



strata
community
association®
QLD

ANNUAL REPORT 2021/22







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Thank you to our Platinum Partners



PRESIDENT'S REPORT



Another fantastic year for SCA (Qld)!

I want at the outset to thank you all for your support in the role of President of SCA (Qld). I am a people person and I am exceedingly proud of being able to lead our people centric industry. Relationships matter and I hope to continue to build a close personal relationship with as many of our members as possible. It has been a year of achievement and growth for our industry; and yet we are likely on the precipice of a decade of even more impactful growth and this will likely be looked back upon as merely a foundation for that which is to come.

SCA (Qld) has continued to grow, the number of strata lots in Queensland has continued to boom, and overall the strength and professionalism of the industry continues to flourish. SCA (Qld) held a total of 320 educational events this year with close to 7000 registered attendees. The calibre of people joining the strata industry in the modern era is impressive to see and the overall commitment to education and professionalism shown by our members has been sensational. The facilitators and staff at SCA (Qld) continue to deliver a first-class educational product to ensure that CPD is not just an obligation but something our members use to enhance their personal and professional lives, and those of their clients.

I would like to thank all my colleagues on the board, who have devoted their passion, time and intellect to the task of advancing our industry. I am so proud to lead our industry with you. The passion, breadth of experience and knowledge which each of you bring is a sight to behold. Strata has some of the keenest and most enthusiastic minds sitting at its helm and I am honoured to sit among them.

This year's conference had a record attendance of 320 and I was impressed to see the commitment of delegates to the theme of "Level Up." Our collective commitment to client experience and service is what makes SCA (Qld) such a great organisation to be a part of and this was evident as everyone sought to raise their standard from the content delivered over the two days.

Whether it was the leadership retreat in Hobart, the Christmas networking or our roadshow, SCA (Qld) events were well attended with positive feedback for members. The ability to network – despite the obvious social aspect – is crucial to our development as professionals. Meeting other strata professionals helps create a synthesis of best practice and new ideas. These events build a professional collegiality and camaraderie that is critical to our industry as a whole. Those from outside strata are often in awe at the level of camaraderie and friendships amongst us: this is something I am so proud of and I hope continues for many years to come!

SCA (Qld) had significant advocacy wins in the areas of combustible cladding, the Northern Australia Reinsurance

Pool, and enhanced status as a stakeholder in the state and federal parliaments. Reform is a priority for the board, and we will continue to drive government towards modernising our legislative framework. SCA (Qld) had more direct meetings with Government than ever before, pushing our case directly to the decision makers in the state and federal parliaments. This work is time consuming but our advocacy team never wavered from the task. We believe the next twelve months will represent the fruits of our labour in this regard and be remembered as a year of achievement and transformative change.

Whilst COVID-19 is perhaps here to stay in a way, I want to commend how our members managed the final phase of the pandemic, particularly the soft lockdown of the first couple of months of the year. You have all dealt with this difficulty tremendously over the past couple of years, and it is important to note how much more difficult the increased time at home made life for strata managers. Nevertheless, you persisted. And you can look back and be proud of the adaptive approaches you've taken to look after yourself, your family, your team, and your clients. I saw incredible support, giving, and innovation develop over the last two years and it reminded me afresh of the great resilience and solidarity shared by our members.

SCA (Qld) also appointed a new General Manager earlier this year, and we welcome Ms Laura Bos with open arms. Laura's experience across a range of disciplines positions SCA (Qld) very well for the exciting and transformative time ahead and we look forward to seeing how Laura drives us to those higher heights.

In closing, I want to thank each and every volunteer and member who has been a part of SCA (Qld) throughout the past year. Without your selfless devotion to our industry, we wouldn't be the strong, vibrant professional organisation we are. We must always remember that we began as a small organisation of less than ten volunteer members almost 40 years ago. We move forward confidently as a professional organisation and respected consumer advocate in the property sector. This is would not be possible without our diverse, vibrant and enthusiastic membership. Your involvement is what makes SCA (Qld) great and directly results in the positive impact we have seen for all those who live in strata. So, keep it up, SCA (Qld) members! I'm encouraged by your enthusiasm, involvement, and ideas and can't wait to see how we grow and what we achieve together in the year ahead.

A handwritten signature in black ink that reads "Kristi Kinast".

Kristi Kinast
President

GENERAL MANAGER'S REPORT



SCA (Qld) farewelled long-time General Manager Katrin Watson on June 30, 2021, and I began my time as the new, permanent General Manager on June 10 2022. SCA (Qld) spent a long time with interim arrangements, and I commend the diligence of the board and staff in ensuring as minimal disruption as possible.

Having recently got my feet under the desk, I am pleased with the quick progress we have made in driving fresh positive change within the organisation. With such a broad remit, it is pleasing to see SCA (Qld) kicking goals across the board. I have sought to bring the best of my 30 years' experience across member-based organisations to the fore and implement positive changes to how we do things.

