

# SCA (VIC) PRESIDENT'S REPORT 2022-2023



I have pleasure in presenting the President's Report for 2022-23.

## Operations

The effects of COVID saw instability in staffing of the Secretariat continue during the 2022-23 financial year and SCA (Vic) office were somewhat reliant on SCA National to assist with staff resourcing. I am pleased to advise that the Board have now worked through this situation and in the second half of the year succeeded in fully resourcing the office with a General Manager (Susan Chandler) and staff members (Josh Karpin, T-Lee Mason, Nioka Mellick-Cooper and Sam Osborne). The Board worked with the General Manager to ensure that we recruited the skills and experience required and believes that we now have a great team to see the association thrive.

I wish to record my thanks to the SCA National Office, in particular, CEO Alisha Fisher for supporting the SCA (Vic) office over the past couple of years and stepping into assist whenever was necessary.

## Advocacy

Our opportunities in advocacy are of course endless and we are in regular contact with the Minister responsible for Consumer Affairs to advocate our professional pathway. Victoria has recently had our first SMPS certified company – Highrise Strata Management – and this is definitely a highlight in demonstrating to the Victorian Government our commitment to a professional pathway.

Another major focus of SCA (Vic) is advocating for the appointment of a Strata Commissioner to improve consumer rights and protections and to also enable resources for sustainable strata and better building quality. We have conducted and provided evidence based research to government and will continue our advocacy efforts in this space.

In 2021, SCA joined the United Nations Sustainable Development Goals program and as part of that ongoing commitment we are now a primary partner and co-host of the High Life Expo 2024 which will help build a networked community of people who own, live in and service multi-residential buildings. Recently, due to extensive promotion, we have seen massive numbers of owners on committees participate in our Committee Training for Committee Members program and attend our Owner Vodcasts. These were made complimentary to encourage participation – the better educated committees are, the more our members benefit.

Initiatives such as the Thrive at Work Program and the Mentor Program have been well received and of great benefit to our members. We will continue to promote the benefits to increase the uptake from our members.

Other activities have included work on insurance commissions and rising cost of insurance and revising the SCA (Vic) Contract of Appointment which will be released shortly.

## Sponsorship

We are so thankful to our very loyal sponsors that have supported SCA over the 2022-23 financial year and for the many that have been continually supporting the association over many years – and in some cases - decades. Without this support, we would be unable to resource the activities of the association.

A review was undertaken of our sponsorship packages that has resulted in streamlining the tiers of sponsorship to three levels for the 2023-24 financial year – Platinum, Gold and Silver. The sponsorship policy was also reviewed which has resulted in capping the amount of sponsors in each of the tiers to enable clarity for current and potential sponsors and to ensure the delivery of exclusive and valuable benefits to our sponsors. We now have four Platinum sponsors, with Tymaline Building Services and Whitbread elevating to join CHU and Macquarie, BCB and Brave Security joining the Gold Tier and we welcome four new Silver sponsors – Priority One Building Services, Austrata Finance, Roscon Property Services and Strata Insurance.

We also opened up the opportunity to Associate members who are not sponsors to exhibit at our Symposium this year which generated further revenue and provided exposure to our valued member services and we hope to build on this in future years.

We look forward to continuing long relationships with all of our sponsors and for many years to come.

## Education/Events

Transitioning back to face-to-face events has been a relief and has seen numbers improving as time goes on. Our Symposium remains the flagship event on the education calendar and we welcomed over 300 delegates at our 2022 event. In 2023, numbers increased to over 400 and we hope to continue the climb in participation. We are currently analysing the survey responses to the 2023 Symposium to make sure we plan the 2024 Symposium program in line with this data.

Our 2022 Pillar Awards held at the Pullman Hotel saw over 300 attendees and worthy winners in all categories. The 2023 Pillar Awards has well over 400 registrations and has also seen an increase in nominations – both in number and in quality. This is a great reflection on our industry. We will be working with members in the first half of 2024 to assist in the nomination process to increase participation and competition.

The Principals Retreat held at the Sunshine Coast in April this year was a great chance for business leaders to network and hear from presenters that aimed to improve business operations and increase revenue for their businesses. We will be alternating the Principals Retreat each year with a regional Victorian location and a location outside of Victoria. The 2024 Principals Retreat will be held in Lorne from 14-17 March with the 2025 venue to be outside of Victoria.

Our inaugural Law Forum held in May this year was a resounding success with over 100 delegates and this will become a staple on our education calendar. There is definitely no shortage of hunger 'for all things legal' from our members.

We also had our first International Women's Day event was a morning tea held at a bowling club and we were blown away by the response of over 100 attendees. Now that we have a gauge on the popularity, we have planned a lunch for 2024 at a much bigger venue to allow further promotion and participation.

Our participation rates at webinars and in person seminars remained steady and our Industry Understanding Advisory Committee is working hard to create interesting and beneficial webinars and seminars and in 2023 we have already seen an uplift in participation.

## Congratulations and Acknowledgements

Congratulations to all of our 2022 Pillar Award winners and an extra congratulations to The Knight who took out the Strata Community Management Large Business Award at the SCA National Awards – this is indeed an amazing achievement. Well done to all those that nominated for both the 2022 and 2023 Pillar Awards and congratulations to all those were finalists and and those that are finalists – good luck to the 2023 finalists on the 27th October 2023.

Congratulations to the members that received accreditation this year and well done to all those members that maintained their accreditation. In order to demonstrate our professionalism to government and the public, this goes a long way in our quest and we encourage all practicing strata managers to consider accreditation.

Again, congratulations to High Rise Strata Community for becoming the first SMPS certified company in Victoria and thank you to John Botha for leading the way We hope to see many more companies achieving certification in the near future.

A big thank you to all of our volunteers who are the heart beat of our association – those that are trainers and presenters of the A100 course, Committee Training for Strata Managers and Committee Members, vodcasts, webinars and in person education events.

I would like to acknowledge and thank all those members that sit on Advisory Committees that meet regularly and make recommendations to the Board and of course my thanks and appreciation goes to our dedicated Board of Directors who give their time generously to serve all members and better the association. Thank you also to all the SCA (Vic) Office staff for their hard work and to SCA National staff for their support.

Lastly, I would like to thank all members of the SCA for being part of your professional association and we look forward to improving the membership experience and delivery of benefits to you all.

Julie McLean  
SCA (Vic) President