



ACT

2022/23 ANNUAL REPORT

STRATA COMMUNITY ASSOCIATION LTD

WWW.STRATA.COMMUNITY

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2022/23 ACT SPONSORS

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PLATINUM



GOLD



SCA (ACT) CHAPTER PRESIDENT REPORT

It is with some personal pride that I introduce this year's SCA (ACT) 2022-23 Annual Report. The significant progression of both our Canberra organisation, and the wider ACT strata industry over the last year, is a testament to the collective dedication, resilience and resolve of our ever developing sector.

For those who read the entirety of this report, I thank you in advance.

In a modern society consumed with snaps, bites and grabs of information, it is understandable that some have come to expect that even an annual report should be reduced to a few short sentences.

If I must do that, I would simply say, to all those who shared the work of the SCA in 2023, my most sincere thanks; to our members and sponsors who continue to support us, your ongoing commitment to the critically important agenda of the SCA is of the utmost value; to those working in the profession of strata you have lives and livelihoods in the ambit of your day to day management and so it is crucial that you continue to demonstrate the integrity, honesty and impartiality that is consistent with the professional values of our industry, (even during those times when you are dealing with those who may not yet have developed an appropriate level of appreciation for what you, and we, do).

And, in the words of the late Steve Jobs "the people who are crazy enough to think they can change the world are the ones that do". Each year the SCA makes more and more inroads with government (federally and locally), on the issues, topics and challenges faced and I am grateful to everyone who stands up for this profession and continues to make a contribution to it.

Advocacy

As the topic of affordable housing options continues to dominate public discourse at a local and national level, it has become clear that the ACT is primed to play a critical role in supporting and housing Australia's expanding communities.

As such, SCA (ACT) understand the critical importance of advocating for the rights and interests of strata stakeholders, and we are happy to say that our activity over the past year has yielded some significant results. We continued to proactively engage in extensive dialogue with policy makers and government representatives, championing the need for solutions to the unique and at times poorly understood challenges of strata operations, logistics and governance. Cladding, electric vehicles, insulation and water constituted just a few of the wide range of issues addressed in 2022-23.

Importantly, the ACT Government has recently shown an increased recognition of the issues we are facing as an industry, and greater receptiveness to the expert feedback of our membership. Most notably, after several years of consideration, the *Unit Titles Legislation Amendment Bill 2023* was officially passed, building upon stage 1 reforms in the hope of improving processes relating to the development, management and governance of unit titled plans in the ACT.

No statute or piece of legislation is ever perfect. It is a reflection of the Government's intention, and it must be developed and interpreted over time and by important judicial interpretation. It will be a very interesting space over the years ahead as the ACT Civil and Administrative Tribunal as well as the ACT Supreme Court brings further case law to bear on the recent legislative changes. From an operational and advocacy point of view, SCA (ACT) voiced our member's concerns, ideas and experiences with a view to assisting the ACT Government to produce a stage 2 bill (and ultimately an Act) which is intended to advance, and enhance, the regulation of our industry.

Through extensive consultation, policy submissions and engagement (including active participation in the Unit Titles Reform Project Consultative Group), as well as the Standing Committee on Planning, Transport and City Services and its *Report 15: Inquiry into electric vehicle (EV) adoption in the ACT*, SCA (ACT) is proud to have played a key role in shaping the reforms throughout the development of the legislation.

SCA (ACT) CHAPTER PRESIDENT REPORT

Media

This year, we furthered our mission of making strata famous (or at least, recognisable). Critically, we maintained a strong presence in the media, particularly in ACT based media and industry publications. Issues of insurance, cladding and short-term letting were of particular interest to the public, and we were satisfied with the opportunity to provide the perspective of the strata sector.

Our increased visibility in the media allowed us to engage with a broader audience, not only with strata stakeholders and interested parties, but the general public as a whole, and promote the importance of effective strata management.

Education

We have been particularly focused on expanding our educational initiatives, to provide both our membership, and the wider breadth of strata stakeholders in the ACT, with the tools and knowledge needed to thrive in a shifting strata landscape.

Our educational initiatives included webinars, seminars, workshops and forums involving a broad scope of strata related topics. The overwhelmingly positive response we have received from our members is encouraging and underscores the need for our organisation to continue to facilitate educational pathways.

