



AUSTRALIAN CAPITAL TERRITORY

2019/20 Annual Report

STRATA COMMUNITY ASSOCIATION LTD

WWW.STRATA.COMMUNITY/ACT-CHAPTER

CONTENTS

Australian Capital Territory

03	President's Report	04	2019/20 at SCA (ACT)
03	Sponsors	05	Education and Advocacy
04	2019/20 Executive Committee	06	Key Events

National

08	President and CEO Report	12	Education
09	2019/20 Sponsors	13	Advocacy
10	Committees and Board of Directors	14	Key Events
11	2019/20 across the regions	16	2019/20 SCA Australasia Award Winners and Sponsors
11	2020 SCA Team		



ACT PRESIDENT'S REPORT



I am pleased to reflect on my first 12 months as President of SCA (ACT) and highlight some of our collective achievements, whilst also contemplating opportunities in the coming year.

As we navigated through the largest wholesale review of our legislation in more than a decade, we have benefited from an enhanced focus on our industry from government, media and adjacent industry groups such as the Property Council. We have leveraged this attention gaining traction in the media.

We have built on a solid education foundation, created by my predecessor – which is critical as the ACT continues to ride through a major construction boom and a growing legacy of building defects. We reiterate our call on ACT strata managers to continue supporting the A100 and other learning initiatives. While combustible cladding has not been quite as prominent an issue in the ACT as in other states, it is emerging as a major concern with little to no government leadership.

SCA (ACT) has been very active throughout COVID-19 and I commend our members in their patience and outstanding skills in helping to ensure the government is aware of the essential services that the strata industry provides.

Owners Corporations have a statutory obligation to hold meetings and it is critical to avoid a situation whereby the Executive Committee must choose between holding a meeting in a high-risk environment or being in breach of their duty under the Act. SCA (ACT) continue to be in contact with the state government and other key players in this situation – such as the Australian College of Strata Lawyers. Please know that we are busy working to keep members and employees safe in both their homes and their workplaces.

A priority at my election was to improve the quality and attendance of our events. I am pleased to point out a couple of standout functions that will set the bar for future expectations; 'Strata Law' run by McInnes Wilson Lawyers, the Boardroom lunch with Minister Mick Gentleman and this year's Annual Awards.

CHRIS MILLER
PRESIDENT
SCA (ACT)

2019/20 SPONSORS

SCA (ACT) 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



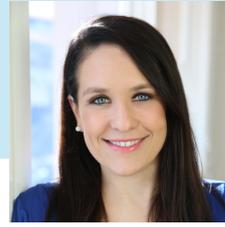
ACT EXECUTIVE COMMITTEE



Chris Miller
President



Nina Cannell
Vice President



Claire Farmer
Committee Member



Tim Maly
Committee Member



Steve Wiebe
Committee Member



Rhonda Yates
Committee Member



Shelley Mulherin
Committee Member



Craig Bowditch
Committee Member

2019/20 AT SCA (ACT)



21 TOTAL
MEMBERSHIPS



10
STRATA
MANAGEMENT
MEMBERS



3 OWNER
MEMBERS



8 SERVICES
MEMBERS



30,296 LOTS
UNDER
MANAGEMENT



135,691

TOTAL REVENUE
FOR 2019/20



ACT ADVOCACY, EDUCATION, AND EVENTS

SCA (ACT) has been very active during COVID-19 ensuring the government is across the essential services that the strata industry provides, to make sure that we keep owners and occupiers as safe as possible. Chris Miller wrote to Minister Mick Gentleman, Minister for Planning and Land Management, Andrew Barr, Chief Minister and Rachel Stephen-Smith, Health Minister, on behalf of the industry requesting action to help reduce exposure to owners, residents and professionals.

SCA (ACT) requested that amendments to the Unit Titles Legislation Amendment Bill 2019 come into effect early. The amendments include a provisions enabling members of an Owners Corporations and/or Executive Committees to attend meetings via alternate means. Owners Corporations have a statutory obligation to hold meetings, it is critical to avoid a situation whereby the Executive Committee must choose between holding a meeting in a high-risk environment or being in breach of their duty. SCA (ACT) continues to be in contact with the government and other key players in this situation – such as the Australian College of Strata Lawyers.

We have navigated through the largest wholesale review of our legislation in more than a decade, we have benefited from an enhanced focus on our industry from government, media and adjacent industry groups, such as the Property Council. We have leveraged this attention gaining traction in the media. We have built on a solid education foundation, created by the previous President – which is critical as the ACT continues to ride through a major construction boom and a growing legacy of building defects. We reiterate our call on strata managers to continue supporting the A100 and other learning initiatives.

LEGAL MATTERS LUNCHEON

In August 2019, the expert legal team from McInnes Wilson Lawyers delivered a presentation on the latest legal matters affecting ACT's strata landscape. The presentation was a condensed educational course with a networking component. McInnes Wilson Lawyers had four presenters with commercial litigation, disputes and insolvency backgrounds cover essential legal matters. This presentation was so successful it will become a recurring event for members.

