

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

<b>Conference Theme:</b> A Whole New World		
<b>Day One</b>		
<b>Session Times</b>	<b>Workshop 1</b>	<b>Workshop 2</b>
9:30am – 11:30am	<p><b>Self-Leadership: It’s Time to Stop Surviving and Start Thriving</b></p> <p>Many people today are becoming more exhausted and frustrated than ever before. They know there is more to life than the treadmill they are finding themselves on, but they aren’t quite sure how to get it. Too many people don’t look after themselves and often don’t believe they have the time to prioritise themselves.</p> <p>They are in survival mode, struggling with unnecessary stress, overwhelm and burnout – and unfortunately, they often don’t realise this is happening until it’s too late. Add to this, the last two years of Covid, which has made people feel scared and anxious and, in many ways, disconnected.</p> <p>There is no better time than now for self-reflection and self-leadership.</p> <p>In this session, you will:</p> <ul style="list-style-type: none"> <li>• Learn how you can regain control of your life</li> <li>• Gain an awareness of what drives you and what drains you</li> <li>• Learn tactics to take action when your motivation has gone missing</li> <li>• Discover small steps to self-care so you gain back enthusiasm, excitement and energy</li> </ul> <p><b>Presenter:</b> Mel Kettle, Leadership Communication Strategist - Mel Kettle &amp; Associates</p>	<p><b>Unlocking Efficiency: Practical AI for Strata Community Professionals</b></p> <p>Discover the Future: AI isn't just a hot topic; it's the indispensable tool reshaping strata management.</p> <p>In the era of innovation, harnessing the potential of AI is not just a trend – it's a necessity. This workshop goes beyond the buzz to provide tangible insights into how AI can transform your professional landscape.</p> <p>Immerse yourself in a live demonstration showcasing cutting-edge AI tools tailored to the unique needs of strata management. Discover how AI can be a game-changer, revolutionising your daily tasks and elevating your efficiency to new heights.</p> <p>In this session, you will:</p> <ul style="list-style-type: none"> <li>• Explore AI's impact on strata management</li> <li>• Witness AI in action with a live demo</li> <li>• Revolutionize your workflow</li> <li>• Enhance Efficiency and Effectiveness</li> <li>• Uncover the potential for your Community</li> </ul> <p>Don't miss this opportunity to be at the forefront of the AI revolution in strata management.</p> <p><b>Presenter:</b> Julian Moore, Director - Strategic Membership Solutions</p> <p><b>Sponsored by:</b> Rochelle Painting</p>
<b>12:00pm – 12:30pm Lunch</b> (all groups)		

