



VICTORIA

2019/20 ANNUAL REPORT

STRATA COMMUNITY AUSTRALIA (VIC) INCORPORATED

WWW.VIC.STRATA.COMMUNITY

*THIS IS A SUMMARY REPORT PRODUCED WITH SCA AND SCA (VIC).
READ THE FULL ANNUAL REPORT ON SCA (VIC) WEBSITE.*

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VIC PRESIDENT'S REPORT



This financial year marks the 30-year anniversary for our association and has been a tumultuous year for SCA (Vic) to say the least.

The year started with the resignation of our long-term General Manager, Rob Beck, after 16 years at the helm. The Board seized the challenge and turned the perceived threat into an opportunity to reassess our values and strategic direction. After a lengthy recruitment process, we appointed Maree Davenport to guide the association with her well established network within the regulatory and building sectors. The Board undertook a full review of our Strategic Plan and eagerly embarked on implementation. And then COVID hit!

SCA (Vic) stepped up to the challenges and were instrumental in gathering and disseminating vital information to our members and the public whilst providing feedback and insights to the government in relation to dealing with the pandemic in strata.

It quickly became apparent that the potential widespread, debilitating financial impact of COVID-19 demanded the SCA (Vic) Board rethink how we conduct business. Our introspection required us to consider our fundamental reasons for existence. This led us to focus on our core strategies of Advocacy, Education, Member Services and Governance to continue to provide our membership with the support and direction they rightly expect.

This review identified potential avenues to maintain delivery and improve efficiencies through an increased integration with the SCA National office. We were not on our own, as the other states were faced with the same challenges. The need for greater synergies has enabled the National office to consider implementing structural changes to help meet the shared needs of the states.

Our sponsors continue to be an important part of the success of SCA (Vic) and we thank them for their continued support and trust in the Board as it navigates such challenging times.

COVID-19 has not halted everything. Law reform and looming compliance deadlines have still occurred, demanding our attention. SCA (Vic) is continuing to lobby the various government departments and recently met with the new Minister for Consumer Affairs, Melissa Horne, to discuss implications of COVID-19 on the conduct of OC Meetings, as well as other detrimental impacts of the proposed impending legislation. 2020 has been a year of momentous change to date, requiring significant dedication and time from the SCA (Vic) Board and Secretariat to ensure we deliver the structure, guidance and resources our members deserve.

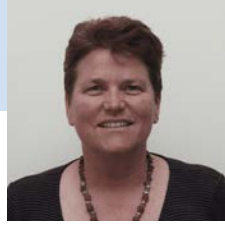
Despite the impact of COVID our membership has grown by over 20% this year and together we will “Change the Game” to build a stronger, more efficient SCA (Vic) for us all.

PETER SCOTT
PRESIDENT
SCA (VIC)

VIC 2019/20 BOARD OF DIRECTORS



Peter Scott
President



Julie McLean
Immediate Past
President



Mark Benson
Vice President



Stuart Mellington
Secretary



Gregor Evans
Director



Tim Graham
Director



Steven Danne
Director



Aaron Healy
Director



Peter Davies
Director

VIC COMMITTEES

Events and Accreditation

Events

Finance and Sponsorship

Governance

Legislative and Public Affairs

Professional Standards and
Membership

Strata Community Young
Professionals

Strata Community Women

Strata Management Practice
Standard

Supplier Chapter

VIC 2019/20 SPONSORS

SCA (Vic) is supported by corporate partners and sponsors that enable us to deliver member services. Listed below, our sponsors are our trusted and preferred suppliers in their area of expertise, and we thank each and every one of them for their ongoing commitment to our organisation.

PLATINUM



GOLD



Tymaline Building Services
BUILDING, MAINTENANCE
AND INSURANCE SPECIALISTS



SILVER



BRONZE



2019/20 AT SCA (VIC)



831
MEMBERSHIPS



357
MANAGERS



96
SERVICES



100
AFFILIATES



278
PRINCIPAL
MEMBERS



2,000 ATTENDEES

36 FUNCTIONS



12
MEDIA
MENTIONS



231
FOLLOWERS

ONLINE EVENTS
HELD SINCE
COVID-19



30

AVERAGE
ATTENDANCE PER
WEBINAR



36
RANGING
FROM 6 - 138

SCA (VIC) 2020 TEAM

Sharon Lameris

Whitney Partridge

Amelia Dean

Director Education and Policy

Sponsorship and Member Engagement Manager

Events and Communications Officer

VIC EDUCATION

A core pillar of the SCA (Vic) vision and mission - Education - is professionalising the strata sector and delivering exceptional value to our members.

