



2023-24 SCA (TAS) ANNUAL REPORT

Strata Community Association Ltd
www.strata.community/tas-chapter
ABN 15 1511 563 57



CONTENTS

2023-24 SCA (TAS) Chapter Executive Committee	4
SCA (TAS) Chapter President Report	5
2023-24 SCA (TAS) Chapter Snapshot	7
Inside Strata	8
2023-24 Australasia Annual Report	10





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2023-24 SCA (TAS) CHAPTER EXECUTIVE COMMITTEE



**Joshua
Jones**
President



**Sally
Bevis**
Committee
Member



**Sammy-Jo
Murfet**
Committee
Member



**Stacey
Sheehan**
Committee
Member
until December
2023



**Tayla
McCall**
Committee
Member
until December
2023

SCA (TAS) CHAPTER PRESIDENT REPORT

It is a privilege to present my first report as President of the Tasmanian Chapter of Strata Community Association. I am incredibly excited to be at the forefront of driving positive change in Tasmania's strata sector. I am proud of the work our chapter has undertaken to represent the interests of strata communities across Tasmania, as we continue to strive to support our growing industry.

A key focus this year has been our advocacy efforts, which have centred around two critical pieces of legislation: the *Residential Tenancy Act 1997* and the *Tasmanian Strata Titles Act 1998*. Both laws play a crucial role in shaping the strata environment in Tasmania, and our efforts have aimed to ensure they evolve to reflect the changing needs of our members and the broader community.

Our involvement in the consultation process on the *Residential Tenancy Act 1997* was a vital opportunity for us to advocate for the specific needs of the strata sector. Key issues raised included property damage disputes, policies surrounding pets in strata properties, and the processes and timelines for tenant applications and approvals. These are important concerns for both property owners and tenants, and we worked hard to ensure their voices were heard. Our advocacy focused on achieving clearer, fairer processes that promote harmony in strata communities while maintaining essential protections for all parties involved.

Our contributions to the consultation were well received, and we are optimistic that the resulting legislative amendments will reflect the input of our members. However, our work is far from done. We will continue to monitor developments and provide ongoing feedback to ensure the final outcomes truly benefit the strata community.

Another major focus has been our continued push for reforms to the *Tasmanian Strata Titles Act 1998*. This legislation, which governs strata schemes in Tasmania, is in urgent need of modernisation. It has been many years since any substantial amendments were made, and as the strata landscape evolves, the Act has not kept pace with the realities of modern living. Issues such as dispute resolution, governance, and the clarification of roles and responsibilities within strata schemes have become increasingly problematic under the current framework.

We have been persistent in engaging with the Tasmanian Government to address these concerns, and although progress has been slower than we would have liked, we remain determined to see meaningful reforms implemented. Updating the *Strata Titles Act* is essential for providing greater clarity, transparency, and efficiency within the sector, and we will continue to advocate strongly for these changes. Our focus remains on ensuring that reforms benefit all stakeholders – property owners, tenants, and strata managers – by delivering a fair and functional legal framework for strata living.

Although progress on these reforms has been slower than anticipated, we are committed to seeing them through. The need for an updated and modernised *Strata Titles Act* is more urgent than ever, and we will continue working closely with the Tasmanian Government and other stakeholders to ensure these long-overdue changes are finally implemented.

Looking Ahead

Looking to the future, I'm encouraged by the momentum we've built over the past year. While legislative progress can sometimes be slow, [CB1] persistent advocacy is expected to result in significant, positive changes for Tasmania's strata sector. The key issues we've raised, whether regarding the *Residential Tenancy Act* or the *Strata Titles Act*, are essential to the long-term success of strata living in our state, and we will continue working to ensure these reforms are enacted.

I am also optimistic about the future of strata in Tasmania. Our chapter remains focused on advocating for our members' needs and ensuring the legislative framework supports a vibrant, modern strata industry.

I want to express my sincere gratitude to our members for their continued support and engagement throughout the year. Your input has been invaluable in shaping our advocacy efforts, and I look forward to working closely with you all as we face the challenges and opportunities ahead.

I would also like to thank the Chapter Executive, our dedicated staff, and our stakeholders for their hard work and commitment to the Tasmanian Chapter. Together, we have achieved significant progress this year, and I am confident that we will continue to build on this success in the future.

Thank you for your trust and support. I look forward to what lies ahead as we continue to advocate for a stronger, more dynamic strata industry in Tasmania.



**JOSHUA
JONES**
SCA (TAS)
President

2023-24 SCA (TAS) CHAPTER SNAPSHOT



12
TOTAL
CORPORATE
MEMBERSHIPS



9,117
LOTS
ACROSS
TAS



9
STRATA
MANAGEMENT
CORPORATE
MEMBERS



3
STRATA
SERVICES
CORPORATE
MEMBERS

INSIDE STRATA

Inside Strata is a quarterly publication, released seasonally in Summer, Autumn, Winter, and Spring. Historically, the magazine has been distributed to up to 2,500 recipients through its print distribution, including members, strata companies, industry specialists, Federal and State government agencies, and other stakeholders in the broader strata community.

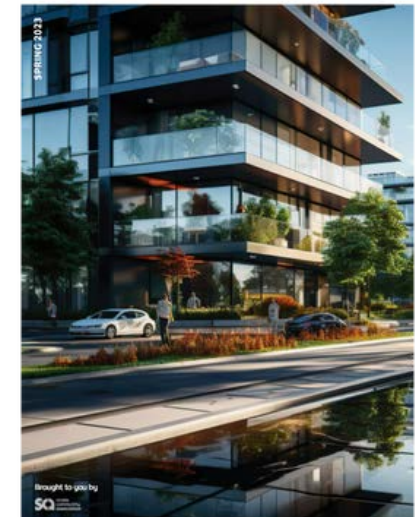
The digital edition of Inside Strata significantly extends the magazine's reach, with direct distribution to over 6,000 recipients. Additionally, when shared by member companies with individual lot owners nationwide, the potential audience expands even further. This reach at an apartment and townhouse owner level is what sets Inside Strata apart from any other industry publication. This extensive digital circulation ensures Inside Strata remains unparalleled in connecting with the broader strata community across Australia.

Over the past year, Inside Strata has covered a wide array of topics pertinent to the strata community. Key discussions have included strategies for attracting and retaining top talent, the importance of fast internet access for residents, and navigating the complexities of strata insurance. The publication has addressed the risks associated with combustible cladding and provided insights into the future of the strata industry, including the implications of local utility networks and the role of artificial intelligence in property management. Additionally, Inside Strata has explored advocacy efforts and industry professionalism, while celebrating excellence through coverage of various strata awards. These topics reflect the publication's commitment to informing and engaging the strata community on critical issues affecting the sector.

INSIDE STRATA



INSIDE STRATA



INSIDE STRATA



INSIDE STRATA





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2023-24 AUSTRALASIA ANNUAL REPORT

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CONTENTS

SCA President and CEO Report	13
2023-24 SCA Board of Directors	15
2023-24 SCA Board Advisory Groups	16
2023-24 SCA Team	17
Advocacy	18
Education	23
Media	25
Conference	27
2023-24 SCA Australasia Award Winners	29



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
Cavanaugh**
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 motions 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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