



# **SOUTH AUSTRALIA/ NORTHERN TERRITORY**

## **2019/20 Annual Report**

*STRATA COMMUNITY ASSOCIATION LTD*

*WWW.STRATA.COMMUNITY/SA-NT-CHAPTER*

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# SA/NT PRESIDENT'S REPORT



As the year begins to settle down it is important to look back on our achievements for the year. Firstly, welcome Northern Territory to SCA!

We have joined our chapters and look forward to what this will bring to members as we explore the synergy we have together from the north to the south. As we each respond to the ever-changing environment, we grow the industry stronger and closer. We have been able to continue to chip away at our advocacy efforts with the government show that we are prepared to take actions to assist in engaging communities, disbursing critical information amongst constituents and proving that we are actively working to improve our industry. With the cancellation and postponement of events we have shifted our focus to webinars and casual meet ups to ensure members remain satisfied with their membership benefits and education. We look forward to evolving this in the future.

In 2019, we hosted the CHU SCA (SA) awards night to recognise and reward the individuals who

have made a significant impact and contribution to our industry in South Australia. With a year full of turbulence surrounding the building industry, it was a pleasure to look around the room and see the members that are at the forefront of industry striving to not only maintain but progress the industry.

Over the last month I have had the opportunity to meet with other stakeholders on behalf of members. Whilst the discussion on land tax in the state has been a fiery one, it continues to challenge both sides to come to a compromise. Marc and I met with Daniel Gannon – Property Council (SA President) to get an insight into the matter and as a result Property Council will be providing a summary to our members and updates so that we can disseminate information to the clients that are effected. I met with Registrar General, Jenny Cottnam and was able to discuss SCA (SA/NT) opportunities to advise the department on practical issues that pertain to CTA and STA titles properties. This will be an ongoing meeting format and will now be in conjunction with round table discussions with the other members.

**JOSHUA BALDWIN**  
PRESIDENT  
SCA (SA/NT)

## 2019/20 SPONSORS

SCA (SA/NT) is supported by sponsors that enable us to deliver member services. Our sponsors are our trusted and preferred suppliers in their area of expertise, and we thank them for their ongoing commitment.

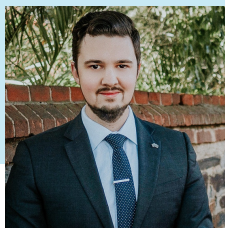
### PLATINUM



### GOLD



# SA/NT EXECUTIVE COMMITTEE



Joshua Baldwin  
President



Ben Corby  
Committee Member



Florina Fernandes  
Committee Member



Valentino Fuda  
Committee Member



Carrie McInerney  
Committee Member



Marc Steen  
Committee Member



Rino Parella  
Committee Member



Katrina Proeve  
Committee Member



Alan Short  
Committee Member



Mark Tonellato  
Committee Member

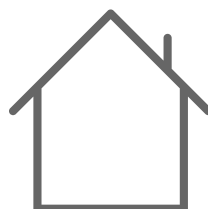


Hamish Watson  
Committee Member

## 2019/20 AT SCA (SA/NT)



**31 TOTAL  
MEMBERSHIPS**



**50,366  
LOTS ACROSS SA/NT**



**15  
STRATA  
MANAGEMENT  
CORPORATE  
MEMBERS**



**16  
STRATA  
SERVICES  
CORPORATE  
MEMBERS**



**103,269**

**TOTAL REVENUE  
FOR 2019/20**





# SA/NT EDUCATION, EVENTS AND AWARDS

## SAVANT ENERGY SCA (SA) 2019 SYMPOSIUM

The Savant Energy SCA (SA) 2019 Symposium brought together the growing South Australian strata industry.

Dan Porter brought us some great insight into the emerging technologies in the utilities sector and it was good to hear that many firms are embracing this and encouraging their clients to investigate.

Bobby Lehane took us on a journey to why it would not be advisable to employ 180 middle age Irishmen but look into what diversity and inclusion can do to improve our industry on many different levels.

Kate Russell gave us some valuable practical tips to assist us with dealing with difficult people in difficult situations.