From the outset, I have pushed a more proactive approach to member engagement and communication, with weekly updates about key issues titled "The Six Pack", a monthly Advocacy Update plus our monthly State Update. I have also encouraged an enhanced presence on social and professional networking platforms. I believe keeping members informed about our diligent work on their behalf is critically important.

I have a background in Government relations and am particularly delighted to join an advocacy team that kicks goals. Jason Carlson, Chris Irons, Shane Devenish, Duncan Lee and Jessica Cannon have all been extremely active meeting with politicians directly over the past 12 months and indeed, since I have come onboard.

Credit must particularly go to Jason as he steps off the SCA (Qld) board for his tireless efforts. Reforms to the Building Units and Group Titles Act (1980) can be largely credited to Jason's deep understanding of what is a relatively niche piece of legislation. Appearing before the Parliamentary hearing into that reform Bill, I was impressed with the depth of knowledge and the impact the words of SCA (Qld) had.

It would be remiss of me not to make mention of the efforts of our Policy Officer, Kristian Marlow who has been a valuable addition to the SCA (Qld) team and has been a driving force behind our advocacy effort. With his dedication, our advocacy arm is maturing into a highly regarded, considered thought-leader for the sector, which is an enviable position for any peak body to own.

Our sector is often misunderstood or ignored when it comes to public discussion or policymaking, even though we represent a vast and growing section of the population. One of the goals I have set for us over the next 12 months is simply to ensure people hear our voice – the collective voice of the 1.2 million

Queenslanders living and working in strata. Policy makers and the community generally must understand just how much we all contribute to the Queensland economy both in dollar value and in community and social development.

Our events and education offerings have continued to power forward, ably supported by our energetic and enthusiastic team lead by Events and Sponsorship Manager, Kirsty Trevor, and the relevant committees. The team continue to deliver the high-quality events that our members know and love and are also exploring new and engaging event options. The recent launch of our Mini-Debate series has proved successful and there appears a strong appetite for intellectual discussion of the issues we face as a sector. The networking events are always well supported, and I am eager to meet as many of you as possible at them and equally enjoy the relaxed, social setting.

Our sponsors have too made me feel very welcome and are an integral part of the SCA (Qld) family. I want to pay homage to our Platinum Sponsors who genuinely go the extra mile to support our team and the association. It is a true partnership and for that I am grateful.

I believe strongly that we are in a growth phase as an organisation and a sector. I have put member service and membership growth at the core of all the positive initiatives I have sought to implement since arriving. I believe we will grow significantly in both size and stature over the next few years, as our impact and value become increasingly apparent.

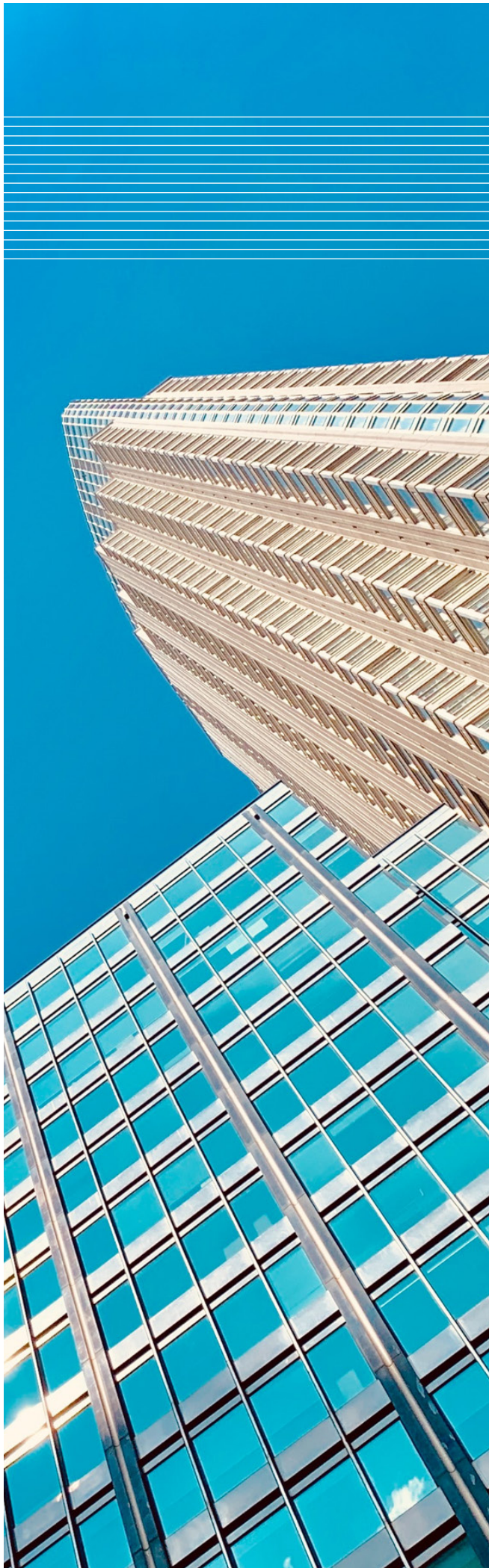
I am grateful to be working with a board and team with a strong base of industry knowledge, enthusiasm, and a desire to better our organisation. Despite being almost 40 years old as a body, the time for our industry is only just upon us. For decades, apartments and townhouses were a poor cousin of detached housing or viewed as merely transitory. Not so anymore. Strata, as a community and industry, is about to have its moment in the sun.

