



2023-24
SCA (WA)
ANNUAL REPORT

Strata Community Association (WA)
wa.strata.community



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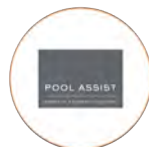
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Strata Community Association (WA)

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Acknowledgement of Country

Strata Community Association (WA) respectfully acknowledges the Traditional Owners of the land on which we live and work throughout Western Australia, and recognise their continuing connection to land, waters and community. We pay our respects to their Elders past and present.



Strata Community Association (WA) is the leading professional body committed to advancing the strata sector across Western Australia.

Our purpose is clear:
Setting **Standards**
Building **Trust**
and elevating the strata community by delivering outstanding education, advocacy, and support that empowers strata managers,

service providers, owners, and key stakeholders.

What truly sets SCA Strata Management Professionals apart is their education, expertise, and experience.



Kerrin Simmonds
Regional Manager



Jack Leighton-Jones
Event Co-ordinator



Shaan Griffen
Member Services Co-ordinator



Sharon Martin
Education Officer (July - January)



Patrick Hughes
Policy & Advocacy Officer



Anne Cai
Finance Manager



Strata Community Association (WA) is the professional body representing the interests of the strata sector in WA. Providing education, advocacy, and support to strata managers, service providers, owners, and stakeholders within the strata community.

Anot-for-profit member-based organisation, representing approximately 1,500 individuals who subsequently represent over 133,000 owned properties in Western Australia. SCA (WA) is committed to:

- Promoting and encouraging the highest levels of professionalism, ethical standards, and best practices within strata management.
- Driving positive change and fostering a thriving strata community through effective advocacy and representation at the local, state, and federal levels of government.
- Developing resources and education for industry professionals, equipping strata stakeholders with the knowledge and skills necessary to navigate the complexities of strata properties.
- Creating opportunities for strata managers, service providers, and stakeholders to connect, share knowledge, and collaborate on best practices within the strata community.

In early 2024, the SCA (WA) Board convened to assess the association's progress and set the strategic direction and priorities for the coming years. With a steadfast commitment to advancing the strata sector in Western Australia, the Board focused on aligning our initiatives with the evolving needs of our members and the broader community. The future direction of SCA (WA) is guided by six strategic pillars:

Governance, Finance, Operations & People

Ensure efficient and enhanced operations and secure the long-term financial security of SCA (WA).

Legislation, Advocacy & Policy

Strengthen the influence and positioning of the strata sector.

Education & Professional Development

Enhance the knowledge base within the strata sector.

Marketing & Communications

Boost the reputation & recognition of strata professionals through strategic marketing initiatives and enhanced digital presence.

Membership & Stakeholder Engagement

Consistently review membership levels, offering and professionalism to increase internal and external stakeholder engagement.

Sustainability

Establish a Sustainability Working Group to review and develop sustainability practices within WA and develop a Strata Sustainability Strategy.

MEMBERSHIP SNAPSHOT

89
CORPORATE
STRATA MANAGER
MEMBERS

52
CORPORATE
STRATA SERVICES
MEMBERS

29
SPONSOR
MEMBERS

717
INDIVIDUAL
MEMBERS

708
OWNER
SUBSCRIBERS

**TOTAL STRATA
COMMUNITY NETWORK**
170 BUSINESSES
1,566 INDIVIDUALS



- Strata Manager Individuals - 66.7%
- Strata Services Individuals - 33.3%



- Strata Managers - 31.2%
- Strata Principals - 23.4%
- Life Members - 0.6%
- Assistant Strata Managers - 11.1%
- Operations Staff - 32.8%



Followers	1,641	⬆️	18%
Engagements	11,964	⬆️	53%
Impressions	64,290	⬆️	10%
Posts	107	⬆️	15%



Followers	1,084	⬆️	6%
Reach	46,466	⬆️	248%
Link Clicks	464	⬆️	151%
Posts	83	⬆️	5%



Followers	847	⬆️	37%
Reach	2,080	⬆️	348%
Link Clicks	464	⬆️	151%
Posts & Stories	55	⬆️	450%



Site Sessions	21,282	⬆️	19%
Unique Visitors	10,997	⬆️	11%

Total Survey Strata

Lots: 90,329
Schemes: 26,096

Total Building Strata

Lots: 258,382
Schemes: 52,387

Total Strata

Lots: 348,711
Schemes: 78,483

Managed by SCA (WA) Members

Lots: 134,453
Percentage 52%

Excludes Survey Strata



- Total Lots by Scheme Size
- < 10 Lot Schemes - 72%
- 10 - 20 Lot Schemes - 1%
- 20 - 40 Lot Schemes - 8%
- >40 Lot Schemes - 18%

Strata Activities

- 334 New Building Strata Plans lodged
- 940 New Survey Strata Plans lodged
- 2,231 New Building Strata Lots
- 3,060 New Survey Strata Lots
- 5,291 New Strata Lots

Data sourced from data WA
<https://catalogue.data.wa.gov.au/dataset/businessactivity/resource/e66b4c99-2a15-4eb9-baa2-b921664de2a4>

PUBLICATIONS

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DATE CREATED: 12 FEBRUARY 2024

BEST PRACTICE GUIDE

Changing Strata Managers

This guideline is created for the purpose of assisting a Strata Company on the procedure to change Strata Managers and ensure it complies in accordance with the Strata Titles Act 1985, the Strata Titles (General) Regulations 2019.

Before you change:

- We definitely want to change managers
- We're good to go - what next?
- Requesting a quote
- Engaging a new strata manager
- Handover of records
- Onboarding

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DATE CREATED: 12 FEBRUARY 2024

BEST PRACTICE GUIDE

Strata Company Handover

This practice guideline is created for the purpose of establishing a procedure to ensure an outgoing Strata Manager complies with the transfer of records in accordance with the Strata Titles Act 1985, the Strata Titles (General) Regulations 2019 and the ethical obligations imposed on professional managers by their membership of SCA (WA).

Background

Issues

Best Practice

Other Matters

Resources

Transfer - Checklist

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Entryway Enchantment

How Tiny Tweaks Transform Towering Transactions!

In an increasingly tight housing market, you'd be surprised at the difference small changes can make to the impression your building leaves and how happy you feel living there.

Kerb appeal is not just applicable to standalone homes, it applies to strata common property as well.

An often-overlooked aspect of strata buildings is the lobby. As a resident in a building you walk through your lobby every day, but do you really see it? Or does human nature habitually acclimatise you to its appearance and features? Ask yourself, what does a potential buyer or renter see? Better yet, ask an agent.

The lobby is more than just a place to enter the building, it is the face of the community, and the first impression potential buyers or renters will notice when they step inside.

We have been told by real estate agents people commonly drive up to a strata building to go to a home showing, who have then

By Strata Community Association (WA)

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ESSENTIAL TIPS FOR COMMUNICATING WITH YOUR STRATA MANAGER

There is no doubt that strata managers play an important role in the day-to-day management of strata communities and their agenda.

They work to coordinate the affairs of the lot owners, to achieve consensus in decision making, all whilst assuming important and consequential responsibilities. Importantly, strata managers are professionals, who possess the knowledge and skills to facilitate the operation of the community in accordance with a complex legislative environment.

However, sometimes it is important to put into context that individual strata managers are often responsible for overseeing the management of multiple communities alongside yours, which may span hundreds, or even thousands, of lots.

As such, in some instances it may take some time to address your concerns. Rest assured, your manager is not ignoring your inquiries, and is instead doing their best to allocate their time in the most efficient and effective manner possible.

The following are some tips that you may follow to help your communication with your strata manager, and assist in guiding your experience:

Establishing a positive relationship Building a positive relationship is an important

first step to ensuring there is effective communication between strata managers and the strata community. Introducing yourself, attending meetings and collaborating in a calm and respectful manner will go a long way in building trust and an overall positive connection.

Clear Communication

Strata managers receive hundreds of emails a day, and as such can only spend a limited time with each email and matter. By outlining your communication as clearly and specifically as possible, including your strata plan number, address, subject and urgency level, your manager may be able to quickly process the issue and effectively take action. Over communication may serve to confuse your manager, and make the process take longer than if you were to engage in simple communicative messages.

Types of Issues

Strata managers will always try to resolve matters as quickly as possible, however will often need to prioritise all the matters they engage in based on urgency and importance. Emergency

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Unlocking WA: Navigating the New Era of Short-Term Rentals for Apartment Owners

Important changes are on the horizon for the Short-Term Rental Accommodation (STRA) landscape in Western Australia, and it could send waves through the strata sector in the state. Whether you're hosting in the heart of Perth or up in Karratha, these updates have the potential to flip the script on the future of short stays.

What is STRA?

You might not be aware, but the state government is quietly in the process of progressing the legislation in the STRA space, aiming to improve the regulation and management of the sector, and minimise its impact on the wider housing market.

In short, STRA refers to the practice of an owner renting out their property for a relatively short period of time, usually booked through online platforms for travellers and others seeking temporary lodging. Properties can include anything from standalone homes, hotels or notably, apartments.

In fact, one of the most important areas under the spotlight of these changes is strata properties. It's no secret that in recent years the surge of booking platforms like Airbnb and Stayz have sparked heated debates in strata communities, specifically about the impact of short-term rentals internally on other residents and owners, and externally on Western Australia's housing supply and critical industries.

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ECO-FRIENDLY OR FIRE HAZARD?

The Double-Edged Sword of Australia's LEV Craze.

Electric Vehicles have surged in popularity in recent years, both flooding the market globally and penetrating Australian homes, as consumers seek more convenient, cost-effective and climate friendly modes of transportation.

However, the term 'electric to vehicle' does not necessarily just refer to a car or a truck. Alternative e-transport options can include e-bikes, e-scooters, 'hoverboards' and a range of other consumer transport products, all of which come under the banner of 'Light Electric Vehicles' (LEVs).