Earmarked as a Game Changer for our industry, this year propelled the transformation of education deliverables to online. Continuing our strong position to support members and embrace flexibility in our programs. We met the challenges arising from COVID-19 by creating member information guides exactly as needed. Supported by industry sponsors, supplier members and stakeholders we also delivered a series of COVID-19 webinars exploring Safety for Self, Staff and Strata, Committee Governance focusing on Cash Flow, Business Operations, Strata Meetings and Pandemic Planning. Members' positive response saw us increase our ZOOM capacity from 100 to 500 in the second week!

Adapting fully to online delivery, member engagement was strengthened introducing new networking series for Principals "Scotch O'clock", discussing emerging business issues and finding solutions among peers. For strata managers our "Coffee Catch Up" created a space to discuss and share day to day experiences. Our popular "Round Table Discussions", continue to allow any strata related question to be brought to the table to learn from guest panelists and peers. Members have continuing access to the legal hotline, Practice Guidelines and regular training sessions, to establish best practice and learn legislative fundamentals.

Online availability to the recordings now provides on demand access.

Our annual major events took us to new success heights; with the CHU SCA (Vic) 2019 Symposium – 'Strata in Motion' and CHU SCA (Vic) 2019 Principals Retreat 'Sailing the Strata Course'. Attendance remains steady at the A100 Introduction to Strata, and demand for Committee Training has grown, with sessions dedicated to Managers, keen to improve governance and greater support to committees.

SCA (Vic) continues to advocate for recognised qualifications and mandatory CPD. To strengthen our skills and focus on gap training SCA (Vic) created the Strata Workforce Competency Framework (SWCF). A Do-It-Yourself Tool Kit is currently being piloted, to engage and empower members to apply the framework within companies. The framework also provides a strong foundation upon which we advocate regulatory and allied partnerships in a drive for licensing, based on accreditation, registration and compliance. A potential partnership is under development with Box Hill Institute, with a view to developing qualifications that not only recognise existing skills, knowledge and industry experience, but build, enhance and validate higher level qualifications. We recognise that the quality and standard of education delivered underpins the reputation of professional SCA (Vic) strata managers, and the success of SCA (Vic), your industry body.

VIC ADVOCACY

COVID-19, a State of Emergency and a State of Disaster in Victoria has presented challenges and opportunities for strata. These challenges provided advocacy opportunities by highlighting overlooked risks to higher density living that the Owners Corporations Act didn't envisage.

A lack of legal framework has left owners corporations unsure how to comply with administrative obligations; how to control common property, apply restrictions, contact trace, maintain safe work places, fund care and support, and increased cleaning costs. As the financial impact is looming, we are lobbying for financial support with both Federal Treasury and State Treasury for owners corporations who may be at risk of insolvency as the unemployment figure increases, mortgage relief is removed, and unemployment benefits reduce.

During this same period, we also had a review by DELWP and the VBA of process leading to the collapse of the Mascot and Opal Towers. SCA (Vic) participated in a series of workshops as part of DELWP's comprehensive review of Victoria's building regulatory framework. The workshops focused on mapping the development lifecycle of a building – from planning and design to construction and occupancy – and understanding the key issues, gaps, risks and reform opportunities across the regulatory system, and included stakeholders from every stage of the cycle. The lack of consistency of document management and handover featured consistently across each stage.

SCA (Vic) is advocating for building reform with a focus on Essential Safety Measures in buildings. The welfare of occupiers displaced by the mass evacuation of buildings has also been under review and highlighted the need for a register of occupiers. SCA (Vic) was also an important stakeholder in the review of tenant management during a crisis through the Office of the Commissioner for Residential Tenancies.

The impact of cladding continues in so many ways as the impact of risk is fully unpacked and SCA (Vic) has been involved in workshops to find solutions assisted in compiling a Cost Benefit Analysis of banning combustible cladding. SCA (Vic) is working closely with the Water Unit at DHHS to understand the impact of the new pool testing requirements included in the Public Health and Well Being Regulations and to foster the awareness and compliance with the new Water Quality Guidelines, as well as collaborating to develop resources for owners corporations with pools or spas.

Raising the bar for entry to our industry remains in the spotlight as we continue to advocate for minimum qualification levels and mandatory CPD for the industry.