I thank all members for the warm welcome I have received, the board for their unwavering support and the staff for their diligence and professionalism. It is my desire to be a strong leader for SCA (Qld) now and into the future as we continue to grow, mature and lead a booming industry.

A handwritten signature in black ink that reads "Laura Bos". The signature is fluid and cursive.

Laura Bos
General Manager





SCA (QLD)

TEAM



Laura Bos
General Manager



Kirsty Trevor
Events & Sponsorship
Manager



Crystal Leonard
Events
Coordinator



JJ Goenen
Membership &
Administration Coordinator



Natalie Ridge
Finance Coordinator



Kristian Marlow
Policy Officer

SCA (QLD)

BOARD OF DIRECTORS



Kristi Kinast
President



Chris Irons
Senior Vice President



Duncan Lee
Treasurer



Jonathan Flannery
Director



James Nickless
Director



Jason Carlson
Director



Shane Devenish
Director



Tyson Pratt
Director



Con Iconomidis
Director



Sue Cubbin
Director



Andrew Davidson
Director

OUR COMMITTEES

SCA (Qld) Committees

SCA (Qld)'s voluntary committees are the engine room of our organisation.

Our committees are an active voice of our membership and ensure that our members are at the centre of everything we do. They help us generate education content, policy development and support the SCA (Qld) team in delivering all the best of our services to members. It is true to say that without the hard work of our volunteers we wouldn't be able to achieve what we do.

We commend all of those who gave up their time, energy, and effort to serve on an SCA (Qld) Committee and keep us running smoothly and effectively.

Education Committee

The Education Committee helps generate and deliver innovative content to ensure that SCA (Qld) training is up to the rigorous standards expected of modern strata professionals. With some experienced minds and award winners, it is full of strata professionals at the top of their game, helping to ensure that all members can reach the top of theirs too.

- Members:**
- Tyson Pratt (Director Chair)
 - Kirsty Trevor - SCA (Qld) staff
 - Crystal Leonard - SCA (Qld) staff
 - Laura Bos - SCA (Qld) staff
 - Clare Stuart
 - Andrew Davidson
 - Alina Stefirta
 - Sonia Harvey
 - Julie MacCarthy
 - David Midwood



Event Committee

The Event Committee is involved intimately in planning all our event delivery including conference, networking and leadership forum. We appreciate their energy and enthusiasm throughout the year in ensuring the high-quality array of events we deliver.

- Members:**
- Con Iconomidis (Director Chair)
 - Kirsty Trevor - SCA (Qld) staff
 - Crystal Leonard - SCA (Qld) staff
 - Laura Bos - SCA (Qld) Staff
 - Cathy Pashley
 - Renee Sullivan
 - Adrian Butcher
 - Wendy Barnard
 - Peter Berney
 - Tracey Norris
 - Angela Fleming



Member Resources

The Member Resources Committee work to support members with modern best practice and ensure that members have the tools they need to deliver exceptional service to clients.

Members:

Duncan Lee (Director Chair)

Laura Bos - SCA (Qld) staff

Rikki Slaughter

Luke Norman

Alina Stefirta

Tom Robinson

Professional Standards Committee

The Professional Standards Committee helps ensure that best practice is being followed and that there is teeth behind our code of ethics. We thank these esteemed members of our industry.

Members:

Shane Devenish (Director Chair)

Michael Kleinschmidt

Peta Balmer

Scott Simpson

Duncan Lee

Membership Committee

We thank the membership committee for their ongoing service in ensuring only the highest standard of strata professional can become a member of SCA (Qld).

Members:

James Nickless (Director Chair)

Todd Garsden

Michelle Harrison

Legislation Committee

The Legislation Committee is the centre for development of SCA (Qld)'s policy positions on behalf of members and help deliver our advocacy to Government. Their contribution over the last 12 months has been outstanding amid a significant review of strata law.

