




FORWARD FOCUS, FUTURE THINKING

SCA (QLD) CONFERENCE 2023 PROGRAM

CAIRNS CONVENTION CENTRE
WEDNESDAY, 1 MARCH - FRIDAY 3 MARCH 2023



FORWARD FOCUS, FUTURE THINKING

The SCA (QLD) 2023 Conference: Forward Focus, Future Thinking has been designed to provide you with the tools to leverage the opportunities of a constantly changing industry and the mindset to innovate when it comes to meeting the future needs of our strata community.

Our 2023 Conference; Forward Focus, Future Thinking is about facing technological change, dealing with shifting needs and demands from industry, and thinking innovatively to be forward-focused, future-ready.

Over the two-day conference we will arm you with the vital skills, tools and knowledge to embrace a forward-thinking mindset to invest in the future of strata. Without a future-focused mindset, you can never really prepare for the future.

SCA (QLD) PRESIDENT'S MESSAGE



On behalf of the SCA (Qld) Board and staff, I am very pleased to welcome you to the 2023 Conference in Cairns.

You are here because you are interested in the future of the strata sector in Queensland. I can assure you the sector stands poised for significant reform over the next 2 years. Much of our Conference, from the theme of 'Forward Focus', through to individual Conference sessions, will be about developing skills to respond to likely reforms. You will hear about how SCA (Qld) is pushing hard for those outcomes it thinks are best for member interests.

There are many ways to experience a Conference. My tip? Experience it as many different ways as you humanly can! The content will come thick and fast. There will be so many of your colleagues to meet, reconnect with, learn from and share with: so please, take as much time as you can and be involved with as much of the Conference as possible.

If you see me around, please stop to say "hi" and maybe, also let me know your thoughts on the future of strata. I will be "all ears".

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Chris Irons'. The signature is stylized and fluid.

Chris Irons
SCA (Qld) President



THANK YOU TO OUR CONFERENCE ORGANISERS

Education Committee: Tyson Pratt, David Midwood, Karen Thompson, Andrew Davidson, Julie MacCarthy, Clare Stuart and Sonia Harvey

Events Committee: Cath Pashley, Con Iconomidis, Wendy Barnard, Tracey Norris, Peter Berney, Adrian Butcher, Renee Sullivan and Angela Fleming

SCA (Qld) Team: Laura Bos, Kirsty Trevor, JJ Goenen, Natalie Ridge and Kristian Marlow.

SPEAKERS

Our incredible line-up of speakers are set to provide you with countless tips on how to develop a future thinking mindset and how to capitalise on the opportunities that emerge in a constantly changing industry.

MASTER OF CEREMONIES

Richard Champion



Richard's AFL career spanned fourteen years in total, including ten pivotal years with the Brisbane Bears/Lions before his retirement at the end of the 2000 season. Along with his current AFL and media commitments he has moved on to be a regular Master of Ceremonies with corporate organisations for conferences and events.

Always prepared, Richard's experience as a media personality and professional athlete means he is able to think on his feet and develop great rapport with the audience. His ability to laugh at himself, as well as

delivering key messages to the audience, makes him an exceptional choice for any high profile event, seminar or conference.

As a Master of Ceremonies, Richard Champion is articulate, professional and charismatic. Champs is down to earth and approachable, with leadership skills that extend beyond the microphone.

KEYNOTE SPEAKERS

Rob Rossano



With 15 years experience in facilitation, training and coaching, Rob is passionate about helping individuals, teams and organisations fulfill their potential. Having focused much of his professional experience in the areas of leadership development, sales enablement and personal effectiveness, he has worked with many to achieve great results.

Over the years, Rob has worked with a variety of industries from financial services to telco, government to FMCG, and has engaged with stakeholders at various levels from C-suite to front-line staff. In addition to a Bachelors Degree, Rob is an accredited facilitator in the 7 Habits of Highly Effective People as well as a practitioner of HBDI and MBTI. Rob loves to understand how people and businesses work and how adjusting different levers can have a dramatic impact on outcomes.