THE GOOD

LEVs are attractive transport options that can offer a range of benefits, including:

- Portability & Convenience
- Efficient Mobility
- Personal Autonomy
- Eco-Friendliness
- Cost-Effectiveness
- Last-Kilometre/Connectivity

THE BAD

LEVs generally utilise lithium-ion based batteries in the same manner as conventional EVs, due to the portability, weight, energy density and longevity of the battery type.

However, what's efficient, this means that they also carry the same battery ignition risks, and in fact are widely considered pose an even greater risk of combustion than batteries in conventional EVs.

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Understanding Strata Insurance Disclosure

What you need to know

Navigating strata insurance can be complex for anyone, but understanding what best practice is in regard to insurance disclosure can both simplify the process, and contribute towards positive, informed outcomes for strata communities.

Strata Community Association (SCA) is proud to have officially released its 'Strata Insurance Disclosure Best Practice Guide', which sets out necessary and critical changes to how SCA members will be disclosing strata insurance practices to strata communities from 1 July 2024.

It is critical that all stakeholders, including consumers, understand the incoming changes, and what is being done to enhance transparency and choice for strata residents, both in Western Australia and across all jurisdictions.

Role of Strata Managers and Insurance Brokers

Firstly, it's important to understand the role of strata managers in relation to strata insurance, and why they are being remunerated.

Services provided by Strata Managers in the process of the placement of strata insurance include:

- Quotation and procurement
- Placement and renewal of insurance
- Claims management
- Record keeping
- Correspondence and negotiation
- Providing advice based on insurance knowledge

Strata managers bring valuable knowledge of both the insurance landscape and the specific buildings they manage, which benefits the strata committee and policy outcomes. With increasing legislative and regulatory requirements, the expertise of both strata managers and brokers is crucial, working in tandem to provide tailored insurance solutions.

Consumers in strata communities have the right to clear, concise information about their insurance policies and the remuneration involved. Therefore, by adhering to best practices in strata insurance disclosure, SCA aims to provide a transparent and informed experience for all strata communities in Australia.

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BEST PRACTICE STRATA INSURANCE DISCLOSURE GUIDE

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ENGAGEMENT AND ADVOCACY

Advocacy and Engagement

10 Formal Advocacy Submissions

8 Industry Advancement Committee (IAC) meetings

6 Landgate Working Group meetings

16 Engagement & Stakeholder meetings

June 2024:

Strata Titles Act 1985 Review Draft Discussion Paper Feedback

- SCA (WA)'s formal response to a request by Landgate to provide feedback to the Strata Titles Act 1985 Five-year Statutory Review Draft Issues Discussion Paper.

May 2024:

Regulation of the sale and supply of electricity in embedded networks

- SCA (WA) provided its feedback regarding EPWA's consultation of the sale and supply of electricity in embedded networks.

January 2024:

Landgate Strata Manager Educational Model Feedback

- SCA (WA) provided its support to Landgate for the upcoming changes to the strata manager educational model.

December 2023:

Updated STRA Position Statement and Guidelines

- SCA (WA) responded to the release of the Planning for Tourism and Short-Term Rental Accommodation Position Statement and associated Guidelines, by the Department of Planning, Lands and Heritage.

November 2023:

DMIRS Defects versus Maintenance Feedback

- SCA (WA) provided its feedback regarding the DEMIRS condition reports for strata buildings when using the dispute resolution process: Defects versus Maintenance announcement.

September 2023:

Role of Landgate Strata Management Guides Feedback

- SCA (WA)'s feedback relating to the Landgate 'How strata works in WA: The role of strata managers' guide.

August 2023:

Developer Power of Attorney Feedback

- SCA (WA)'s formal feedback in response to a request by Landgate to consider a potential issue relating to developers of strata titles schemes.

Landgate Annual Returns Feedback 2022-2023

- SCA (WA)'s formal feedback in response to the aggregated Strata Manager Annual Returns data for the 2022 calendar year.

Response to Updated Perth Parking Management Act

- Strata Community Association (WA) offered feedback regarding the recent introduction of the updated Perth Parking Management Act into State Parliament.

EV Charging Information Position Statement Submission

- SCA (WA) responded to the Electric Vehicle Charging Infrastructure Position Statement, as a part of the WA State Electric Vehicle Strategy.

PRESIDENT'S REPORT



Andrew Chambers HFSCM
SCA (WA) President

The past year has been interesting to say the least with a mix of opportunities and challenges for all stakeholders. It's clear that we are looking at some significant changes to the strata sector with the 5-year review of the Strata Titles Act underway and conversations around conflicts of interest and strata managers' remuneration dominating.

SCA (WA) continues to advocate for our members' interests while advancing our Pathway to Professionalism. These efforts have become crucial for both our membership and the broader strata community throughout Western Australia

The country, and particularly WA, has been hit with a housing crisis, with more people moving into Western Australia than can be accommodated. This has increased the pressure on the government to review infill density and strata in the state. According to Landgate data for 2023-24, there were:

- **1,337** strata plans lodged;
- **5,532** strata lots created;
- **52,193** building strata schemes - **79,261** total schemes;
- **257,939** building strata lots - **352,738** lots (including survey strata).

SCA (WA) has continued its long-held collaboration with Landgate, working towards issues of benefit to the strata community. The Landgate Working Group, which includes representatives from SCA (WA), Landgate, and REIWA, met eight times throughout the year. They worked on the Strata Titles (General) Regulations 2019 (STGR) and began the five-year review of the Strata Titles Act.

The STGR amendments, due to have been implemented by now, have been delayed due to conflicting government priorities. However, extensions have been implemented to allow strata managers to continue operating whilst this progresses.

The proposed amendments which SCA (WA) was heavily involved in, aim to expand education and experience requirements for professional strata managers, create new career pathways and redefine roles and responsibilities to better meet industry needs and address the impact of the national changes to the Certificate IV in Strata Community Management.

We have also been working closely with other government departments, having met with the Department of Energy, Mines, Industry Regulation and Safety (DEMIRS), Energy Policy WA, Minister for Planning; Lands; Housing; Homelessness, Geoff Baker MLA, Member for South Perth, and Sally North, Work Safe Commissioner.

The SMPS is enshrined in our constitution and from 2026 it will be a requirement that any corporate management businesses must have this certification to continue membership.

The board, recognising the limited number of members certified, has launched a proactive initiative to support members in achieving their certification.

Awards

The Strata Community Excellence Awards in 2023 saw a huge response, with many members participating. It was heartwarming to see so many in the sector striving to showcase their dedication. Congratulations to all winners, especially Leigh Oliver, A Class Strata Service, Taryn Linfoot, and EnergyTec, who all went on to win the SCA national awards.

Member Survey

SCA National had a member survey this year to find out more information about our members. SCA (WA) were heavily involved in the development of this survey and were pleased with the number of SCA (WA) members who participated.

Some interesting insights gained from this survey are that, of the **70% female** and **30% male** respondents, **75% intend to stay in strata**, and 88% noted that increasing professionalism in the sector is the most important goal for SCA.

The information provided has helped to frame the Board Strategy session held in March 202. Our strategic plan, based on six key drivers, will guide us through to 2026. These drivers include Governance, Legislation, Education, Membership Engagement, Marketing, and Sustainability. Each driver has specific goals and

timelines to ensure we stay on track and achieve our objectives.

The last quarter of the year ramped up with challenges as management practices of strata businesses in the Eastern States hit the news. With a focus on insurance commissions, the SCA fast-tracked its SCA Strata Insurance Best Practice Disclosure Guide, which had been released in late 2023 for implementation from 1 July 2024.

SCA (WA) is here to advocate on behalf of, and support our strata professional members, and the wider community through ensuring the highest standards of integrity and professionalism. The board has had to review and recommend the removal of at least one member from the association in the past year and will continue to place high standards above all else in our membership priority, allowing members to have pride in knowing that their association with the SCA (WA) highlights that they are trustworthy operators with expertise, education, and experience.

The SCA (WA) team, though small, consistently delivers remarkable results. Their dedication to supporting our members deserves our utmost gratitude.

Current Team Structure

Regional Manager:

- Kerrin Simmonds

Support Staff:

- Jack Leighton-Jones
- Shaan Griffen

Recent Changes:

- Theresa Boylan - Theresa transitioned from Education Manager to focus on establishing SCA Australasia as a Registered Training Organisation (RTO). This initiative will offer the Certificate IV in Strata Community Management.
- Sharon Martin - Sharon served as Education Development Officer until January 2024, when she pursued new opportunities.

SCA Australasia Support

The team receives valuable assistance from SCA Australasia, notably, Anne Cai, Finance Manager and Patrick Hughes, Policy Officer. Their contributions significantly enhance our operational capacity and strategic initiatives.

Board & Committees

I would like to express my sincere thanks to Catherine Lezer, who steered SCA (WA) as President for the past three years. Catherine's



dedication and vision have set a strong foundation for our future.

To our dedicated board members, thank you for your commitment to the association and the many volunteer hours you provide.

Our committees are another commitment made by volunteer members and without their contributions, SCA (WA) would not be able to offer the services provided, and I thank them all.

2025 and Beyond

With a state government election in March, a federal government election later in the year, together with legislative changes and the launch of the RTO, it will continue to be a busy schedule for all of us, particularly the SCA (WA) office and board.

We will continue to advocate for our members. Our new professional marketing campaign will be in full swing, promoting SCA (WA) members as Setting Standards and Building Trust through Education, Expertise & Experience. I encourage all members to stay engaged and participate in our initiatives. Together, we can continue to lead the charge for change and ensure the highest standards of integrity and professionalism in the strata sector.

Thank you to all our members, valued sponsors, and the SCA team for your hard work and dedication. Your efforts are what make SCA (WA) a trusted and respected association.

A handwritten signature in black ink, appearing to read 'Andrew Chambers'.

