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# Level UP

**8 - 9 MARCH 2022**  
**THE STAR**  
**GOLD COAST**

**#sca2022**

**#levelupsca**

**#scaconference22**

# President

## SCA (Qld) President's Message

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It is a tremendous pleasure to welcome everyone to our Conference this year. With the theme “Level UP” at the forefront of our minds, I encourage

everyone to continue the pursuit of excellence.

This is my first conference as your President, and I am incredibly honoured to be in this role. It has been a huge 12 months for all industries but particularly our own with the spotlight focusing on us as a sector. With ongoing pushes to update our legislation, business innovation as we adapt to the ongoing challenges of COVID-19 and a surging building sector have brought rapid and albeit in many ways welcome change.

The Northern Australia Reinsurance Pool has been announced and we commend the advocacy of members in that region, without whom the idea and design of the pool would have never gotten off the ground. We look forward to sharing with you the details of that as and when they are finalised through government channels.

“Level UP” is about more than revenue and profits. It is about delivering excellence in customer experience and ensuring that high standards are the foundation for Strata’s future in Queensland.

The challenges of managing disruptions, the ever-changing COVID-19 Regulations as well as the disputes in scheme about these issues have seen strata managers and suppliers rise to the occasion with flexibility and professionalism. I commend each of you for stepping up and representing our industry so well over this time.

Now it’s time to look ahead and set positive future goals. Over the past two years we have developed the right mindset and now it’s about advancing our vital skills, tools and knowledge - it is time to Level UP at the SCA (Qld) Annual Conference. Throughout this extraordinary program you will learn how to practically tackle the modern-day challenges, gain real skills and a solid grounding of your knowledge to ensure you are ready to take your services beyond expectation (and earn up to 7 CPD points in the process!).

I look forward to seeing as many of you as possible over the next couple of action packed days. With exceptional content and networking opportunities, I urge you all to make the most of every minute and immerse in our time together.

A handwritten signature in black ink, appearing to read 'Kristi Kinast', written over a circular stamp or logo.

Yours Sincerely  
Kristi Kinast  
SCA (Qld) President

# Level UP

# What's on

## What's on

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### Welcome Networking

Exhibitors Area | 5:30pm - 8:30pm

Dress Code: Smart Casual

Sponsored by: Chambers Russell Lawyers



The first day of our conference will conclude with our 'Welcome Reception' networking event for all attendees. This event would not have been possible without our generous sponsor Chambers Russell Lawyers. The networking will begin at 6.00 pm at The Star's Poolside Deck, and includes drinks and light canapes as part of your full registration and bought tickets. We know you all can't wait to finish the day with some drinks, canapes and of course Networking. So, make sure you don white and blue, and let us take care of the rest.

### Awards Dinner

Area | 6:00pm - 11:30pm

Dress Code: Creative Black Tie

Sponsored by: Macquarie Bank



MACQUARIE  
BANK

Our annual Awards for Excellence Dinner, proudly sponsored by Macquarie Bank on Wednesday 9th March 2022 will close out the 2022 Conference. This prestigious awards ceremony recognises and celebrates the achievements of those at the forefront of the strata community. The evening is sure to be filled with cham and intrigue, as you will enjoy a three-course dinner and entertainment by Mojo Rising in our Enchanted Garden.

# Organisers

## Thank you to our Conference Organisers

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

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

SCA (Qld) Team: Kirsty Trevor, Suzanne Anderson, Emma Percy, JJ Goenen, Natalie Ridge and Kristian Marlow.

# Passport

## Trade Passport Prize

Some assembly will be required....

To go into the draw for your chance to win, one of the three great prizes we have on offer, simply test your skills as a dissectologist by assembling our Conference of the Past jigsaw puzzle.



1. Visit each of our supporting sponsors booths in the exhibition area, have a chat, and gain inspiration about the strata industry.
2. Make sure you don't forget to grab your puzzle piece while you are there.
3. Complete your puzzle .
4. When you are ready, come to the registration table and reveal your completed puzzle.
5. Your name will then be added to the draw to win our Trade passport Prize.

*The best part is once you've finish the full puzzle, you will get two entries into the draw to win and a chance to spot yourself in the competed jigsaw!*

## Prizes



**1st prize**



**2nd prize**



**3rd prize**

# Level UP

# Speakers

## Master of Ceremonies

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### Richard Champion



Richard Champion's football 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.

