



strata
community
association®
WA



CHU

STRATA NEXT GEN

CHU SCA (WA) 2023 Convention



PROGRAM

The background of the cover features a large circular frame on the left showing a city skyline at sunset reflected in water, with a silhouette of a person standing in the foreground. On the right, a curved strip of film contains various images related to strata living, including buildings, landscapes, and people.

WELCOME



A warm welcome to the CHU SCA (WA) 2023 Strata Next Gen Convention, where we gather to explore the rapidly changing landscape of business, technology, and society, and their impact on strata management.

In an era of constant evolution, it's crucial to stay ahead of the curve by embracing innovative solutions and adapting to the ever-changing needs of our strata communities.

Through engaging discussions and insightful presentations, we'll delve into the intricacies of emerging technologies, the future of workplaces, the role of government and urban planning, and the implications of demographic shifts. By understanding these trends and their potential effects, we'll be better equipped to navigate the challenges and seize the opportunities that lie ahead.

As we embark on this journey together, we'll discover how to:

- Harness the power of technology to enhance efficiency, communication, and decision-making within strata communities,
- Adapt to the evolving workplace dynamics, ensuring that strata communities remain attractive and resilient in the face of new work models and employee expectations,
- Collaborate effectively with government and urban planners to shape sustainable and liveable communities that meet the needs of diverse residents, and
- Understand and respond to demographic shifts, ensuring that strata communities are inclusive, accessible, and cater to the needs of all residents.

Together, we'll forge a path towards a future where strata management is not merely about maintaining buildings, but about fostering thriving communities that embrace innovation, adaptability, and inclusivity. Let us embark on this journey of learning, growth, and collective action, shaping the future of strata management together.

Thank you for attending this year's Convention and I look forward to seeing you around the trade booths and at our Gala Awards Dinner.



Andrew Chambers HFSCM
President
Strata Community Association (WA)



STRATA ACT REVIEW: *Your Voice Matters!*

Be the **Voice of Strata** for the upcoming Strata Titles Act Review

The Strata Titles Amendment Act came into effect in May 2020, and a review of the Act will be occurring in 2025. The Strata Act review is an important project for the association, and members are encouraged to help shape the future of the strata legislation.

SCA (WA) will begin the review process in 2024, to determine and develop our recommendations to submit to government.

Everyone has an important role to play in shaping the future of the Strata Act, and every voice matters. SCA (WA) will have opportunities for everyone to be involved, a working group will be established to develop the recommendations to government, and members encourage to submit feedback and comments on the Act.

Scan this code to register your interest in being involved.



PROGRAM

8:00am - 9:00am

Registration, Exhibition and Networking Opportunities

Arrive early, register and head into the exhibition room to meet our exhibitors and other delegates.

9:00am - 9:25am

Welcome

Master of Ceremonies, Verity James
Welcome to Country, Go Cultural
SCA (WA) President, Andrew Chambers HFSCM

9:25am - 9:55am

Where is AI taking us?

Ming Johanson



At this crucial juncture in history, technological strides have positioned artificial intelligence (A.I.) as a catalyst for revolutionary change across industries and economies. This talk stresses that A.I. and innovation transcend fads, marking a substantial paradigm shift demanding attentive action and accountability. As we navigate uncharted A.I. terrain, its potential to propel progress underscores the need for conscientious ethical stewardship to global betterment.

9:55am - 10:30am

Future Strata Reforms

Greg McGuire, Andrew Chambers HFSCM, Alisha Fisher and Scott Bellerby FSCM



Greg McGuire, Principal Policy Advisor at Landgate, will provide an overview of ongoing and future strata reforms, with a specific focus on the proposed changes to the Educational Requirements for Strata Managers.

Greg will be joined on stage by SCA National CEO, Alisha Fisher and Scott Bellerby FSCM, our WA representative on the SCA Australasia Board, for a panel discussion and updates on professionalism in the WA Strata Sector. The panel discussion will be moderated by SCA (WA) President, Andrew Chambers.

10:30am - 11:10am **Morning Tea Break**

Make the most of this opportunity to grab your cuppa and connect with exhibitors for your chance to go into the prize draws, or simply get networking with sponsors and fellow peers.