Similarly, our calendar over the year was filled with enriching events, that ranged from intimate breakfasts to gala dinners. In particular, our CHU SCA (ACT) 2022 Strata Community Excellence Awards was a terrific opportunity to highlight the most outstanding qualities, biggest successes, and most innovative initiatives of our members. We are all looking forward to celebrating with the 2023 winners.

Legal

With the implementation of new legislation which commenced 1 July 2023, I remind all members that you are dealing with complex and at times very new provisions of legislation whereby you may be creating new law in the Territory or seeking to interpret legislation which has not yet been the subject of any judicial decision making. Be cautious, and, as always, seek appropriate legal advice or recommend your clients do so. Taking legal advice will sometimes (she says with tongue in cheek), answer the question asked, but its real power is in the protection it affords you and your clients from potential allegation that you did not act in accordance with your duties, or that your conduct fell below the required standard (and for EC members, it is a very powerful response to allegations in relation to s47 of the *UTMA*).

Engage with insurers early. Gather the best professional advisers around your clients that you are able to. My sense is that strata litigation is increasing (though much of this relates to governance disputes, validity disputes and technical issues rather than defects litigation), and aggrieved owners appear very prepared to commence litigation over perceived wrongs. Where the barriers to doing so are very low (as they are in the ACAT) this is perhaps unsurprising. Over the year ahead SCA (ACT) will lobby ACT Government for a costs position in the ACAT which better protects an innocent OC/EC from unmeritorious litigated actions.

SCA (ACT) CHAPTER PRESIDENT REPORT

Conclusion

Once again, I would like to express my heartfelt gratitude to our dedicated membership. Without your support, commitment and trust in our organisation, we would not be where we are today. The diverse perspectives and experiences that make up our membership enriches us, and strengthens our ability to advocate and educate to our fullest potential. In particular, I would like to thank those who participated on the ACT Executive Chapter Committee, giving up a significant amount of time from their busy schedules to contribute to the betterment of our sector.

It has been a privilege to serve the strata community in the ACT over the past 12 months. As we stand at the threshold of a new year, we are reminded that the possibilities for the strata sector in the ACT are endless. We know that the ACT's urban environment is primed for growth, and understand the key role that the strata industry will play in supporting and fostering a new future.

I look forward to what more we can all achieve together, and eagerly anticipate the opportunity to make a lasting difference. I have every confidence that we will continue to make significant strides in the year ahead.



SHELLEY MULHERIN
PRESIDENT



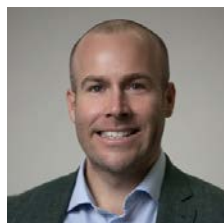
2022/23 SCA (ACT) CHAPTER EXECUTIVE COMMITTEE



Shelley Mulherin
President



Nina Cannell
Deputy President



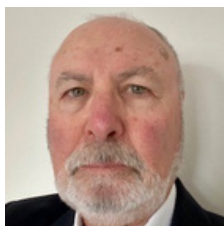
Andrew Terrell
Committee Member



Chris Miller
Committee Member



Craig Bowditch
Committee Member
(from Oct 2022)



Peter Wareing
Committee Member



Steve Wiebe
Committee Member
(until Oct 2022)



Tim Maly
Committee Member
(from Dec 2022)



Tom Martin
Committee Member

2022/23 SCA (ACT) CHAPTER YEAR AT A GLANCE



**29 TOTAL CORPORATE
MEMBERSHIPS**



**44,604
LOTS ACROSS ACT**



**11
STRATA
MANAGEMENT
CORPORATE
MEMBERS**



**18
STRATA
SERVICES
CORPORATE
MEMBERS**



8 EVENTS WITH 374 IN ATTENDANCE

**11
A100**

**180
AWARDS**

**52
COMMITTEE TRAINING**

**27
COMMITTEE TRAINING**

**21
CLADDING**

**32
CHRISTMAS PARTY**

**14
AGM & PRINCIPAL SESSION**

**37
EDUCATION FORUM**

NATIONAL PRESIDENT AND CEO REPORT

As we know, the strata industry plays a vital role in supporting and enriching the lives of millions of residents across Australia and New Zealand. Over the past year, although SCA has encountered challenges that have tested our resilience and determination, the fate of the strata sector across all jurisdictions has never appeared brighter.