**SCAQ Conference 2024 Program**  
 The Star Gold Coast  
 Monday, 11 March – Wednesday, 13 March 2024

Session Times	Workshop 3	Workshop 4
1:00pm – 3:00pm	<p><b>Drawing the line: How to Set Healthy Boundaries at Work &amp; Home</b></p> <p>In today's fast-paced and ever-changing workplace, it's becoming increasingly difficult to maintain a healthy balance between work and personal life. As Strata Management professionals, we often find ourselves dealing with high-pressure situations, tight deadlines, and constantly evolving technologies that demand our attention around the clock.</p> <p>When we have clear boundaries in place, we have a greater sense of being in charge of our life. Not only do our boundaries protect us, but they also allow us to have stronger relationships, greater independence and less stress and conflict.</p> <p>However, so often we find ourselves saying yes when we want to say no. We want to be polite or seen as a nice person. We want to avoid conflict. We don't think anyone else will do as good a job. Too often we put up with poor behaviour, and feelings of guilt or obligation rather than risk offending people by saying no.</p> <p>You will leave this session with:</p> <ul style="list-style-type: none"> <li>• New insights into the importance of taking breaks, delegating tasks, and saying no</li> <li>• Increased confidence and courage to set and communicate your boundaries – and to deal with boundary push-back</li> <li>• A wealth of practical tips and tools for managing your workload and prioritising what is really important to you</li> </ul> <p><b>Presenter:</b> Mel Kettle, Leadership Communication Strategist - Mel Kettle &amp; Associates</p>	<p><b>Harmonizing Communities: Advanced Techniques in Strata Dispute Resolution</b></p> <p>Creating a harmonious strata community involves more than just maintaining the physical aspects of a property; it requires effective dispute resolution techniques to navigate conflicts and promote cohesion. This advanced workshop delves into sophisticated strategies for resolving disputes within strata communities, fostering collaboration, and nurturing an environment of understanding and consensus.</p> <p>You will leave this session with:</p> <ul style="list-style-type: none"> <li>• <b>Advanced Conflict Resolution:</b> Explore nuanced conflict resolution techniques tailored for complex strata community disputes.</li> <li>• <b>Legal Insights:</b> Understand the legal intricacies and frameworks relevant to strata disputes for informed decision-making.</li> <li>• <b>Communication Mastery:</b> Develop advanced communication strategies to facilitate dialogue and consensus-building among stakeholders.</li> <li>• <b>Cultural Sensitivity:</b> Learn approaches to address cultural diversity within strata communities, fostering inclusivity and understanding.</li> <li>• <b>Innovative Solutions:</b> Discover innovative methods and technologies transforming strata dispute resolution processes.</li> </ul> <p><b>Co-Presenters:</b></p> <ul style="list-style-type: none"> <li>• Sam Marsh, Partner – Grace Lawyers</li> <li>• Juliette Nairn, Partner – OMB Solicitors</li> <li>• Frank Higginson, Director – Hynes Legal</li> </ul>
6:00pm – 9:00pm	<p><b>Welcome to Club Neon</b></p> <p>Get ready to elevate your experience at Club Neon, where we celebrate not just the start of an incredible conference, but also 40 vibrant years of Strata in Queensland! Step into an electrifying atmosphere where the neon vibes of the '80s blend with the spirit of the future. Let's raise a toast to four decades of growth, collaboration, and success within the Strata industry. This isn't just a party; it's a commemoration of the rich history and an invitation to an exciting future. Dress in your neon best and let's make this evening a beacon of the strata legacy!</p> <p><b>Dress Code:</b> Casual with an '80s Neon Twist. Think neon leg warmers, flashy headbands, bold patterns, and all things fluorescent! Show off your retro style and bring the '80s back to life with your neon attire. Whether it's a pop of colour or a full-on neon ensemble, the brighter, the better!</p>	

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

9:00pm	Day 1 Concludes
<b>Day Two</b>	
8:00am	<b>Registration &amp; Exhibition Opens</b>
9:00am	<b>Official Welcome to the Annual Conference</b>  <b>Presenters:</b> Master of Ceremonies: Richard Champion and Andrew Davidson
9:30am – 10:00am	<b>Attorney General Address</b> Join us as the Attorney General takes the stage to deliver a captivating welcome address. Brace yourselves for a thought-provoking address that sets the tone for an eventful and enlightening conference ahead. Don't miss out on the opportunity to gain valuable insights and perspectives from our legal luminary. It's not just an address; it's the commencement of an intellectually stimulating conference experience!
10:00am - 11:00am	<b>Keynote: Robot rule of thumb: The future of work, and how to prepare yourself for it</b> The future of work is already here, ushered in ahead of schedule by a global pandemic. As a result, we're seeing an acceleration of the move towards more flexibility and a greater desire for meaning and purpose. While these changes present challenges, they also offer an opportunity for the workforce of the future to find a sense of renewed freedom. We've all heard that technology is paramount, that culture eats strategy for breakfast and that both hard and soft skills matter – but what are these skills and how do they help today's business leaders adapt to the unknowns of the future?  In this presentation, Future Crunch explores the changing world of work, and how technological disruption is redefining the skills that matter. The machines aren't here to take our jobs - but they will change them. And that means that counter-intuitively, it's the human skills that really count. Audiences will walk away with a better understanding of how to start building a workplace that is prepared for automation, disruption and changing work patterns. Essential insights for any organization searching to drive innovative ways of working in the 21st century.  <b>Presenter:</b> Future Crunch: Tané Hunter and Shasta Henry
<b>11:00am – 11:30am Morning Tea break</b>	