Brett Earle took us through the current and future trends for the strata industry and gave us some key insights into creating and maintaining sustainable growth.

Alan Short explained in an understandable way about how we are able to manage risk and give good advice to our clients about pre-planning off the back of the Grenfell Tower incident.

Damien Leary presented on the global effect of insurance and the how that actually affects Mavis in her strata title unit in Torrens Park, explaining how the market cycles effect our industry in a major way and to protect our clients by forward planning.

Nicole Livingston OAM cemented our discussion on the value of diversity in any industry and how developing real purpose, vision and passion will bring great results and overcome adversity and doubt.

Katrina Webb OAM for leading us though the day in a practical way and for her input into our theme of playing to win.

## A100 SCA NATIONAL INTRODUCTION TO LIVING AND WORKING IN THE STRATA COMMUNITY

In October 2019, we held a face-to-face A100 course over three weeks in Adelaide. This comprehensive National Strata Community Management course provides a practical overview for new managers as well as support staff and is an essential review for experienced managers.



## ROUTINE SERVICE AND ACCREDITATION: MINIMISING RISKS FOR BUILDING MANAGERS AND OWNERS

The Facility Management Association South Australia (FMA), Fire Protection Association Australia (FPA Australia) and SCA (SA) in collaboration explained the maze of licensing and industry accreditation required by someone undertaking fire protection system and equipment maintenance in SA. In 2019 the licensing and accreditation requirements changed, this presentation summarised these changes. Our respective members developed an understanding of the simple steps they can take to minimise their company's exposure to risk should a fire happen in a building they manage.

## 2019 CHU SCA (SA) STRATA COMMUNITY AWARDS

The Awards recognise and reward individuals and companies who make a significant contribution to the strata industry and community in South Australia. The Awards were presented at a stunning ceremony on 1 November 2019 at Adelaide Zoo. The winners were:



Strata Community Manager  
- Rising Star  
**Ashleigh Teigesser, Strata Data**

*Sponsored by Strata Community Insurance*



Support Team Member  
**Sarah O'Shea, Strata Data**

*Sponsored by Macquarie Bank*



Strata Community Management Small Business  
**Synergy Strata Management**

*Sponsored by AIM Strata Advantage*



Strata Community Manager  
**George Paterson, Adelaide Strata & Community Management**

*Sponsored by CHU*



Strata Community Management Medium Business  
**Horner Management**

*Sponsored by Savant Energy*



Strata Community Management Large Business  
**Whittles**

*Sponsored by CHU*



Strata Services Business Award  
**Fire & Emergency Services SA**





# AUSTRALASIA

## 2019/20 ANNUAL REPORT

*STRATA COMMUNITY ASSOCIATION LTD*

*WWW.STRATA.COMMUNITY*

*THIS IS A COMBINED SUMMARY REPORT PRODUCED WITH SCA,  
STATES AND CHAPTERS. READ THE FULL STATE ANNUAL  
REPORTS ON THE STATE WEBSITES.*

# NATIONAL PRESIDENT AND CEO REPORT



Last year we said, “*We don’t expect the coming year to be much different*”. Well, that was certainly an understatement.

Whilst the first three quarters of the financial year went to plan, the final quarter was nothing that any of us could have imagined. Many of us are still grappling with the effects of COVID-19, which is changing the way we will operate moving forward. Prior to COVID-19 we held a number of national events being two Leading Change Forums (Building Defects and Insurance), Dubai Study Tour and meetings with Multi State Members.

Since March we have held another Leading Change Forum and several Webinars. Unfortunately, our signature event the National Conference was postponed until June 2021, however we still held our National Awards via Zoom which was well received.

We again supported the 2020 Australasian Strata Insights Report\*, which was conducted by A/Professor Hazel Easthope at the City Futures Research Centre at the University of New South Wales (UNSW). The comprehensive report draws a picture of the strata sector in Australia and New Zealand. This information is essential to advocating for the sector and its people, and for informing future government and business decisions.