Members:

Kristian Marlow - SCA(Qld) staff

Laura Bos - SCA (Qld) staff

Chris Irons

Jason Carlson

Jessica Cannon

Christine Partridge

Juliette Nairn

Lisa Norvock

Kaylene Arckoll

Tahlia Puck

Earl Muir

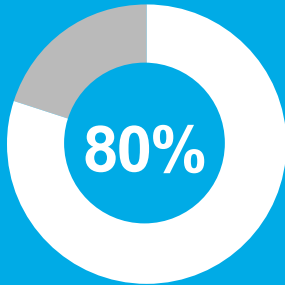
Todd Garsden

Judith Akins

Nicky Lonergan



SCA (QLD) SCORECARD



increase in
BCM individuals
since 2016



1,307
memberships

323,155
lots

721
BCM individuals

107% ↑
in membership in
the last decade

187
emails



128,915
recipients

35%
open rate

12
Resort
news
articles

5
Inside
Strata
articles

Top 5 wins

- 1 Community Titles Legislation Working Group
- 2 2021 BCCM Regulations
- 3 Largest Conference in SCA (Qld) history
- 4 Northern Australia Reinsurance Pool
- 5 Doubled webinar attendance since 2019/20

Northern Australia Reinsurance Pool announced for July 1, 2022

Commitment to a thorough reform process through the Community Titles Legislation Working Group

Acknowledgement of strata in rental reforms

Appearance at parliamentary inquiry into rental reforms

Direct outcomes from Election campaign to CTLWG with six of seven priorities included in the agenda

New BCCM Regulations

Strata specific regulations in COVID-19 Health Directives

- 1 Held a successful Strata Hackathon with a variety of business leaders to generate dozens of reform ideas.
- 2 BUGTA reform Bill before Parliament.
- 3 Successfully advocated to have an additional 6,000 strata properties included in the Northern Australia Reinsurance Pool's more generous residential arm.
- 4 Successfully advocated for significantly increased resourcing for the Office of the Commissioner for Body Corporate and Community Management.
- 5 Maintained strong thought leadership on the Community Titles Legislation Working Group.



7th



Annual Qld Strata
Community Awards

1

National award
winner from Queensland

60

Nominations across
Queensland


316
social media
posts

244,369
impressions

12.77%
engagement

2,871
total
followers

 **595** followers

 **1,769** followers

 **157** followers

 **356** followers



3,842

total registrations
at 47 events



2,851

total registrations
at 28 webinars



53.65%↑

in webinar attendance
since last year



320

Conference delegates



279

End of year networking



168

Summer Golf Day



40

Annual General
Meeting

2022 AWARDS FOR EXCELLENCE

The Queensland Strata Community Awards for Excellence are our sector’s platform to come together and recognise, celebrate, and promote our highest-achieving professionals in the strata industry. The Awards acknowledge those in our sector at all levels who excel in their role and contribute significantly to the strata industry.



Business Awards

Medium Strata Community Management Business Award North Shore Strata Management

Through the acquisition of new properties and lots under North Shore Strata Management, recorded significant increases in company growth over the past 12 months. Creating a client incentive program in addition to targeted marketing campaigns proved effective with a significant increase of referrals. Providing tailored training programs for staff demonstrates their commitment to their most valuable assets, their staff. The judges believe the relationships this company continues to create with clients and their staff go well beyond the norm.



Large Strata Community Management Business Award Ernst Body Corporate Management

Ernst Body Corporate Management specialises in large, complex developments and believes that people are the centre of their business. They understand how crucial they are to the success of their operations. Ernst’s methodology for recognising gaps in staff training are well founded and supports their strong values demonstrating the uniqueness of their business. Overall, the judging panel believed, Ernst’s core values of honesty, quality, collaboration, and curiosity are synergistic with client satisfaction.



Strata Services Business Award Watt Utilities

Watt Utilities are specialists in Energy Procurement, with a distinct focus on the Strata & Body Corporate market segment. Their ethical leadership means they lead by example through their behaviours and decision making, aligning with their values of Win/Win, Customer for Life and Continuous Improvement. The vast opportunities of training offered by Watt Utilities span from specialised to soft skills and bolstered their people’s confidence and client value adds. It was evident to the judges that this company is obviously striving for excellence and continuous improvement!



Individual Awards

Essay Award

Anna MacMaster
Ace Body Corporate
Gold Coast South

Anna's innovative approach to writing her essay entitled "Transforming Strata Careers: Moving to Professionalisation of Strata Management", provided an overview of a career in Strata Management highlighting the challenges faced with pursuing a transforming career. The judges felt it was a thought-provoking summary of promotion of the professionalism of strata management and the evolution of careers in strata. They were also impressed that she was able to articulate this in the 1000 word limit.