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

Session Times	Session	Workshop Times	Workshop
11:30am – 12:30pm	<p><b>Building Harmonious Communities: Empowering Strata Respect &amp; Collaboration</b></p> <p>This dynamic session aimed at fostering harmony and collaboration within strata communities. This engaging discussion will delve into the core principles of respect, emphasizing the importance of positive communication and mutual understanding among residents, committee members, and service providers.</p> <p>Key takeaway will be emphasising the pivotal role of respect in creating harmonious strata environments. We'll encourage attendees to embrace the Respect Pledge and actively contribute to cultivating a culture of understanding and cooperation within their respective strata communities.</p> <p><b>Facilitator:</b> Kristi Kinast, General Manager – Cassels Strata Management</p> <p><b>Panellists:</b></p> <ul style="list-style-type: none"> <li>• Chris Duggan, Group Managing Director – Bright &amp; Duggan Property Group</li> <li>• Tyson Pratt, Chief Operations Officer – Strata Influence</li> <li>• Andrew Davidson, Director – Team Body Corporate</li> <li>• Michelle Cummins, Director – MaxSoft</li> </ul> <p><b>Sponsored by:</b> Pacific Security</p>	11:30am – 1:00pm	<p><b>Bridging the Gap: Mastering Cross-Generational Communication in Today's Workplace</b></p> <p>This session is designed to equip you with the tools needed to effectively communicate across five generations, fostering a culture of understanding and collaboration.</p> <p>Gain practical insights into the unique characteristics of each generation, from the Traditionalists to Generation Z. Discover tailored communication strategies that resonate with different groups, enabling you to authentically connect and engage with your team.</p> <p>Learn actionable techniques to adapt communication styles, understand motivation triggers, and approach feedback preferences. Elevate your leadership skills by confidently navigating the multi-generational environment, fostering a culture of inclusivity and success.</p> <p>Don't miss this opportunity to decode the nuances of each generation's communication preferences and elevate your ability to lead diverse teams to greater collaboration and achievement.</p> <p>In this session, you will:</p> <ul style="list-style-type: none"> <li>• Gain practical tools to connect authentically with diverse generations.</li> <li>• Enhance leadership abilities in fostering understanding and collaboration.</li> <li>• Learn strategies for building a culture of inclusivity and success in the workplace.</li> </ul> <p><b>Presenter:</b> Mel Kettle, Leadership Communication Strategist - Mel Kettle &amp; Associates</p>
<b>12:30pm – 1:30pm Lunch Break</b>			

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

Session Times	Stream 1	Stream 2
1:30pm -2:30pm	<p><b>Exploring the Horizon: Unveiling the Future of Strata Developments in QLD</b></p> <p>Explore the evolving direction of strata developments, highlighting key areas of growth and what these advancements mean for the state. We'll ask crucial questions: Do we have enough Strata Managers to fulfill the burgeoning demand? What cutting-edge technologies are on the horizon?</p> <p>Furthermore, this session will delve into strategies to manage this growth effectively, ensuring that the state harnesses the opportunities accompanying migration while mitigating potential drawbacks associated with an expanding population. Join us for an engaging exploration of Queensland's strata future and how to seize its full potential.</p> <p><b>Presenters:</b></p> <ul style="list-style-type: none"> <li>• George Salloum, Executive Director, The Community Co.</li> <li>• Duncan Lee, Managing Director, Pinnacle Strata</li> <li>• Allan Buckle, Senior Strata Community Consultant - New Developments, Ernst Body Corporate Management</li> </ul>	<p><b>Rising Costs and Empty Pockets: Financial Strategies in Strata Management</b></p> <p>Let's explore the pivotal financial aspects in strata management. This session navigates the landscape of financial planning, emphasizing budgeting, reserve funds, and the imperative need for sound financial strategies. Our expert speakers will discuss raising adequate funds, legal obligations, effective communication, and leveraging market trends, offering actionable insights crucial for sustainable strata management.</p> <p>Attendees will gain a comprehensive understanding of the financial intricacies within strata management. They will leave equipped with practical strategies and insights to address rising costs, ensure compliance, and foster sustainable financial health within their strata communities.</p> <p><b>Presenters:</b></p> <ul style="list-style-type: none"> <li>• Tyson Pratt, Chief Operations Officer from Strata Influence</li> <li>• Angela Fleming, Senior Relationship Manager from Macquarie Bank</li> <li>• James Nickless, Partner from Chambers Russell Lawyers</li> </ul>
2:30pm -3:30pm	<p><b>Transparency Unveiled: Navigating Strata Commissions &amp; Disclosures</b></p> <p>In this session, we delve into the core of strata management, dissecting the intricate elements of commissions, disclosures, and marketing strategies. Our aim is to illuminate the path toward transparency, ensuring every stakeholder—be it managers, owners, or service providers—understands their roles and responsibilities.</p> <p>We'll explore the intricacies of commission structures, unravelling the complexities to foster a clearer understanding of their impact on the strata ecosystem. Disclosures are the cornerstone of trust and integrity; we'll unravel best practices for effective disclosures, empowering all involved parties to operate with transparency and confidence.</p> <p>We are delighted to have the eminent John Trowbridge join us on this panel. He is the author of a 3 Phase Independent Review of Strata Insurance Practices that was handed down in May 2023. John will share with us his insights into insurance practices and disclosures which will contribute superbly to what promises to be a robust panel discussion.</p> <p><b>Facilitator:</b> Juliette Nairn, Partner – OMB Solicitors</p> <p><b>Panellists:</b></p> <ul style="list-style-type: none"> <li>• John Trowbridge, Independent Consultant</li> </ul>	<p><b>Insuring Tomorrow: Navigating Insurance Valuations</b></p> <p>This session aims to unravel the complexities of insurance, beyond the surface of risk assessment and policy details, delving deeper into the often-underappreciated realm of Insurance Valuations.</p> <p>The discussion will explore the intricacies of valuation methodologies, the impact of valuation accuracy on claims, and how these valuations underpin a robust insurance strategy. Our panel of experts will offer valuable insights and actionable takeaways to fortify risk management.</p> <p><b>Presenter:</b></p> <ul style="list-style-type: none"> <li>• Paul Keating, Managing Director from Strata Community Insurance</li> <li>• Warren Fenton, General Manager Broker Services from Body Corporate Brokers</li> <li>• Amelia Hodge, CEO, The Australian Property Institute</li> </ul>