He has an ability to connect with people and create an environment conducive to heightened engagement, collaboration and results.

Michael McQueen



Michael is a multi-award-winning speaker, trend forecaster and bestselling author of nine books.

With clients including KPMG, Pepsi and Cisco, he has helped some of the world's most successful brands navigate disruption and maintain momentum.

He is a regular commentator on TV and radio and his work has featured in publications ranging from the UK Daily Mail to Medium.com and the Huffington Post. In addition, Michael is a familiar face on the international conference circuit having shared the stage with the likes of Bill Gates, Dr. John Maxwell and Apple co-founder Steve Wozniak.

Michael has spoken to over 500,000 people across 5 continents since 2004, and is known for his engaging, entertaining and practical conference presentations.

Having been formerly named Australia's Keynote Speaker of the Year, Michael McQueen has been inducted into the Professional Speakers Hall of Fame.



KEYNOTE SPEAKERS CONTINUED

Jason Carlson



Jason is a Partner of Grace Lawyers practicing exclusively in strata law. He served as a Director of SCA (Qld) from 2016 – 2022, and currently serves as a Director of SCA Australasia. In 2022, his contributions to and leadership within Queensland’s strata sector were recognised when he received the SCA (Qld) President’s Award.

Jason is known for his engaging presentation style. He has an ability to look past the law that affects the strata sector and instead focus on the behaviours and motivations that drive some of the biggest issues the industry and strata professionals face.

GUEST PANELLISTS AND SPEAKERS

Antonia Mercorella



With the knowledge you expect from a lawyer and the sense of humour you wish your lawyer had, Antonia Mercorella knows a thing or two about real estate. For the last 18 years, she’s headed up legal counsel for the industry’s peak bodies in South Australia and later in Queensland, where she’s also served as Chief Executive Officer for the last eight years.

As the Real Estate Institute of Queensland’s (REIQ) first female CEO, and its youngest, Antonia has transformed the 104-year-old Institute into one of most progressive and high-profile industry associations in Australia.

Backed by a 20-year legal and executive management career, Antonia has led and shaped some of the most significant real estate legislative reforms across multiple jurisdictions while her ability to lead and develop advocacy programs has drawn national and international attention.

Larissa Rose



Larissa is a locally and nationally highly recognised Environmental Consultant who has contributed at the United Nations. Her leadership in Sustainability and Environmental Management, has seen her advancing policy for the use of renewable fuels in Queensland, while enabling projects opportunities to decarbonise the transport sector.

Larissa is a Board Director of the World Bioenergy Association, she sits on the Gold Coast City Heart Taskforce under the portfolio Sustainability and Environment, is an Adjunct Lecturer at Bond University, and Director of GG Enviro, her environmental consultancy company for 13 years on the Gold Coast.

Her company GG Enviro, work with various companies and industry sectors to build out their sustainability strategies, develop their carbon neutral portfolio, and deliver compliance and regulatory governance for local and national environmental planning policy laws. GG Enviro have worked with over 50 + developments across Queensland and New South Wales to secure development planning approval.

Jane Wilson



Jane Wilson commenced permanently in the role of Commissioner for Body Corporate and Community Management in October 2022.

Jane has worked with the BCCM office for 15 years primarily in the role of Manager Conciliation Services and as Acting Commissioner from time to time.

She has a wealth of knowledge about the body corporate legislation and a thorough understanding of the challenges faced by bodies corporate in Queensland.