11:10am - 12:15pm **Preparing to Pivot: Anticipating the needs of strata communities**

Dr Nicole Johnston



Demographic shifts are reshaping communities globally and creating new opportunities and challenges for businesses, governments, and individuals. This convention sub-theme will provide valuable insights into emerging trends in strata and future changes, including the rise of millennials and Gen Z, evolving consumer behaviour, and increasing community diversity. Delegates will gain practical knowledge on how to adjust to these changes and establish workplaces and services that are more inclusive and responsive to the evolving population.

12:15pm - 1:45pm **Lunch Break**

Collect lunch and spend time among sponsors and peers, as you continue to connect and chat.

PROGRAM

1:45pm - 2:20pm

Advancing Technologies in Strata Design Beach Shack Scarborough Case Study

Patric Przeradzki and Dave Wilson



Strata Managers are facing multiple challenges at an unprecedented pace of change. How can Designers, Developers and Technology help overcome some of the barriers?

Good design principles and technology can help bridge the gap to make the process more manageable, including building software applications and communication tools.

Strata Management requirements need to be considered by Architects when designing buildings. Working collaboratively to create a smooth transition from construction to strata management. Everyone has a role to play in this journey.

We'll explore what's new in Perth building architecture and development, including The Beach Shack, winner of the 2022 WAAA Winconnect Apartments Awards for Excellence – Innovation and Technology, designed by Plus Architecture to achieve high environmental efficiency standards and incorporate advanced technologies.

2:20pm - 3:25pm

Service Disrupted: How to Thrive in the New Era of Service

Chris Smoje

Customer service is a term that has been so simplified that its definition has become inaccurate. To change, we need to unlearn what we know about service and re-learn it in a contemporary context.

It's the longstanding disconnect between the way customers are perceived, and the appetite for improvement, that has seen service left behind, while businesses and the marketplace advance.

This session will focus on how customer service has changed and how to catchup to where it needs to be, and how we must change to become customer service experts in cultures that serve.

Participants will be empowered to identify core assumptions, overcome controversial views and eliminate ambiguity to stay focused on achieving a service culture and identify how this all fits in the role of a leader.

3:25pm - 3:30pm

Draw the door prizes

3:30pm - 3:35pm

Official Close

3:35pm

Convention Concludes

Enjoy this break time to prepare yourself for an evening of glamour and a splash of red.



SPEAKERS



VERITY JAMES - MC

Verity James was a broadcaster with the ABC for 25 years both in the Eastern States and in WA. She has presented all manner of radio shows from current affairs to lifestyle to specialist language, political and music shows. Verity also presented ABC Television news for 10 years and been a panel member and reporter for the Logie nominated ABC show “Can We Help” for 2 years. Verity has been the voice for a number of documentaries and for 3 years fronted the ABC’s series on the Festival Of Perth.

During the last 15 years as a freelancer Verity has owned and run a fresh produce business, been co-partners in a scuba diving business, been MC for many conferences, seminars, workshops and award nights.

Verity also has continued much of her charity work with The Australian Red Cross with whom she is an augural Ambassador, Lifeline WA, Vision Cambodia and numerous others.



ANDREW CHAMBERS HFSCM

Andrew has been involved in the Strata Community Management industry for 29 years. He is currently the Managing Director of his own business Chambers Franklyn Strata Management.

Andrew has been actively involved with Strata Community Association since 2001 both at a state and national level. He has held numerous roles including 3 years as national President and was recently elected SCA (WA) President.

In 2021 Andrew was awarded life membership of the association and in 2022 he was presented with the national Presidents award for his services to the Strata Community.

He is passionate about the Strata industry and actively involved in promoting the professionalism of Strata Community Management to others and in mentoring those new to the industry.



MING JOHANSON

Ming Johanson is a globally renowned marketing professional, providing specialised training in online marketing and the development of digital and website strategies. Ming delivers tangible and desirable financial results while reshaping leadership practices to thrive in our hyper-connected modern world.

Fuelled by her passion, Ming finds joy in being a catalyst for change, she is a mentor for Startup Weekend Perth and is frequently requested as a media contributor on technology, business, and mental health. Notably, she serves as a dedicated mental health Ambassador for R U OK? Day. In recognition of her remarkable contributions to the technology sector, she has been honoured with the Women In Technology Tech Awards.



GREG MCGUIRE

Greg McGuire, the Principal Policy Advisor at Landgate, is at the helm of the Legislation and Policy Team.

