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## Meet Strata Community Association (Qld)



*Simon Barnard  
President*



*Kelly Roberts  
Senior Vice President*



*James Nickless  
Vice President*



*Ric Allard  
Treasurer*



*Ian D'Arcy  
Secretary*



*Jason Carlson  
Director*

**SCA (Qld) has been the peak industry body for body corporate and community title management (strata management) in Queensland for the past 35 years. While the Queensland strata sector is well legislated in comparison to other countries, it is of a complex nature requiring continual review.**

As a non-profit organisation, SCA (Qld) provides education to strata managers in a state that has never introduced licensing or registration for the profession. Despite there being no formal government requirement, SCA (Qld) members make a conscious choice to join, fulfil minimum professional standards, obtain adequate indemnity insurance and voluntarily undertake ongoing training to provide excellence

in customer service to the 1.1 million Queenslanders living in strata title communities.

Queensland is the third largest strata title state, home to 485,251 lots in 48,895 schemes. That's a 27 percent increase in schemes and a 35 percent increase in lots over the last ten years; a sure sign that the state's residents are embracing the strata lifestyle and re-enforcing expert predictions that 50 percent of residents will be living in apartments by 2050.

Strata Community Association (Qld)'s purpose is to protect these strata communities and advocate for the modernisation of this important pillar of the Queensland economy to safeguard the estimated \$192 billion replacement value of strata titles. ■



*Melissa Butwilowsky  
Director*



*Con Iconomidis  
Director*



*Peter Crogan  
Director*



*Andrew Davidson  
Director*



*Nicky Crane  
Director*



*Katrin Watson  
Executive Officer*

# Representing and educating the community titles sector

**A major focus of SCA (Qld) is advocating on behalf of the greater strata community and representing the sector in high-level discussions. There are 1.1 million people living in strata properties around the state and it's vital their unique needs are acknowledged and understood, which strata professionals are well placed to.**

A prime example is the state's and the country's cladding saga. Since mid-2017, SCA (Qld) has consulted with the Non-Conforming Building Products Audit Taskforce instated by the Department of Housing and Public Works and the Queensland

Building and Construction Commission to ensure that cladding assessment occurs safely and within a reasonable time-frame, without placing unrealistic burdens on strata communities. Our concerns resulted in some procedural simplifications and extenuated timeframes which are desperately needed in the strata environment where a collective of owners makes decisions.

SCA (Qld)'s role is to advance the strata management reputation and professionalism by implementing education programs and providing a transparent accreditation process. Since 2018 more members get involved in identifying education needs and gaps to provide a holistic program that complements

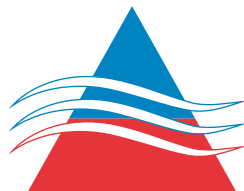
our accreditation framework.

Our webinar series, seminars, roadshows, masterclasses and conference improve member understanding of complex strata matters and ensure all professionals fully comprehend new legislation. These educational offerings combined with member's commitment to our Code of Conduct and our professional standards demonstrate how serious members take their roles and desire to meet the highest of industry measures.

SCA (Qld) accredited and certified strata managers provide owners with certainty that the person managing their unit is a qualified professional, recognised amongst peers and committed to the rules of their industry body. Our

non-profit organisation is not only the hub for various professionals in the strata sector in Queensland, but we are also the link to government allowing owners to be heard.

Central to SCA (Qld) is to be the platform bringing together members who can rely on their colleagues to meet the same level of professionalism. Networking events feature throughout the year and create opportunities for capable and like-minded individuals to connect and combine their services for their clients. Last year also saw the introduction of a 'New and Young Professionals' evening designed to allow the younger generation of strata managers and future strata leaders to converse in an informal setting. ■



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# Choosing the right body corporate manager

**Capitol is the leader in body corporate management. They adopt an unwavering focus on innovation and personalised service.**

Building managers, caretakers, committees and owners looking to better deliver their services should make Capitol their first call. Below are some of Capitol's points of difference.