INDUSTRY SPEAKERS

- **George Salloum** – Executive Director, The Community Co.
- **Chris Irons** - Director, Strata Solve
- **Daniel Borin** – Director, StrataMax
- **Craig Stanley** – National Business Development Manager, CHU Underwriting Agencies
- **Tyson Pratt** – Chief Operating Officer/Senior Body Corporate Manager, Strata Influence
- **Juliette Nairn** - Partner, OMB Solicitors
- **James Nickless** – Partner, Chambers Russell Lawyers
- **James Freestun** – Executive Chairman, Solutions in Engineering
- **Duncan Lee** – Director, Pinnacle Strata
- **Shane Devenish** – Partner, Devenish Law
- **Con Iconomidis** – Director of Customer & Distribution, Strata Community Insurance
- **Drew McKillican** – Executive Manager, Energy Services, Altogether
- **Allan Parker** – Director Energy Solutions, Altogether
- **Chris Duggan** – Group Managing Director, Bright & Duggan
- **Michelle Cummins** – General Manager - People and Culture, StrataMax
- **Jessica Cannon** – Partner, Grace Lawyers
- **David Gow** - Head of Claims, CHU Underwriting Agencies
- **Tim Mackenzie** – Head of National Sales, Macquarie Bank
- **Tom Robinson** – Partner, OMB Solicitors
- **Laura Bos** - General Manager, SCA (Qld)

DAY ONE

Cocktail & Dreams Welcome Conference Networking

6:00pm

Before we dive into two full days of learning, join us on the City Terrace at the Cairns Convention Centre for an informal get together, where you will be able to relax and catch up with your industry peers. Don't forget to don your most fashionable Hawaiian shirt before heading over to enjoy some drinks and canapes at our Cocktails and Dreams welcome.

Sponsored by:
CHU Underwriting Agencies



DAY TWO

Registration & Exhibition Opens

8:00am

Official Welcome to the SCA (Qld) 2023 Conference SCA (Qld) Presidential Welcome

8:50am

Presenters: Richard Champion, Master of Ceremonies and Chris Irons, SCA (Qld) President

Warrma (Dance) Welcome to Country

9:00am

Our official conference opening ceremony will include an immersive Welcome to Country performed by Minjil, an indigenous cultural group of the Gimuy-Barra (Cairns) region. This performance is our sign of respect and acknowledgement of the traditional owners of the land past, present and future that we hold our conference on.

Attorney General Address

9:20am - 9:30am

- Video Message

Shannon Fentiman is the Queensland Attorney General and has oversight of body corporate law. Minister Fentiman has been an enormous supporter of our sector in her time in office and has passed the most significant body corporate legislation in decades, set up the Community Titles Legislation Working Group and increased funding to the Office of the Commissioner for Body Corporate and Community Management.

Keynote: Phuel – Cultivating Curiosity

9:30am - 10:30am

The Forward Focus, Future Thinking Conference will commence with Rob Rossano, presenting Cultivating Curiosity. In this dynamic and interactive keynote session you will explore the nature (and science) of curiosity. Participants will learn to expand their minds and become 'consciously curious' with tried and proven strategies. This first session will set the tone for our conference and energise the attendee.

Sponsored by:
Body Corporate Brokers



Presenters: Rob Rossano

Morning Tea Break

10:30am – 11:00am

**FORWARD FOCUS,
FUTURE THINKING**

CONFERENCE SCHEDULE

DAY TWO STREAM 1 Business, Innovation & Leadership Stream

AUDITORIUM A

Manage your clients, don't let them manage you, learn from your mistakes

11:00am - 12:00pm

Are you new to the Strata industry and wanting some helpful tips and tricks on how to overcome the struggles you are faced with? This panel will explore efficient ways on how to manage difficult clients and examine common missteps that can arise with different parties, how to recover and learn from them.

Facilitator: George Salloum – The Community Co.

Panel:

Sponsored by: BIV Reports

- Chris Irons - Strata Solve
- Daniel Borin – StrataMax
- Craig Stanley – CHU Underwriting Agencies
- Tyson Pratt – Strata Influence
- Juliette Nairn - OMB Solicitors



Lunch Break

12:00pm - 1:00pm

Energy now, 5 years and beyond

1:00pm – 1:45pm

Gain an industry understanding on the hot topic: impacts of rising costs on residential communities and the long-term impact. This session will focus on the reliability of energy supply, how sustainability plays a major role in future proofing bodies corporate, the impact on residential customers within an embedded network, and owners in general as levies increase to cover significant increases in common property costs.