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

	<ul style="list-style-type: none"> <li>Chris Duggan, Group Managing Director – Bright &amp; Duggan Property Group</li> <li>Andrew Davidson, Director – Team Body Corporate</li> </ul> <p><b>Sponsored by:</b> Metered Energy</p>	
4:00pm – 7:00pm	<p><b>StrataConnect: Exhibition Networking</b></p> <p>Our StrataConnect networking event is the perfect opportunity to unwind and connect after an enriching day of insights and learning. Step into the vibrant and extended exhibition space to mingle and engage with our exhibitors, fostering meaningful conversations and sharing experiences with industry peers. This social mixer promises a relaxed atmosphere where attendees and exhibitors alike can relive the highlights of the day while forging new connections.</p> <p><b>Dress Code:</b> Casual</p>	
5:00pm	Day 2 Concludes	
<b>Day Three</b>		
8:30am	<b>Registration &amp; Exhibition Opens</b>	
9:30am	<b>Welcome Back</b>	
9:35am – 10:00am	<p><b>The State of Strata: The Commissioners Update</b></p> <p>Unlock the Secrets of Strata with The Commissioner's Update! Dive into the vital world of Body Corporate Management with exclusive updates on resolutions, intriguing mediation cases, and the latest trends. Body Corporate Managers eager for the unusual and the current won't want to miss this session. Join us to gain direct insights from the Commissioner, discovering what's been happening, what's been trending, and valuable insights that promise to elevate your Strata expertise. This is your opportunity to stay ahead in the dynamic realm of Strata – a session that is not to be missed!</p> <p><b>Presenters:</b> Jane Wilson, Commissioner for Body Corporate and Community Management</p>	
10:00am - 11:00am	<p><b>Board Panel – The Queensland perspective</b></p> <p>Embark on an enlightening journey with the SCAQ Board as they decode the mysteries of Strata from a unique Queensland perspective. Dive deep into hot-button topics as our esteemed panel unveils their perspectives on the issues that matter most to you. Gain unparalleled insights and discover the answers you seek in this exclusive session tailored to address your burning questions and interests. Don't miss this opportunity to tap into the collective wisdom of our board members and unravel the Strata enigmas together!</p>	
<b>11:00am – 11:30am Morning Tea break</b>		