Andrew Chambers HFSCM
President, SCA (WA)

SCA (WA) BOARD MEMBERS



Andrew Chambers HFSCM
President



Taryn Linfoot FSCM
Vice President



Inge Schaefer
Treasurer



Warren Kiddle FSCM
Secretary



Catherine Lezer
Immediate Past President



Rebecca Cain
Board Member



Melanie Duryea FSCE
Board Member



Damian Moran
Board Member



Kyra Murphy FSCM
Board Member



Sean Macfarlane
Retiring Board Member



Scott Bellerby FSCM
Retiring Board Member



Jason O'Meara
Retiring Board Member

Board Member Meeting Attendance

1 July 2023 - 20 June 2024

Rebecca Cain	7 of 8 meetings
Andrew Chambers HFSCM	9 of 9 meetings
Melanie Duryea FSCE	7 of 9 meetings
Warren Kiddle FSCM	9 of 9 meetings
Catherine Lezer	7 of 9 meetings
Damien Moran	8 of 9 meetings
Kyra Murphy FSCM	8 of 9 meetings
Taryn Linfoot FSCM	7 of 7 meetings
Inge Schaefer	8 of 9 meetings
Scott Bellerby FSCM	2 of 2 meetings
Sean Macfarlane	0 of 1 meeting
Jason O'Meara	1 of 1 meeting

2023 Annual General Meeting

The Strata Community Association (WA) Inc 2023 Annual General Meeting was held on Monday 16 October 2023.

SCA (WA) COMMITTEES

Industry Advancement Committee

Develop policies to advance the industry relating to matters of public interest arising from the strata sector; respond to proposed legislation, government policy or decisions affecting the strata sector; and plan and progress law reform relevant to strata titles.

Committee **Members:**



Convenor: Taryn Linfoot FSCM
Mark Atkinson
Rachael Ferrante CSCM
Alissa Hammond
Carmen Nelson FSCM
Jason O'Meara
Nicholas Swallow
Mikayla Wallace ASCM

Industry Advancement Committee

Identify members' training needs to enhance their industry understanding by developing content for an annual professional development program that aligns with the SCA (WA) Strategic Plan and enables members to meet their CPD point requirements.

Committee **Members:**



Convenor: Kyra Murphy FSCM
Xian Burton FSCM
Maizie Churstain
Leila Dethridge FSCM
Luke Downie
Joanne Dunn CSCM
Carolyn Meighan
Leonie Milonas
Melissa Repacholi CSCM
Natasha Russell ASCM
Inge Schaefer
Ange Swinbourne FSCM
April Wade CSCM

NB: The SCA (WA) President is an ex-officia member of all Committees.

Professional Reputation Committee

Transform the industry reputation of strata professionals by ensuring all members elevate their professionalism through our accreditation and certification programmes, delivering a career choice recognised as a specialist profession in the property industry.

Committee Members:



Convenor: Andrew Chambers HFSCM
Convenor: Damien Moran
Xian Burton FSCM
Melanie Duryea
Warren Kiddle FSCM
Kyra Murphy FSCM

Governance, Finance & Risk Committee

Provide an overview of existing practices and approaches, identify good practices that can stimulate and guide improvements in relation to financial management, risk management, statutory accountability, and audit and financial statement matters.

Committee Members:



Convenor: Inge Schaefer
Rebecca Cain
Andrew Chambers HFSCM
Warren Kiddle FSCM
Catherine Lezer

2023 - 2024 VOLUNTEERS

Alastair Abbott
Mark Atkinson
Scott Bellerby FSCM
Matt Bird FSCM
Xian Burton FSCM
Courtney Butters-Kerr FSCE
Rebecca Cain
Andrew Chambers HFSCM
Annabel Charlton CSCM
Maizie Churstain
Dyani Cobbold FSCM
Pat Cowen CSCM
Jacqueline Croxon ASCM
Leila Dethridge FSCM
Jordan Dinga FSCM
Wal Dobrow
Luke Downie
Maddison Doyle CSCM
Joanne Dunn CSCM
Melanie Duryea FSCE

Clare Edwards CSCM
Glenn Fairey
Nicole Fee
Rachael Ferrante CSCM
Shelley Fitzgerald CSCM
Liz Florence FSCM
Joshua Gentili CSCM
Alissa Hammond
Michelle Hollemans FSCM
Warren Kiddle FSCM
Catherine Lezer
Taryn Linfoot FSCM
Hayley Luff CSCM
Stacey Marks CSCM
Mark McCasker FSCM
Savannah Meade CSCM
Carolyn Meighan
Marietta Metzger FSCM
Leonie Milonas
Michael Mitchell FSCM

Pino Monaco
Damien Moran
Kyra Murphy FSCM
Ryan Murphy CSCM
Chayla Mutch
Carmen Nelson FSCM
Leigh Oliver CSCM
Jason O'Meara
Dakota Panetta
John Park
Elizna Pelsler CSCM
Cherith Pettitt-Jones FSCM
Nadene Pilsworth CSCM
Bianca Pinzone CSCM
Giuliana Rapp CSCM
Melissa Repacholi CSCM
Karen Richardson HFSCM
Jason Rivers
Natasha Russell ASCM
Inge Schaefer

Courtney Smith
Ahshiba Sultana
Nicholas Swallow
Ange Swinbourne FSCM
April Wade CSCM
Mikayla Wallace ASCM
Kristy Ward FSCM
Shane White
Callum Wilson CSCM

ENGAGEMENT AND ADVOCACY



Throughout the 2023–24 financial year, many SCA (WA) members have generously contributed their time and expertise to support our association. Whether by serving on committees, assisting with policy submissions to government, speaking to potential

strata recruits at career expos, presenting at or helping to develop educational workshops, or getting involved in major events, your efforts have been invaluable. Thank you, to all the volunteers who made this year's achievements possible.

2023 - 2024 EDUCATION, PROFESSIONAL DEVELOPMENT & EVENTS

SCA (WA) has a strong education and events program that is predominantly facilitated by the Industry Understanding Committee (IUC) advisory committee. The IUC provide advice, guidance and recommendations to assist SCA (WA) to develop a relevant, engaging and educational program of events which aim to enhance the knowledge base of the strata sector in Western Australia.

In March 2024, the IUC held the inaugural Education Retreat, sponsored by CHU Underwriting Agencies, where members were invited to join the committee to discuss the education events

and program and help to develop the calendar for the coming year.

It was decided to re-categorise the events on offer by SCA (WA) to ensure that relevant events are available to cover a range of topics and levels of expertise.

Throughout 2023 – 24, 26 events were held across a range of topics, which five of these being online events. Overall, we have 1,648 attendees at the SCA (WA) events.



New Strata Professionals (NSP) events

Throughout the year, SCA (WA) held eight events that were specifically designed to be relevant to new entrants to the strata sector, with 0 – 3 years' experience.

topics are delivered by SCA (WA) members and the successful completion of the course is the first step towards members achieving Level 1 – Accredited Strata Community Manager (ASCM) professional accreditation.

A100 – The Essentials of Strata Community Management

We had 44 members go through the four A100 Essentials of Strata Community Management in Australia workshops held throughout the year. These three-day courses provide a comprehensive overview of strata management. The

New Strata Professional (NSP) Events

The New Strata Professional (NSP) events began this year, after the launch in 2023. Attracting 85 attendees, these events are round table sessions which valuable opportunities for newcomers to strata to receive bitesize information and



share insights and connections with peers at a similar level of experience to allow them to grow their professional network and deepen their understanding of strata. Topics covered across the year included:

- Managing work pressure and client expectations
- Building confidence and public speaking
- Improving organisational skills, priority Management and record keeping
- Work-life balance, self-care and stress management

Strata Support Events

Covering topics of relevance to all in the Strata sector, from strata managers, service providers, assistants and operational staff. With a range of levels of content, the information is of a more general nature and has a wide audience.

Annual Outlook Seminar

The Annual Outlook Event is always one of the best events of the year, as we look at the trends, challenges and issues shaping the strata landscape for the year to come.



This year the 120 attendees at the event focussed on the property market and the costs of living crisis, that is currently gripping the Nation, delving into crucial insights into Perth's property, economy and insurance market. Insights into the impacts of the cost of living for the most vulnerable members of our society were provided from Uniting WA. Attendees were encouraged to bring food and gifts for Uniting WA's Tranby Engagement

Hub for those experiencing homelessness in Perth. The attendees from Uniting WA were blown away and incredibly grateful for the generosity of SCA (WA) members.

Throughout the year the committee also developed strata support events to assist those in Business Communications and writing as well as an interesting and interactive session on Communication and Conflict Resolution delivered by The Bullshift Company.



2023 - 2024 EDUCATION, PROFESSIONAL DEVELOPMENT & EVENTS

Strata Core

Previously named Strata Fundamentals, strata core topics are those of specific relevance to strata professionals. With the morning session targeted for those early in their career and then more advanced sessions for the more senior managers.

We delved into the fundamentals of Maintenance, Planning and Scheduling of works throughout strata with a specific look at defect protocols and a deep dive into developing a maintenance plan and schedule.

Strata 360

We continued the combined property services Strata 360 event again this year, with a focus on the perspectives of selling agents, settlement agents, property managers and strata managers when it comes to buying, selling and leasing strata property.

This session was interesting to hear the perspectives of the



other property professionals and how this was challenged by the strata managers in attendance. The tension of this session demonstrated the importance of understanding the challenges and differences of opinion, so that common ground and process improvement for a better working relationship can be established moving forward.

Legislation and Ethics

Addressing the topics of education focusing on legislation and ethics, that are allocated compulsory CPD points within

the SCA Accreditation and are of significant relevance to the strata community.

Law Week

Law Week is always one of the SCA (WA)'s biggest events, developed to ensure that members and attendees are informed of emerging issues and applications of laws affecting strata communities. This year attendees were able to engage in sessions with local legal experts on:

- Review of recent SAT decisions

- Where the line is when it comes to providing legal advice and services
- An update on the legislation and regulatory amendments from Landgate
- Navigating the Building Defect process
- Discussion around the Strata Management Contract and disclosures to clients
- An update on Work Health and Safety legislation with a particular focus on the clauses around a Person conducting a Business or Undertaking (PCBU's) and how they can impact strata.

SAT Hearing perspectives

A unique event the Industry Understanding Committee developed for the year, which was received incredibly well was the SAT Hearing Perspectives, where a strata manager, and strata lawyers stepped through a mock case of mediation as per the SAT hearing rules.