Co-Presenters:

- Drew McKillican - Energy Services, Altogether
- Allan Parker - Energy Solutions, Altogether

Navigating Bullying & Harassment

1:45pm - 2:30pm

Bullying can be prevalent in many different forms, and oftentimes it can be intimidating to confront this head on. In this session, our panellists will explore an in-depth discussion on what Strata businesses and individuals can do to create a positive mind-set culture in an already stressful industry.

Facilitator: Chris Duggan – Bright & Duggan and National SCA President

Presenters:

Sponsored by: BIV Reports

- Michelle Cummins - StrataMax
- Jessica Cannon – Grace Lawyers



The Curse of Aging Buildings & Wanting to Sell – what's next?

11:00am - 12:00pm

This session will explore the complex task of how to prepare to sell an ageing building. Our expert panel will discuss: Stage 1: Tips for being proactive with management for ageing buildings such as condition reports, types of issues to look for and sinking fund forecasts Stage 2: Selling Buildings – The decision-making process, when to engage interested parties e.g. Lawyer and Real Estate Agent, legalities and what control the Body Corporate has over this process.

Facilitator: James Nickless – Chambers Russell Lawyers

Panel:

- James Freestun – Solutions in Engineering
- Duncan Lee – Pinnacle Strata
- Shane Devenish – Devenish Law
- Con Iconomidis – Strata Community Insurance

Sponsored by:
Boss Building Maintenance



Lunch Break

12:00pm - 1:00pm

Sustainable Growth - Future Cities

1:00pm - 1:45pm

Future Cities Sustainable Growth is about understanding and synchronising the goals of environmental, social and economic progress as we develop and grow as a State. Queensland regularly smashes its population projections, so whatever development we think is needed today likely isn't enough. But how do we manage this growth so that Queensland benefits from all the opportunities that come with migration; without the negatives that we all too often associate with an increasing population?

Facilitator: Jenny Strong - Macquarie Bank

Panel:

- Antonia Mercorella – REIQ
- Larissa Rose – GG Enviro
- Laura Bos – SCA (Qld)

Sponsored by: Strata Solve



Future of Insurance Market

1:45pm - 2:30pm

Flooding, Natural CAT events and valuations - the sky is the limit! This session will explore flooding and other Natural Disaster events. How can you take proactive steps to broaden insurance renewal options and minimize premium increases? Why is it important to get a valuation? Plus education about the surge in premium prices.

Presenter: David Gow - CHU Underwriting Agencies

Sponsored by:
CHU Underwriting Agencies



Keynote: Phuel – Personal Accountability**3:00pm - 4:00pm**

We will end the educational content on a high note with Rob once again taking the stage to finish the day out with a session on Personal Accountability. This provocative session will prompt individuals to reconsider the question of taking personal responsibility for their role and associated relationship, interactions, and outcomes.

Presenter: Rob Rossano**Sponsored by:** Altogether**Tropicana Exhibition Marketing Mixer****4:00pm - 6:00pm**

After a full day of learning, let's relax in the tropical exhibition space for a social mixer, where you will be able to mingle with our exhibitors and reflect on the day, while catching up with your industry peers. Fun will be had with prizes for both attendees and exhibitors alike.

Presenter: Richard Champion, Master of Ceremonies

Day Two Concludes

6:00pm

DAY THREE**Registration & Exhibition Opens****8:00am****Welcome Back****8:30am****Presenter:** Richard Champion, Master of Ceremonies**The State of Strata****8:35am**

The Commissioner's Update - A session not to be missed, find out directly from the Commissioner what has been happening, what has been trending and gain some valuable insights.

Presenter: Jane Wilson, Commissioner for Body Corporate and Community Management**Macquarie Bank Benchmarking Report****9:00am**

Numbers will continue to play a vital role in all strata businesses, so understanding how to make them improve your profitability is another skillset. This presentation will explore why there has been steady growth in the industry over the last two decades, without a need to evolve your business model. Delve into the intensifying pressures of finding quality talent and how those choices impact the bottom line. As well as discuss options managers and owners have to strengthen their own business to improve their profitability.