Strata managers have found themselves not only managing strata schemes but also the social fabric and health obligations with government-imposed restrictions on residential communities on a scale never imagined. SCA asked strata property owners not to cancel maintenance jobs in the face of the COVID-19 to avoid long-term impact and expense if maintenance or any planned work is not carried out.

While the economy is in hibernation, strata managers cannot hibernate.

To continue our investment in education we launched our new national education portal which now gives all members the opportunity to access webinars and education events from all states and chapters and gain CPD points.

The national board will be holding a strategy day over the next month to finalise the National Strategic Plan for 2021-2023. In 2018, we set some high strategic targets for the two years up to 2020 and I am pleased to advise that those targets have been met and, in some cases, exceeded.

Current reports show that there are over 9,700 people employed by strata management firms across Australia and this is constantly increasing. It is noted that at the time of writing there are approximately 100 strata/body corporate manager vacancies advertised on SEEK and over 45 support roles which shows the acute shortage of qualified people to fill these roles and how vital the continued investment in education is and continues to be for SCA.

Our SCA teams around the country are working hard to assist members and in these times the demands of our members significantly increase, and we are an essential service. Without strata managers, strata properties will cease to function as there will be no one to coordinate the maintenance and deal with the many enquires and financial aspects of the property.

Likewise, many of our supplier members are also essential to the running of buildings. The value of strata managers cannot be underestimated.

An outcome from the National Council meeting held in February has also been achieved, (albeit hastened by COVID-19) with the centralisation of a number of back office functions in particular Victoria and WA.



# NATIONAL PRESIDENT AND CEO REPORT

States have also reviewed their staffing structures due to tightening finances and this has resulted in the national office and staff becoming integral in ensuring the delivery of member services. By the time the AGM comes around we will also have held an EGM to update our constitution in particular the appointment of board directors which again was agreed to by National Council.

## Acknowledgments

We are very pleased to say that over the past year the SCA community has come together and supported each other especially in relation to COVID-19 and we would like to thank all of our Board Members who give up so much of their time to progress the association and our volunteer members whose contributions are unquestionable together with our SCA staff who this year in particular have stepped up to the challenges.

Our business partners have again excelled in their support of SCA both financially and by offering their various expertise on committees and we look forward to building on those relationships.

The mission statement for Strata Community Association is to provide members services and to be the leading voice for the strata community and its members with the tag line – **The Voice of Strata.**

***In 2020/2021, you can expect the SCA voice to be louder and stronger than it has been in the past.***

## ANDREW CHAMBERS

PRESIDENT  
SCA NATIONAL

## ALISHA FISHER

CEO  
SCA NATIONAL

# NATIONAL SPONSORS

SCA is supported by corporate partners and sponsors that enable us to deliver member services. We thank each and every one of them for their ongoing commitment to SCA.