With over 15 years of experience spanning all tiers of government, Greg brings a wealth of knowledge. His background encompasses a wide spectrum, playing a pivotal role in the implementation of Operating Requirements for eConveyancing in Western Australia.

Greg's influence was paramount within the Strata Titles Act Reform Team, and he continues to play a central role in Landgate's endeavours within the strata and community titles domain. His expertise and dedication have been instrumental in shaping Landgate's progressive approach in this area.

SPEAKERS



ALISHA FISHER

Alisha Fisher is the Chief Executive Officer of SCA Australasia, a position she has held for over five years. She has over two decades of invaluable experience in the not-for-profit sector, and holds both an MBA and the prestigious Company Directors Course from the Australian Institute of Company Directors.

Alisha is a highly skilled and experienced leader with a proven track record of success in driving change and achieving results. She is also a strong advocate for collaboration and partnership, and has built close relationships with government departments at all levels.



SCOTT BELLERBY FSCM

Scott is the Managing Director for B-Strata, having joined the strata industry in 2014.

Hailing from a diverse property background, Scott brings over 7 years' experience working as a Commercial Property Valuer and 5 years as a Senior Retail Development Manager for major national and international retailers.

Scott has served on the SCA (WA) Board since 2016, serving as President and Immediate Past President. He has provided leadership and support to the association over his tenure and will continue his support in his role as WA representative on the SCA Australasia Board.



DR NICOLE JOHNSTON

Dr Nicole Johnston is the Founder and Director of Strata Knowledge, an independent research and consulting firm specialising in strata and community title law and governance. As a socio-legal researcher, Nicole is focused on translating applied research into practice by collaborating with industry to ensure impactful and beneficial outcomes.

Nicole has spent the past 15 years as an academic at Australian Universities, leading research projects on topics including, building defects, strata insurance, strata law reform, fire safety, conflicts of interest, and developer governance responsibilities. A regular presenter at industry conferences, government consultant and chair of international forums, Nicole holds degrees in psychology, criminology, law and has a PhD in strata and community title law and governance.



DAVE WILSON

Dave Wilson is a property developer and quantity surveyor with expertise in design efficiency and a passion for creating high-quality, functional, and aesthetically pleasing developments. He is also a strong advocate for sustainability, with all Norup+Wilson projects designed to be energy-efficient and environmentally friendly.

Dave is the co-founder and director of Norup+Wilson, which has delivered several large-scale projects in Perth, including The Beach Shack, The Crest, and The Precinct. These developments have been praised for their innovative design, high-quality finishes, and commitment to sustainability. His current project is The Grandton, an Australian-first senior living, age-in-place, adaptable, high-rise development.

Dave is a member of the UDIA and a highly respected figure in the property development industry and is known for his commitment to excellence and his dedication to creating lasting legacies.

SPEAKERS



PATRIC PRZERADZKI

Patric is a Director of the international architectural practice Plus Architecture and has over 25 years' experience working across the US, Europe and Australia.

A methodical, strategic thinker and experienced architect, Patric has unrivalled experience delivering complex architectural projects across a range of sectors. With a keen eye for detail, Patric has a deep appreciation of the importance of creating a unique sense of place and design response for each project and client. He has been responsible for the design of several recent multi-residential projects in WA such as the Beachshack in Scarborough and Noma in Mosman Park.



CHRIS SMOJE

Chris Smoje is an expert educator and thought leader on customer service cultures. He is fascinated about what it means to be of service and has seen how this works directly on the frontline, in leadership roles, and in the classroom. Chris was formally trained by the Disney Institute, one of the world's leading service organisations and knows how global brands achieve world-class service excellence.

Chris has worked for small and large businesses and has solid experience in the rollout of service transformation programs throughout the entire organisational culture. Author of number 1 international best-seller 'All-In Culture: Lead your people to be of service', conference speaker and workshop facilitator, media commentator and regular on Foxtel's "The Couch", Chris enjoys helping leaders and organisations become renowned for their people and service.

You will hear the words Accreditation and Certification used a lot over the coming months. What does this mean for you as a Strata Manager, why is it important, and how do you go about obtaining these credentials?

Accreditation and Certification are two sides of the coin when it comes to increasing the professionalism of the strata sector in Western Australia, and in promoting SCA (WA) Members as the top choice when choosing a Strata Manager.