Presenter: Tim Mackenzie - Macquarie Bank

Board Panel – The Queensland perspective

9:45am - 10:30am

Looking for answers on hot topics in Strata? Look no further! The SCA (Qld) Board are thrilled to present a new element to our 2023 Conference – a deep dive, featuring members of the SCA (Qld) Board, on the topics that you are most interested in hearing about. This session is a chance for the members of our community to hear what our Board's views are on the things which matter most to you.

Morning Tea Break

10:30am - 11:00am

Keynote: Preparing Now for What's Next: How to Thrive in an age of disruption

11:00am - 12:00pm

Another impressive keynote presenter takes centre stage, with Michael McQueen delivering, How to Prepare for What's Next: Thriving in the Age of Disruption. Michael is a multi-award-winning speaker, trend forecaster and bestselling author of nine books. He is known for his engaging, entertaining, and practical conference presentations. In this session, Michael will bring a rare insight to the topic of business disruption. He will explore the notion of disruption itself and confirm that the term is much more than just guru-speak. From this session will come invaluable insights for individuals and businesses that want to keep their edge, and how to prepare now for what's next.

Presenters: Michael McQueen; Speaker & Author "The New Rules of Engagement"

Sponsored by: WGC Lawyers



Lunch Break

12.00pm – 1.00pm

Keynote: Keyboards don't have feelings 2.0

1:00pm - 2:00pm

Looking to find a way to develop strategies on how to communicate effectively in the 21st Century? This interactive presentation will delve into the relationship between strata managers and clients, the clients' needs and the expectations of strata managers. It explores the efficient use of email communication, clients expectations and strategies that can be used in every day scenarios to reduce conflict.

Presenter: Jason Carlson, Grace Lawyers



The Great Debate

2:00pm – 3:00pm

Back by popular demand to close out our 2023 Conference will be the much-loved Great Debate. Traditionally this is one of our most highly attended sessions. Two teams of legal strata minds have joined forces to deliver an unforgettable great debate. Our debate facilitator will have the last laugh as to which team of strata minds will triumph when they go head-to-head.

Facilitator: Kristi Kinast - Cassels Strata Management

Topic: The condition of the built environment is more important than the condition of the community.

Team 1: Affirmative

- Jessica Cannon – Grace Lawyers
- Juliette Nairn – OMB Solicitors
- James Nickless – Chambers Russel Lawyers

Team 2: Negative

- Jason Carlson – Grace Lawyers
- Tom Robinson – OMB Solicitors
- Shane Devenish – Devenish Law

Conference Wrap Up

3:00pm

Presenters: Richard Champion, Master of Ceremonies

Free Time

3:00pm - 6:00pm

Strata Community Association (Qld) Awards for Excellence

6:00pm – 11:30pm

Presenters: Richard Champion, Master of Ceremonies

Major Sponsor: Macquarie Bank

Tonight, is the night that we come together to acknowledge your hard work and achievements at our 2023 Strata Community Association (Qld) Awards for Excellence, were we shine a light on the year’s most outstanding businesses and individuals.

This year’s theme is Copacabana, and Macquarie Bank and SCA (Qld) invite you join us at the Copa ... Where the music and passion are always in fashion! Our prestigious awards ceremony will be a night sure to be filled with fun and colour when we go to Copacabana.

Sponsored by:
Macquarie Bank



MACQUARIE
BANK

Conference Close

11:30pm

WHAT'S ON

It just wouldn't be a strata conference without an equally entertaining and full social program that includes welcome drinks, cocktail parties, and our Strata Community Association (Qld) Awards for Excellence. There will be plenty of opportunities to relax and network with friends old and new.



We'll kick off the conference with a casual Cocktails and Dreams inspired welcome function, proudly sponsored by CHU Underwriting Agencies. If you're a first timer to our conference, this is a perfect event to mix and mingle and form new relationships. If you're a repeat attendee, it's a great event to reconnect and strengthen existing ones!