The level of collaboration across each of the SCA regions was incredibly positive to see, and the similarities, as well as the differences, in each state's approach really highlights the value of coordinating and sharing information on the big issues facing strata.

As an organisation, we have stood at the forefront of the strata industry, confidently positioning ourselves as the loudest voice in the room and leading the way towards fostering a thriving sector that embraces innovation and shares a collective vision for a stronger future.

The growth of the strata industry in Australia and New Zealand over the past year has been remarkable, as more people make the shift towards high-density living. Consumers value access to work, shopping, entertainment, and recreational amenities now more than any other time in history, and strata living is leading the charge to fulfilling these needs. The growth of our industry was particularly apparent with the release of the UNSW 2022 Australasian Strata Insights Report, an invaluable tool that will no doubt contribute to solidifying strata's place as a defining feature of the overall property landscape.

Strata employees are at the coal face of the biggest issues affecting strata residents and owners in Australia, therefore SCA established a national Strata Respect Taskforce. This taskforce will enable employee retention and attraction by enabling psychosocially healthy people, committees, and communities. We are working towards an overall industry position on ensuring steps are taken to provide a safe and healthy workplace.

SCA recognises the importance of empowering our members with the knowledge and skills needed to navigate the complexity. Throughout every jurisdiction, we have yet again this year shown an unwavering commitment to empowering our strata stakeholders through means of education with regular webinars, workshops, and seminars on a wide variety of areas.

We are proud of the substantial progress we have made in advancing policy issues that impact the strata industry, whilst navigating an ever-expanding and evolving regulatory landscape. Through regular collaboration with both government and our membership, we continue to advocate for reforms that promote consistent standards for strata cross all jurisdictions.

Notably, through the continuation of our SCA National Strata Insurance Taskforce (SCANSIT), we have been able to actively engage with insurance experts, industry professionals and strata managers to advocate for policies that improve strata insurance practices. This year, SCA has made a resolute commitment to further improving the transparency and disclosure of strata insurance from our members, to ensure consumers are equipped to understand the strata insurance products they are selecting and each party's role in the strata insurance supply chain.

NATIONAL PRESIDENT AND CEO REPORT

Similarly, improving building quality and restoring trust in the residential apartment sector remains crucially important to our organisation, as SCA is ever the more conscious of the significant stress that building defects can manifest for strata owners, residents, and managers. Addressing the issue of building defects has required a significant amount of work to push for stronger building standards, robust dispute resolution mechanisms, compliance and financial support for those communities affected. Although we still have a long way to go, the recent work undertaken in NSW sets the example for what can be achieved when focusing and committing to rectification.

Importantly, we have maintained our goal to unite the strata industry and manage the built environment of the future, raising our influence to create liveable, green, efficient, and smart strata communities. Over the past year, the adoption and introduction of electric vehicles into strata has become a crucial component of our agenda, and thus a critical focus of our advocacy efforts. We as an organisation, through the formation of our Strata Electric Vehicle Infrastructure Taskforce (SEVIT), have committed to working closely with industry stakeholders, providers, and government to facilitate the integration of EVs into strata communities. This included the release of a series of industry leading reports that provided an in depth look at the current environment for the integration of EVs into strata.

The passion and commitment of the strata industry in Australia and New Zealand continues to inspire the growth and direction of this organisation. The cohesive efforts of our membership have allowed us to achieve a multitude of significant milestones this year and continue to build what we know will be a prosperous future for the strata industry.

As we look ahead, we remain acutely aware of the challenges that we will continue to face and are prepared to take them on with the determination that has defined our organisation in years prior. We look forward to continuing to embark on this journey alongside you all and cannot wait for what future years have in store.