Strata Management Practice Standard (SMPS)

Certification is a business level program, allowing strata management business teams to work together to be recognised as an organisation of professional, educated and experienced Strata Community Managers, with an ongoing commitment to best practice and continual improvement. Give your company the opportunity to state you are certified and all your managers are accredited.

You may be asking, "Why is this important?", well, to develop the professional standard of the strata sector and promote the extra value of SCA members, it is important for there to be standards and levels that members can demonstrate they have achieved and exceeded.

In 2021 the SCA (WA) members voted to amend the constitution, ensuring that all members would have achieved SMPS Certification by 30 June 2026, or within two years of submitting an application to become a member.

This date seems a long way away, however, as the Certification is reliant on employees having achieved certain levels of accreditation, it is important to review the tenure requirements at each level to make sure you do not leave it too late.

To become a SMPS Certified Strata Management Business, you must have:

- Current Financial Membership with SCA (WA) in good standing for more than two years
- At least one staff member who has Level 2 SCA Accreditation of Certified Strata Community Manager (CSCM).
- An audited Strata Management Business Manual

To maintain your business certification:

- By year two, you must have 50% of your Strata Community Manager employees at Level 1 Accredited Strata Community Manager (ASCM).
- By year four, you must have 80% of your Strata Community Manager employees at Level 1 Accredited Strata Community Manager (ASCM).



SMPS
Information



Accreditation
Information

Strata Professionals Accreditation Program

LEVEL 1a ASCA

ACCREDITED STRATA COMMUNITY ASSOCIATE

- Complete Strata Starter course (recommended)
- A100
- Four units of Cert IV in Strata Community Management
- SCA member for one (1) year
- One (1) year supporting a Strata Community Manager
- Achieve 12 CPD points in 12 months

LEVEL 1b ASCM

ACCREDITED STRATA COMMUNITY MANAGER

- Complete A100
- Four units of Cert IV in Strata Community Management
- SCA member for one (1) year
- One (1) year supporting a Strata Community Manager
- Achieve 12 CPD points in 12 months

LEVEL 2 CSCM

CERTIFIED STRATA COMMUNITY MANAGER

- Complete A100
- Cert IV in Strata Community Management
- SCA member for two (2) years
- Practicing as a Strata Community Manager for two (2) years
- Achieve 12 CPD points in 12 months

LEVEL 3 FSCM

FELLOW STRATA COMMUNITY MANAGER

- Been a Level 2 CSCM for at least one (1) year
- SCA member for five (5) years
- Practicing as a Strata Community Manager for two (2) years
- Achieve 24 CPD points over past 24 months.
- 30 CPD volunteer hours to industry

LEVEL 4 HFSCM

HONORARY FELLOW STRATA COMMUNITY MANAGER

- Been a Level 3 FSCM
- Be nominated by State Board to become a lifetime member of the Strata Community in recognition of services over and above, provided to the sector

2023 EXHIBITION

Body Corporate Brokers	2
C Smith Photography	6
CHU Underwriting Agencies	1
Energy-Tec	9
Focus First PM and Consulting	11
LookUpStrata	10
Perrott Painting	4
Pool Assist	5
QIA Group	7
Response Electricians	13
Resvu	14
Shenton Pumps	12
Source Energy	17
STRATIFY	8
StrataLoans	15
StrataMax	16
Tunnel Vision (WA)	3