Date: Wednesday, 1 March

Time: 6:00pm - 9:00pm

Place: City Terrace, Cairns Convention Centre

Dress Code: Casual - we want to see everyone's best Hawaiian shirts on display

Sponsored by: CHU



We have added a new and exciting social function to our conference program, the Exhibition Marketing Mixer. Bringing together our members, key stakeholders and industry partners for an evening of fun, networking and of course sharing expertise and inspiring each other about the strata industry.

Date: Thursday, 2 March

Time: 4:00pm - 6:00pm

Place: Exhibition - Auditorium B&C, Cairns Convention Centre

Dress Code: Smart Casual - we're in the tropics so let's go Tropicana

Strata Community Association (Qld) *Awards For Excellence*

Our final night is a fun filled night of dancing, celebrating, and networking as we recognise the achievements of those at the forefront of our industry. Let's celebrate our Strata Community Association (Qld) Awards for Excellence in style as we go to Copacabana where the music and passion are always in fashion. At the copa....

DATE: FRIDAY, 3 MARCH

PRE-DINNER DRINKS

Time: 6:00pm - 7:00pm

Place: City Terrace, Cairns Convention Centre

GALA DINNER

Time: 7:00pm - 11:30pm

Place: Auditorium A&D, Cairns Convention Centre

Dress Code: Semi Formal with a tropical, bright, colourful, fun Copacabana twist



**MACQUARIE
BANK**

MAJOR SPONSOR



EXHIBITORS

1. Body Corporate Brokers
2. Grace Lawyers
3. Altogether Group
4. Higgins Coatings
5. Buildcheck Engineering
6. Lannock Strata Finance
7. Programmed Property Services
8. HumEnergy Group
9. Macquarie Bank
10. CHU Underwriting Agencies
11. StrataMax
12. Energy & Water Ombudsman Qld
13. StrataLoans
14. TK Elevator Australia
15. Urbanise
16. WTP Australia
17. Ebix Elevator Monitor
18. StrataVote
19. QIA Group
20. Express Glass
21. Resvu
22. Solutions in Engineering
23. Sedgwick
24. SCA (Qld)