### Keynotes

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### Keith Abraham



Keith Abraham is the global authority on goal achievement and the creator of the GoalDriver™ Formula. With over 22 years as a professional speaker, delivering to over 340 clients in 29 different countries, Keith Abraham has been the recipient of multiple awards throughout his career. Keith is the bestselling author of five books, published in 12 languages, covering the areas of passion, goal achievement, customer loyalty and focus.

### Karen Phillips



An entrepreneur, author, media commentator and show host, Karen Phillips has worked with some of the world's most prestigious brands, identities and Heads of State, hosting over 1,000 guest star interviews around the world. With a key focus on the capitalising on communication through the 'Power of Connection', Karen also speaks on 'The Power of Purpose' after surviving a near death fall in which she broke her back and sustained serious injuries. Between running her bespoke communications agency launched when she was just 28 and her media and professional speaking commitments, she is Executive Director of the Australian Institute of Women and the Women in Business Awards of Australia.



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# Day 1 Program

## Day 1 Program - Tuesday 8th March

9:00am

### Welcome address

**Plenary**  
(Southport)

SCA (Qld) President, Kristi Kinast and Master of Ceremonies, Richard Champion  
About the focus areas SCA (Qld) is currently involved with and the future objectives.

9:15am

### Leadership

Established and forming

9:30am - 10:15am

### Improving profitability in strata

**Stream 1**  
(Southport)

Numbers will continue to play a vital role in all strata businesses, so understanding how to make them improve your profitability is another skill set. 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 three options managers and owners can do to strengthen their own business to improve their profitability.

9:30am - 10:30am

### Insurance responsibilities and obligations: Get it right

**Stream 2**  
(Surfers Paradise)

Gain an industry understanding of current trends and learn how to communicate this essential information to committees. This session will focus on the latest information and reports in the insurance market and what can be done to assist with obtaining competitive premiums i.e. Expanding on the duties of the committee and Strata Managers, dive into the practical insights of mitigating future claims, addressing real costs of services and preparing for premium changes.

# Level UP

**Stream 1**  
(Southport)**Breaking down a new development – from acquisition to handover**

This session will explore three stages in the development of a strata community. *Stage 1:* Acquiring and developing the land will explain what a developer looks for when selecting land, the importance of zoning and development codes, and the process for applying for a development approval. *Stage 2:* Creation of a strata community will explore the role a strata consultant plays in advising on different strata structures for the new development, setting budgets, creating the content for a community management statement and anticipating the future needs of the community. *Stage 3:* Handing over the body corporate focuses on what happens after the community titles scheme has been established and owners and residents start moving in. We will delve into the detail of the records the developer hands over, how to deal with building defects and how to manage the relationship between the developer and the new committee.

**Stream 2**  
(Surfers Paradise)**The dark side of communication**

Endless negative emails, comments and phone calls are impacting greatly on the front-line service contact – you. Learn how to work through the issues, ask for help and practical guides of dealing with those difficult phone calls you don't want to take or make. Sending content which may be received as disappointing is part of communication, so learn the skills, take away examples and help yourself to move forward positively and deal with the stress, knowing you have the skills to communicate effectively and professionally.

**Stream 1**  
(Southport)**Preparing for the future of strata developments**

Concierge services, future technology, change to schemes, the sky is the limit, and this session is exploring the current and possibly future trends of strata structures from a developer's point of view. Valuable insight to learn and apply to your services about where the future of strata developments is heading. Hear about the current and predicted needs from what purchasers are wanting to see in body corporate buildings and understand what some of the driving forces will be along with best practices of how to work with developers to resolve any arising issues.



# Day 1 Program

## Day 1 Program - Continued

11:45am - 12:45pm

**Stream 2**  
(Surfers Paradise)

### **Triangle of collaboration: BCM – Committee – Building Manager**

The three pillars of Body Corporate require adopting best practices to work effectively together to facilitate a positive working relationship. Discover what those best practices are through this session with a panel who will explore the expectations in details of each roles, highlighting the areas for committees to adopt to achieve the best outcomes.

12:45pm - 1:45pm Lunch Break

1:45pm - 3:15pm

**Stream 1**  
(Southport)

### **Making the hybrid work environment effective and flexible**

As part of pandemic modern day, the conventional work environment will be forever changed. This session emphasis is viewing from a team leader and manager perspective about how to support, mentor and monitor your team while working remotely. With screen fatigue a growing concern, how can you keep the connectedness, ensure information flows but facilitate the personal development and support? Learn the strategies and take a proactive approach as flexible working arrangement are now and here to stay.