CHRIS DUGGAN
PRESIDENT



ALISHA FISHER
CEO

2022/23 SCA LTD BOARD OF DIRECTORS



Chris Duggan
President



Joshua Baldwin
Deputy President



Ian D'Arcy
Director
(until Oct 2022)



Jason Carlson
Director
(from Oct 2022)



Mark Benson
Director



Mellisa Gillies
Director



Michelle Cummins
Director



Scott Bellerby
Director



Tim Graham
Director



Tony Irvine
Director
(from Oct 2022)

2022/23 SCA TEAM

Alisha Fisher	<i>Chief Executive Officer</i>
Claudia Montiel	<i>Operations Manager</i>
Taner Bozkurt	<i>Professional Standards Manager</i>
Shaun Brockman	<i>Policy and Advocacy Manager</i>
Patrick Hughes	<i>Policy and Advocacy Officer</i>
Anne Cai	<i>Finance Manager</i>
Jenny Sin	<i>Finance Manager</i>
Hannah Yip	<i>Accounts Officer</i>
Rowena Neal	<i>Regional Manager</i>
Susan Chandler	<i>Regional Manager</i>
Nicky Normandale	<i>Data and Membership Officer</i>
Eleanor An	<i>Events Coordinator</i>
Sharon Martin	<i>Education Development Officer</i>

NATIONAL PARTNERS



EDUCATION PARTNER



ADVOCACY

As the peak industry body for the strata sector in Australia and New Zealand, advocacy is a fundamental component of SCA's commitment to advancing the interests of strata managers, owners, suppliers and stakeholders. Over the past financial year, we have once again continued to relentlessly pursue positive changes to the strata industry, positioning ourselves as the leading, unified voice for the strata sector across Australasia.

SCA's advocacy efforts this financial year have been focused on a wide range of critical issues, addressing policy areas that impact the lives of the millions of residents living in strata. We have highlighted some of the major issues that have consistently arisen throughout each jurisdiction below.

Insurance

Strata insurance is a multifaceted and complex system, involving numerous parties with varying interests and legal requirements, often leading to a poor understanding of the overall model. In an environment where insurance affordability and availability in the wake of natural disasters and a hardening market are more relevant than ever, the role and value strata managers provide and how they provide services has been explained and explored in depth by SCA.

Notably, over the past year, SCA played a critical role in three hugely influential processes in the insurance space – the John Trowbridge titled report *Independent Review of Strata Insurance Practices*, the *Federal Government's independent Quality of Advice Review* and the *Cyclone and Flooding Reinsurance Pool*.

John Trowbridge consulted with and sought extensive feedback from SCA and other stakeholders in its formulation of the papers. The work by John Trowbridge builds on the important work commissioned by SCA and undertaken by Deakin University's Dr Nicole Johnston in 2021 - *A data driven holistic understanding of strata insurance*, which explored strata manager roles in relation to strata insurance, affordability and availability of products and remuneration models.

As a result of the findings of these reports, SCA has committed to further improving transparency and disclosure practices to ensure consumers are educated and understand the strata insurance products they are taking out and each party's role in the strata insurance supply chain. SCA believes implementing improved disclosure practices and promoting remuneration model choices to consumers will enhance an already robust system, and is excited to see the result of these changes.

In addition to these three reviews, SCA Australasia spent significant time in Canberra meeting with Treasury officials, ministerial staffers and governmental officials to ensure strata is considered and included in all intersecting topics with insurance, including natural disaster mitigation.

Building Defects

The issue of building defects in strata has continued to be a growing concern for the wider public in Australia and New Zealand, as several ongoing and high-profile cases of significant failures have communicated the devastating potential impact that defects can have for owners and residents. SCA has historically conducted multiple pieces of comprehensive research on the issue of defects, and recognises the gravity and significance of the financial burdens and safety risks that can be endured.

ADVOCACY

As such, SCA has continued to aim to be the leading voice in pushing the agenda forward, remaining dedicated to fully supporting jurisdictions in their efforts to safeguard the interests of strata residents and owners, and mitigate against any further physical, emotional or financial harm.

Specifically, SCA is maintaining ongoing engagement with the government authorities and independent bodies that are taking carriage of this issue, to advocate not only for robust building standards for new buildings, but in particular regulatory intervention and support for the significant amount of existing building stock facing challenges relating to defects.

Electric Vehicles

Over the past year, the topic of electric vehicles gained a significant amount of steam from the government, media and public alike, especially in the context of strata communities. With approximately 6 million strata residents across Australia and NZ, and electric vehicle sales expected to leap an estimated 35% in 2023, SCA thus identified a critical need this financial year to investigate the significant, and unique challenges that are faced when attempting to integrate EVs into strata.