EXHIBITION KEY



Kelly + Partners
Coffee Cart



Dulux
Photo Wall



StrataMax
Relax & Revive Station

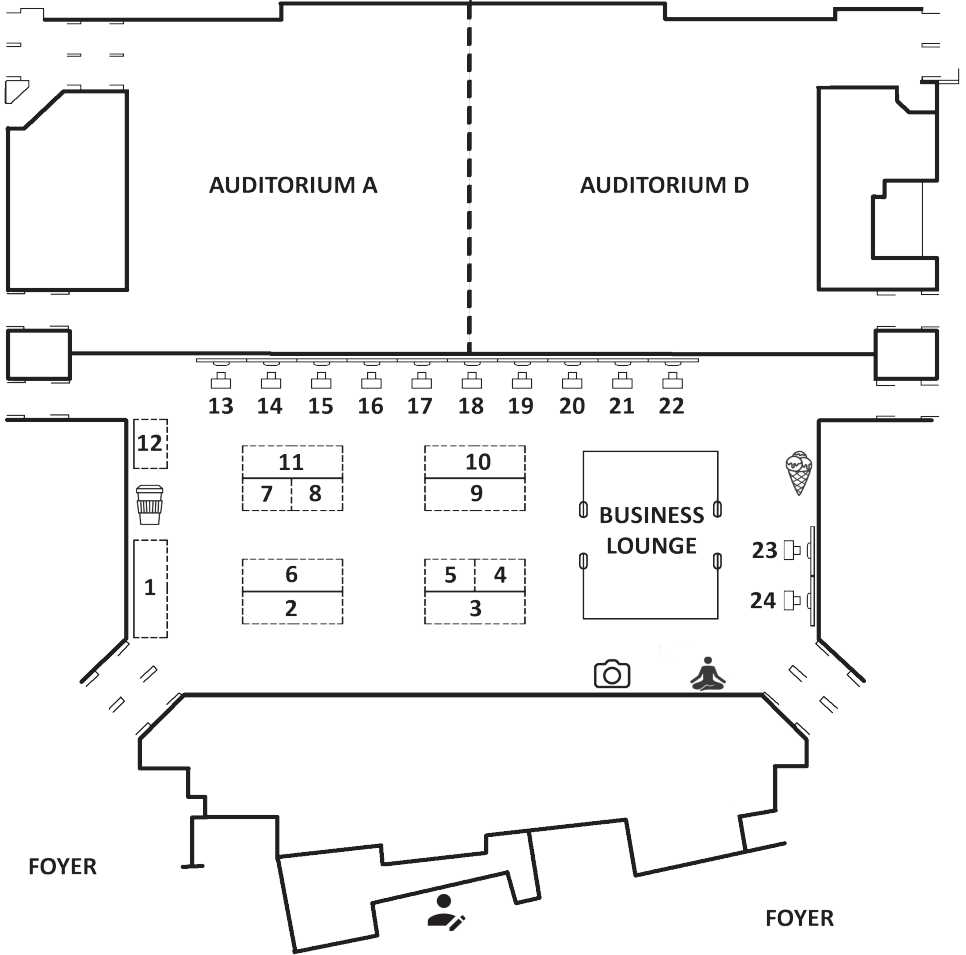


Austrata Finance
Gelato Cart



Registration

EXHIBITION PLAN



SPONSORS



Funding Support
Sponsor



Elevate Conference,
Welcome Function,
Current Session &
Awards Category
Sponsor



Elevate Conference,
Lanyard, Keynote
Speaker & Awards
Category Sponsor



Elevate Conference,
Awards Category &
Awards Photo Booth
Sponsor



MACQUARIE
BANK

Elevate Conference,
Awards Category &
Awards Major Sponsor



StrataMax

Elevate Conference
Sponsor, Relax & Revive
Sponsor & Awards
Category Sponsor



Elevate Conference,
Keynote Speaker &
Awards Category
Sponsor



Elevate Conference
& Awards Category
Sponsor



PROGRAMMED
Property Services

Generate Conference,
Hydration & Advertising
Sponsor



Generate Conference
& Awards Category
Sponsor



Generate Conference
Sponsor & Advertising
Sponsor



Generate Conference
Sponsor



Generate Conference &
Delegate Bag Sponsor



Generate Conference
Sponsor



Conference Wifi &
Awards Entertainment
Sponsor



Keynote Speaker
Sponsor



StrataLoans

Integrate Conference
Sponsor



Integrate Conference
Sponsor



Integrate Conference
Sponsor



Integrate Conference
Sponsor

SPONSORS

STRATAVOTE

Integrate Conference
Sponsor



Integrate Conference
Sponsor

EBIX | **TRADES
MONITOR**

Integrate Conference
Sponsor



Integrate Conference
Sponsor



Integrate Conference
Sponsor



Integrate Conference
Sponsor



Integrate Conference
Sponsor



Table Centrepiece
Sponsor



Awards Category
Sponsor



Awards Category
Sponsor



Special Conference
Sponsor



Coffee Cart Sponsor



Gelato Cart Sponsor



Current Session
Sponsor



Current Session
Sponsor



Current Session
Sponsor

WilkoPainting

Notepad Sponsor



Pen Sponsor



Awards Support
Sponsor

**FORWARD FOCUS,
FUTURE THINKING**





FORWARD FOCUS, FUTURE THINKING

STRATA COMMUNITY ASSOCIATION (QLD)

STRATA COMMUNITY ASSOCIATION (QLD)
LEVEL 9, 410 QUEEN STREET,
BRISBANE QLD 4000
(07) 3839 3011
EVENTS.QLD@STRATA.COMMUNITY

 strata
community
association®
QLD