**Expert advice and community relationship management**

Capitol's services are personalised and cost effective. Their team has over 300 years of collective, relevant experience. This experience can be applied to almost any situation to deliver a tailored solution. All clients are given direct contact details for their Community Relationship Manager to ensure clear lines of communication. Capitol Community Relationship Managers are formally qualified

experts in management and are all members of Strata Community Association (Qld). You can read more about each manager at [www.capitolbca.com.au](http://www.capitolbca.com.au).

**Innovative technology solutions**

Capitol offers lot owners access to a secure online portal where they can find information about their body corporate, such as:

- Statements and levy information
- Community management statement (including by-laws and plans)
- Building reports (including insurance valuations, safety audit reports and sinking fund forecasts)
- Meeting minutes

Committee members and building managers have access to additional information including financial statements.

**Easy online invoice approvals**

Capitol provides an online invoice approval hub and the system enables the committee to approve invoices quickly and securely online. The system is flexible and can support existing approval arrangements (e.g. building manager approves first, then treasurer approves). This system is provided at no additional cost, and ensures your creditors are paid faster.

**Capitol is different**

In addition to core administration services, Capitol also provides:

- Assistance with arranging maintenance and repairs
- Emergency after-hours maintenance phone service
- Online forms for lot improvements, pet requests, insurance claims and more
- Easy to understand explanations of body corporate topics in their resource centre

- Records stored electronically for quick supply of information when you need it

Capitol has a dedicated new business team that ensures seamless transition to Capitol from existing bodies corporate. They also work with developers to establish new schemes.

**Committee and owner training sessions**

The best communities have the most informed owners so it is vital you find a manager who provides free ongoing education. Capitol provides valuable resources including links to external training providers, content from the Capitol seminar series and video presentations by expert speakers. ▲

Find body corporate information, training videos and more in the resource centre by visiting [www.capitolbca.com.au](http://www.capitolbca.com.au).

The leader in body corporate management

- ▶ Qualified strata managers
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- ▶ Full time accounts team
- ▶ Owner login
- ▶ Resource centre
- ▶ Invoice approval hub
- ▶ Educational website

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# Advocacy and regulation of managers

**Advocating for some form of licensing or registration in Queensland has been a major focus for SCA (Qld) since inception. However, in December 2013, the Council of Australian Governments decided to no longer pursue a licensing regime for the strata sector.**

Consequently, in the absence of any government initiative, SCA (Qld), the peak industry body, implemented a self-regulatory accreditation pathway to provide a profile for body corporate managers and standards on which consumers may rely. This pathway offers an accredited and a certified strata community manager level, which reflect the degree of professional development managers have undertaken.

Aiding organisational credibility is the development of recognised qualifications, such as the Certificate IV in Strata and short courses offered by RMIT. These programs complement the accreditation pathway and provide consumer confidence and objective criteria for assessing strata managers.

In a sector without licensing or registration requirements, SCA (Qld) members commit to continuing professional development targets and will



*SCA (Qld) Executive Officer Katrin Watson, Jillian Whiting, Attorney-General Yvette D'Ath, SCA (Qld) President Simon Barnard, and Commissioner Chris Irons at the 2019 Conference on the Gold Coast*

continue to do so while there is no government scheme in place.

Another integral aspect of being the only strata industry body in Queensland is a strong program of advocacy representing owners of strata and community titles.

SCA (Qld) has been strongly supporting and closely collaborating on the Property Law Review that commenced in 2014 and in regular meetings with the Attorney-General, industry-relevant government ministers and opposition leaders has passionately taken the stance of a consumer advocate.

A quarterly stakeholder meeting between SCA (Qld), the Commissioner for Body

Corporate and Community Management and industry groups such as the resident managers (ARAMA) and unit owners (OCN) are also key to keeping a finger on the pulse of the sector.