VIC EVENTS

PRINCIPAL'S RETREAT

Principals of SCA (Vic) member companies rose to the challenge and raced to the 2019 CHU SCA (Vic) Principals Retreat on Hamilton Island. Sessions focused on business practices, together with social events and benefits from discussions targeting personal and business potential; enhancing management practices, innovation and targeting what's needed to help member companies and our industry forge ahead.

"Fantastic opportunity to network outside of the daily grind in a relaxed environment"

"Best Principals Retreat - I have attended all years since 2008"



CHU SCA (VIC) SYMPOSIUM 2019 - "STRATA IN MOTION"

In 2019 the Victorian strata industry took it up a gear!

Increasing challenges, expanding liability and stretching boundaries have all played a part. That's why the 2019 Strata in Motion Symposium focused on new laws, hot industry issues and current activities. The event aimed to broaden members' awareness, enhance members understanding and support more efficient application of new processes.

"Well done, well organised, great day. One of the most useful symposiums held"

SCA (VIC) STRATA COMMUNITY WOMEN

To ensure training remains on target, SCA (Vic) remains engaged with sub-committees; utilising their capabilities and ideas to deliver exceptional member value and create opportunities to remain connected, facilitate peer to peer learning and draw on knowledge of experts. Achieved through running events for Special Interest Groups, including Business Principals, Strata Community Women, Strata Community Young Professionals and Emerging Leaders.

This event included a guest speaker and provided our Strata Community Women time to reassess current environment, recognise current challenges and refocus on goals.



SCA (VIC) BUILDING REGULATION AND CLADDING FORUM

Compliance obligations and reinforcement of responsibilities to OCs and their committees was the focus of the SCA (Vic) Building Regulation and Cladding Forum. Members embraced the opportunity to hear from top policy makers, regulators, decision makers and influencers.

“Great to have an MC with such fantastic knowledge of subject.”

“Enjoyable and educational.”

“First time I’ve been to SCA event for ages. All new people who are switched on and professional.”

“Excellent range of industry leaders. Great informed overview of whole industry and focus for SCA”



VIC 2019 AWARDS

The SCA (Vic) Strata Community Awards recognise and reward individuals and companies who make a significant contribution to the strata industry and community. They recognise and reward those individuals and companies who are committed to professionalism, service excellence, innovation and ethical practices. Congratulations to all our winners and finalists for their exceptional contributions to the sector.



Sponsored by CHU

Senior Strata Community Manager

**Amy Mellington,
Mellington Management
t/a Select Strata
Communities**



Sponsored by Waste Wise Environmental

Strata Community Manager

**Helen Megas, OCVM
Group**



Sponsored by Tymaline Building Services

Strata Community Manager
- Rising Star

**Chung Siang Choo,
Victoria Body Corporate
Services**



Sponsored by HWL Ebsworth Lawyers

Strata Community
Management Large
Business

The Knight



Sponsored by LINKfire

Strata Community
Management Medium
Business

**Network Pacific Strata
Management (JFB
Management Services
Pty Ltd T/A)**



Sponsored by Buildcheck

Strata Community
Management Small
Business

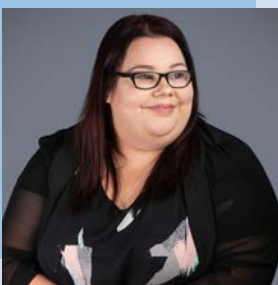
**Cambridge Management
Services**



Sponsored by Whitelaw Flynn Lawyers

Media Award

**Michael Bleby, The
Australian Financial
Review**



Sponsored by Whitbread Insurance Brokers

Support Team Member

**Mariah Whitefoot,
The Knight**



Sponsored by Macquarie Bank

Essay Award

**Aaron Grigg, Body
Corporate Services**



AUSTRALASIA

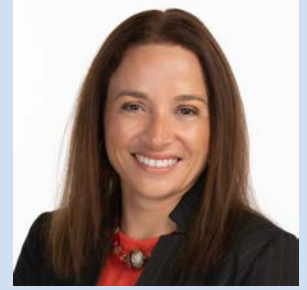
2019/20 ANNUAL REPORT

STRATA COMMUNITY ASSOCIATION LTD

WWW.STRATA.COMMUNITY

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STATES AND CHAPTERS. READ THE FULL STATE ANNUAL
REPORTS ON THE STATE WEBSITES.*

NATIONAL PRESIDENT AND CEO REPORT



Last year we said, “*We don’t expect the coming year to be much different*”. Well, that was certainly an understatement.