1:45pm - 2:30pm

**Stream 2**  
(Surfers Paradise)

### **The blurred line of maintenance**

The fence is defining but the common property is a grey area when it comes to clearly and confidently knowing who is responsible for what maintenance. Know what to do if you are unsure who is responsible, with a well-defined session covering many examples of the tricky situations commonly experienced in the realm of maintenance. Take on board the practical suggestions of responding and providing information to your committees, whether it be infrastructure located within the lot or owners improvement to common property. Take the proactive steps to remove the uncertainty.



# Level UP

2:30pm - 3:15pm

## Stream 2

(Surfers Paradise)

### Flexible working arrangement, an option or a privilege?

In such a familiar space how do Body Corporate manager maintain the professionalism and make the remote working environment more effective to achieve their best? Our presenters are delving into the realistic expectations required to meet the needs of the business and what you can incorporate on a self-performance assessment. There are many positives to working remotely, however to look outwards rather than inwards to fully understand what matters, and why it matters to the business, are essential. Often home is a retreat from the office, however circumstances have seen the office now a part of the home. Gain the tips and find out how to stay motivated, that ability to focus, and ensure your own well-being and safe practices are a part of your daily work life.

3:15pm - 3:45pm Afternoon Tea Break

3:45pm - 4:45pm

## Plenary

(Southport)

### Significance of Learning Hour

No matter how long you have been in the business everyone has had their fair share of significant learning moments. Let's wind out the day by sitting down with some prior SCA (Qld) award winners and service providers to collaboratively learn through the sharing of their knowledge. See them asked the hard questions about; mistakes, failures, what could have been done better, what they wished they had known when starting their strata career. You'll be able to relate, laugh and importantly reflect where you want to take your career.

4:45pm Close Conference Day 1

5:30pm - 8:30pm

## The Star

(Poolside Deck)

### Welcome Conference Networking

Sponsored by: Chambers Russell Lawyers

After a full day of of learning, join us by at the poolside deck for an informal get together, where you will be able to relax and reflect on the day, while catching up with your industry peers. Don't forget to don white and blue before heading over to enjoy some drinks and canapes on us.



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# Day 2 Program

## Day 2 Program - Wednesday 9th March

8:55am

### Welcome back address

Master of Ceremonies, Richard Champion

9:00am - 9:30am

### The Commissioners update & Councillor Caldwell address

A session not to be missed, find out direct from the Commissioner what has been happening, what has been trending and gain some valuable insights. Followed by Cr Cameron Caldwell from the Gold Coast City Council.

9:30am - 10:30am

### Managing different personalities

We are all different, but what can you do when difference becomes difficult? This in-depth session will address profiling analysis of four strata community peers and identify the key personality traits. Relating these identifiable traits back to your own clients and committees and gaining an understanding of specific personality communication needs and attributes can expand your abilities to relate and successfully communicate to achieve an effective working relationship.

10:30am - 11:00am Morning Tea Break

11:00am - 12:00pm

### Conquering What's Next, What's New & What's Necessary Sponsored by: BCB Strata Insurance Brokers

How would you feel if you were ahead of the curve, not just waiting to catch up but had moved forward, and moved beyond what you had ever thought possible? Once you know what drives people to go beyond their comfort zone, your business can move from being successful in your industry to becoming truly significant in your marketplace. Inspirational speaker Keith Abraham, will take every business leader, business owner, sales professional or customer service champion on an in-depth journey about the needs to master three areas in their career and life ... + Self-leadership + Business Leadership + Marketplace Leadership

**Plenary**  
(Southport)

**Keynote: Keith Abraham**  
**Plenary** (Southport)

# Level UP

12:00pm - 1:00pm Lunch Break

1:00pm - 2:00pm

**Keynote: Karen Phillips**  
**Plenary** (Southport)

### **A body corporate managers communication toolbox** **Sponsored by: Kelly + Partners Chartered Accountants**

Undoubtedly hundreds of emails are written daily along with lengthy phone calls, but are your current communication skills up-to-date to meet the levels of your service delivery capabilities? Experience and knowledge are how many skills develop and to be an effective communicator you need to keep increasing both. This presentation will cover corporate communications, how to take your skills from intermediate to advanced and provide real working examples in the written and verbal communication arena to maximise your managers toolbox and implement these learnings into your daily service delivery.

2:00pm - 3:00pm

### **The Great Debate**

Two teams of legal strata minds have joined forces to deliver an unforgettable great debate. With the 2022 topic being held in secret location, our debate facilitator will have the last laugh as to which team will triumph in the much anticipated, Great Debate.

**Plenary**  
(Southport)

3:00pm - 3:30pm

### **And the winner is...**

Wrapping up with excitement and cheers, the sponsors and prize presentation will close out this year's program. It's time to try your luck and see who will walk away with some outstanding prizes from our sponsors and who skills reigned supreme as a dissectologist for the exhibitor trade prizes!