This interactive session provided



a fantastic opportunity for members to see consider the scenario and then be walked through the perspectives of each of the involved parties and the considerations they would make as they stepped through the pre-legal process and the initial directions hearing.

The session was joined by Senior Member O'Sullivan who was able to provide the additional perspective of a SAT member on the case as it moved to the mediation and hearing stages of the process.

Senior Leader events are designed to not only provide education topics relevant to senior members of the profession, but also to allow for networking, collaboration and thought leadership from those who are leading the strata sector in Western Australia.



SENIOR LEADER EVENTS

Senior Leader events are designed to not only provide education topics relevant to senior members of the profession, but also to allow for networking, collaboration and thought leadership from those who are leading the strata sector in Western Australia.

Across the year SCA (WA) held three senior leaders events to provide tailored education relevant for those who are performing leadership roles across the sector.

In October 2023, we held the Senior Leaders Luncheon: Elevating Employee Engagement with Jennifer McMahon from Modern People Global, to assist strata leaders with the psychology behind helping staff to feel genuinely valued, leading to increased retention of employees for organisations.

Towards the end of the Financial Year, we held the Senior Leaders Night Off event, which combined

an afternoon of education followed by the opportunity to build connections across the sector.

The education was delivered by renowned leadership expert, Dr Shaun Ridley, who presented an interactive session on Leadership Hacks, providing the leadership group with knowledge, frameworks and models to implement and allow the senior leaders be better leaders immediately.

The Senior Leaders Retreat is the pinnacle event for senior leaders for the year, an opportunity to connect across the sector, share business insights and delve into leadership topics and discussions away from the day-to-day grind.

For 2024 we travelled to Ho Chi Minh City in Vietnam, a city filled with cultural richness and international appeal, providing fresh perspectives and encouraging innovative thinking. The two day session



was facilitated by Rob Ashley from Inflow Consulting, who provided sessions on enhancing leadership effectiveness, leading collectively and building a high performance team. As well as these insightful sessions, the group were able to take advantage of a site visit by dwp design to the local Cardinal Court, an award winning and newly completed

development, that utilised world leading sustainability innovations throughout its design.

Additionally, Matt Young from studio3eight was able to join the delegation and share insights into the Vietnamese Construction industry and identify some of the opportunities for both countries in learning about each other.



One of the highlights for all attendees was a special cultural activity that was undertaken following the retreat, where we visited the Tinh Me Orphanage, which provides relief and support for young mothers and orphans. This truly touching experience was a favourite amongst the delegates.

The Senior Leader events are sponsored by the Platinum Sponsors, who with SCA (WA) generously provided a donation to the orphanage on behalf of members.



CHU SCA (WA) 2023 ANNUAL CONVENTION

In November 2023, the CHU SCA (WA) Annual Conference, themed Strata Next Gen, brought strata professionals together at Crown for a forward-thinking event aimed at preparing the sector for the future. With Verity James as the dynamic MC, the event provided a platform for engaging discussions and fresh insights into the evolving strata landscape.

Developed by the SCA (WA) Industry Understanding Committee, the conference explored how the strata community can adapt to emerging challenges and opportunities. Dr Nicole Johnston's session, Preparing to Pivot: Anticipating the Needs of Strata Communities, delved into the demographic shifts reshaping communities globally. Delegates gained practical insights into how strata professionals can adjust to these shifts, creating more inclusive and responsive services to meet the needs of an evolving population.



Thank you to the Sponsors & Exhibitors of the CHU SCA (WA) 2023 Convention:

- BIV Reports
- Body Corporate Brokers Pty Ltd
- CHU Underwriting Agencies
- Energy-Tec
- Focus First PM and Consulting
- LookUpStrata Pty Ltd
- Lync Insurance Brokers
- Perrott Painting
- Pool Assist
- QIA Group Pty Ltd
- Response Electricians
- resvu
- Shenton Pumps
- Source Energy
- STRATIFY
- StrataLoans
- StrataMax
- Tunnel Vision (WA) Pty Ltd

Another keynote session, Service Disrupted: How to Thrive in the New Era of Service, was presented by customer service expert Chris Smoje. This thought-provoking presentation challenged traditional perceptions of customer service, calling on participants to unlearn outdated concepts and embrace a more contemporary understanding of what service means in today's world

With sessions also covering topics like Where AI is taking Us?, Advancing Technologies in Strata Design and the Future of

Strata Reforms, the CHU SCA (WA) 2023 Annual Conference proved to be an exciting glimpse into the future of strata, equipping industry professionals with the knowledge and tools to embrace change and continue delivering excellence to their communities.



726

TOTAL
ATTENDEES

271

CONVENTION
ATTENDEES

336

AWARDS GALA
ATTENDEES

11

SPEAKERS &
PRESENTERS

18

SPONSORS &
EXHIBITORS

CHU SCA (WA) 2023 STRATA COMMUNITY EXCELLENCE AWARDS

The SCA (WA) Strata Community Excellence Awards recognises and rewards businesses and individuals who make a significant contribution to the strata sector and community.

Participation in the Awards allows the finalists and winners to highlight and promote their most outstanding qualities and innovative initiatives.

Each and every organisation and individual within the strata community is unique but are all striving to reach the same goal – excellence.

Excellence is a journey and not a destination. To help with this journey the annual CHU SCA (WA) Strata Community Excellence Awards provides a means of measuring and benchmarking within the strata sector in WA.

Congratulations to all the Finalists, Runner-Ups and Winners for the CHU SCA (WA) 2023 Strata Community Excellence Awards.

Lifetime Achievement Award

The Lifetime Achievement award honours an esteemed and respected individual of the strata community, who has made an outstanding contribution to the Strata Community and the Association throughout their Lifetime.

2023 Recipient

Jake Kneebone HFSCM



President's Award

The President's Award is awarded to an individual in the sector who has made a significant contribution through goals, development, and overall leadership in the strata sector within WA.

2023 Recipient

Scott Bellerby FSCM



Essay Award

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

2023 Winner

Courtney Butters-Kerr FSCE



Finalists:

Xian Burton FSCM
Less De Castro ASCM
Mikayla Wallace ASCM

Runner Up:

Amy McCaffrey CSCM

Sponsored by



CHU SCA (WA) 2023 STRATA COMMUNITY EXCELLENCE AWARDS

STRATA COMMUNITY EXCELLENCE

AWARDS



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



2023 Winner

Jessica Cockell



Finalists:

Jacqueline Croxon
Jenny Wang
Salina Wong

Runner Up:

Alexie Green

Strata Community Manager Rising Star Award

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

Sponsored by



2023 Winner

Natasha Russell **ASCM**



Finalists:

Joshua Gentili CSCM
Gyan Vardabasso ASCM

Runner Up:

Harrison Jones ASCM

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



2023 Winner

Leigh Oliver **CSCM**



Finalists:

Bianca Pinzone CSCM
Ange Swinbourne FSCM

Runner Up:

Melissa Repacholi CSCM

CHU SCA (WA) 2023 STRATA COMMUNITY EXCELLENCE AWARDS

Senior Strata Community Manager Award

Recognising senior strata community managers who have demonstrated deep industry knowledge and specialist expertise, excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

Sponsored by



2023 Winner

Taryn Linfoot FSCE



Finalists:

Matt Bird FSCM
Xian Burton FSCM
Minal Kulkarni CSCM

Runner Up:

Marianne Williamson CSCM

Strata Community Management Leadership Award

Celebrating leaders in strata community management businesses who have achieved excellent business results through the development and leadership of their people and innovative ideas.

Sponsored by



2023 Winner

Gemma Richardson CSCM



Finalists:

Xian Burton FSCM
Annabel Charlton CSCM
Luke Downie

Runner Up:

Melanie Duryea FSCE

Environmental, Social & Community Impact Award

Celebrating groundbreaking innovation and social responsibility within the sector, shining a light on individuals or businesses that have spearheaded initiatives, whether through cutting-edge products, distinct services, forward thinking.

2023 Winner

Sponsored by



Strata Services Business Award

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

2023 Winner

Emerson Raine



EnergyTec



**Runner Up:
Tunnel Vision (WA)**

CHU SCA (WA) 2023 STRATA COMMUNITY EXCELLENCE AWARDS

Strata Community Management Small Business Award

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

Sponsored by



2023 Winner

Strata Community Management Medium Business Award

Recognises medium-scale strata community management businesses (1,500 to 6,500 lots) that have implemented strategies for service excellence, focusing on staff training, professional conduct, and innovation.

Sponsored by



2023 Winner

A Class Strata Service



Finalists:

Dominion Strata Management

Runner Up:

Degrees Strata

B Strata



Finalists:

Abode Strata
Cynet West

Runner Up:

Realmark Strata

Strata Community Management Large Business Award

Acknowledging largescale strata community management businesses (more than 6,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

2023 Winner

Sponsored by



ESM Strata



**Runner Up:
Oakfield Strata**



SCA 2023-2024 AUSTRALASIA AWARDS

Winners of the individual State Awards move through to the 2023-2024 SCA (WA) Australasia Awards to compete against the Winners across the Continent. The SCA Australasia Awards were held in Sydney in July 2024 and SCA (WA) were very proud of all the Finalists and those who were selected as winners of the National Awards.