Strata Community Manager Award

Clare Stuart
Bright & Duggan (QLD)

Clare was quickly promoted to a Strata Community Manager, within months of employment with Bright & Duggan. Her portfolio since then has grown in capacity and complexity, currently comprises of 21 Schemes, consisting of 1434 Lots, the largest portfolio within the company in Queensland. Clare's notable eagerness to expand her knowledge, understand the intricacies of Bodies Corporate and commitment to strengthening the knowledge base of her peers was highly commended by the judges.

Support Team Member Award

Jane Robson
Body Corporate Services

As an Executive Assistant Jane provides high-level assistance to the Executive General Manager for QLD, VIC, TAS, and NT Operations. Her role at Body Corporate Services includes being heavily involved in the operational aspects of the business, being across projects for multiple regions, and contributing to and providing value-add for the Leadership Team. Jane shone above with the judges impressing with her high motivation, skills, and commitment to supporting others.

Senior Strata Community Manager Award

Tyson Pratt
Strata Influence Australia

As the Chief Operations Officer and Senior Body Corporate Manager at Strata Influence, Tyson ensures he promotes the highest professional standards and ethics in not only his work but also to those around him. In addition to his depth of experience in his resume and professional achievements, his enthusiasm and passion to drive the industry forward were paramount in the eyes of the judging panel.

Strata Community Manager Rising Star Award

Lisa Breci
Ernst Body Corporate Management

Lisa has hit the ground running in her career in strata. She currently manages a diverse portfolio consisting of 35 schemes, totalling 1492 lots. Besides the expected administrative duties, a large part of her work involves building relationships, managing expectations and being a trusted advisor. Lisa's excellent display of initiative for a new comer coupled with her quick progression from assistant manager to community manager, given no previous strata title management exposure, demonstrated to the judging panel Lisa's potential in the industry.



Speciality Award

President's Award

Jason Carlson
Grace Lawyers QLD

Jason has served diligently on the SCA (Qld) Board for nearly six years. During his tenure he has invested significant advocacy efforts for the industry and made monumental differences in the outcomes that SCA (Qld) have achieved for our members in legislative reform areas – such as the new BCCM Regulations, Reinsurance Pool, and ongoing BUGTA reviews.

Regardless of his Board position, Jason has also been a regular contributor to countless educational content and reference materials that provide value to all who have accessed these.

Additionally, Jason regularly offers assistance and support to his peers in the industry through attendance at functions, events, and by offering input, ground-work, and guidance on matters ranging from planning, strategic direction, and leadership within the industry.

Anyone who knows Jason can attest to him always making himself available for the betterment of our industry and the support of his peers. Jason, you have made an immense difference. Not just to the law, but to the people who make up SCA (Qld). We appreciate you and the effort you have put into each of us.



COMMUNITY ENGAGEMENT

Public Reach

COVID-19 was still a challenge for all over the past year, and SCA (Qld) worked diligently to keep members informed of changes to regulations, restrictions and best practice. The nuances of body corporate and its collective decision-making mean that COVID-19 was a particularly difficult beast to manage. SCA (Qld) appeared at the parliamentary inquiry into the end of the vast majority of special COVID-19 Legislation. SCA (Qld) kept members in the loop at every step of the way and put out several member alerts and worked diligently to ensure members understood their rights and obligations. Keeping members abreast of key issues is a big part of what SCA (Qld) does. To this end, we have now committed to a monthly advocacy update where necessary to help keep members abreast of issues as they arise.



Media

SCA (Qld) had a tremendous year for media, with record amounts of coverage. 2022 started off with a media bang as the now infamous Artique adjudication occupied significant mainstream media coverage. In one day SCA (Qld) had several directors making appearances on radio, television and in print. Several articles continued to flow for some days afterward. Commendation must go to the SCA (Qld) board directors Shane Devenish, Kristi Kinast, Jason Carlson and Chris Irons, all of whom stepped up and appeared live on air across a host of mediums. SCA (Qld) also got national media coverage about strata reform in the lead up to the Federal Election around strata as a solution to the housing crisis. The political machinations around the Northern Reinsurance Pool and our comments around this also got extensive print and radio coverage. We also got significant coverage on Sky News and ABC around combustible cladding, with Senior Vice-President Chris Irons featuring on prime-time radio. Kristi Kinast as President became somewhat of a regular on ABC radio across the state commenting on various issues and she must be commended for her willingness to always step up and speak on behalf of our industry.

The Market

With Queensland continuing to be the prime choice for Southern migrants despite the COVID-19 pandemic casting a large shadow over the financial year, lot growth seemingly cannot keep pace with demand. Real estate prices soared and despite the significant issues facing our construction sector, strata continued to grow, with a 1.57% increase in lots over the year. This is a significant result given the disruption to the building sector. With interstate migration extremely strong to Queensland and this trend set to continue, it is likely that pent up demand will see an explosion of lots in coming years. Queensland is the place to be and increasingly, strata will be a first choice and an only option. Brisbane unsurprisingly led the way with 64 new schemes being registered over the past 12 months.