As a result, SCA proactively formed a multi-jurisdictional taskforce, the Strata Electric Vehicle Infrastructure Taskforce (SEVIT), with the purpose of:

- Providing recommendations and pathways to set the agenda for the industry's combined advocacy efforts.
- Affecting desired outcomes in relation to the effects of electric vehicles on the strata industry.
- Making recommendations based on industry, expertise, demographics, and geographical location on issues relating to electric vehicles.

One of the core outputs for the taskforce was the provision of a series of reports, providing an in depth look at the current environment for the integration of EVs into strata.

SCA's *Electric Vehicles in Strata Phase 1: State of Play* report was first released to act as a baseline layout of the state of recognition and support for integrating EVs into strata. From there, SCA's *Electric Vehicles in Strata Phase 2: Challenges* report was created to address the significant challenges that the strata industry will experience, in the face of future mass integration of EVs into strata complexes as demand continues to skyrocket. The release of the reports created a significant amount of groundswell discussion with stakeholders, including government and relevant industry bodies.

In conjunction with these efforts, SCA continued to consistently engage with government across all jurisdictions, representing the interests of the strata sector and providing input into electric vehicle consultations including undertaking meetings, providing submissions and engaging membership.

Strata Title Reform

SCA continues in each jurisdiction as the key stakeholder pushing for meaningful reform to the specific legislation that governs strata in each state and territory, as well as in New Zealand.

Critical issues that are faced by the millions of Australian and New Zealanders living in, and deriving an income from strata are being debated and settled by SCA state and territory bodies, week in week out.

From management of pets and short-term accommodation rules, licensing and regulation of trades and suppliers, embedded networks, developer contracts, electronic voting methods, SCA is driving positive change that will improve living and management in strata communities.

ADVOCACY

In many jurisdictions, this is happening through formal processes, such as the Community Titles Legislation Working Group in Queensland and the Unit Titles Consultative Group in ACT. In others, many of the reforms are consulted on and settled as part of five-year reviews of the legislation (NSW, WA) that have a full timeline from review kick off to full implementation.

Fledgling reviews of the legislation are underway in Tasmania and South Australia, awaiting progression to the next phase of review. In New Zealand, new legislation five years in the making is being implemented along with new regulations.

Following the successful national conference in Darwin and engagement with government during that time, there is a renewed sense of optimism that positive changes can be made on strata issues in the Northern Territory. Victoria continues to push for reform through strong relationships with Consumer Affairs and other government agencies.

July 2022 - June 2023 Major Taskforce and Stakeholder Group Representation

National

- SCA National Strata Insurance Taskforce (SCANSIT)
- SCA Government Relations Board Advisory Group (GRBAG)
- SCA Strata Electric Vehicles Infrastructure Taskforce (SEVIT)
- National Australian Built Environment Rating System (NABERS) Steering Committee Member
- Residential Energy Efficiency Disclosure (REEDI) Stakeholder Group
- National Energy Performance Roundtable
- Insurance Roundtables including Quality of Advice Review, Trowbridge Report x2

July 2022 - June 2023 Reports, Submissions and Elections

Each document listed below can be found by accessing the relevant SCA website.

National

- REPORT: Electric Vehicles in Strata: Phase 1
- REPORT: Electric Vehicles in Strata: Phase 2
- REPORT: Strata Insights 2022
- REPORT: Cladding State of Play 2022
- SCA National Pre-Budget Submission 23-24
- SCA Submission - NBN Co Fibre Connect to Complex MDUs
- SCA ANZSCO 2022 Submission
- SCA Updating ANZSCO Round 2 Public Consultation Submission
- SCA Quality of Advice Submission Round 1
- SCA Quality of Advice Submission Round 2 and Stakeholder Consultation
- Commonwealth disaster funding review submission
- National Electric Vehicle Strategy (NEVS) Consultation and subsequent submission
- Trowbridge Insurance Practices Report Phase 1
- Trowbridge Insurance Practices Phase 2
- Trowbridge Insurance Practices Phase 3

