



strata
community
association®
QLD

ANNUAL REPORT 2022/23







CONTENTS

President's Report	3
General Manager's Report	4
SCAQ Team	6
SCAQ Board of Directors	7
Our Committees	8
SCAQ Scorecard	10
2023 Awards for Excellence	12
Community Engagement	14
Membership	15
Advocacy	16
Professional Development	19
Events	20

2022 / 23 SCAQ PARTNERS

Thank you to our Platinum Partners



Thank you to our Gold Partners



Thank you to our Silver Partners



Thank you to our Bronze Partners



PRESIDENT'S REPORT



There is no doubt that Strata management is undergoing rapid change on multiple fronts including legislative, technological, and economic pressures. Our customers' expectations have never been higher, and meeting them will require us to be agile, innovative and focused. Therein lies the opportunity for us all to play our part in how the future of the sector takes shape.

What an exciting opportunity that is.

There is the significant growth in lot numbers to come and how we lead and manage our teams by understanding technology as an enabler and finding new ways to meet the demands of a changing market.

It is in acknowledging this environment that SCAQ has looked for the opportunities to support you, our members, to navigate these turbulent times and set the sector up in Queensland for the future.

After becoming President, a key priority of the board was to develop a cohesive 3-year strategic plan for SCAQ - one which resonated with the membership, brought a clear focus to the association's aspirations, and sharpened our focus on serving members. Throughout my career opportunities have presented themselves and for those that know me well, I thrive on a challenge of being able to support and serve those around me. One of my critical success factors is in being an advocate for members and listening to their concerns and what they want in terms of service delivery from SCAQ. It is also to provide leadership to the board to enable them to support and enable the 3-year strategic to become a reality.

The SCAQ board embarked on a strategic review across the first half of this year. Extensive consultation with the membership through surveys and focus groups aided the board significantly in refining our organisation's purpose and vision – and enabled members to share critical feedback on SCAQ's issues, needs, and expectations. I'd like to share my gratefulness to the 1 in 4 members who participated in the survey, and particularly emphasise my gratitude to those who committed a significant amount of time to participate in the focus group sessions. You have all made a substantial and positive contribution to the direction of SCAQ.

The feedback from this consultation process was remarkably clear. SCAQ should focus very specifically on the concerns and needs of professional strata managers. The board has collectively embraced this remit and will focus our future activities on ensuring that we represent and advocate for the best interests of professional strata managers to create a thriving strata sector and to advance the strata sector in Queensland. Amplifying the voice in strata will be a huge step in this process and we will explore a sensible regulatory regime for strata managers to elevate their professionalism and ensure that minimum standards of ethics and training are the industry norm. We are cautiously optimistic this will be an outcome of the Community Titles Legislation Working Group sooner rather than later.

The next 12 months will be transformative, with our offerings to members having a laser focus on the needs of professional strata managers. There is much in this for members to look forward to.

Quality education and accreditation were other key issues for members. SCAQ is committed to delivering elevated professionalism and quality education programs that will add value and raise the standards of strata professionals. SCAQ will work closely with the national body to deliver a quality accreditation pathway and strive to enhance capability.

This year's conference was incredibly well attended and received overwhelmingly positive feedback. Whilst we will be back down in the South-East on the Gold Coast next year, it was a real pleasure to be up in Cairns and embracing "Forward Focus, Future Thinking" together in a relaxed tropical environment. Personally, a real highlight was the Welcome to Country Ceremony and our Awards Night which celebrated some of the best aspects of our industry. Excitingly, the Awards and Conference will be split next "SCA Year" and this will help enhance the importance of the Awards and the experience and education at Conference.

SCAQ enhanced our media and advocacy presence over the past 12 months, with regular appearances on television, radio and in print and digital. Meetings with Government and appearances before Parliamentary Committees was the norm for advocacy team led by General Manager Laura Bos and advocacy directors Jessica Cannon and Duncan Lee. With Bills currently before Parliament, the laws governing strata will change very shortly. I urge you all to keep up to date on these changes and SCAQ will have a prominent role to play in helping education both our members and the community about the changes. With over a million Queenslanders living in strata title property, the impacts of these changes will be felt widely, and people will turn to SCAQ members to be their guides.

Our event offering this year was particularly strong and I want to commend our events committee and the SCAQ team who capably delivered an enhanced education offering and a plethora of well attended, exciting events. Going forward, our events will have a sharp focus on delivering an educational experience and SCAQ is well placed to embrace this.

As we come into our 40th year, I am optimistic about the future and what we can collectively achieve. I encourage you to embrace our new strategy with gusto which will deliver an event, education and advocacy offering that is focused on our membership and helps make the lives of all our strata managers easier.

Big thanks go out to you our membership for your continued support for the association. Big thanks also to our valued sponsors who play an important part in the success of the association.

Finally, I would like to thank and express appreciation to all of the SCAQ team who have worked tirelessly and are ably lead by Laura Bos, the volunteers who dedicate much time, energy and input into the association, our Life Members for your guidance, support and encouragement and the Board who are a fantastic group of people who are great to work with and bring such a diverse range of skills, experience and views to the table.