**Welcome Cocktail
Sponsor**

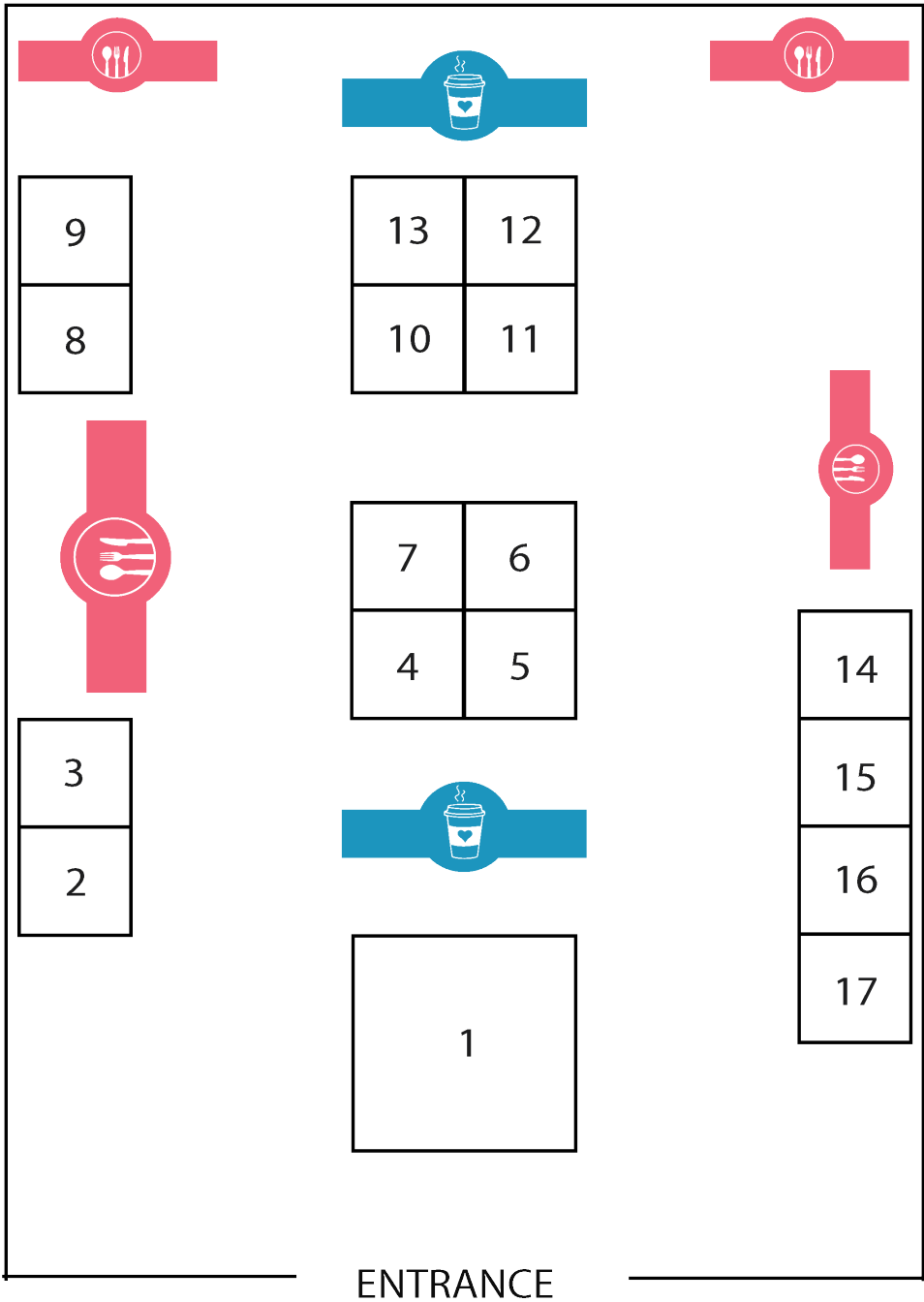


**Barista Coffee Cart
Sponsor**



**Morning Tea & Lunch
Sponsor**





LEGEND



Coffee Cart



Catering Station

EXHIBITOR



Body Corporate Brokers

(08) 6245 5300
wa@bcb.com.au
bcb.com.au



C Smith Photography

0481 590 046
callum@csmithphotography.net
csmithphotography.net



CHU Underwriting Agencies

1300 361 263
inge.schaefer@chu.com.au
chu.com.au



Energy-Tec

(08) 9309 0000
sales@energy-tec.com.au
energy-tec.com.au



Focus First PM and Consulting

0402 055 777
admin@focusfirst.net.au
focusfirst.group



LookUpStrata

administration@lookupstrata.com.au
lookupstrata.com.au

DIRECTORY



Perrott Painting

(08) 9444 1200
perrott@perrottpainting.com.au
perrottpainting.com.au



QIA Group

1300 309 201
info@qiagroup.com.au
qiagroup.com.au



Resvu

0497 963 838
Sonia.s@resvu.io
resvu.io



Pool Assist

1300 628 262
admin@poolassist.com.au
poolassist.com.au



Response Electricians

(08) 9106 9197
realestate@rfes.com.au
responseelectricianperth.com.au



Shenton Pumps

(08) 9457 5033
kent@shenton.com.au
shenton.com.au

EXHIBITOR DIRECTORY



Source Energy

(08) 6500 1243

lee@sourceenergy.com.au

sourceenergy.com.au



STRATIFY

1300 414 155

sales@stratifyconnect.com

stratifyconnect.com



StrataLoans

1300 785 045

info@strata-loans.com

strata-loans.com



StrataMax

1800 656 368

sales@stratamax.com

stratamax.com



Tunnel Vision (WA)