Whilst the first three quarters of the financial year went to plan, the final quarter was nothing that any of us could have imagined. Many of us are still grappling with the effects of COVID-19, which is changing the way we will operate moving forward. Prior to COVID-19 we held a number of national events being two Leading Change Forums (Building Defects and Insurance), Dubai Study Tour and meetings with Multi-State Members.

Since March we have held another Leading Change Forum and several Webinars. Unfortunately, our signature event the National Conference was postponed until June 2021, however, we still held our National Awards via Zoom which was well received.

We again supported the 2020 Australasian Strata Insights Report*, which was conducted by A/Professor Hazel Easthope at the City Futures Research Centre at the University of New South Wales (UNSW). The comprehensive report draws a picture of the strata sector in Australia and New Zealand. This information is essential to advocating for the sector and its people, and for informing future government and business decisions.

Strata managers have found themselves not only managing strata schemes but also the social fabric and health obligations with government-imposed restrictions on residential communities on a scale never imagined. SCA asked strata property owners not to cancel maintenance jobs in the face of the COVID-19 to avoid long-term impact and expense if maintenance or any planned work is not carried out.

While the economy is in hibernation, strata managers cannot hibernate.

To continue our investment in education we launched our new national education portal which now gives all members the opportunity to access webinars and educational events from all states and chapters and gain CPD points.

The national board will be holding a strategy day over the next month to finalise the National Strategic Plan for 2021-2023. In 2018, we set some high strategic targets for the two years up to 2020 and I am pleased to advise that those targets have been met and, in some cases, exceeded.

Current reports show that there are over 9,700 people employed by strata management firms across Australia and this is constantly increasing. It is noted that at the time of writing there are approximately 100 strata/body corporate manager vacancies advertised on SEEK and over 45 support roles which shows the acute shortage of qualified people to fill these roles and how vital the continued investment in education is and continues to be for SCA.

Our SCA teams around the country are working hard to assist members and in these times the demands of our members significantly increase, and we are an essential service. Without strata managers, strata properties will cease to function as there will be no one to coordinate the maintenance and deal with the many enquires and financial aspects of the property.

Likewise, many of our supplier members are also essential to the running of buildings. The value of strata managers cannot be underestimated.

An outcome from the National Council meeting held in February has also been achieved, (albeit hastened by COVID-19) with the centralisation of a number of back-office functions in particular Victoria and WA.

NATIONAL PRESIDENT AND CEO REPORT

States have also reviewed their staffing structures due to tightening finances and this has resulted in the national office and staff becoming integral in ensuring the delivery of member services. By the time the AGM comes around, we will also have held an EGM to update our constitution, in particular, the appointment of board directors which again was agreed to by National Council.

Acknowledgments

We are very pleased to say that over the past year the SCA community has come together and supported each other especially in relation to COVID-19 and we would like to thank all of our Board Members who give up so much of their time to progress the association and our volunteer members whose contributions are unquestionable together with our SCA staff who this year in particular have stepped up to the challenges.

Our business partners have again excelled in their support of SCA both financially and by offering their various expertise on committees and we look forward to building on those relationships.

The mission statement for Strata Community Association is to provide members services and to be the leading voice for the strata community and its members with the tag line – **The Voice of Strata.**

In 2020/2021, you can expect the SCA voice to be louder and stronger than it has been in the past.

ANDREW CHAMBERS
PRESIDENT
SCA NATIONAL

ALISHA FISHER
CEO
SCA NATIONAL

NATIONAL SPONSORS

SCA is supported by corporate partners and sponsors that enable us to deliver member services. We thank each and every one of them for their ongoing commitment to SCA.