# NATIONAL PARTNERS



## EDUCATION PARTNER



## BUSINESS SUPPORTERS



# 2019/20 SCA LTD BOARD OF DIRECTORS



Andrew Chambers  
President



Bill Collaros  
Deputy President



Ian D'Arcy  
Director



Michelle Cummins  
Director



Gregor Evans  
Director



Stephen Brell  
Director



Mark Benson  
Director



Marietta Metzger  
Director

## BOARD ADVISORY GROUPS

Professional Standards and  
Membership

Education

Events and Marketing

Government Relations

Strata Management Practice  
Standard

Research and Development

Strata Services

Risk and Finance



# SCA ACROSS THE REGIONS

INFORMATION  
CALCULATED AS A  
TOTAL ACROSS  
ALL SCA STATES  
AND CHAPTERS



**6382 TOTAL  
MEMBERSHIPS**



**3,584  
MANAGERS**



**902  
SERVICES**



**1,049  
OWNERS**

**6,047  
REGISTRATIONS**

**ACROSS  
SEMINARS AND  
WEBINARS**

**OVER 10,000  
ATTENDEES**

**AT OVER 100 EVENTS  
ACROSS STATES  
AND CHAPTERS**

**OVER 540  
ATTENDEES**

**AT 4 EVENTS  
HELD BY SCA  
LTD**



**2,736 TOTAL  
FOLLOWERS**



**1,193 TOTAL  
FOLLOWERS**



**4,623 TOTAL  
FOLLOWERS**



**1,630 TOTAL  
FOLLOWERS**

## SCA 2020 TEAM

Alisha Fisher

Claudia Montiel

Taner Bozkurt

Shaun Brockman

Anuja Prasad

Stephanie Collins

Anne Cai

Hannah Yip

Olga Katz

*Chief Executive Officer*

*Operations Manager*

*Education Manager*

*Policy Manager*

*Communications and Events Officer*

*Marketing Coordinator*

*Finance Manager*

*Accounts Officer*

*Finance Coordinator*



# EDUCATION

SCA is dedicated to helping strata professionals advance throughout their careers through continued learning and professional development, which is core to our operations at SCA.

With the closure of all face-to-face events, the national office worked closely with all states and chapters to assist in the transition of face-to-face sessions into live webinars, recorded webinars, or eLearning courses to be available for all members on our new education platform. Strata Management Practice Standard Workshops were converted to online courses and the former best practice guides produced by SCA over the past ten years are currently being updated and transitioned into eLearning courses.

With the shift of face-to-face courses online, SCA teams around the regions have been working tirelessly to get their programs online to enable continuing professional development. Currently there are over 100 activities on the new SCA Education Platform which provides continuing professional and personal development opportunities to our members and educational opportunities to people who live and work in strata. Over 3000 members have enjoyed their training on the education platform in the comfort of their home or office.

Due to the impact of COVID-19 on the workforce, it is estimated that over 70,000 management professionals will become unemployed. SCA worked closely with Artibus to develop a bridging program that contains strata education units that will be submitted to the government. This program will attract those with former management qualifications to enter the strata sector and support employers who are looking to increase their teams.

Over five years have passed since the last Strata Community Manager qualifications were reviewed. During this time, the role of the Manager has significantly changed in parallel with higher consumer expectations, demands and technology changes, just to name a few. SCA is working with focus groups consisting of SCA members to determine required changes in competencies identified in the current VET units.

SCA is also currently working towards developing and enhancing Certificate IV in Strata Community Management units that address the specific needs of licencing requirements in various states and a full program that will be made available nationally.



# ADVOCACY

*SCA has undertaken a wide range of proactive and reactive activities in 2019-20 with the goal of providing a strong voice for strata communities to government and external stakeholders and audiences. Here are some highlights from the year.*

SCA is representing the strata sector with its place on the Australian Building Code Board (ABCB) Leaders Consultative Group. The Group plays a critical role advising the Building Confidence Report (BCR) Implementation Team as they implement the BCR. SCA has played an integral role scoping initial actions and providing advice on building manual requirements.

In the December 2019 ACCC Northern Australia Insurance Inquiry Second Interim Report one recommendation called for strata managers to be remunerated by body corporate only. SCA knows the complexities involved in administering, assessing and analysing strata insurance as well as the existence of varying models. With many companies already offering a choice in relation to remuneration arrangements and some working on a fee for service basis, SCA advised the ACCC in a short letter the reality on the ground.

SCA has been strengthening relationships with key industry bodies in the property sector. Undertaking a targeted approach, SCA met with the Property Council of Australia, the Insurance Council of Australia, Engineers Australia, Facilities Management Australia, National Insurance Brokers Association, and the Association of Residential Managing Agents Ltd in the UK.

SCA recommended that the guidelines for the HomeBuilder scheme grants be revised to include eligibility for strata title schemes.

Identifying the need to take proactive action on the issues that have the most impact on strata communities, SCA developed and executed Strata Leading Change Forums. The forums draw on the knowledge and expertise of leaders in their respective fields and then break into sessions for attendees to participate in exercises to identify challenges, offer solutions and contribute ideas. The two forums held in 2019-20 were highly successful and explored building defects and non-conforming building products and strata insurance. The summaries of each forum are compiled by SCA and will inform future advocacy efforts in each area.