I look forward to a fabulous 40th year and continuing to build a thriving strata sector.

Regards

A handwritten signature in black ink, appearing to read "Andrew Davidson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Andrew Davidson
President

GENERAL MANAGER'S REPORT



2023 has been an exceptional year in so many ways with significant achievements for SCAQ. At the time of writing, the second reform Bill in this SCA year is before the Parliament, we have unprecedented levels of media and Government engagement, and we are embarking on an exciting new era when it comes to professional development, education, and events as we lean into delivering the 2023 -2026 SCAQ Strategic Plan.

SCAQ 2023 – 2026 Strategic Plan

A big part of our work this year has been the development a new strategic plan to roll out to our members. An essential part of this project was extensive consultation with members in the form of focus groups, surveys, and informal channels to ensure that we clearly understood what our members wanted from us. What you, our members, want from us is very clear: a specific focus on professional strata managers and to continue our work in advocacy, build on our professional development and education base, and provide you with the tools to advance in your careers, grow your businesses and deliver the very best in professional strata management to the 550,000 lot owners in Queensland.

The Board has collectively embraced this remit and, together with the SCAQ team and our volunteer Committees, will focus our energies on advocating to foster an optimal trading environment for professional strata management to thrive in Queensland. An important step in this process will be achieving a sensible regulatory regime for strata managers to elevate their professionalism and ensure that exemplary ethics and continued training are the industry standards. We are cautiously optimistic this will be an outcome of the Community Titles Legislation Working Group sooner rather than later.

With this renewed focus on professional strata management, we will be able to truly serve our members in ways that we have been unable to previously. This will bear fruit in the short, medium, and long term and an emphasis on the professionalism of Queensland's strata managers will benefit the whole strata ecosystem.

Amplifying the Voice of Strata.

As I outlined, our advocacy and stakeholder engagement program has been very strong. We continue to bang down the door of Government more successfully when it comes to strata issues, achieved a second consecutive significant funding boost for the Office of the Commissioner and collaborated across industries more successfully than ever.

The SCAQ team have been working closely with a range of stakeholders to build the profile of professional strata management and take the time to educate our new friends

about the work we do. It still surprises me how little the general populous know about strata management, despite some 1.5 million living in strata title across Queensland.

Appearances before Parliamentary Committees, greater political engagement and an expanded media presence including significant appearances on television made for an exceptional year in this space. We will continue to persist in this regard, and we expect further reforms to be made in the first quarter of 2024.

I would like to thank the Legislation Committee and members who participated in the Advocacy Hackathon for their tireless work in supporting the Board to set the policy agenda for 2023 – 2024.

Elevating Professionalism

SCAQ has started the process of evolving our educational and professional development offering to better support the strategic goal of elevating professionalism. The SCAQ team have worked with the Education Committee to provide a range of opportunities for members to build on their knowledge and earn CPD points - supporting and promoting accredited strata management is an important role we play for you.

From our Leadership Retreat right through to our CPD Webinars and Masterclasses, we are ensuring that members hear from a wide range of subject matter experts on the topics that are current and important to ensure you are at the top of your game.

Another exciting element of this space will be the upcoming professionalisation of our education offering with the imminent hiring of a Learning and Development specialist. Our team is looking forward to welcoming a dedicated resource in this space.

Enhancing Capacity

Tackling innovation and working on ways to better equip professional strata managers to meet the ever-changing needs and challenges of community management is an exciting space.

To this end, the Education and Events Committees have collaborated with the SCAQ team to curate exceptional educational and development programs at both our Leadership Retreat and the SCAQ Annual Conference. The programs were designed to provide a mix of high-quality technical education and further expand our learnings into what is happening around us that we can learn from and leverage off. Your feedback tells us that we 'nailed that' for you this year and planning is well under way on next year's program.

Perhaps the most important way we build capacity in strata is through connection, networking, and shared learning.

The SCAQ Annual Conference in Cairns was truly a wonderful opportunity for connection. Whether it was our panels, trade show, or a spirited address from the enthusiastic crocodile farmer turned Local MP Warren Entsch, it is safe to say we embraced our tropical backdrop and had the best of times. With conference returning to the South-East next year, I hope we can collectively look fondly upon our time with our Northern cousins.

Our event offering continued to be well received outside of Conference with record numbers at our Golf Day and an enthusiastic group at our Leadership Retreat.