NATIONAL PARTNERS



EDUCATION PARTNER



BUSINESS SUPPORTERS



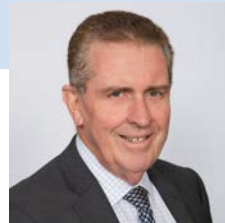
2019/20 SCA LTD BOARD OF DIRECTORS



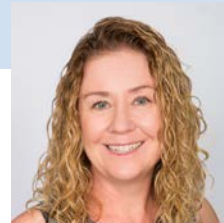
Andrew Chambers
President



Bill Collaros
Deputy President



Ian D'Arcy
Director



Michelle Cummins
Director



Gregor Evans
Director



Stephen Brell
Director



Mark Benson
Director



Marietta Metzger
Director

BOARD ADVISORY GROUPS

Professional Standards and
Membership

Education

Events and Marketing

Government Relations

Strata Management Practice
Standard

Research and Development

Strata Services

Risk and Finance

SCA ACROSS THE REGIONS

INFORMATION
CALCULATED AS A
TOTAL ACROSS
ALL SCA STATES
AND CHAPTERS



**6382 TOTAL
MEMBERSHIPS**



**3,584
MANAGERS**

**902
SERVICES**



**1,049
OWNERS**

**6,047
REGISTRATIONS**

**ACROSS
SEMINARS AND
WEBINARS**

**OVER 10,000
ATTENDEES**

**AT OVER 100 EVENTS
ACROSS STATES
AND CHAPTERS**

**OVER 540
ATTENDEES**

**AT 4 EVENTS
HELD BY SCA
LTD**



**2,736 TOTAL
FOLLOWERS**



**4,623 TOTAL
FOLLOWERS**



**1,193 TOTAL
FOLLOWERS**



**1,630 TOTAL
FOLLOWERS**

SCA 2020 TEAM

Alisha Fisher

Claudia Montiel

Taner Bozkurt

Shaun Brockman

Anuja Prasad

Stephanie Collins

Anne Cai

Hannah Yip

Olga Katz

Chief Executive Officer

Operations Manager

Education Manager

Policy Manager

Communications and Events Officer

Marketing Coordinator

Finance Manager

Accounts Officer

Finance Coordinator



EDUCATION

SCA is dedicated to helping strata professionals advance throughout their careers through continued learning and professional development, which is core to our operations at SCA.

With the closure of all face-to-face events, the national office worked closely with all states and chapters to assist in the transition of face-to-face sessions into live webinars, recorded webinars, or eLearning courses to be available for all members on our new education platform. Strata Management Practice Standard Workshops were converted to online courses and the former best practice guides produced by SCA over the past ten years are currently being updated and transitioned into eLearning courses.

With the shift of face-to-face courses online, SCA teams around the regions have been working tirelessly to get their programs online to enable continuing professional development. Currently there are over 100 activities on the new SCA Education Platform which provides continuing professional and personal development opportunities to our members and educational opportunities to people who live and work in strata. Over 3000 members have enjoyed their training on the education platform in the comfort of their home or office.

Due to the impact of COVID-19 on the workforce, it is estimated that over 70,000 management professionals will become unemployed. SCA worked closely with Artibus to develop a bridging program that contains strata education units that will be submitted to the government. This program will attract those with former management qualifications to enter the strata sector and support employers who are looking to increase their teams.

Over five years have passed since the last Strata Community Manager qualifications were reviewed. During this time, the role of the Manager has significantly changed in parallel with higher consumer expectations, demands and technology changes, just to name a few. SCA is working with focus groups consisting of SCA members to determine required changes in competencies identified in the current VET units.

SCA is also currently working towards developing and enhancing Certificate IV in Strata Community Management units that address the specific needs of licencing requirements in various states and a full program that will be made available nationally.

ADVOCACY

SCA has undertaken a wide range of proactive and reactive activities in 2019-20 with the goal of providing a strong voice for strata communities to government and external stakeholders and audiences. Here are some highlights from the year.

SCA is representing the strata sector with its place on the Australian Building Code Board (ABCB) Leaders Consultative Group. The Group plays a critical role advising the Building Confidence Report (BCR) Implementation Team as they implement the BCR. SCA has played an integral role scoping initial actions and providing advice on building manual requirements.

In the December 2019 ACCC Northern Australia Insurance Inquiry Second Interim Report one recommendation called for strata managers to be remunerated by body corporate only. SCA knows the complexities involved in administering, assessing and analysing strata insurance as well as the existence of varying models. With many companies already offering a choice in relation to remuneration arrangements and some working on a fee for service basis, SCA advised the ACCC in a short letter the reality on the ground.

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

SCA recommended that the guidelines for the HomeBuilder scheme grants be revised to include eligibility for strata title schemes.

Identifying the need to take proactive action on the issues that have the most impact on strata communities, SCA developed and executed Strata Leading Change Forums. The forums draw on the knowledge and expertise of leaders in their respective fields and then break into sessions for attendees to participate in exercises to identify challenges, offer solutions and contribute ideas. The two forums held in 2019-20 were highly successful and explored building defects and non-conforming building products and strata insurance. The summaries of each forum are compiled by SCA and will inform future advocacy efforts in each area.