BOARDROOM LUNCH WITH MINISTER MICK GENTLEMEN

In September 2019, SCA (ACT) held a Boardroom Lunch with Minister Mick Gentlemen. Minister Gentleman is currently the Minister for; Planning and Land Management, Environment and Heritage, Police and Emergency Services and Minister assisting the Chief Minister on Advanced Technology and Space Industries. The luncheon provided opportunity for our members to raise concerns around strata directly with a government representative.

PROFESSIONAL DEVELOPMENT ENERGY SEMINAR

In February 2020, SCA (ACT) in partnership with Energy Trade, held a seminar on embedded networks as well as key developments in the future of Australia's energy. Embedded networks are growth area for strata buildings and electrical infrastructure is front of mind for strata managers and owners.

INTERNATIONAL WOMEN'S DAY

To celebrate International Women's Day, SCA (ACT) community of women in strata came together to hear media giant and former ABC and SBS Canberra Political Correspondent and Bureau Chief, Catherine McGrath. Catherine ran a professional development session targeting young female professionals helping them to be able to 'own their space' and 'making a great speech'.



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 days in Canberra. 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.

2019 CHU SCA (ACT) STRATA COMMUNITY AWARDS

The 2019 CHU SCA (ACT) Strata Community Awards recognise and rewards the individuals and companies who make a significant contribution to the ACT strata industry and community. The Awards were presented at Old Parliament House on 18 October 2019. Thank you to all our sponsors and partners for making the evening possible. Congratulations to all our winners for 2019:



Sponsored by BCB

Strata Management Business
Vantage Strata



Sponsored by Laser Plumbing

Student of the Year
**Melissa Li,
City Strata**



Sponsored by Schindler Lifts

Professional Commitment to Service and Ethics
**Deb George,
Signature Strata**



Sponsored by McInnes Wilson Lawyers

Essay Award
**Deb George,
Signature Strata**



Sponsored by Gallagher

President's Award
**Robert Craven,
Signature Strata**



Sponsored by Savil

Strata Community Manager - Rising Star
**James Dunn,
City Strata**



Sponsored by BuildingLink

Strata Community Manager
**Nina Cannell,
Signature Strata**



Support Team Member
**Tarnee Lamb,
Independent**



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 educational 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



4,623 TOTAL
FOLLOWERS



1,193 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.

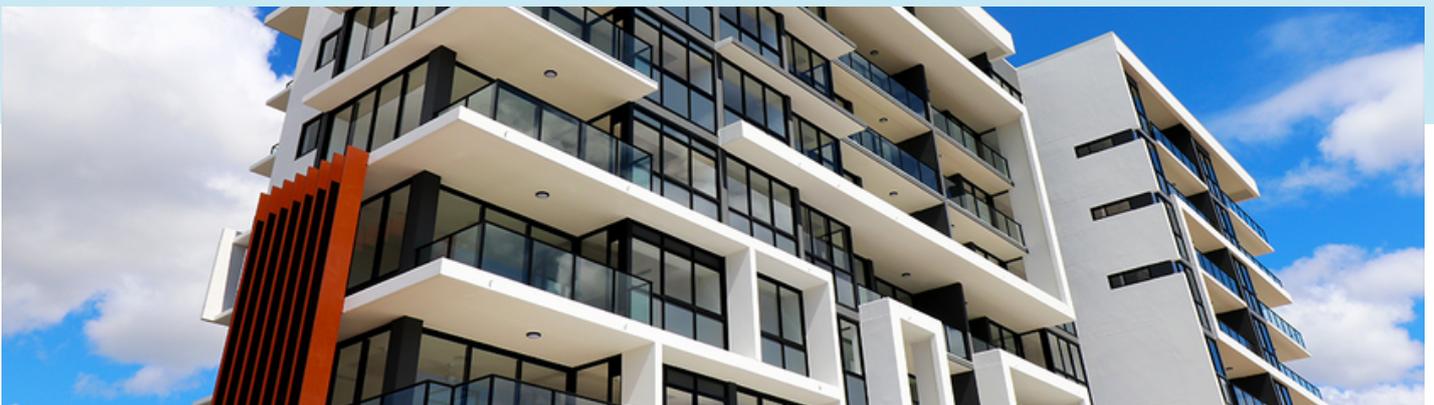
SCA has been strengthening relationships with key industry bodies in the property sector. Undertaking a targeted approach, SCA met with the Property Council of Australia, the Insurance Council of Australia, Engineers Australia, Facilities Management Australia, National Insurance Brokers Association,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

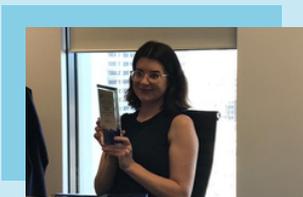
Deb George, Signature Strata - ACT



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