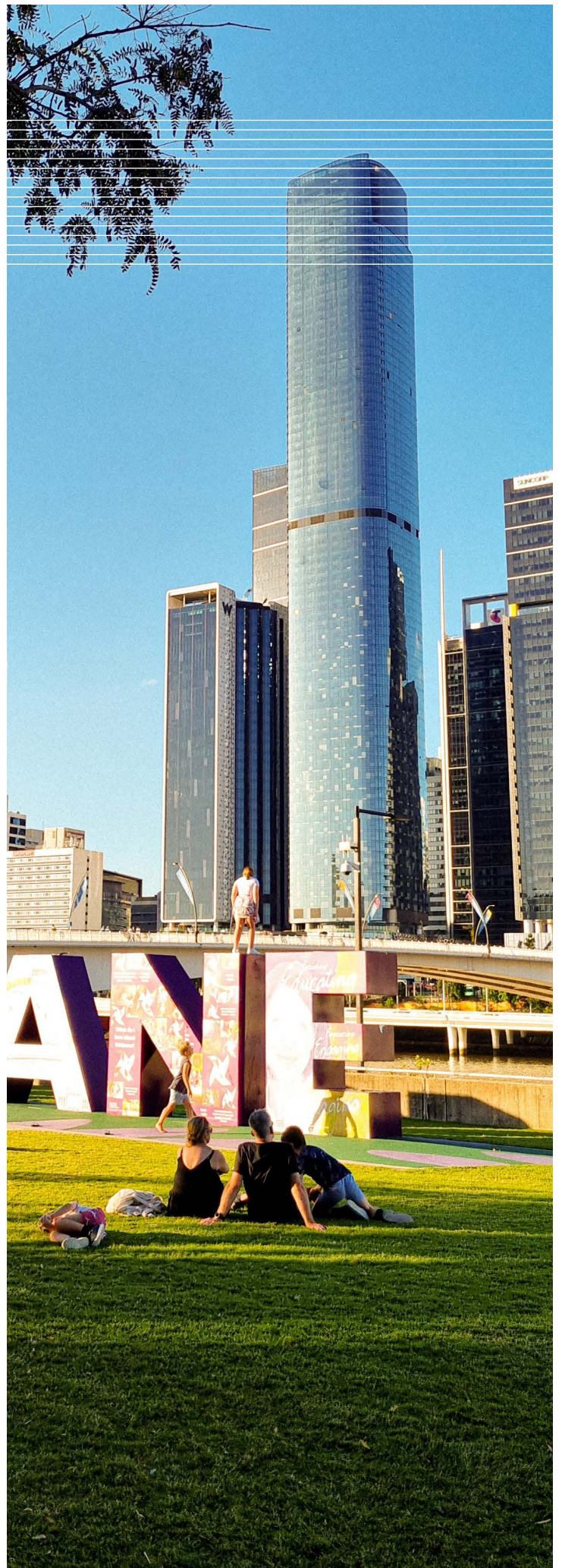
Looking ahead

As we step into the 2023 -2024 year, I want to pay homage to my amazing team – we are small but mighty and genuinely work hard for our members and support the Board to deliver their strategic objectives. It's been a busy and fulfilling year for us all.

SCAQ is on the cusp of a very exciting new era, and we approach our 40th anniversary with an optimistic glint in our eye. Every day, the strata sector continues to grow and, as it matures, becomes a bigger contributor to our economy. It is an exciting time to be a professional strata manager and we hope you come on this journey with us.



Laura Bos
General Manager





SCAQ

TEAM



Laura Bos
General Manager



Kirsty Trevor
Events & Sponsorship
Officer



Natalie Ridge
Finance &
Administration Officer



Kristian Marlow
Policy &
Communications
Officer



JJ Goenen
Membership &
Administration
Coordinator

SCAQ

BOARD OF DIRECTORS



Andrew Davidson
President



Duncan Lee
Senior Vice President



Sue Cubbin
Treasurer



Cathy Pashley
Secretary



Jessica Cannon
Director



Shane Devenish
Director



Tyson Pratt
Director



Kristi Kinast
Director



Adam Stankevicius
Director



Jonathan Flannery
Director

OUR COMMITTEES

SCAQ Committees

SCAQ committees are the engine room of our organisation. Put simply, we cannot function without the hard work and enthusiasm of committee members. Committees are the voice of our membership and ensure that the needs of members are understood and met. Without these volunteers, we simply would not be able to function. We thank all those who gave up their time to help advance our industry and organisation.

Education Committee

The Education Committee help draft and deliver innovative content to help ensure SCAQ educational content is laser focused on the needs of professional strata managers. As we move further towards professionalism this committee will continue to grow in importance and we thank all members for their strong contributions.

- Members:**
- Tyson Pratt - (Director Chair)
 - Kirsty Trevor - SCAQ staff
 - Laura Bos - SCAQ staff
 - Clare Stuart
 - Nicky Martinovic
 - Julie MacCarthy
 - Rikki Slaughter
 - Thomas Robinson



Event Committee

The Event Committee is involved in planning all or events including the Queensland Strata Community Awards for Excellence, SCAQ Annual Conference, Golf Day and Leadership Retreat. Their energy is instrumental in how we can deliver such a broad spectrum of high-quality member experiences.

- Members:**
- Cath Pashley - (Director Chair)
 - Kirsty Trevor - SCAQ staff
 - Laura Bos - SCAQ staff
 - Wendy Barnard
 - Tracy Norris
 - Peter Berney
 - Adrian Butcher
 - Angela Fleming
 - Renee Sullivan
 - Richard Claus



Professional Standards Committee

The Professional Standards Committee helps ensure that our members are engaging in the highest standards of practice as strata management professionals. They help enforce our Codes of Conduct and ensure ethics and we thank them for their selfless work.