1800 631 799

operations@tunnelvision.com.au

tunnelvision.com.au



SENIOR LEADERS FORUM

Large Scale Complex Buildings

12 - 13 February 2024 | Melbourne
InterContinental Melbourne

Get inspired with fellow industry senior leaders

Senior leaders are invited to join us to gain an in-depth understanding in a tailored program and earn up to 6 CPD points in the process.

Full delegate registration includes 1.5 days of local presenters and panellists covering agenda-setting conversations, site visits, and all meals throughout the event including a casual dinner.

Get inspired – exclusive conversations featuring leading information from our guest speakers and top strata executives.



STRATA COMMUNITY EXCELLENCE AWARDS 2023

CELEBRATE EXCELLENCE

CHU SCA (WA) 2023 STRATA COMMUNITY AWARDS FOR EXCELLENCE RECOGNISE AND REWARD THOSE WHO MAKE A SIGNIFICANT CONTRIBUTION TO THE STRATA INDUSTRY AND COMMUNITY.

Participating in the CHU SCA (WA) 2023 Strata Community Awards for Excellence allows you to highlight your most outstanding qualities, biggest successes, and most innovative initiatives.

Each and every organisation, individual and committee within the strata community is unique but all striving for excellence.

Excellence is a journey and not a destination. To help with this journey the CHU SCA (WA) 2023 Strata Community Awards for Excellence provides a means of measuring and benchmarking within our industry in Western Australia.

Essay Award

Recognises an individual who displays a sound understanding of the topic and its relevance to the strata community industry.

Sponsored by



Support Team Member Award

Recognises a person behind the scenes in a management or supplier business who has made an outstanding contribution to the success of their team.

Sponsored by



Strata Community Manager

Rising Star Award

Recognises a new entrant to the industry who has shown outstanding progress early in their career.

Sponsored by



Strata Community

Manager Award

Recognises a strata community manager who has demonstrated excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

Sponsored by



Schindler

Senior Strata Community

Manager Award

Recognises a senior strata community manager who has demonstrated excellence in customer service, a commitment to professional development, leadership, business acumen, and innovative ideas.

Sponsored by



Strata Community Management

Leadership Award

Recognises a people leader who has achieved excellent business results through their people.

Sponsored by



Environmental, Social & Community Impact Award

Recognises sustainable innovation in the sector via individuals or businesses that have introduced and driven an initiative(s) - be it innovative products, differentiated services, progressive partnerships, or unique policies and/or processes - that are contributing to a greener, fairer, better world.

Sponsored by



**MACQUARIE
BANK**

Strata Services Business Award

Recognises a strata services business that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Strata Community Management

Small Business Award

Recognises a small-scale strata community management business (less than 1,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Sponsored by



Strata Community Management

Medium Business Award

Recognises a medium-scale strata community management business (more than 1,500 and less than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Sponsored by



Strata Community Management

Large Business Award

Recognises a medium-scale strata community management business (more than 1,500 and less than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

Sponsored by



SAVE THE DATE

SCA Australia & New Zealand Conference

3 - 5 July 2024
Sydney

3 July
Welcome Drinks
The Jackson

4 - 5 July
Conference Program
International Convention
Centre

4 July
Social Evening Function
El Loco

5 July
2023 - 2024 SCA
Australasia Awards
International Convention
Centre



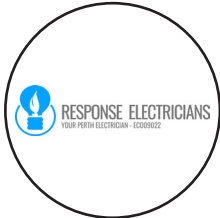
2024

TRADE PASSPORT

Visit all the CHU SCA (WA) 2023 Convention Exhibition Booths for your chance to win a \$500 Crown Perth Voucher.

Fully completed entries are to be submitted to the Registration Desk before 2.20pm. The winner will be drawn during the 'trade booth prize draws' at the end of the last session.

2023 EXHIBITORS



Contact Details

Full Name: _____

Phone Number: _____



strata
community
association®
WA



admin.wa@strata.community | (08) 9381 7084 | wa.strata.community