LEIGH OLIVER CSCM

**STRATA COMMUNITY
MANAGER**



TARYN LINFOOT FSCM

**STRATA COMMUNITY
SENIOR MANAGER**



A CLASS STRATA SERVICES

**STRATA COMMUNITY
MANAGEMENT
SMALL BUSINESS**



ENERGYTEC

**STRATA SERVICES
BUSINESS**



SCA (WA) ACCREDITED & LIFE MEMBERS

123 ACCREDITED
MEMBERS

10 LIFE
MEMBERS

4 HFSCM
MEMBERS

21 FSCM
MEMBERS

77 CSCM
MEMBERS

15 ASCM
MEMBERS

2 ASCA
MEMBERS

4 ASSP
MEMBERS

10

SMPS
MEMBERS

SCA (WA) Life Members

John Angus
Mark Atkinson
Andrew Chambers
Sheryal Griggs
Beverley Grigo
Jake Kneebone
Ian Laird
Michael Powell
Karen Richardson
Ida Smithwick

SMPS Certified Businesses

A Class Strata Service

Abode Strata

All Strata Management Services

B Strata

Degrees Strata

Dominion Strata Management

John Dethridge Strata Services

magixstrata

Prestige Strata Management

Richardson Strata Management

Services

Honorary Fellow Strata Community Manager (HFSCM)

Andrew Chambers HFSCM
Beverley Grigo HFSCM
Jake Kneebone HFSCM
Karen Richardson HFSCM

Fellow Strata Community Manager (FSCM)

Scott Bellerby FSCM
Matt Bird FSCM
Xian Burton FSCM
Courtney Butters-Kerr FSCM
Dyani Cobbold FSCM
Leila Dethridge FSCM
Jordan Dinga FSCM
Liz Florence FSCM
Michelle Hollemans FSCM
Warren Kiddle FSCM
Taryn Linfoot FSCM
Mark McCasker FSCM
Nisha McGeough FSCM
Marietta Metzger FSCM
Michael Mitchell FSCM
Kyra Murphy FSCM
Carmen Nelson FSCM
Cherith Pettitt-Jones FSCM

Karla Roche FSCM
Ange Swinbourne FSCM
Kristy Ward FSCM

Certified Strata Community Manager (CSCM)

Janine Ashworth CSCM
Michelle Beazer CSCM
Carol Boxhall CSCM
Luke Brown CSCM
Natalie Bryce CSCM
Kim Bunting CSCM
Alex Burnett CSCM
Annabel Charlton CSCM
Jan Christie CSCM
Pat Cowen CSCM
Wayne Cranley CSCM
Adrian D'Alesio CSCM
Jamie Daniel CSCM
Zoe Dascalu CSCM
Kim Dawes CSCM
Vinka De Vries CSCM
Gail Deary CSCM
Cait Dethridge CSCM
James Donnelly CSCM
Maddison Doyle CSCM
Mitch Dufty CSCM
Joanne Dunn CSCM
Clare Edwards CSCM
Cassandra Enkel CSCM

Rachael Ferrante CSCM
 Shelley Fitzgerald CSCM
 Koebie Forward CSCM
 Joshua Gentili CSCM
 Janelle Gilmour CSCM
 Alex Glass CSCM
 Aidan Gorjy CSCM
 Dee Gow CSCM
 Christine Gow CSCM
 Kara Grant CSCM
 Annie Greenaway CSCM
 Alain Gyi CSCM
 Shannon Hodgkinson CSCM
 Tracey Hough CSCM
 Ravindran Karuppan CSCM
 Harry Kaye CSCM
 Paul Keet CSCM
 Minal Kulkarni CSCM
 Hayley Luff CSCM
 Niesha Mackie CSCM
 Stacey Marks CSCM
 Renee Marshall CSCM
 Amy McCaffrey CSCM
 Rosemarie McCormick CSCM
 Gary McGeough CSCM
 Savannah Meade CSCM
 Tennille Mitchell CSCM
 Debbie Morley CSCM
 Ryan Murphy CSCM
 David Nurse CSCM
 Rebecca O Mahony CSCM
 Leigh Oliver CSCM
 Laura O'Sullivan CSCM

Zara Pangler CSCM
 Ronnie-Anne Paterson CSCM
 Tanya Peck CSCM
 Elizna Pelsler CSCM
 Nadene Pilsworth CSCM
 Bianca Pinzone CSCM
 Ashleigh Pryer CSCM
 Giuliana Rapp CSCM
 Melissa Repacholi CSCM
 Gemma Richardson CSCM
 Kathy Sierociak CSCM
 Ellen Toczykowski CSCM
 Suzanne Tracey CSCM
 Maduka Ukandu CSCM
 Henry Vurens Van Es CSCM
 April Wade CSCM
 Marianne Williamson CSCM
 Callum Wilson CSCM
 Mitchell Zile CSCM

**Accredited
 Strata Community Manager
 (ASCM)**

Hafiz Aslam ASCM
 Gyan Bennett ASCM
 Rick Blampey ASCM
 Melinda Christmas ASCM
 Rohan Clarke ASCM
 Jacqueline Croxon ASCM
 Mary Jade Ignacio ASCM
 Harrison Jones ASCM

Natasha Lancaster ASCM
 Tyson Major ASCM
 Jessica McIntosh ASCM
 Patrick McMahon ASCM
 Natasha Russell ASCM
 Jessica Tait ASCM
 Mikayla Wallace ASCM

**Accredited
 Strata Community
 Associate (ASCA)**

Gemma Reynolds ASCA
 Tiffany Pierce ASCA

Accredited Strata Service

Provider (ASSP)

Michael Castrilli ASSP
 Mark Numan ASSP
 Natalie O'Sullivan ASSP
 Clay Yarwood ASSP

Andrew Chambers HFSCM, Congratulating Jake Kneebone HFSCM as he was announced as an SCA (WA) Life Member recipient.



TREASURERS'S REPORT



INGE SCHAEFER

SCA (WA) Treasurer

The SCA (WA) is in a comfortable financial position, realising a profit of \$50,472 for the Financial Year.

The Professional Pathway Revenue generated in the previous year, which is quarantined specifically for Professional Pathway Activities, was carried forward into this Financial Year. Considering this, the SCA (WA) made a loss for the 2023-24 Financial Year of \$1,788, which is a strong improvement from the previous two years.

Revenue	\$965,313
Expenses	\$914,841
Profit	\$50,472
Professional Pathway Revenue and Carried Fwd Amounts	\$53,701
Professional Pathway Activities	\$1,441
Profit minus Professional Pathway Revenue & Activities	(\$1,788)
Cash Equivalents as at 1 July 2023	\$372,827
Cash Equivalents as at 30 June 2024	\$320,622

Professional Pathway Fees

The SCA (WA) raised the Professional Pathway Fees to promote the SCA (WA) brand, professionalism of the SCA (WA) Accredited members, and SMPS Certified Businesses.

This first occurred in the 2022-23 Financial Year, and a total of \$53,701 was raised for this purpose from February 2023. This revenue raised for this project was carried forward within the budget to the new Financial Year, to ensure that it would be available for project delivery. Whilst there has been

extensive planning and work completed on the project, as at the end of the 2023-24 Financial Year, the campaign has not yet been released. The funds are now reflected as revenue for the 2023-24 Financial Year; however, the money is being held in reserve and used for relevant activities to deliver the marketing campaign.

To ensure maximum impact and awareness and gain a wider audience, it was decided to continue the marketing beyond what the initial investment would allow. As such, at the 2023 AGM, it was voted to continue the

Professional Pathway Fee for a second year. This has been included within the 2024-25 budget and charged with the annual membership levies as at 1 July 2024.

The SCA (WA) team has been working on the research and development of detailed marketing plans and strategies and have faced some roadblocks due to resourcing and strategic considerations. The campaign is imminent and will be available to members by the end of Q1 of the 2024-25 Financial Year.

The financials have been audited by Integrated Accounting Group, with the auditor's independent declaration provided by Alan Pecotic CA.

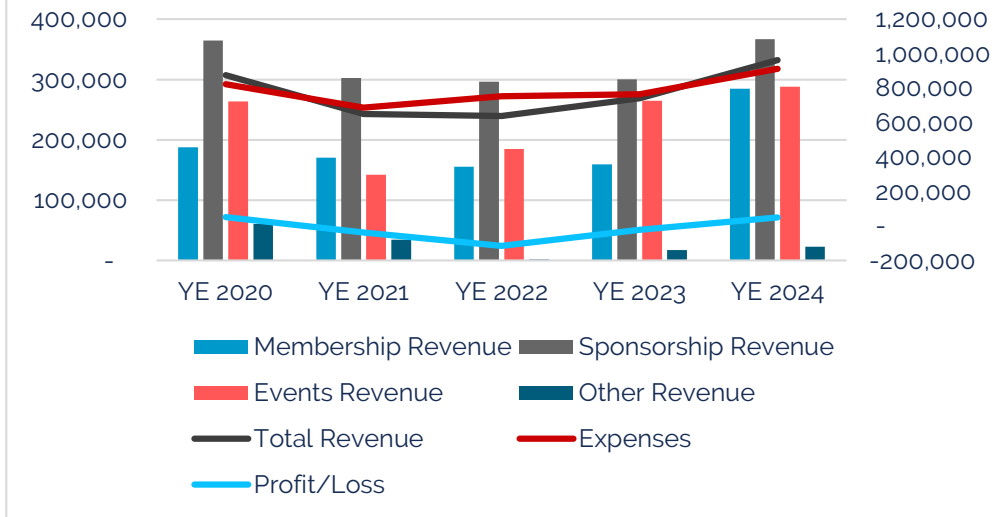
Performance

Revenue

For the Financial Year, SCA (WA) earned a total revenue of \$965,313. This was derived from:

- Membership Fees
- Event and Partnership Sponsorship
- Education and Events

SCA (WA) 5 Year YOY Comparison



Registrations

- Government Grants
- Interest earned from investments
- Referral income

The Professional Pathway revenue raised and not spent in the previous financial years, a total of \$53,701, was carried over to this financial year and is recognised as revenue within the Financial Statements.

The association had budgeted to earn \$1,026,014 revenue for the financial year and was \$60,701 short of this goal. However,

as this included \$55,000 for Professional Pathway Fees, which was not raised within the Financial Year, nor was the corresponding expenditure used, this shortfall is more accurately recorded at \$5,701.

Education & Events

Education events continued to grow strongly, indicating a continued investment in education by the strata sector. Larger events which have previously shown growth were not as successful for this Financial Year, with reduced and

lower than budgeted revenue being achieved for Senior Leader Events.

The 2023 Owner Convention was held in 2023, with the 2024 budgeted to be held in June 2024. This was rescheduled and will now be held concurrently with the Annual Function in November 2024, and as such, the sponsorship and educational revenue for this event was not realised within this financial period.