Members:

Shane Devenish - (Director Chair)

Nicky Martinovic

Duncan Lee

Laura Bos - SCAQ staff

Membership Committee

We thank the Membership Committee for their ongoing service in ensuring only the highest standard of strata professionals become members of SCAQ.

Members:

Jonathan Flannery - (Director Chair)

James Nickless

Todd Garsden

Michelle Harrison

Laura Bos - SCAQ staff

Legislation Committee

The Legislation Committee have been extremely busy over the past 12 months contributing to the development of significant policy submissions to Government as well as ensuring the voices of members are heard on important legislative matters. With change coming, the members of this committee can be proud of the legacy they are leaving for all.

Members:

Jessica Cannon - (Director Chair)

Laura Bos - SCAQ staff

Kristian Marlow - SCAQ staff

Jason Carlson

Christine Partridge

Juliette Nairn

Earl Muir

Judith Akins

Sam Gleeson

Stephanie Toft

Kaylene Arkcoll

Craig Stanley

Andrew Baker

David Midwood

Duncan Lee



SCAQ SCORECARD



36.8% ↑

increase in BCM individuals since 2022

1,176
memberships

333,496
lots

987
BCM individuals

30.6% ↑
in membership in last 5 years

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 passed.
- 3 Participated in several Parliamentary hearing processes, delivered 8 successful submissions.
- 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.



8th



Annual Qld Strata
Community Awards

4

National award
winners from Queensland

50

Nominations across
Queensland

579

social media
posts

222,584

impressions

37.4%

engagement

5,107

post
reactions

f

752 followers

in

2,670 followers

🐦

181 followers

📷

440 followers



2,045

total attendees at 20
networking events



3,970

total attendees at 36
Educational Webinars



39.23%↑

increase in Educational
Webinar attendance
since last year



269

Conference attendees



331

End of Year Networking
Attendees



168

Summer Golf Day



54

Annual General
Meeting

2023 AWARDS

FOR EXCELLENCE

2023 Winners

The Queensland Strata Community Awards for Excellence have once again showcased the best and brightest in our industry. Our awards celebrate the outstanding contributions and achievements of professionals in the strata sector. The March 2023 winners have demonstrated innovation, dedication, and a commitment to excellence, making them true leaders in their respective categories.

Business Awards

Strata Community Management Small Business Award

Holmac Strata

Holmac Strata has taken customer experience to new heights by understanding client feedback through a comprehensive survey. Their strategic approach to increasing communication with committees has fostered community harmony and reduced disputes. Holmac Strata's innovative and proactive methods rightfully earned them this award and a glowing reputation among their peers.



Strata Services Business Award

Grace Lawyers

Grace Lawyers has consistently gone the extra mile for the Queensland Strata industry. Partners Jessica Cannon, Brendan Schoch, and Jason Carlson have displayed an unwavering commitment to service, both for their clients and the strata community as a whole. Their dedication and exceptional service made them stand out in the eyes of the judges.



Strata Community Management Medium Business Award

Pinnacle Strata

Pinnacle Strata on the Gold Coast embodies ethical excellence. Their dedication to client transparency and unwavering commitment to providing the best service possible set them apart in this category. The ethical vibe of Pinnacle Strata is undoubtedly a key factor in their success.



Excellence in Innovation Award

PICA Group Customer Care Team

PICA Group's Customer Care Team showed exceptional innovation during challenging times, demonstrating that crises can indeed lead to opportunities. Their creation of a full-service customer technical support team during the COVID-19 pandemic highlighted to the judges their adaptability and commitment to excellence. They've shown that pressure can indeed create diamonds, and their response to the crisis has been exemplary.



Strata Community Management Large Business Award

Ernst Body Corporate Management

Ernst Body Corporate Management's innovation and dedication have set them apart. Their game-changing Dynamics 365 software platform has transformed client communication. They've introduced a dedicated team for onboarding new clients, ensuring clear expectations from the start. Their commitment to innovation and top-notch client service has made them leaders in their category.



Project Awards

Strata Community Environmental & Engagement Award

The Noosa Lakes Resort Solar Revenue Project, Team Body Corporate

The Noosa Lakes Resort Solar Revenue Project led by Team Body Corporate is a shining example of outstanding innovation in sustainability. Their commitment to sustainability and innovative approach to environmental engagement has set a new standard. Their commitment to pragmatic and quality delivery sets them apart, making this project a joy to witness in action.



Individual Awards

Essay Award

Stephanie Toft,
Body Corporate Alliance

Stephanie Toft's essay, "Breaking Through the Bulletproof Box" demonstrates exceptional intellect and insightful thinking. Her thought-provoking work has been a delight to read and a testament to her dedication and hard work.



Strata Community Manager Award

Kayleigh Mills
Body Corporate Services Qld

Kayleigh Mills embodies the qualities of a top-notch strata manager. Her compassion, kindness, and disciplined approach in helping clients resolve their issues have been outstanding. She has impressed the judges and truly deserves this recognition.