ADVOCACY

ACT

- Amendments to the Unit Titles (Management) Act
- Updated Standards and Drawings for Unit Metering in ACT
- Government Review of Embedded Networks in the ACT
- Support for EV Charging in Existing Multi-Unit Developments Submission and Legislative Assembly appearance
- Submission to the Better Regulation Taskforce regarding Short-Term Accommodation
- Minimum rental efficiency standards consultation and engagement
- Commercial Fit Out Works Position Paper
- Sale of Businesses in the ACT (Issue Outline)

NSW

- 2023 NSW State Election: Election Priorities, Strategy, Media Planning and Execution, Scorecard, Government Relations Meetings
- Draft Amendments to Strata and Community Land Schemes Regulations – COVID-19
- SCA NSW Draft Conveyancing Act Consultation Feedback
- SCA NSW Embedded Networks Review Submission
- Property and Stock Agents Legislation 2022
- Home Building Compensation Scheme
- Design and Building Practitioners Act
- Draft (Phase 1) Strata Legislation Amendment Bill 2022 for targeted consultation
- Building Confidence Review
- Building Compliance and Enforcement Bill 2022 (NSW Building Reforms)
- Building And Constructure Legislation Amendment Bill 2022 (NSW Building Reforms)
- Building Bill 2022 Part 1
- Strata Legislation Bill 2022
- Building Bill 2022 Part 2
- Building Bill 2022 Part 3

Qld

- Submission to the Department of Communities, Housing and Digital Economy
- Submission to the Legal Affairs and Safety Committee
- Submission to the Department of Energy and Public Works
- Submission to the Select Committee, Parliament House
- Submission to the Community Support and Services Committee, Parliament House
- Submission to the Department of Justice and Attorney-General on Seller Disclosure
- Submission to the Legal Affairs and Safety Committee

SA/NT

- Draft Community and Strata Titles Legislation Review
- Position and Research papers to support cladding advocacy

Vic

- 2022 Victorian State Election: Election Priorities, Strategy, Media Planning and Execution, Scorecard, Government Relations Meetings
- SCA (Vic) Pre-Budget Submission 23-24
- SCA (Vic) Submission - Retirement Villages Act 1986 Reforms (2022)

WA

- Landgate Educational Qualification Concept Submission (x2)
- WA Structural Alterations submission
- SCA (WA) Annual Returns Data Submission
- Landgate Submission on Fees for Searching Scheme Records
- Alternative Electricity Services legislative amendments consultation
- WA Land Information Authority Act Review Public Consultation Submission
- SCA (WA) Strata Manager Educational Qualification Concept Submission

EDUCATION

The theme of professionalism continues to be a primary focal point for our organisation, as we strive to ensure that our industries professionalism improves recognition of the sector. SCA hopes to usher the strata management industry towards a model of regulation that raises the standard of service, and results in the best possible outcomes for both our members and consumers.

As the sector continues to grow and mature, we are continuing to increase professionalism through interaction with the government to advocate manager registration with a code of practice, minimum qualifications, and CPD. We are focusing on reinforcing a strong framework of accreditation, training, and education.

SCA has 5 key strategic goals:

- Respected and understood profession
- Considered Career Choice
- Recognised Specialist Profession in the Property Industry
- Pathways to Professionalism for Strata Management
- National Professional Standards Scheme

1 July 2022 marked the 1-year anniversary of the SCA (NSW) Professional Standards Scheme. Formally recognised by the NSW Government, the scheme outlines a clear and consistent message to consumers that SCA members are professionals adhering to an endorsed set of standards. The enforcement standards require a process for regular assurance of practice standards and ethics. SCA is exploring the status of a national scheme.

The ABS reclassification of the ANZSCO occupational groupings this year is a core component of achieving these aspirations. We seek to demonstrate our exclusivity from other occupations like Property Managers and Real Estate Agents (in the eyes of the government) as strata managers are not in the business of buying or selling real estate.

The SCA team are working towards our application to become a Registered Training Organisation (RTO) to deliver tailored strata training from mid-2024 with strata subject matter experts for the future strata manager. We are making progress on the content writing of the Certificate IV in Strata Community Management and Diploma in Property (Agency Management - Strata).



MEDIA

SCA's three-year strategy (2021–2023) outlined that in the year 2023, the goal was to be the loudest voice in the room, leading the conversation and using our growing momentum to increase the volume of our voice.