SCA (Qld) has a seat on the Department of Housing and Public Works' Housing Council, where topics affecting the

strata community and high-rise buildings are often discussed, and prior to the last state election, SCA (Qld) requested responses to four strata priorities from all major parties before disseminating their answers to members and help inform their vote.

SCA (Qld)'s reputation as the peak industry body continues to grow, both nationally and internationally, with 2018 seeing visiting delegations from South Africa and Malaysia meet with board members and learn from their experience.

Both groups expressed interest in the accreditation pathway and how the lack of licensing impacts the professionalism of the strata industry in Queensland.

The meetings proved very productive and common ground was found on many of the shared aims, with the desire for ongoing education and a recognisable accreditation service being foremost among them. ■



*Watch out for the SCA (Qld) Member logo to identify management firms committed to professionalism.*



*Michael Healy MP and SCA (Qld) President Simon Barnard at the 2018 Conference in Cairns*



*QBCC Commissioner Brett Bassett, SCA (Qld) President Simon Barnard, SCA (Qld) Executive Officer Katrin Watson, Policy Advisor to the Attorney-General Laura Macpherson, QBCC Deputy Commissioner Philip Halton, and Commissioner Chris Irons at the 2018 AGM*

# Accreditation pathway attracts talent to the sector

**Implementing a quality seal for professional strata managers that transparently and confidently demonstrates their level of commitment to excellence in service has increased public trust in SCA members.**

Serving as an objective set of qualifications, accredited and certified strata community managers have mandatory training requirements to receive these post-nominals and are required to subsequently undergo

professional development continuously. The pathway:

- Fosters professionalism and is designed for a sector that seeks more talent as the growth ensures sustainable career development;
- Allows member companies to make a public statement that they put the needs of clients at the centre of everything they do and desire to remain current with best practice guidelines;
- Inspires consumer confidence and objective

criteria for assessing strata manager qualifications.

With SCA as the major driver behind industry qualifications, the organisation has been able to consult with all major stakeholders and education providers to create bespoke strata programs. The Certificate IV in Strata and the short-courses offered by RMIT are knowledge benchmarks and serve as the organisation's endorsement of strata managers.

The accreditation pathway is central to our mission, and while we will continue to advocate

for licensing or registration in Queensland, the pathway is the closest we will be able to get to in this political climate.

SCA (Qld) will implement the Strata Management Practice Standard (SPS) as an opportunity to further company's professional standing within the strata community. It will be a voluntary practice standard for strata management businesses, where member organisations will be audited on their internal procedures and contractual relationships. The new standard will be introduced in late 2019/early 2020. ■



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# In better hands

**All members, without exception, are qualified professionals by way of training and experience.**

- **QUALIFIED:** Minimum entry level for a strata management company is a certified strata community manager amongst the team. To qualify for this level of accreditation, the individual must show evidence of a Certificate IV qualification in strata management.

- **INSURED:** Strata management companies annually prove a minimum level of Professional Indemnity Insurance (\$2 million).
- **EXPERTS:** Accredited and certified strata community managers complete minimum professional development every year. The accreditation pathway sets objective criteria for strata manager's

qualifications and provides consumer confidence.

- **ACCOUNTABLE:** Members abide by the SCA Code of Ethics, hence professional standards concerns can be addressed and resolved through the SCA (Qld)'s Professional Standards Committee.
- **INFORMED:** SCA (Qld) members are up to date with legislative changes and

best practice principles, participate in training that encompasses all facets of strata management including industry, regulatory and technical aspects.