Support Team Member Award

Sunnie Thompson
Body Corporate Services Qld

Sunnie Thompson is the support team member every business wishes for. Her kindness, consideration, and unwavering dedication make her a standout. She consistently goes the extra mile, brightening up the workplace with her energy and self-starter attitude.

Senior Strata Community Manager Award

Nicole Martinovic
Body Corporate Services Qld

Nicole Martinovic's experience, enthusiasm, and client-focused approach have made her a shining example of what a strata manager should be. She sets a gold standard for the industry, and her dedication is an inspiration to all.



Strata Community Manager Rising Star Award

Kerry Hansen
Matthews Body Corporate Management

Kerry Hansen's humble and authentic attitude, along with her initiative and problem-solving skills, have left a lasting impression. Her potential to rise through the strata ranks is exciting and well-deserved.



Speciality Award

President's Award

Julie MacCarthy
Capitol Body Corporate Management

Julie MacCarthy has been a dedicated member of SCAQ for nearly two decades.

Her numerous awards and extensive volunteering efforts reflect her passion for elevating the strata community. Julie's compassionate and vivacious personality, coupled with her continuous contributions, make her a worthy recipient of the President's Award.

Her story of ongoing dedication to SCAQ is far from over.

COMMUNITY ENGAGEMENT

Public Reach

SCAQ worked diligently to ensure that an increased awareness of strata as a housing solution throughout the year. Keeping members abreast of upcoming changes and fluctuations in the economic and business environment was of critical importance as things changed rapidly. The spectre of an ever-growing housing crisis looms over Queensland and our industry is poised to become an integral part of the eventual solution. SCAQ appeared before several Parliamentary Inquiries over the course of the year and this critical opportunity to speak directly to politicians about the nuances and importance of strata was welcomed. With both weekly and monthly updates on a variety of topics, the public communications from SCAQ has never more well received and members are seeing a bigger picture.



Media

SCAQ had a winning year in the media stakes, with unprecedented coverage and public impact. Couran Cove was a key issue, with the horrid conditions faced by residents at that scheme requiring significant public advocacy and comment, obviously both in support of the Government dealing with humanitarian impacts of the 'cut off' of essential services, and also to defend body corporate living. This atypical and extraordinary situation led to significant print, radio, and television, including having General Manager Laura Bos on the Today Show over Easter.

Further, Laura had several appearances on Channel 9 on topics from scheme termination to the big suite of reforms announced in February. Our print presence was particularly strong too. We have had entire newspaper columns about the need for reform and large pieces of coverage on various issues affecting our industry in the State's major tabloids.



Strata Community Association QLD general manager Laura Bos. Picture: AAP image/David Clark.

"Whilst high-rise along the coastal strip, particularly along the light rail corridor, is simply an inevitable part of living on the Gold Coast, once we build above ten storeys or so, construction costs tend to necessitate a certain level of finish that is not always affordable for all. This is why gentle density in our well serviced suburban areas is so critical.

The Strata Market

Migration to Queensland from southern states remains particularly strong and despite a significant building crunch and interest rate hikes everywhere, strata grew at an even greater rate than the 12 months previous. With a 1.65% increase in lots this year, Queenslanders everywhere are embracing strata more and more. It is likely that as pressures ease in the construction sector and migration surges, the rate of growth in lots will continue to accelerate given constraints on land supply and cost imperatives, plus the eventual roll out of the South-East Regional Plan that has a particular focus on urbanisation.



LIFE MEMBERS



Life Member

Con Iconomidis

Con Iconomidis has built a tremendous career in Australia, working in insurance since he was sixteen. He started as a mail boy at FAI Insurance before working up to Assistant Claims Manager dealing with motor, home and small business insurance. It was this entry-level to senior management story in his early career that helped shape Con's commitment to training new people in the industry.

Con landed in strata 22 years ago when he started as a commercial underwriter at CHU before becoming state business development manager. He then found himself back at CHU as State Manager before returning to his current role at Strata Community Insurance (SCI), where he has been for nearly nine years. Con has worked across the entire strata insurance supply chain and with many SCAQ member businesses.

This thorough knowledge across the insurance supply chain drove Con to join the SCAQ board and contribute his extensive knowledge towards helping solve the strata insurance market's ongoing pressures.



Life Member

Cath Pashley

Cath like so many people, fell into strata from another career. Post-school, she began a career as an accountant. She trained at a local accounting firm called Smith, Harper and Fox.

Cath and her two siblings invested in a local real estate business on the Sunshine Coast together, kick-starting her career in strata.

Cath joined the SCAQ board in 2008, remaining on the board for nine years of outstanding service. Cath's sense of camaraderie and feeling absorbed in this industry led her to become a consistent instructor of new body corporate managers.

Cath's own business journey has been unique and intertwined very strongly with friends and family, successfully elevating her business and proceeding to win the Small and then Medium Strata Management Business Awards from SCAQ in quick succession. She has run her own very successful strata business and now finds herself at the helm of Bright-Duggan in Queensland.