SCA worked with Engineers Australia and WebFM to produce an Australian Building Manual Guideline. The goal of the guideline is to simplify a complex process and set out the acceptable minimum standard for the content of a Building Manual to be handed over at building completion.

SCA asked strata property owners not to cancel maintenance jobs in the face of the COVID-19 pandemic to avoid long-term impact and expense if maintenance or any planned work is not carried out. In addition, SCA supplied a submission to the Federal Health Department to clearly define the role of essential services in strata, where communities living in close proximity need clear guidance.





# NATIONAL EVENTS

Our events connect us with members, provide education, networking and development opportunities for all involved. They are a key part of our operations at SCA.



## 2019 SCA AUSTRALIA AND NEW ZEALAND CONFERENCE COLLABORATIVE COMMUNITIES

The SCA Australia and New Zealand Conference is a highlight of the industry's annual calendar, bringing together colleagues across our business community to collaborate, network and share knowledge. For the first time the conference was held in Auckland, New Zealand. The theme was 'Collaborative Communities' and exploring the future of our industry.

Every conference session carried the through line of professional collaboration and its benefits. Keynote speakers included Sir Bob Parker, former Christchurch Mayor, and architect and urban designer Matt Davis.





# KELLY+PARTNERS AND SCA INTERNATIONAL STUDY TOUR DUBAI 2020

The International Study Tour is designed to assist our members and industry leaders to continue professional development through peer to peer mentoring, sharing experiences and practical advice, encouragement and support. The Dubai tour included:

- A tour of Burj Khalifa and exclusive presentation from the Emaar Properties team
- Presentation from Ian Halliday, Consul General Dubai and Mounir Sankary Consul and Trade Commissioner, Dubai
- Tour of The Sustainable City, the first operational Net Zero Energy city in Dubai
- Tours of Dubai Marina Towers and Dubai International Finance Centre
- Presentation from Mahmoud AlBurai, Senior Advisor at the Dubai Real Estate Regulatory Agency.
- Social activities including dune bashing in the Sahara Desert and a cruise in Dubai Marina.

The tour this year gave SCA unprecedented access and opportunity to connect and form ongoing relationships with our Dubai counterparts.



## STRATA LEADING CHANGE FORUMS

The Strata Leading Change Forum was designed for leaders who recognise barriers, identify learning solutions, and advocate for the strata community.

In 2019/20 SCA National held two forums with the first ever Forum in Hobart in September 2019. It had a focus on identifying how the strata community can drive change for building defects and non-conforming building products for consumers and our strata managers.

The second Forum was held in Sydney in November, it looked at insurance and best practice for managers when guiding owners and sourcing insurance and disclosure requirements.

These Forums aid SCA's advocacy efforts and provide data to fuel research initiatives.





# 2019/20 SCA AUSTRALASIA AWARDS

The 2019/20 Strata Community Australasian Awards are designed to recognise and reward those individuals and companies who are committed to professionalism, service excellence, innovation and ethical practices. This year's online ceremony was a reflection of how our members have all kept moving forward, adapting and kept their businesses running through this extremely difficult time. It was wonderful to be able to celebrate excellence in our sector in whatever capacity.

**Congratulations to all our winners and finalists for their exceptional contributions to the sector.**



Essay Award

**Deb George, Signature Strata - ACT**



Support Team Member

**Belinda Claffey, Bright & Duggan - NSW**

*Sponsored by nbn™*



Strata Community Manager - Rising Star

**Megan Parkins, Dynamic Property Services - NSW**

*Sponsored by Kelly+Partners*



Strata Community Manager

**Luke Norman, BCS Strata Management - QLD**

*Sponsored by Macquarie Bank*



Senior Strata Community Manager

**Kristie Pike, Bright & Duggan - NSW**

*Sponsored by Grace Lawyers*



Strata Community Management Small Business

**Strata Alliance - WA**

*Sponsored by CHU*



Strata Community Management Medium Business

**Vantage Strata - ACT**

*Sponsored by Strata Energy Services*



Strata Community Management Large Business

**Netstrata - NSW**

*Sponsored by BCB*