The 2023 SCA (WA) Convention and Awards was held at Crown in November 2023, with 726

attendees at the Convention, Awards Gala, and Welcome Drinks.

Sponsors

Sponsorship revenue for the financial year grew in comparison to previous years due to an increase in the sponsorship fees, generating a total revenue of \$368,167 for the year. This was below the budgeted figure due to some sponsorship attrition and the newly opened Platinum sponsorship space being budgeted for and not being realised.

Subscriptions



- Membership Revenue - 24%
- Sponsorship Revenue - 38%
- Education Revenue - 30%
- Professional Pathway Fee - 6%
- Other Revenue - 2%

TREASURERS'S REPORT

Membership subscription fees increased for the new financial year, resulting in a revenue growth to \$232,361. However, overly optimistic budgeting left this amount slightly below projections.

Expenditure

The SCA (WA) team was conscious of spending throughout the year and managed costs to ensure any losses for the association were kept to a minimum.

Staffing

The Education Manager position at the SCA (WA) was taken over by Sharon Martin on a contract basis, allowing Theresa Boylan to move to SCA Australasia and focus on the development of the Registered Training Organisation. Sharon performed in this role until the end of January 2024, before she moved on to new opportunities. Since this time, the association has been running with fewer resources as the role and requirements have been

considered. Whilst this has placed considerable pressure on the team, savings have been made in the employee expenses line.

Kerrin Simmonds has continued as the Regional Manager for the SCA (WA), having now completed a full year in the position and has been working alongside Shaan Griffen in the Membership Coordinator role and Jack Leighton-Jones in the Events Coordinator position.

SCA National Levy

During 2023-24, the agreement with SCA National provided WA with ongoing support and allowed for our continued investment in active projects. Some of the activities and projects covered include:

- IT operational relationship management and support
- Contract management
- National council meetings
- Government relations and advocacy
- Human Resources support

- National Accreditation Program serviced by National
- National Complaints Service serviced by National
- National Inside Strata Platform offering free online articles for our sponsors
- National Mentoring Program for members
- Thrive at Work Program
- Preparation and development of submission for a National Registered Training Organisation and content development for educational materials for Certificate IV in Strata Community Management
- Education programs - A100 and Committee Training
- Strata Management Practice Standard member templates
- Australian Strata Insights survey – released every two years
- Strata Insurance Advocacy
- Member Directory Platform offering promotion platform for all sponsors and members
- Sustainability Development Goals (SDG)

2024 - 2025 Budget Notes

The SCA (WA) Board met in March 2024 to develop a strategic plan for 2024-2026. As part of this plan, it was determined that an investment was to be made into the resourcing of the association, which would provide a greater opportunity to retain existing employees and additional services and enhanced operations to grow the association. Considering this, the Board has approved a deficit budget to allow for an increase in resources and encourage promotion of the organisation.

The Professional Pathway Fee approved at the 2023 Annual General Meeting was raised with the membership renewals for Corporate Strata Management members at the beginning of the Financial Year and is included within the Budget.

Income

Education & Events

The cost to hold events has increased significantly over the past two years, with venue hire, catering, and AV costs nearly doubling what they were pre-COVID times. As the SCA (WA) had increased event prices significantly the previous year, the increases for the new Financial Year have been marginal and made to ensure that each event will meet a minimum 10% profit margin.

Due to member demand, the association has developed a Lunch 'n' Learn webinar series, based on legislative matters of relevance to the Strata Community, which, if popular, will provide a significant profit margin over face-to-face events. Additionally, wherever possible, all events will be made available online for regional members and on a case-by-case basis for members located in the metropolitan area.

Our Education and Event offering

has increased to 47 events planned for the year, which meet the needs of New Strata Professionals, Strata Managers, Senior Leaders, Operational staff, and strata owners.

The 2024 Annual Conference will be run concurrently with the Owner Conference and Annual General Meeting at Optus Stadium in November. Whilst the two events will be separate, the exhibition trade hall will service both events, providing additional exposure to exhibitors and allowing for cost savings in combining the events. After proving to be successful in 2023, the Early Bird pricing model will be continued for 2024, encouraging members to register early and secure their places.

Sponsorship

Sponsorship fees were increased this year, varying by level. Platinum and Gold Sponsorship amounts will rise with CPI, while Silver and Bronze, previously

priced lower, need adjustments to align with benefits and increased membership fees.

Membership

Membership fees were increased by 10% across the board to ensure the association maintains its sustainability of increasing operating costs and ensure that the association could continue to provide existing and

invest in new high-value services for members and develop and implement new initiatives.

The Professional Pathway Fee rates remained the same as charged in 2023.

Expenditure

Employee Expenses

The SCA (WA) Board has decided to invest in the resources of the

Corporate Strata Manager Membership Fees

Number of Lots	2023-24 Fees	2024-25 Fees
Base rate 0 - 1,500 lots	\$1,650	\$1,815
1,500 - 6,500 lots	\$1.10/lot above base rate	\$1.21/lot above base rate
6,500+ lots	\$0.88/lot above mid rate	\$0.97/lot above mid rate

Professional Pathway Fees

Number of Lots	
0 - 2,500 lots	\$550
2,501+ lots	\$0.22 / lot

Corporate Strata Services Membership Fees

Category	2023-24 Rates	2024-25 Rates
Small	\$935	\$1,028.50
Large	\$1,375	\$1,512.50



Association through the creation of additional positions. Presently, the staff employed by the association are:

- Kerrin Simmonds – Regional Manager
- Shaan Griffen – Membership Services Coordinator
- Jack Leighton-Jones – Events Coordinator

The team is further supported by National team members on a part-time basis: Patrick Hughes in Policy & Advocacy and Anne Cai as the Finance Manager.

At the Strategic Planning meeting, it was decided to increase resources to employ a Communications Officer and a Professional Development Administrator.

Legal Fees

An increase in legal fees to facilitate engagement across matters such as the WHS, Practice Guide, and Strata

Management Agreements has been budgeted for the 2024-25 Financial Year. These were budgeted in the previous year but not realised. The SCA (WA) recognises the need to be proactive with accurate legal information for members.

Insurance

The SCA (WA) has not yet received the insurance quotes for the new year; however, it is anticipated that premiums will rise with the market as well as extended insurance requirements.

Ignite Program

The Ignite program was developed in 2020, with five individuals enrolled to complete the Certificate IV in Training and Assessment. A second round of trainers will be recruited for the 2024-25 year to further grow the pool of qualified people to develop and deliver training for the RTO once it is operational.

SCA Levies

The SCA Levies and Service Level Agreement have increased for all members by 10% for the Financial Year to ensure that SCA National can maintain its operations and services for the States and Chapters. Additional amounts have been budgeted to cover the cost of Ethical Practice Projects and an amount owing to National for services rendered in the 2022-23 Financial Year, which SCA (WA) is paying over a three-year period.

Inge Schaefer

Treasurer

Strata Community Association WA Incorporated
ABN 88 839 360 415

Financial Statements – 30 June 2024



ABN 79 101 624 200

5 September 2024

The Members
Strata Community Association WA Incorporated
Suite 8, 57 Labouchere Rd
SOUTH PERTH WA 6151

DIRECTORS

Alan Pecotic C.A.
Marinko Pecotic J.P.
Dip Acctg, FIPA

Dear Members

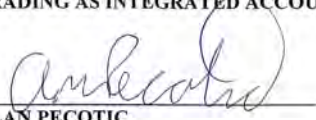
RE: AUDIT MANAGEMENT LETTER

I wish to advise that the audit of **Strata Community Association WA (Inc)** for the year ended 30 Jun 2024 has recently been completed.

I advise that I have not encountered any matters during the course of the audit/review that I believe should be brought to your attention.

Should you wish to discuss the above, please do not hesitate to contact the undersigned.

Yours sincerely
PECOTIC ADVISORY GROUP PTY LTD
TRADING AS INTEGRATED ACCOUNTING GROUP


ALAN PECOTIC
DIRECTOR

CHARTERED ACCOUNTANTS & BUSINESS ADVISORS

Telephone: (08) 6363 7888 Facsimile: (08) 6363 7801
All Correspondence: PO Box 318, LEEDERVILLE WA 6903 Office: Suite 7 / 643 Newcastle Street, LEEDERVILLE WA 6007
Email: intacc@intacc.com.au Website: www.intacc.com.au

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Statement of Profit and Loss
For the year ended 30 June 2024

	2024	2023
Revenue	\$	\$
Membership Revenue	232,361	159,509
Sponsorship Revenue	368,167	295,884
Education and Events revenue	288,668	262,382
Professional Pathway Fee	53,701	1,125
Other Revenue	22,414	17,454
Total Revenue	965,313	734,104

	2024	2023
Revenue	\$	\$
Amortisation of lease asset	24,798	24,798
AV Hire & Facilities	54,266	27,117
Bank Charges	1,184	817
Board - Honorarium for President	2,850	3,900
Bookkeeping	600	600
Catering & Entertainment	160,789	128,137
Design, Production & Printing	9,453	16,201
Education Expenses - A100 Licence Fees	3,225	5,625
Employee Expenses	338,191	276,411
General Expenses	11,010	6,077
Interest Expenses (office lease)	556	1,173
IT - Telephones and Internet	5,179	4,641
IT - Website Expenses	-	704
Office - Depreciation	4,365	4,063
Office - Recruitment and Training	1,765	710
Office - Rent and Variable expenses	7,528	12,496
Office Costs	12,346	8,454
Operations - Accounting & Audit Fees	9,150	5,500
Operations - Advocacy & Marketing	242	9,854
Operations - External Engagement and Networking	1,545	-
Operations - Insurance	10,526	5,340
Operations - Legal Fees	3,554	5,615
Operations - Travel & Accommodation	18,292	10,965
Professional Pathway Activities	1,441	484
SCA Subscriptions	122,362	125,168
Speakers & Contractors	40,418	26,873
Sponsorship Outgoings	48,735	31,969
Venue Hire	20,472	16,387
Total Expenses	914,841	760,077
Net Profit	50,472	- 25,973