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

11:30am - 12:30pm	<p><b>Keynote: Navigating the Digital Frontier</b></p> <p>In an era characterized by rapid technological advancements, the power of digitalization is both a blessing and a challenge. This speaker session delves into the intricate landscape of digital transformation, focusing on the critical balance between unlocking its potential and effectively managing associated risks.</p> <p>From the looming threat of cyber insecurity to the transformative wave of artificial intelligence, this talk is designed to equip audience members with the knowledge and confidence needed to navigate the complexities of technology risk.</p> <p>Key highlights:</p> <ul style="list-style-type: none"><li>• Understanding the Digital Landscape: An overview of the current digital landscape, highlighting the transformative technologies shaping industries.</li><li>• Cyber Insecurity Unveiled: Delving into the ever-evolving realm of cyber threats and providing insights on how to bolster cybersecurity measures.</li><li>• AI Roll-out Challenges: Exploring the challenges and opportunities presented by the widespread adoption of artificial intelligence, with a focus on ethical considerations and risk mitigation.</li><li>• Predicting the Unpredictable: Strategies for navigating the unpredictable nature of technological change, including adaptive risk management approaches and scenario planning.</li><li>• Empowering Decision-Makers: Equipping decision-makers with the tools and knowledge to make informed choices in the face of evolving technological landscapes.</li></ul> <p><b>Presenter:</b> Katherine Mansted</p> <p><b>Sponsored by:</b> Body Corporate Brokers</p>
<b>12:30pm – 1:30pm Lunch Break</b>	
1:30pm – 2:30pm	<p><b>Keynote: Unlocking Human Intelligence</b></p> <p>We're experiencing change at the fastest rate in human history. And technology is driving a lot of it. We're seeing massive advancements in areas like robotics, virtual reality, and Artificial Intelligence (AI). But we need to be careful that we don't over-index by investing so much in machines at the expense of ourselves. We need to be building and investing in HI - Human Intelligence (HI)</p> <p>This provocative keynote will provide an overview of the concept of Human Intelligence and go into detail on three key topics to ensure that we future-proof ourselves in a technology-driven world:</p> <ol style="list-style-type: none"><li>1. People: Understanding our workforce, including the people and personalities within it, with a focus on Gen-Z and the forgotten frontline workers;</li><li>2. Skills: Building the skills of the future, which are inherently those that make us uniquely human; and</li><li>3. Mindset: Reframing our mindset for the future of work, specifically reframing our relationship with failure, addressing our insecurities, and breaking the perpetual cycle of business.</li></ol> <p><b>Presenter:</b> Ben Hamer</p>

**SCAQ Conference 2024 Program**  
The Star Gold Coast  
Monday, 11 March – Wednesday, 13 March 2024

2:30pm – 3:30pm	<p><b>The Great Debate - Redistributing Power: Should Bodies Corporate Owners Influence Levy Decisions on Property Maintenance?</b></p> <p>Get ready for the ultimate clash of strata titans at the Great Debate during our conference! Join us for a riveting showdown as two powerhouse teams of strata experts lock horns on the burning question: 'Redistributing Power: Should Bodies Corporate Owners Influence Levy Decisions on Property Maintenance?' This hotly contested debate is not just about words; it's a battle of wits and wisdom. Be part of the excitement, witness the clash, and let our skilled facilitator unveil which team emerges victorious. Don't miss this epic event that will leave you thinking and debating long after the conference lights dim!</p> <p><b>Facilitator:</b> Tyson Pratt, Chief Operations Officer from Strata Influence</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>Team 1: Affirmative</b></p> <ul style="list-style-type: none"> <li>• Kristi Kinast, General Manager, Cassels Strata Management</li> <li>• Todd Garsden, Partner, Mahoneys</li> <li>• Mario Esera, Partner, HWL Ebsworth</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <p><b>Team 2: Negative</b></p> <ul style="list-style-type: none"> <li>• George Salloum, Executive Director, The Community Co.</li> <li>• Brendan Pitman, Partner, Grace Lawyers</li> <li>• Dakota Panetta, National Sales Executive &amp; Product Development Manager, Solutions in Engineering</li> </ul> </td> </tr> </table>	<p><b>Team 1: Affirmative</b></p> <ul style="list-style-type: none"> <li>• Kristi Kinast, General Manager, Cassels Strata Management</li> <li>• Todd Garsden, Partner, Mahoneys</li> <li>• Mario Esera, Partner, HWL Ebsworth</li> </ul>	<p><b>Team 2: Negative</b></p> <ul style="list-style-type: none"> <li>• George Salloum, Executive Director, The Community Co.</li> <li>• Brendan Pitman, Partner, Grace Lawyers</li> <li>• Dakota Panetta, National Sales Executive &amp; Product Development Manager, Solutions in Engineering</li> </ul>
<p><b>Team 1: Affirmative</b></p> <ul style="list-style-type: none"> <li>• Kristi Kinast, General Manager, Cassels Strata Management</li> <li>• Todd Garsden, Partner, Mahoneys</li> <li>• Mario Esera, Partner, HWL Ebsworth</li> </ul>	<p><b>Team 2: Negative</b></p> <ul style="list-style-type: none"> <li>• George Salloum, Executive Director, The Community Co.</li> <li>• Brendan Pitman, Partner, Grace Lawyers</li> <li>• Dakota Panetta, National Sales Executive &amp; Product Development Manager, Solutions in Engineering</li> </ul>		
3:30pm	<b>Conference Wrap Up</b>		
3:45pm	Conference Close		