By actively being focused on progressing our media advocacy over the past financial year, SCA has demonstrated a strong commitment to engage with the media on a wide variety of issues.

Our approach to media engagement has resulted in increased visibility for the strata sector and a deeper overall understanding of strata related issues within the public discourse.

This past financial year, SCA has invested significant time and resources into our media engagement strategy, to ensure a positive outcome and an increase in the overall coverage, exposure and positive discussion of the strata industry. This has included:

- The utilisation of industry leading media monitoring and engagement technology
- Proactive formation of messaging and statistical data for use in issue engagement
- Driving media engagement through the provision of consistent press releases and policy updates
- Active seeking of media interviews and features for SCA spokespeople on various platforms
- Aligned research, advocacy and media goals in the planning and implementation of reports, research projects and events such as elections and summits
- Media training and internal knowledge sharing to increase media skills

The most basic and useful single metric to determine success is the number of media mentions an organisation receives.

By financial year, SCA mentions and features have continued to grow rapidly, particularly over the last 2 years:

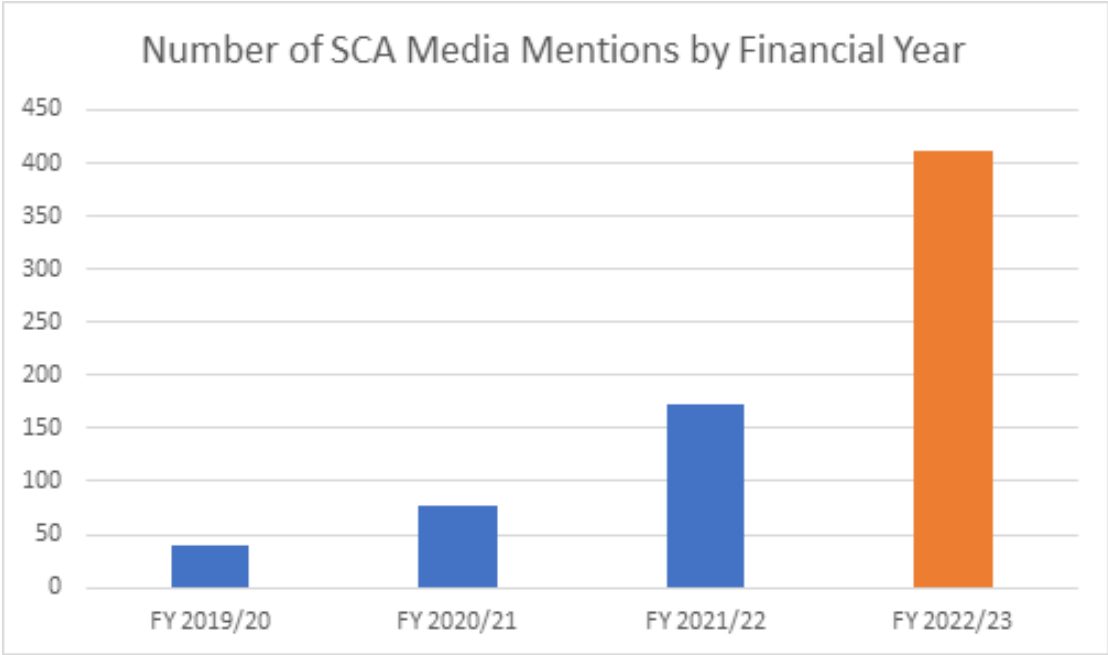
- 2019/20 - 39 mentions of SCA
- 2020/21 - 77 mentions of SCA
- 2021/22 - 172 mentions of SCA
- 2022/23 - 408 mentions of SCA + 65 unique TV and Radio stories [1]

Summary Points

- 2022/23 was yet another record for SCA in terms of media exposure, with 408 unique media mentions of SCA in total online and in print, and another 65 unique TV and Radio story mentions, up 178% from the year before.
- Most of the media mentions obtained in FY 2022/23 related to universally important topics for all jurisdictions across Australia and NZ, notable including:
 - Insurance availability and affordability
 - Building defects
 - Sustainability
- The most hits from an individual activity (98) were from the release of the UNSW Australasian Strata Insights Report 2022.
- SCA appeared in every major national and metropolitan daily newspaper (multiple times for most) in 2022/23 financial year, as well as on every major broadcaster in each state and territory. Nationally SCA was on ABC Radio National multiple times, as well as in the Australian Financial Review (AFR).
- 92% of the media mentions had positive or neutral sentiment.
- The data shows unequivocally that SCA is the leading voice in the strata sector, recording more media mentions than any other association, organisation or network in the strata space combined.