MEMBERSHIP

Our members are the backbone of who we are at SCA (Qld). Our membership offering continues to increase with a greater diversity of events and services and a renewed sense of collegial collaboration that has been one of the positive outcomes of the recent Covid years.

The SCA (Qld) membership continued to grow last year as the level of engagement increased. We are still on a very positive growth trajectory, continuing the enviable trend that we have been fortunate to experience over the last 10 years.

As an association, SCA (Qld) is built a little differently to others in that we are a true community and an engaged membership. Our members are active in every sense, and volunteer their time to better the sector, while at the same time developing their own professional credentials and leadership capability. It is fair to say that SCA (Qld) is growing with our membership.

Growing and supporting our members in any way we can continues to be key for all of us. Without your support as members and volunteers, SCA (Qld) would simply be unable to deliver what we do.

To that end we have embarked on an exciting program to deliver more member value than ever before which will see us delivering more. This strategic development program traverses our communications, our member resources and tools, our supplier benefits, our member benefits and our event and education offerings to ensure we are elevating the SCA (Qld) brand, our association, and our sector.

To support this focus, we have founded the Member Resources Committee in the past year with a commitment to ensuring that a variety of best practice guides for members. This additional practical insight will ensure that we continue to be up to date with modern body corporate management and underpin SCA (Qld) members being at the cutting edge of their profession.

We continue to partner with ACACIA EAP and HR Business Assist to ensure that both employer and employee members can manage their work in the best possible fashion. Recruiting new staff, and retaining existing staff, remains an industry wide challenge and we hope that these programs help member businesses in their endeavours in this regard.

Our new accreditation program continues to be popular, and we hope it will form the basis of the educational requirements for regulation of body corporate managers by Government in the medium term.

Overall, the SCA (Qld) membership offering continues to offer great value for strata managers and service providers alike.

ADVOCACY

SCA (Qld) had its biggest year ever in terms of advocacy success over the past twelve months, and we are delighted with the progress we have made for our industry and our members. As an organisation we must thank the advocacy team members who have been active over the past 12 months including the entire Legislation Committee, Jessica Cannon, Chris Irons, Jason Carlson, Duncan Lee, Peter Crogan and Shane Devenish who have all devoted their time, intellect and experience in an unwavering fashion to the advancement of our industry.

A highlight of course is the legislation of the Northern Australia Reinsurance Pool. This was the culmination of a decade of advocacy for our entire organisation and hopefully, the start of a positive and lasting change for our Northern members. It needs to be said just how involved SCA (Qld) was in finalising this pool and fighting for every last strata community in our North.

The exposure draft bill only covered in the more generous residential limb of the program strata properties which have more than 80% of their floor area being used for residential purposes. SCA (Qld) lobbied hard, and this was reduced to 50% floor coverage. Figures quoted in Senate Estimates indicate that this led to the coverage of an additional 6,000 properties by the pool. A big win for Queensland strata! Credit for this advocacy must be shared amongst various members of the Queensland board generally, but particularly Andrew Davidson, Chris Irons and Jason Carlson as well as former Directors Peter Crogan and Kelly Roberts who all contributed strongly to direct advocacy to Government and Opposition attending more than a dozen meetings between them.

SCA (Qld) also made several inroads in terms of pushing for an end to the epidemic of defective construction in the strata sector. SCA (Qld) sits on the Ministerial Construction Council sub-committee for reform of the Queensland Home Warranty Scheme and will push strongly in this space to have buildings over 3 storeys included. Just getting on this committee was a battle and credit must go to then President James Nickless for helping lead that fight.

Queensland apartment owners should have the same rights and protections as Queenslanders who live in detached dwellings. SCA (Qld) represents the entirety of the Queensland strata sector, including owners and we will fight for them all equally. We also were active in pressing the Government for rectification of dangerous combustible cladding and achieved quality media coverage in this space and had direct engagement with the relevant government department and parliamentarians.

The Community Titles Legislation Working Group took up a significant amount of intellectual energy and time for our advocacy team. Strong submissions were point together based on feedback from the board, Legislation Committee and members more generally. As an organisation we are providing strong thought leadership for all stakeholders on that Group and will continue to fight as hard as possible for our members. The Body Corporate and Community Management Act (1997) is 25 years old this year. This reform process is about bringing the law into the 21st Century. Professionalism, consumer protection and community autonomy will be the overarching principles which inform our ongoing advocacy in this regard. We will continue to make every post a winner and hope to see meaningful and long-lasting changes to the Act which help facilitate and vibrant strata sector for the next 25 years.

To ensure we captured the ideas of the widest spectrum of people across our industry, we ran our strata Hackathon which was a tremendous success, 61 people attended. We commend the synthesis of ideas that came out of this and will use these to inform our ongoing advocacy to Government.