She is determined to be solutions-focused and a source of inspiration for others. She has a boundless energy that has led to decades of personal and professional success in our industry.

ADVOCACY

Advocacy – Member Engagement

SCAQ held our annual Strata Advocacy Hackathon which was extremely well attended and ably facilitated by Chris Irons, Jessica Cannon and Duncan Lee. A great synthesis of ideas came from the day and this led to a significant number of new policy positions being adopted by the board. SCAQ will soon deliver a policy booklet to members, which can also be given to stakeholders to communicate our priorities. This is an exciting development and again indicative of how much rigour is going into our advocacy program.

Advocacy – Government & Stakeholder Engagement

We continued to have many direct meetings with parliamentarians and worked to impress upon them the importance of our large and growing industry. The advocacy team appeared before several parliamentary and gave a great account of our industry on a broad array of topics.

Our growing profile both in formal consultation channels and our presence as a high value stakeholder has been greatly enhanced as we grow as a sector. At every opportunity, the SCAQ team educate stakeholders on why the strata sector is critical and espouse the value and importance of professional strata management while prosecuting the case for strata reform.

BUGTA Reform

The passage of significant amendments to the Building Units Group Titles Act started the SCAQ year off with a bang. These amendments were largely focused on replicating existing provisions in the BCCMA and were hoped to offer some prospect of a resolution of the situation at Couran Cove. Whilst that unfortunately hasn't come to pass, we were pleased to see some movement on the reform front.

Queensland Advocacy

Advocacy continues to be an area of focus for both the Board and staff of SCAQ. The past twelve months have had some significant wins for our organisation on the reform front and we are proud of how much we have been able to achieve. Credit must go to the entire Legislation Committee led by Advocacy Directors Duncan Lee and Jessica Cannon, with a nod to the work of previous Directors Jason Carlson and Chris Irons.



Cladding and the Home Warranty Scheme

SCAQ also continued the fight on the issue of funding for rectification of combustible cladding, and we expect that issue to be finalised soon. Safety is a core requirement of any home and ensuring safety in high-rise properties is not an issue that can be left at the wayside. In a similar vein, we are a member of the sub-committee of the Ministerial Construction Council with respect of reform to the Queensland Home Warranty Scheme and continued to seek protection for vulnerable apartment owners in buildings over 3 storeys.

Community Titles Working Group

The Community Titles Legislation Working Group has been working diligently, and at the time of printing, a Bill is expected imminently with respect of tranche 1 reforms, including scheme termination changes. We hope a tranche 2 Bill, dealing with more substantive changes to matters like management rights and short-term letting will be proposed in this term of Government. SCAQ is leading the discussion on that group and our submissions and commentary have been well received. We believe this will result in further positive reform.

Northern Insurance

In North Queensland, the issue of insurance affordability is still being felt very acutely. We continue to work with our colleagues at SCA National on the Federal aspects of this issue.

Locally, SCAQ looks forward to working with the Queensland Government in the coming months to help deliver the Strata Title Resilience Pilot Program to help communities in the State's North become more resilient.

Office of the Commissioner for Body Corporate & Community Management

SCAQ continues to enjoy a positive working relationship with the Office of the Commissioner for Body Corporate, and we thank Jane Wilson for her active engagement with us.

It would be remiss of us to not mention the 50% increase in resourcing for the Office of the Commissioner for Body Corporate and Community Management achieved over the past two 12 months. SCAQ has made the point about the need for increased resourcing for that Office at every single opportunity we can over the past 12 months and the deliver of such a substantial increase in resourcing is to be admired.

Advocacy – Media Relations

Over the last 12 months, SCAQ has significantly increased our media presence and engagement with exceptional results. We have secured many TV and press interviews of critical importance and have built a profile as a sought after and thoughtful contributor on matters relating to housing and strata.



Hackathon

This year, SCAQ placed a strong emphasis on advocacy, and our dedicated team organised a highly productive strata hackathon. This event once again brought together the brightest minds in Queensland's strata sector, with several dozen business principals from various corners of the industry in attendance. The day was a resounding success, thanks to the excellent facilitation by Jess Cannon, Duncan Lee & Chris Irons. The collaborative atmosphere generated a wealth of innovative ideas, which have been carefully synthesized and are now under consideration by the board for implementation.







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.

Elevating professional strata management is our key focus going forward, and our aim is to deliver an engaging and relevant program of strata education program. At every stage of members career in professional strata management, SCAQ will be here for you.

This year we have continued to deliver an exceptional professional development value proposition across the full spectrum of our membership, from new entrants to the industry right up to our most experienced practitioners and business owners. We have enhanced the delivery of our Masterclass program acknowledging the need to tailor content to those who have significant experience in our industry and take deeper dives into both technical and challenging topic areas.

In response to member requests, one of the most significant decisions made this year has been to quarantine our professional development program to ensure the quality and integrity of content. This has seen our program grow in stature and significantly opened more opportunities to connect with a broader pool of sector subject matter experts and external providers.