## A body that provides value

SCA (Qld) offers membership to strata management, strata services and strata owners. Services are extended on various levels. ■

Strata Management	Strata Services	Strata Owners
Aligning with a highly respected industry body, represented in major media and the public		
Professional representation at government level with a focus on consumer protection and enhancing community living, reducing costs to owners and effective administration of schemes		
Timely information services – e-news, industry magazine, alerts		Inexpensive and convenient way to keep up to date with industry and legislative changes
Be represented on the SCA Directory available to the public		
Ability to enter the Annual Awards for Excellence		
Up to date professional education to suit the individual's level of experience	Engagement with the managers of 85 percent of the managed lots in Queensland	Connect with top strata management and services professionals in an informal setting
Access to a wide array of strata industry service providers	Build worthwhile relationships with a sector worth in excess of \$100 billion	SCA members are consumer advocates
Accreditation pathway enables managers to drive their career		

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# Golf Day 2018 and Christmas Networking

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# Conferencing & Education with SCA (Qld)



The Annual Conference attracts more than 250 professionals from the strata sector for two days of learning and excellent networking opportunities. The annual Leadership Forum and Education Planning Retreat help raise industry professionalism.



# SCA (Qld) Engagement

Contributing to a better understanding of the needs in strata, SCA (Qld) has a dedicated media strategy that promotes professionalism and raises consumer issues with the public.



## Strata rulings likely to loosen

**NEWS 11**

Strata rulings likely to loosen

By [Name]

Strata owners and committee members are likely to see a loosening of the rules governing their properties, according to a new report from the Queensland Building and Construction Commission (QBCC).

The QBCC has found that the current strata legislation is outdated and does not adequately protect the interests of strata owners and committee members.

The report recommends that the government should consider amending the legislation to allow for more flexibility in the way that strata schemes are managed.

The QBCC also recommends that the government should consider introducing a new strata legislation that would provide for a more robust and transparent strata system.

## Push to hasten new strata legislation

**NEWS 11**

Healy putting case to AG

By [Name]

Strata Community Australia (SCA) has urged the Attorney-General to expedite the introduction of new strata legislation. SCA's CEO, Simon Barnard, has written to the AG, highlighting the need for a modern strata system that better protects the interests of strata owners and committee members.

The AG has indicated that the government is considering the introduction of new strata legislation, but the process has been slow. SCA is pushing for a faster timeline to ensure that the strata system is up-to-date and reflects the needs of the industry.



## COMMITTEE TRAINING COURSE



The Queensland body corporate legislation allows owners of strata schemes to self-manage assets worth in excess of \$1billion. Owners and committee members work voluntarily to preserve their properties, keeping up with 6 pieces of legislation and a further three dozen related legislation, codes and regulations.

SCA (Qld)'s half-day course is designed specifically to suit owners' needs and aims to provide committee members with the appropriate knowledge to manage their scheme adequately and comply with legal requirements. SCA (Qld) is a non-profit membership body for Strata Managers and suppliers to the industry.

### Course Overview

- Module 1: Governance - Policy making, by-laws, and enforcement
- Module 2: Planning for the Future - Management strategies, building and maintenance management, as well as disaster and risk planning.
- Module 3: Committee Operations - Roles and responsibilities, decision making, strata manager appointment and termination, and ethics.
- Module 4: Finance - Financial reporting, budgets, funding, the ATO, and investments.
- Module 5: Facility Management - Maintenance responsibilities, evaluation of systems, and determining needs.

Course Fee: \$145 Non-Members | \$95 Members  
 Duration: 3 hours  
 Online Access to Course Modules for 12 months

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# Strata industry update:

## Industry report with Chris Irons

**Seeking a comprehensive update on the strata and community title industry, ResortNews recently caught up with Chris Irons, Commissioner for Body Corporate and Community Management, and having recently attended the SCA Qld conference, he was encouraging about the future.**

"The strata and community title industry is being impacted on by few factors," said Chris. "The first is the sheer volume and number of schemes that now exist. It is estimated that there are currently about 50,000 schemes and 500,000 lots, located primarily in South East Queensland, and that the industry is experiencing growth of between three and four percent per annum.

"Obviously the more people involved in the industry, the greater the need for access to information and dispute resolution services that are responsive and meet the needs of a wide variety of community titles stakeholders.