SCA (Qld) has met with Parliamentarians at the state and federal level over the full political spectrum over the past 12 months. Be they government, opposition or crossbench SCA (Qld) has engaged in a meaningful and proactive fashion. We have been able to ensure that policymakers are all aware of the nuances of strata and advocate for better outcomes. Strata reform is not a partisan issue and we have advocated across the aisle and to the cross bench.

The profile of SCA (Qld) as a stakeholder was also significantly enhanced inside the parliament. Through intelligently leveraging our non-partisan and diligent meeting schedule, our advocacy directors have gotten more discussion of strata in parliamentary debates and processes than ever before. They appeared before several Parliamentary Committee inquiries and gave an admirable account of themselves and SCA(Qld) on a host of issues. We commend them for this as it gives us an opportunity to speak directly on behalf of the sector to parliamentarians and make them aware of the nuances and complexities of our industry.



Hackathon

With advocacy such a key priority for SCA (Qld) our advocacy team held a strata hackathon to get the best and brightest minds in Queensland strata together in one room to collaborate and build ideas for the future. With several dozen business principals attending from across the breadth of the industry, the day was a roaring success. Jason Carlson and Chris Irons ably facilitated, with leadership support being provided by our other advocacy directors Shane Devenish and Duncan Lee, the flow of ideas was tremendous with the synthesis directed back to the board for consideration.





PROFESSIONAL DEVELOPMENT

Supporting the development of a professional strata industry is at the core of the work of SCA (Qld). It is central to our mission that we provide exemplar education and educational experiences to our members and the sector widely.

This year we have continued to deliver exceptional value to participants through our full range of programs, providing members with a wide range of topic options that are pitched to suit every level of the strata sector – from new strata starter right through to strata principal.

Our Accreditation, Education, Professional Standards and Member Resources Committees continue to work 'hand in glove' to ensure we have the most relevant and up-to-date content available to members.

We have continued to deliver our programs in a flexible manner with a mix of face-to-face and online offerings. Our webinar series had almost 3,000 attendees this year and we are glad to see such a strong uptake. Content is delivered by various well respected industry professionals who deliver the most up to date information and provide an overlay of practical experience. This approach to education delivery; one that combines the best of information imparting and industry mentoring, is what sets us apart.

The CPD program continues to be well supported by our members who share SCA (Qld)'s vision for continuous professional development. The SCA accreditation standards and the education program that supports them are recognised by the industry as an important trust building and marketing tool, demonstrating to the community that they are strata managers who are committed to ethical behaviour and professional development.

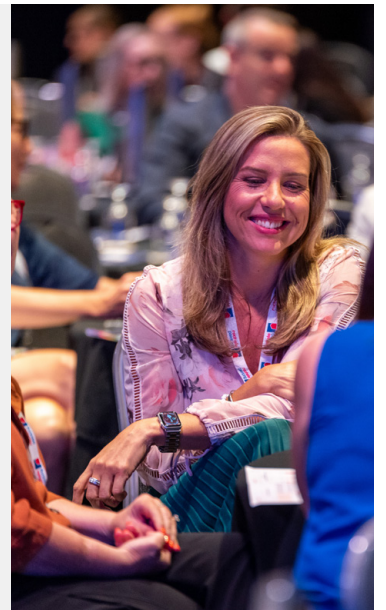
We are continuing to advocate for a legislated regulatory framework for Body Corporate Managers and see the SCA education program and CPD requirements as being central to maintaining the standards that will underpin this framework.

This is an exciting time and staying on top of your game is more crucial than ever.



EVENTS







Annual Conference

Members enjoyed their trip to the Sunny Gold Coast for our annual conference this year. Inside the glitz and glamour of the Star Casino, delegates were treated to a tremendous array of presenters, all ably facilitated by Richard Champion. Delegates embraced Level-Up to the fullest and the wide array of presenters focussed on personal growth and development. Social events were also a barrel of laughs and it was great to see the genuine professional and personal connections SCA (Qld) members have with one another. A split between managers and suppliers of 55/45 indicates that the passion from all groups within our sector is alive and well. A record attendance of 320 and sensational exhibits meant that the conference was an absolute success. Addresses from Councillor Cameron Caldwell and Acting Commissioner for Body Corporate and Community Management Sarah Zeidler were a valuable insight into the growth of the sector and important policy considerations for the future. Conference dinner proved a real cherry on top and it was great to see our industry stars shine and get the recognition they deserved through our awards.

2021 Golf Day

Golf Day at Brookwater Golf Club was a roaring success. We had over 160 members having a hack out in the tranquil surroundings in Ipswich. With balmy weather and a relaxed social setting, it was a great opportunity to have members let their hair down, network and do their best to make a few pars. The generous sponsors of the day, Lannock Strata Finance are to be commended on ensuring that all participants had fun. Despite the pursuit of excellence being key for some, most found the drinks cart to be the highlight. Opportunities like this to let your hair down and have fun are all part of the rich tapestry that is SCA (Qld). Congratulations to Cathy Pashley, Huw Sprules, Scott Randall and Angela Fleming who were the winners of the SCA (Qld) Golf Day.