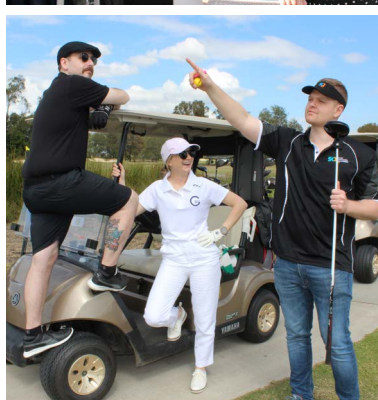
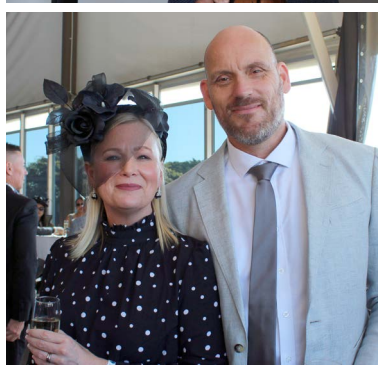
In addition to our structured professional development program, we have also created the new “Lunch and Learn” series specifically to enable our partners and supporters to deliver bite size content that is easy to absorb and educational. The idea of these is to let you hear a little more about a range of service offerings in the sector.





EVENTS







Annual Conference

Given the geographic diversity of our membership, the board undertook to take our conference to Cairns where we had a relaxed, tropical experience that was embraced by all. With a tremendous array of presenters who engaged guests throughout. Forward Focus – Future Thinking was really embraced as everyone was immersed in content all about the trends and changes we need to embrace to succeed over the coming decade and beyond. Richard Champion was a hit again as facilitator and other highlights included a tremendously fun Awards Dinner and solemn cultural experience with Minjil, an indigenous cultural group of the Gimuy-Barra (Cairns) region performing an awe-inspiring welcome to country. Addresses from Queensland Attorney General Shannon Fentiman MP, Warren Entsch MP and Commissioner for Body Corporate and Community Management Jane Wilson were also a real highlight, giving us an insight into the political and service delivery issues facing our sector. Social elements of the conference were well attended and the trademark strata camaraderie was there for all to see. Despite the relatively remote location, attendance was high with a 260+ delegates and a 50-50 split of managers and suppliers.

2022 Golf Day

Golf days continue to be warmly embraced by all. In 2022 we headed to Nudgee Golf Club for a full 18 holes of four ball ambrose golf. Skill levels varied wildly whilst enthusiasm for the drinks cart did not. Balmly weather blessed us on both occasions and everyone sought to make a par or two where they could. Winners were Sean Albert, Gary Heslop, Michael Applebee and Simon Davin. Congratulations to the winners. Our generous sponsors Rochele Painting, Macquarie Bank, Body Corporate Brokers, StrataMax, Grace Lawyers, Altogether, Lannock Strata Finance, Higgins Coatings, CHU, Programmed Property Services, Humenergy, Dulux, Solutions in Engineering, Buildcheck, Kelly+Partners, John Lyng Strata Services and Fully Wired made what is rapidly becoming a highlight on the organisational calendar just a perfect social experience. Creative hole interactions from the various sponsors created a real fun vibe which was welcomed enthusiastically by all.





2022 End of Year Networking

Our end of year networking was enjoyed by all at venues on the Gold Coast, Brisbane, the Sunshine Coast, Townsville and Cairns. The end of 2022 seemed to mark a real line in the sand for the end of a world dominated by concern and policy related to COVID-19. There was a real celebratory vibe as normal returned and members were able to enjoy one another's company.



Education Planning Retreat

Education and training is at the core of SCAQ's work. This is why the work of the education committee in planning our calendar and content is critical. The knowledge of our experienced managers and other industry professionals on that committee is critical to ensuring our education offering remains current.





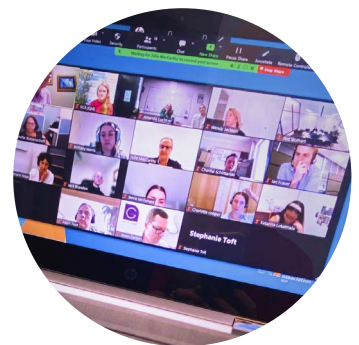
2022 Leadership Forum

The Leadership Forum moved away from sunny Hamilton Island to temperate Tasmania where delegates were treated to a series of mind opening presentations and discussions, ably facilitated by Rob Rossano from Phuel. With a winery tour a bonus at the end of some difficult and intellectually stimulating days, it is safe to say that everyone left Tasmania enhanced, if a little worse for wear. Collaborating and networking amongst people at the top of their field is a benefit to not just participants- but our industry as a whole.