"This burgeoning industry has evolved from something quite boutique or niche, managed largely by semi-skilled, and often semi-retired couples to a sophisticated sector incorporating bodies corporate, committees, onsite managers and specialist service providers that is now worth millions of dollars.

"Another factor is that Queensland is unique in that the BCCM office is not replicated in other states in Australia, South East Asia or in fact anywhere in world where strata and community title industries exist.

"Queensland has always led the field with regard to government regulations in this sector, primarily due to the growth of the tourism industry, but with the increase of community living and advent of Airbnb-like services, the other states



**Chris Irons**

are catching up, and are looking to Queensland, both for context and direction.

"Difficulties arise and compliance with regulations can become complex however, when dealing with varying regional laws and industry bodies with opposing agendas and views on what's best for industry, and how that legislation should be rolled out.

"So in saying that however, it is heartening to witness

the increasing level of representation and input by all industry bodies regarding legislation reviews and reforms. Most recently, there has been significant industry cooperation and consultation with regard to issues such as short-stays, cladding, towing and even bodies corporate.

Acknowledging that the industry is anxiously awaiting the outcome of pending module reforms, Chris said

The role of the BCCM office is to take the complex and the technical and make it practical and workable for those in the industry



that he anticipates further consultation by mid-year.

And on the issues that tend to form a staple discussion point; short-stays, smoking, parking and pets, he believes that further consideration may occur this year and that all we can do is stay on top of what is required; continue to network, listen, engage, upskill and understand your role so that compliance is a given.

"The role of the BCCM office is to take the complex and the technical and make it practical and workable for those in the industry.

"Whatever type of building you're in, or role you hold, we continue to encourage best practice with regard to by-law enforcement, maintenance responsibilities and how to properly conduct a meeting. There are a number of resource platforms available including the BCCM website, industry presentations, a webinar series and face-to-face consultations.

"Ultimately, the crux of an enduring and successful industry going forward is collaboration.

So irrespective of whether you are in government, a not-for-profit, a large or small concern; and whether you are an onsite manager or hold a position on the committee or body corporate, I urge you to work with each other for the good of the building and the community.

"We will continue to work with you, and while we're not going to spoon feed or tell you what to do, the BCCM office is here to assist in delivering information and guidance on most issues.

"We are open to ideas, input and requests from the industry and will do what we can to design and deliver a comprehensive service for the industry, and while we might not be able to do everything, we will do what we can." ■



**Established on the Gold Coast in 1978 under the ownership and directorship of Mr John Poletto, Amalgamated Painting Services (APS) was, and is to this day, a family-owned company that is well known and respected for superior quality work, and comes highly recommended by major developers and all paint manufacturing companies.**

Recognising the demand for reliable multi-tradesmen and wanting to provide a turnkey maintenance service to provide

clients with a “one stop shop” in Queensland, Amalgamated Property Maintenance (APM) was formed in 1999 with a view of maintaining the newly constructed projects that APS had completed.

As a long-term member and gold sponsor of the Strata Community Association (Qld), Amalgamated Property Maintenance works in conjunction with body corporates, building managers, committees, project managers and hotel engineers throughout

southeast Queensland to provide a range of remedial building rectification and refurbishment projects.

Holding open building licenses, specialised teams undertake internal and external projects ranging from minor remedial building works to total facade refurbishment including the replacement or renovation of balustrades, the treatment of spalling concrete, corrosion rectification, high-pressure water cleanings and the application of anti-graffiti coatings.

Speaking of their extensive involvement with the strata and property industries, Amalgamated Group director Darrick Poletto says: “We’re not a multi-national conglomerate, and deliberately so. We are small enough to be versatile and flexible, and to be able to provide a personal, hands-on service, but also large enough to handle numerous multi-million dollar contracts.”

With a strong focus on client satisfaction, the Amalgamated



group pride themselves on excellence in the quality finish of their product/services and the professionalism of those they employ.