SCA worked with Engineers Australia and WebFM to produce an Australian Building Manual Guideline. The goal of the guideline is to simplify a complex process and set out the acceptable minimum standard for the content of a Building Manual to be handed over at building completion.

SCA asked strata property owners not to cancel maintenance jobs in the face of the COVID-19 pandemic to avoid long-term impact and expense if maintenance or any planned work is not carried out. In addition, SCA supplied a submission to the Federal Health Department to clearly define the role of essential services in strata, where communities living in close proximity need clear guidance.





NATIONAL EVENTS

Our events connect us with members, provide education, networking and development opportunities for all involved. They are a key part of our operations at SCA.



2019 SCA AUSTRALIA AND NEW ZEALAND CONFERENCE COLLABORATIVE COMMUNITIES

The SCA Australia and New Zealand Conference is a highlight of the industry’s annual calendar, bringing together colleagues across our business community to collaborate, network and share knowledge. For the first time, the conference was held in Auckland, New Zealand. The theme was ‘Collaborative Communities’ and exploring the future of our industry.

Every conference session carried the through-line of professional collaboration and its benefits. Keynote speakers included Sir Bob Parker, former Christchurch Mayor, and architect and urban designer Matt Davis.

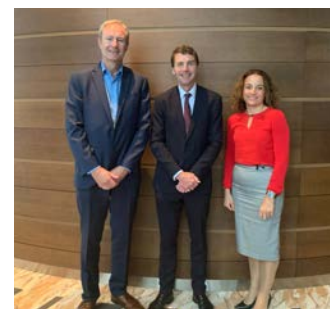


KELLY+PARTNERS AND SCA INTERNATIONAL STUDY TOUR DUBAI 2020

The International Study Tour is designed to assist our members and industry leaders to continue professional development through peer to peer mentoring, sharing experiences and practical advice, encouragement and support. The Dubai tour included:

- A tour of Burj Khalifa and exclusive presentation from the Emaar Properties team
- Presentation from Ian Halliday, Consul General Dubai and Mounir Sankary Consul and Trade Commissioner, Dubai
- Tour of The Sustainable City, the first operational Net Zero Energy city in Dubai
- Tours of Dubai Marina Towers and Dubai International Finance Centre
- Presentation from Mahmoud AlBurai, Senior Advisor at the Dubai Real Estate Regulatory Agency.
- Social activities including dune bashing in the Sahara Desert and a cruise in Dubai Marina.

The tour this year gave SCA unprecedented access and opportunity to connect and form ongoing relationships with our Dubai counterparts.



STRATA LEADING CHANGE FORUMS

The Strata Leading Change Forum was designed for leaders who recognise barriers, identify learning solutions, and advocate for the strata community.

In 2019/20 SCA National held two forums with the first ever Forum in Hobart in September 2019. It had a focus on identifying how the strata community can drive change for building defects and non-conforming building products for consumers and our strata managers.

The second Forum was held in Sydney in November, it looked at insurance and best practice for managers when guiding owners and sourcing insurance and disclosure requirements.

These Forums aid SCA's advocacy efforts and provide data to fuel research initiatives.

2019/20 SCA AUSTRALASIA AWARDS

The 2019/20 Strata Community Australasian Awards are designed to recognise and reward those individuals and companies who are committed to professionalism, service excellence, innovation and ethical practices. This year's online ceremony was a reflection of how our members have all kept moving forward, adapting and kept their businesses running through this extremely difficult time. It was wonderful to be able to celebrate excellence in our sector in whatever capacity.

Congratulations to all our winners and finalists for their exceptional contributions to the sector.



Essay Award

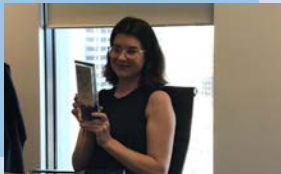
Deb George, Signature Strata - ACT



Support Team Member

Belinda Claffey, Bright & Duggan - NSW

Sponsored by nbn™



Strata Community Manager - Rising Star

Megan Parkins, Dynamic Property Services - NSW

Sponsored by Kelly+Partners



Strata Community Manager

Luke Norman, BCS Strata Management - QLD

Sponsored by Macquarie Bank



Senior Strata Community Manager

Kristie Pike, Bright & Duggan - NSW

Sponsored by Grace Lawyers



Strata Community Management Small Business

Strata Alliance - WA

Sponsored by CHU



Strata Community Management Medium Business

Vantage Strata - ACT

Sponsored by Strata Energy Services



Strata Community Management Large Business

Netstrata - NSW

Sponsored by BCB