3:30pm Close Conference Day 2



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# Day 2 Program

## Day 2 Program - Continued

6:00pm - 11:30pm

### 2022 Awards for Excellence Dinner Sponsored by: Macquarie Bank

**The Star**  
(Marquee)

It's that time of the year again, when we come together to acknowledge your hard work and achievements, as we shine a light on the year's most outstanding businesses and individuals. Macquarie Bank and SCA (Qld) invite you into our Enchanted Garden at The Star Marquee as we celebrate at the 2022 Strata Community Awards for Excellence Dinner. Our prestigious awards ceremony will be a night sure to be filled with charm and magical intrigue.



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11:30pm Close of 2022 SCA (Qld) Conference

# Exhibitors

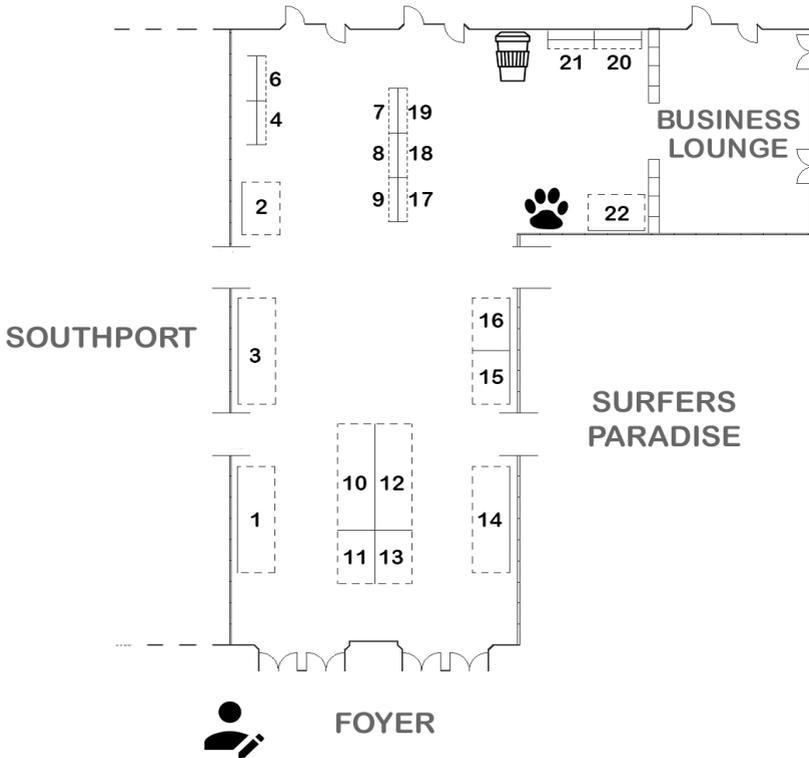
## Exhibitors

- |                                     |  |
|-------------------------------------|--|
| <b>1</b> Buildcheck                 | <b>13</b> Macquarie Bank                 |
| <b>2</b> Higgins Coatings           | <b>14</b> StrataMax                      |
| <b>3</b> Body Corporate Brokers     | <b>15</b> Humenergy Group                |
| <b>4</b> StrataLoans                | <b>16</b> Lannock Strata Finance         |
| <b>6</b> Starcorp Energy            | <b>17</b> StrataVote                     |
| <b>7</b> Solutions in Engineering   | <b>18</b> ResVu                          |
| <b>8</b> Urbanise                   | <b>19</b> QIA Group                      |
| <b>9</b> TK Elevator Australia      | <b>20</b> Advance Buildings Restorations |
| <b>10</b> Altogether Group          | <b>21</b> Ebix Elevator Monitor          |
| <b>11</b> Grace Lawyers             | <b>22</b> Programmed Property Services   |
| <b>12</b> CHU Underwriting Agencies |  |

# Level UP

# Exhibition

## Exhibition Plan



## Key



Advanced Buildings  
Coffee Cart



Dulux Puppy  
Photo Op



Registration



# Sponsors

## Sponsors

A conference of this caliber would not be possible without the generous support of some fantastic service and product providers. The expertise and insights our sponsors provide help contribute to our biggest event of the year - which has become a staple event in a strata manager's diary.



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Conference Awards Dinner Sponsor



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**Strata Community Association (Qld)**  
Level 9, 410 Queen Street,  
Brisbane QLD 4000  
(07) 3839 3011

[events.qld@strata.community](mailto:events.qld@strata.community)

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