[1] This is the first year SCA has had the capability to track a full year of broadcast media mentions (TV and radio data). The data is less reliable than online and print stories quotes (408 mentions), so we have manually broken out unique stories (65 stories) instead of broadcast mentions (which is another 585 stories based on raw data).

MEDIA



STANDARDS MATTER CONFERENCE

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.

This year, the conference theme was Standards Matter. Industry guidelines and standards ensure the quality and consistency of products and services, giving businesses and consumers greater peace of mind. Following on from the last conference theme 'Liveable Future', it was essential to gather as a strong industry to discuss raising our standards and focusing our professionalism to support the current and future strata communities.

Held in Darwin during the beginning of June, the conference attracted close to 400 delegates and over 20 exhibitors during the three-day program.

We had incredibly engaging presentations and panel sessions where many hot industry topics were covered across the program duration.

The audience explored how digital technology can benefit them, and the actions required to immediately implement it and measure the impact. Insights were provided on how standards-of-conduct are responsible for driving reputation, behaviours, culture, and brand. Presentations discussed how challenges of seasonal fluctuations have been turned into learning experiences that have consistently improved customer standards year on year. The audience were challenged to understand the power and influence to create meaningful impact and to adopt impact-driven standards in their organisation that matter. They were provided with an understanding of why ethics should be a central part of business decision making; and discussed the dual issue of boosting understanding and improving disclosure and transparency.

The program was jam-packed with exciting social events, including the '2022-23 SCA Australasia Awards', the 'Welcome Reception' and 'Nautical by Night'.

We would like to thank our National Partners, Exhibitors and Sponsors for their continuous support and large contribution in ensuring it was another successful conference.



2022/23 SCA AUSTRALASIA AWARDS WINNERS



SA/NT Life Member

Matthew Amber



President's Award

Greg Nash



Essay Award

Stephanie Toft,
Body Corporate
Alliance, Qld



Excellence in Innovation

Body Corporate
Services, PICA
Customer Care Team,
Qld



Support Team Member

Ella Sheldon,
The Knight, Vic

*Sponsored by
Kelly + Partners*



Strata Community Manager - Rising Star

Melissa Repacholi,
Strata Administration
Services, WA

*Sponsored by
CHU Underwriting
Agencies*

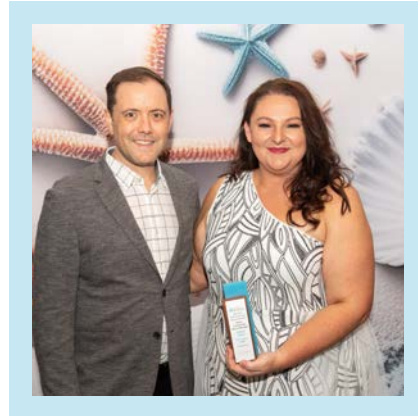
2022/23 SCA AUSTRALASIA AWARDS WINNERS



Strata Community Manager

Xian Burton,
A Class Strata
Service, WA

*Sponsored by
BIV Reports*



Senior Strata Community Manager

Sarah Hogg,
PICA Group, NSW

*Sponsored by
Active*



Strata Community Environmental & Engagement

Andrew Davidson,
Team Body Corporate,
Qld



Strata Services Business

Grace Lawyers, Qld



Thank you to our incredible volunteers!

2022/23 SCA AUSTRALASIA AWARDS WINNERS



Strata Community Management - Small Business

Degrees Strata, WA

*Sponsored by
Grace Lawyers*



Strata Community Management - Medium Business

Realmark Strata, WA

*Sponsored by
Body Corporate Brokers
(BCB)*



Strata Community Management - Large Business

The Knight, Vic

*Sponsored by
Macquarie Bank*



10 Years SCA Team Member

Claudia Montiel