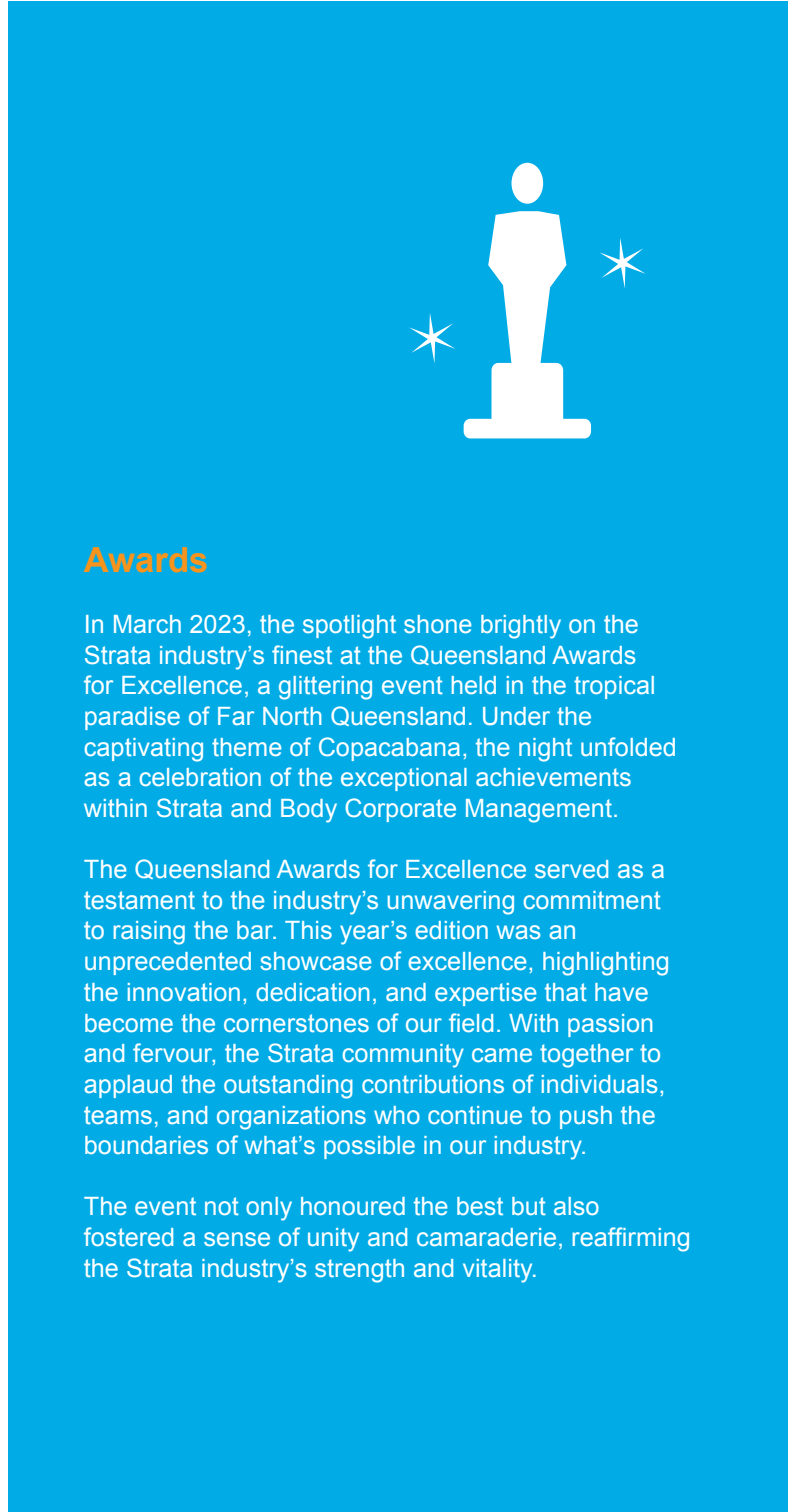
Webinar Program

Our education webinar series continues to be a hit with members with growth in attendance and new offerings to help satisfy the needs of the diverse SCA membership. With our Masterclass offering and bite sized Lunch and Learn webinars being added, we expect the positive feedback and educational growth of our membership to continue. With 2647 participants pleasingly this was our biggest year yet.



A100

The A100 proved another integral part of the education calendar and the accreditation pathway continues to be warmly embraced by many and the chance to enhance professional knowledge was welcomed with open arms by many. Professionalisation and high standards are at the forefront of everything we at SCAQ. We hope in the near future that SCAQ education programs form part of a formal regulatory regime for body corporate managers. We ran three A100 courses with an average attendance of 16.



Awards

In March 2023, the spotlight shone brightly on the Strata industry's finest at the Queensland Awards for Excellence, a glittering event held in the tropical paradise of Far North Queensland. Under the captivating theme of Copacabana, the night unfolded as a celebration of the exceptional achievements within Strata and Body Corporate Management.

The Queensland Awards for Excellence served as a testament to the industry's unwavering commitment to raising the bar. This year's edition was an unprecedented showcase of excellence, highlighting the innovation, dedication, and expertise that have become the cornerstones of our field. With passion and fervour, the Strata community came together to applaud the outstanding contributions of individuals, teams, and organizations who continue to push the boundaries of what's possible in our industry.

The event not only honoured the best but also fostered a sense of unity and camaraderie, reaffirming the Strata industry's strength and vitality.





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