Top Golf was also an innovative and exciting change to previous years, and a roaring success amongst members. A fun and exciting combination of darts and golf, players swung for their lives with microchipped balls trying to land in their targets. The difficulty of this task and the fun and frivolity were set at high levels. This was a great way to cap off a great period down on the Gold Coast for all involved.





2021 End of Year Networking

Our end of year Networking was a roaring success with over 70 registrations across the Gold Coast, Brisbane, Townsville and Cairns. SCA (Qld) standing with Government continue to improve with the Lord Mayor sending a representative to our Brisbane event in the form of Civic Cabinet Member Kim Marx and Gold Coast City Council sending three representatives in the form of Councillor Cameron Caldwell, Councillor Hermann Vorster and Councillor Darren Taylor. At all events the beverages flowed freely, and a great time was had by all. These kinds of celebratory events are great for industry bonding and a chance for our hard-working professionals to enjoy one another's company.



Career Expos

SCA (Qld) attended multiple career expos throughout the year to ensure that we engage vibrant new and outstanding professionals to the strata industry. Strata continues to grow year on year, and will increasingly need to professionalise and attract quality, enthusiastic young professionals. By reaching out to school age children particularly, we can attract the best and brightest minds early and help set them up with a career for life. The Brisbane Career Expo was a tremendous opportunity to talk to bright eyed high school students about their futures. Hopefully some of them will choose strata straight out of school and immerse themselves in the industry through the earliest part of their careers. We also engaged at the University level with Bond University to ensure that students working toward a bachelor's degree can view strata management as a viable option. SCA (Qld) works diligently with all our stakeholders to try and ensure the best quality professionals enter our industry.

Education Planning Retreat

Education and training is at the core of what we do at SCA (Qld). This is why the work of our education committee, particularly through the education planning day is so important. This event is designed to get the creative juices flowing and ensure that the best, most industry ready and fit for purpose education calendar can come together. The knowledge of our body corporate manager members is ever critical and we thank all attendees for helping us formulate a brilliant and informative calendar.



2021 Leadership Forum

Our 2021 Leadership Forum on Hamilton Island was a tremendous success. Treated to a beautiful tropical environment in balmy November, there was nothing but smiles over two days of high level content and networking. Facilitated by brilliant husband and wife team Shade Zahrai and Faysal Sekkouah to help engage the brains of attendees it was a unique and exciting experience. With themes focused on emotional intelligence, behavioural and neuroscience as well as cutting edge psychology, the brains of attendees were like marble in the hands of our facilitators, ready to be sculpted for the better. These high impact sessions were strategically planned and executed to perfection. Geared towards peak performance, participants came home with a fresh edge and new ideas. Excellence in our industry is only driven by constant evolution and it was pleasing to see our leaders embrace this.

Webinar Program

Our webinar education series continue to be embraced by members of SCA (Qld) growth in attendance again demonstrates a growth in energy and enthusiasm for strata. Our presenters are universally well received and are always well prepared, energetic and knowledgeable. 2,851 attendees is a tremendous effort in terms of total attendees and with nothing but positive feedback, it is safe to say our webinar program is moving from strength to strength.



A100

The A100 proved another integral and exciting part of the education calendar, and it was great to see the alignment of the accreditation pathway continue to be embraced. Professionalisation and high standards are at the forefront of everything we do here at SCA (Qld). We look forward to hopefully seeing this course be given legislated recognition as we move towards formalised regulatory barriers for strata managers in the near future. We ran two courses with an average attendance of 30.



Awards

This year's awards were a tremendous showcase for excellence in our industry. The highest praise must go to Jason Carlson, our President's Award recipient. Put bluntly, Jason's contribution to our industry is without peer. His time on the board, his quality as an educator and presenter and commitment to his peers has all been exceptional for close to a decade now. There is no one more deserving of our organisation's highest honour.

Our winners in the strata management categories were Tyson Pratt in the Senior Strata Management Category, Tyson continues to be a leader in our sector and we are proud of his progress as an organisation. Our strata manager of the year was Clare Stuart and winning awards seems to be becoming a habit for Clare, her pursuit of excellence is to be admired. In the rising star category Lisa Breci blew the judges away with her energy, enthusiasm and commitment to 5 star service to her clients. Jane Robson was also a standout in taking home the support team member award. Anna MacMaster demonstrated a real creative flair, winning the essay award.

In the business categories, we congratulate Watt Utilities on securing the supplier award, and Ernst and North Shore for taking out the large and medium business categories respectively.



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