics that gained the most interest were:

**Insurance:** This year, there has been increased scrutiny on the affordability and availability of strata insurance, and how this directly affects the financial well-being of those living in strata. SCA has been at the forefront of these discussions in the media, advocating for policies that put downward pressure on insurance premiums, along with practices to increase the transparency and disclosure of the strata insurance process.

**Building Quality:** Cases relating to building defects, concerning issues like stability, cladding and water ingress have dominated media headlines this past year, promoting nationwide conversation about the need for stricter building standards, increased resourcing and better oversight across Australasia, with significant contributions from SCA along the way.

**Community Living:** Media coverage has increasingly focused on the challenges presented to strata community residents. This has included their ability to keep pets within their home. Balancing the rights of pet ownership, with the effect pets can have on other residents in high density living has kept SCA actively involved in these discussions across a multitude of jurisdictions.

**Sustainability Initiatives:** Significant media attention focused on SCA's efforts to collaboratively work with governments across the country. These efforts aim to ensure apartment owners are not left behind in areas such as the transition to EVs, and that strata managers are equipped to guide strata communities through the unique installation challenges faced by the strata sector.







# CONFERENCE

The SCA Australia and New Zealand Conference is the largest and most influential strata event in the Southern Hemisphere, bringing together colleagues across all our regions to collaborate, network, and share knowledge. Held in Sydney at the International Convention Centre from 3-5 July 2024, the conference attracted more than 460 delegates and 29 exhibitors over its two-day duration. This year's conference centred around the theme of **Elevating Customer Excellence**.

Building on the previous conference theme, **Standards Matter**, this year's program aimed to offer a comprehensive exploration of customer excellence in strata management. The conference provided attendees with actionable insights and strategies to enhance their service delivery and drive positive outcomes for their clients.

In today's competitive landscape, strata managers and service suppliers play a pivotal role in delivering exceptional customer experiences to residents and property owners. The conference explored innovative strategies and best practices for achieving this excellence, including discussions on finding the key to satisfied clients, communities, and colleagues, and understanding the evolving landscape of customer expectations.

Through interactive sessions, case studies, and expert insights, attendees gained valuable knowledge and practical tools to enhance their service delivery. Key topics included leveraging technology for enhanced customer engagement, fostering a culture of customer excellence, mastering conflict resolution, and tailoring services to meet diverse needs.

The program was complemented by engaging social events, such as the 2023-24 SCA Australasia Awards, the Welcome Cocktail, Mexican Fiesta, and various networking opportunities.









# 2023-24 SCA AUSTRALASIA AWARDS WINNERS



## Essay Award

Isabella Hargest-Slade,  
Highrise Strata Management, Vic



## Support Team Member Award

Tylah McKenzie, Cassels Strata Management, Qld  
*Sponsored by Body Corporate Brokers (BCB)*



## Strata Community Manager Rising Star Award

Angela Yang, Strata Choice, NSW  
*Sponsored by BIV Reports*



## Strata Community Manager Award

Leigh Oliver, Abode Strata, WA  
*Sponsored by CHU Underwriting Agencies*





### Senior Strata Community Manager Award

Taryn Linfoot, Degrees Strata, WA  
*Sponsored by Macquarie Bank*



### Strata Community Management Leadership Award

Jan Browne, Bridge Strata, ACT  
*Sponsored by Grace Lawyers*



### Environmental, Social and Community Impact Award

The Knight, Vic



### Strata Services Business Award

Energy-Tec, WA





## Strata Community Management Small Business Award

A Class Strata Service, WA

*Sponsored by Kelly + Partners*



## Strata Community Management Medium Business Award

Signature Strata, ACT

*Sponsored by Active*



## Strata Community Management Large Business Award

Strata Data, SA/NT

*Sponsored by nbn*





Thank you to our incredible volunteers!





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