All work is conducted inhouse by fully-trained and highly skilled tradesmen, including a specialist team of high-rise abseilers, effectively reducing costs associated with scaffolding, expediting the repaint or repair time, and most importantly, providing improved safety conditions for workers and the public.

Both APS and APM are committed to maintaining a first-class track record in an industry where safety is paramount and all staff strive for continuous improvement in order to consistently meet the needs of clients and to comply with all Workplace Health and Safety regulations and requirements.

The Amalgamated Group has dedicated teams operating in Brisbane, Gold Coast and the Sunshine Coast. ▲

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Amalgamated Property Maintenance was established to service the Body Corporate and Repaint Industry and are the only TRUE ONE STOP SHOP for undertaking total building refurbishments with our Open Builders QBCC Licence.

Although our core business is Commercial Painting, we are SPECIALISTS IN WATERPROOFING, Concrete Rectification (Concrete Cancer) and Remedial Building Repairs to name but a few.

**Email or call us and we will arrange a suitable time to come out and meet you or your Committee!**

Amalgamated Property Maintenance is well known and respected for quality work and comes highly recommended, by all major Paint Manufacturing Companies, for our success and skills in Commercial Painting, Property Maintenance and Refurbishment services.

Amalgamated Property Maintenance focus' strongly on our clients' needs. We pride ourselves on excellence in the quality finish of our products/services and the professionalism of those we employ.

Amalgamated Property Maintenance work with all the major paint manufacturers, allowing us to provide to the end user, expert technical advice, written specifications and warranties that are backed by the manufacturer.

Servicing the whole of the SEQ, Amalgamated Property Maintenance have an Open Builders Licence which allows us

to undertake all building refurbishment works at any height, including waterproofing, abseiling, window and balustrade replacement to name but a few.

We are committed to the accommodation industry being members of:

- Accommodation Industry Preferred Supplier Programme
- Australian Resident Accommodation Managers Association (ARAMA)
- Australian Institute of Hotel Engineers (AIHE)
- Strata Community Australian (SCA)

Servicing the Body Corporate and Commercial Repaint Industries, Amalgamated Property Maintenance is the only true "ONE STOP SHOP" for undertaking total building refurbishments.

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## Painting

Amalgamated Property Maintenance have transformed many buildings, some with major remedial work being carried out prior to painting. We have long standing relationships and work closely with Body Corporates, Building Managers, Committees, Hotel Engineers, Project Engineers, Project Managers and Paint Manufacturers to ensure the best possible outcome.

## Water Proofing

We specialise in remedial waterproofing upgrades to rooftops, balcony decks, planter boxes and all other leaking substrates. We also carry out chemical injection of substrate cracks, even at height via rope access.



## Water Blasting

High pressure water blasting is always used in external paint preparation and also forms part of a paint manufacturer's Warranty. Buildings, especially those in coastal areas, attract salts and pollutants. Washing down your building regularly will extend the life of your coating as well as meeting the paint manufacturer's Warranty conditions.

## Abseiling

Amalgamated Property Maintenance offers a team of fully trained, highly skilled abseilers. This method of Hi Rise tradesmanship can result in:

- Reduced hire cost scaffold
- Safety to workers and the public
- Speeds up repaint process



## Protecting Steelwork

Amalgamated Property Maintenance is experienced in coating all types of steel substrates. "Our commitment is your guarantee of high quality workmanship and efficient, cost effective service." The key to a successful outcome starts with the comprehensive and thorough surface preparation. Amalgamated Property Maintenance's highly skilled team works in conjunction with paint manufacturers and independent consultants to achieve quality workmanship in all types of challenging conditions.

## OUR TEAM

**John Poletto** – Director  
**Darrick Poletto** – Director  
**Richard Page** – Business Development

**Matthew Kennedy** – Brisbane  
**Tony Beales** – Gold Coast  
**Scott Clarke** – Rope Access

**Phil Riley** – Projects Supervisor  
**Glenn Davies** – Window Supervisor  
**Andy Wright** – Building Supervisor



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