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Statement of Financial Position
As at 30 June 2024

Assets	Note	2024	2023
		\$	\$
Current Assets			
Cash and cash equivalent assets	3	320,622	372,827
Trade and other receivables	4	2,962	3,782
Other Assets	6	64,621	15,878
Total Current Assets		388,206	392,486
Non-current Assets			
Property, plant and equipment	7	14,761	14,312
Full right of use asset	5	7,933	32,731
Rental Bonds Paid	6	4,167	4,167
Total Non-current Assets		26,860	51,210
Total Assets		415,066	443,696
Liabilities			
	Note	2024	2023
		\$	\$
Current Liabilities			
Provisions	11	30,313	28,258
Trade and other payables	8	4,337	926
Lease liability (Current)	10	8,442	25,719
Contract Liabilities	9	23,456	84,156
Total Current Liabilities		66,548	137,208
Non-current Liabilities			
Full lease liability (Non-current Liability)	10	-	8,442
Total Non-current Liabilities		-	8,442
Total Liabilities		66,548	145,650
Net Assets		348,518	298,046
Equity			
Current Year Earnings		50,472	25,973
Retained Profits-Beg of Year		298,046	324,019
Total Equity		348,518	298,046

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Statement of cash flows
As at 30 June 2024

	Note	2024 \$	2023 \$
Operating Activities			
Receipts from customers		1,046,509	797,008
Payments to suppliers and employees		(942,682)	(778,351)
Cash receipts from other operating activities		(21,649)	(37,745)
Cash payments from other operating activities		(25,164)	(25,244)
Net Cash Flows from Operating Activities		57,014	(44,332)
Investing Activities			
Other cash items from investing activities		(23,574)	18,103
Net Cash Flows from Investing Activities		(23,574)	18,103
Financing Activities			
Other cash items from financing activities		(85,645)	(51,189)
Net Cash Flows from Financing Activities		(85,645)	(51,189)
Net Cash Flows		(52,204)	(77,418)
Cash and Cash Equivalents			
Cash and cash equivalents at beginning of period		372,827	450,245
Net change in cash for period		(52,204)	(77,418)
Cash and cash equivalents at end of period	3	320,622	372,827

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Notes to the financial statements
For the year ended 30 June 2024

Note 1: Basis of preparation

In the boards' opinion, the association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Associations Incorporation Act 2015 requirements to prepare and distribute financial statements to the members of Strata Community Association WA Incorporated. The board members have determined that the accounting policies adopted are appropriate to meet the needs of the members of Strata Community Association WA Incorporated.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for profit oriented entities.

Note 2. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period. Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Revenue recognition

The association recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the association is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the association: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Notes to the financial statements
For the year ended 30 June 2024

subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Sale of goods

Revenue from the sale of goods is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery.

Rendering of services

Revenue from a contract to provide services is recognised over time as the services are rendered based on either a fixed price or an hourly rate.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

The association has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue."

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Notes to the financial statements
For the year ended 30 June 2024

Property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:"

Office equipment 3-5 years

Furniture and fittings 3-5 years

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

Leasehold improvements are depreciated over the unexpired period of the lease or the estimated useful life of the assets, whichever is shorter.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss."

Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the association expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The association has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

Note 3. Cash and cash equivalents

	2024	2023
	\$	\$
<i>Current Assets</i>		
Cash at bank	44,140	50,861
Term deposits	276,482	321,965
	<u>320,622</u>	<u>372,827</u>

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Notes to the financial statements
For the year ended 30 June 2024

Note 4. Trade and other receivables

	2024	2023
	\$	\$
<i>Current Assets</i>		
Trade receivables	2,962	3,782
	<u>2,962</u>	<u>3,782</u>

Note 5. Right-of-use assets

	2024	2023
	\$	\$
<i>Non-current Assets</i>		
Leased building - right of use	74,394	74,394
Less: Accumulated depreciation	(66,461)	(41,663)
	<u>7,933</u>	<u>32,731</u>

Right-of-use assets is in relation to lease of office building for a period of 3 years.

Note 6. Other assets

	2024	2023
	\$	\$
<i>Current Assets</i>		
Prepayments	64,621	15,360
Rental Bonds Paid	4,167	4,167
Unknown deposit	-	518
	<u>73,497</u>	<u>20,045</u>

Note 7. Property, plant and equipment

	2024	2023
	\$	\$
<i>Non-current Assets</i>		
Plant & Equipment	11,499	7,085
Less: Accumulated depreciation	(5,793)	(3,339)
General Small Business Pool	19,250	19,250
Less: Accumulated depreciation	(19,250)	(19,250)
Low Value Pool	13,694	13,694
Less: Accumulated depreciation	(13,694)	(13,694)
Office Furniture and Fittings	13,391	12,992
Less: Accumulated depreciation	(4,337)	(2,425)
	<u>14,761</u>	<u>14,312</u>

STRATA COMMUNITY ASSOCIATION WA INCORPORATED
Notes to the financial statements
For the year ended 30 June 2024

Note 8. Trade and other payables

	2024	2023
	\$	\$
<i>Current Liabilities</i>		
Trade and other payables	4,337	(926)
	<u>4,337</u>	<u>(926)</u>

Note 9. Contract liabilities

	2024	2023
	\$	\$
<i>Current Liabilities</i>		
Prepaid Events Income	7,114	8,780
Prepaid Membership and Sponsorship Income	13,842	23,300
Prepaid Professional Pathway income	2,500	52,076
	<u>23,456</u>	<u>84,156</u>

Note 10. Lease liabilities

	2024	2023
	\$	\$
<i>Current Liabilities</i>		
Lease liabilities	8,442	25,719
<i>Non-current Liabilities</i>		
Lease liabilities	-	8,442

Note 11. Provisions

	2024	2023
	\$	\$
<i>Current Liabilities</i>		
Annual Leave	17,206	7,172
PAYG WH Payable	5,852	11,432
Superannuation Payable	7,255	9,654

Note 12. Contingent liabilities

The association did not have any contingent liabilities at 30 June 2024 (2023:Nil).

Note 13. Commitments

There were no commitments for capital expenditure as at 30 June 2024 (2023:Nil).

21 August 2024

Mr Alan Pecotic
Pecotic Advisory Group Pty Ltd
7/643 Newcastle St
LEEDERVILLE WA 6007

Dear Mr Pecotic

REPRESENTATION LETTER IN RESPECT OF THE AUDIT OF STRATA COMMUNITY ASSOCIATION WA INCORPORATED FOR THE PERIOD 1 JULY 2023 TO 30 JUNE 2024

We submit the following representation for the period 1 July 2023 to 30 June 2024 after making appropriate enquiries and according to the best of our knowledge and belief. This representation covers all material items in each of the categories listed below.

1. GENERAL

- (a) The financial statements are drawn up in accordance with Australian Accounting Standards.
- (b) There were no material or contentious methods used in the presentation of the financial statements.
- (c) There have been no changes in accounting policies or application of those policies that would have a material effect on the financial statements, except as disclosed in the financial statements.
- (d) Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
- (e) We have established and maintained an adequate internal control structure to facilitate the preparation of reliable financial statements and adequate financial records and performance measurement data have been maintained.
- (f) All financial records and related data have been made available to your auditor(s) for inspection. All material transactions have been properly recorded in the accounting records underlying the financial statements.
- (g) All internal audit reports and reports resulting from other management reviews, including legal issues and legal opinions which have the capacity to be relevant to the control environment and the fair presentation of the financial statements and key performance indicators, including, where relevant, minutes of meetings, have been brought to your auditors' attention and made available to them.

- (h) We have advised your auditors of all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.
- (i) We have provided to your auditors the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud.
- (j) No frauds or suspected frauds affecting the Strata Community Association WA Incorporated involving:
 - (i) Management;
 - (ii) Employees who have significant roles in internal control; or
 - (iii) Others where the fraud could have a material effect on the financial statements
 have occurred to the knowledge of management of Strata Community Association WA Incorporated.
- (k) To our knowledge no allegations of fraud or suspected fraud affecting the financial statements have been communicated to us by employees, former employees, analysts, regulators or others.

2. CONTINGENT LIABILITIES

There are no material contingent liabilities at year end that have not been completely and adequately disclosed in the Notes to the financial statements.

3. COMMITMENTS FOR CAPITAL EXPENDITURE

Other than those commitments reported in the Notes to the financial statements, there were no significant commitments for capital expenditure contracts carrying over at year end.

4. RELATED ENTITIES

We acknowledge our responsibility under section 17(1) of the Auditor General Act 2006 to give written notice to you if any of Strata Community Association WA Incorporated functions are being performed in partnership or jointly with another person or body, through the instrumentality of another person or body, and/or by means of a trust. We confirm that we have provided you with details of all related entities in existence at 30 June 2024.

6. REMUNERATION OF THE ACCOUNTABLE AUTHORITY AND SENIOR OFFICERS

We confirm that staff have not received any other money, consideration or benefit (except amounts being reimbursements for out of pocket expenses) which has not been included in the remuneration disclosed in the financial statements.

7. EVENTS OCCURRING AFTER THE REPORTING PERIOD

No matters or occurrences have come to our attention up to the present time which would materially affect the financial statements or disclosures therein or which are likely to materially affect the future results or operations of Strata Community Association WA Incorporated.

8. INTERNAL CONTROLS

- (a) We acknowledge our responsibility for the design and implementation of internal control to prevent and detect fraud.
- (b) We have maintained proper accounts and records of all the transactions and affairs and have adequate procedures to ensure all moneys received are properly brought to account, all payments are correctly made and properly authorised, and that adequate control is maintained over public property and other property of or in the custody of Roleystone Country Club Inc and over the incurring of liabilities by same.

9. INSURANCE

We confirm that best practice risk management techniques are used and the assistance of appointed consultants is arranged in assessing insurable risk and in managing our insurance portfolio. In our judgment, all reasonable commercial considerations are included in arriving at insurable risk. To the best of our knowledge and belief our assets are securely covered by appropriate insurances.

10. RISK MANAGEMENT

We acknowledge our responsibility to identify the risks that we may be exposed to and to measure, assess and develop a prioritised action plan. We confirm that we have established, maintained, operated and demonstrated an appropriate framework of business controls, to cover all our operational, technical, commercial, financial and administrative activities.

11. ACCOUNTING MISSTATEMENTS

Misstatements within the financial statements identified by your auditor during the audit have been resolved (if any).

12. ELECTRONIC PRESENTATION OF THE AUDITED FINANCIAL STATEMENTS, AND AUDIT OPINION

- (a) We acknowledge that we are responsible for the electronic presentation of the financial statements (if decided to present on any relevant website).
- (b) If so, we will ensure that the electronic version of the audited financial statements, and the audit opinion presented on the website are the same as the final signed versions of the audited financial statements, and the audit opinion.
- (c) We will ensure that where the audit opinion on the financial statements is provided on the website, the financial statements are also provided in full.

Andrew Chambers

President

Date: 24-Aug-2024



**AUDITOR'S REPORT
TO THE MEMBERS OF STRATA COMMUNITY ASSOCIATION
WA (INC)
FOR THE YEAR ENDED 30 JUNE 2024**

Scope

We have audited the financial report of the Strata Community Association WA Inc for the year ended 30 June 2024. The elected committee of the Strata Community Association WA Inc is responsible for the preparation and presentation of the financial report and the information contained therein and has determined that the accounting policies used are consistent with the reporting requirements of the Strata Community Association WA Inc constitution and are appropriate to meet the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion to the members of the Strata Community Association WA Inc on its preparation and presentation. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

The financial report has been prepared for the distribution to members for the purpose of fulfilling the Committee of Management's financial reporting requirements under the entity's constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it related to any person other than the members, or for any purpose other than that for which it was prepared.

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessment, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

DIRECTORS

Alan Pecotic C.A.
Marinka Pecotic J.P.
Dip. Acctg, FIPA

We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

UNQUALIFIED AUDIT OPINION

In our opinion, the financial report presents fairly, in all material respects the financial position of the Strata Community Association WA Inc for the year ended 30 June 2024.

**Yours sincerely
PECOTIC ADVISORY GROUP PTY LTD
TRADING AS INTEGRATED ACCOUNTING GROUP**


ALAN PECOTIC (CA)

Dated this 5th day of September 2024

CHARTERED ACCOUNTANTS & BUSINESS ADVISORS

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Email: intacc@intacc.com.au Website: www.intacc.com.au



STRATA
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2023 Convention





2023-24 AUSTRALASIA ANNUAL REPORT

Strata Community Association Ltd
www.strata.community
ABN 15 1511 563 57



NATIONAL PARTNERS



SCA PRESIDENT & CEO REPORT

As we reflect on the past year, it is evident that the strata industry continues to play a pivotal role in enhancing the lives of millions across Australia and New Zealand. Our journey this year has been marked by remarkable progress, collaboration, and an unwavering commitment to the professionalisation and advancement of our industry.

A Unified Voice for Strata

Throughout 2023-24, SCA has worked tirelessly to strengthen its position as the leading voice in the strata sector. We engaged extensively with external parties, including government bodies, consumer groups, and other stakeholders, to amplify our advocacy efforts and ensure that the unique needs of the strata community are both heard and addressed. Our initiatives have focused on promoting higher standards of professionalism, advocating for regulatory reforms, and driving the industry towards a co-regulated model that ensures minimum qualifications and registrations across regions.

Professionalism and Education

A key theme throughout the year has been our dedication to raising the bar for strata management. We have continued to provide our members with the tools and knowledge needed to navigate the complexities of the industry through regular webinars, workshops, and training sessions. Our ongoing commitment to education is demonstrated by the launch of the Best Practice Guides and accreditation pathways, enabling strata managers to highlight their qualifications and renew their commitment to professional development annually.

Preparing for RTO Registration: A Move to Advance Educational Excellence

SCA is taking significant steps to bridge the gap in strata education by applying for registration as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). Achieving RTO status will enable SCA to offer nationally recognised strata Vocational Education and Training (VET) qualifications. This strategic move is a vital step in enhancing both the quality and accessibility of strata education across Australia.

Strata Insurance and Consumer Confidence

One of the most significant achievements this year has been the release of the SCA Strata Insurance Disclosure Best Practice Guide. This initiative underscores our dedication to transparency and consumer protection, particularly in the context of a challenging economic environment. By improving the disclosure of fees and charges associated with strata insurance policies, we aim to equip consumers with the information needed to make informed decisions and ensure that our members adhere to the highest standards of ethical practice.

Electric Vehicles and Sustainable Living

Sustainability has been at the forefront of our agenda, with the integration of electric vehicles (EVs) into strata communities becoming a critical focus of our advocacy efforts. The launch of the Electric Vehicles Phase 2: Challenges Report provided valuable insights into the costs, safety considerations, and infrastructure requirements for EV integration in strata complexes. We have been actively engaging with industry stakeholders, providers, and government entities to ensure that strata properties are not left behind in the transition to greener, more sustainable living environments.

Supporting the Strata Workforce

Recognising the crucial role that strata employees play in managing the complex needs of strata residents and owners, we initiated several programs to support their well-being and professional growth. The Thrive at Work Business Survey, conducted in partnership with Curtin University's Future of Work Institute, has provided valuable data on the mental health and well-being of strata employees, supporting individuals while also contributing to the success of the business.

Strategic Planning and the Future

As we look ahead, our focus remains on ensuring the continued growth and sustainability of the strata industry. The development of our new three-year strategy for 2024-2026 has been a collaborative effort, bringing together insights from across the regions to craft a comprehensive roadmap for the future. Our strategic goals include consumer confidence, brand value, and ensuring the economic sustainability of our association.

The strategy also emphasises the importance of fostering a cohesive community, upholding high ethical standards, and maintaining a strong advocacy voice that resonates across all jurisdictions. We are committed to driving positive change, supporting our members, and building a prosperous future for the strata industry, one building, one community at a time.

Conclusion

The past year has been one of significant milestones and accomplishments for SCA. We have navigated challenges, embraced opportunities, and laid the groundwork for future success. As we move forward, we remain dedicated to our mission of supporting and enriching the lives of those who live and work in strata communities across Australia and New Zealand. We are excited about the journey ahead and look forward to continuing to work together to shape the future of our industry.



**CHRIS
DUGGAN**
President



**ALISHA
FISHER**
CEO

2023-24 SCA BOARD OF DIRECTORS



**Chris
Duggan**
President



**Joshua
Baldwin**
Deputy President



**Jason
Carlson**
Director



**Mellisa
Gillies**
Director



**Michelle
Cummins**
Director



**Pernille
Cavanaugh**
Director
from August 2023



**Scott
Bellerby**
Director



**Tim
Graham**
Director
until August 2023



**Tony
Irvine**
Director

2023-24 SCA BOARD ADVISORY GROUPS

Professional Standards and Membership Board Advisory Group

- Michelle Cummins, Chair

Education Board Advisory Group

- Mellisa Gillies, Chair

Government Relations Board Advisory Group

- Chris Duggan, Chair

Events and Marketing Board Advisory Group

- Joshua Baldwin, Chair

Strata Management Practice Standard Board Advisory Group

- Scott Bellerby, Chair

Strata Community Association National Strata Insurance Taskforce

- Greg Nash, Chair
- Chris Duggan, Chair

Strata Electric Vehicle Infrastructure Taskforce

- Joshua Baldwin, Chair

2023-24 SCA TEAM

Alisha Fisher	Chief Executive Officer
Claudia Montiel	Operations Manager
Rowena Neal	Regional Manager
Taner Bozkurt	Professional Standards Manager
Shaun Brockman	Policy and Advocacy Manager
Patrick Hughes	Policy and Advocacy Officer
Theresa Boylan	National Education Development Manager
Chloe Bradley	Marketing Operations Manager
Karen Walker	Project Officer
Anne Cai	Finance Manager
Jenny Sin	Finance Manager
Hannah Yip	Accounts Officer



ADVOCACY

Introduction

This past year was a pivotal time for the future of the strata industry, and was marked by a series of both significant challenges, and transformative changes.

In that regard, SCA's advocacy this year has been guided by a clear vision, to shape a more sustainable, fair and ethical strata environment, to the benefit of all strata stakeholders.

Throughout this process, SCA underwent a significant amount of proactive advocacy, undertook countless hours of collaboration with a broad spectrum of industry partners, and empowered our membership base to raise the bar of the services they provide to their clients.

As we highlight notable strategic initiatives that have been undertaken to shape policy and progress legislation, and as we reflect on these areas of accomplishment, we also look forward to the work that lies ahead, knowing that the foundation we have continued to build will support strata industry progress for years to come.

Ethical Standards

Over the past financial year, SCA has undertaken a significant amount of effort to develop and implement improved strata industry standards. As the strata industry continues to grow, so too has the necessity for the redevelopment of a robust ethical framework, a framework that fosters increased transparency and fairness throughout the strata management profession.

As such, SCA's pillar project encompassed delivering on its Six Steps to Ensure Confidence – SCA's commitment to raising standards, improving practices and reinforcing confidence in the strata sector.

Enacted in March 2024, the six steps consisted of the following.

1. Fast-tracking the date for the mandatory requirement for SCA members to implement SCA's Best Practice Insurance Disclosure Guide to 30 June 2024, with full enforceability under the SCA complaints and conduct panel.
2. Appointing an independent Chair for the SCA Australasia complaints and conduct panel.
3. Allocating additional resources and improved accessibility to the SCA Australasia complaints process.
4. Commencing the production of a rigorous best practice guideline that clearly addresses conflicts of interest in the strata sector and other disclosures, outside of insurance.
5. Offering additional support for SCA member businesses to have access to appropriate resources, advice and training to improve practice where identified.
6. Supporting SCA (NSW) in its independent reviews.

Since the implementation of the plan, SCA is incredibly proud of the progress that has been made so far, and is looking forward to the opportunity to continue on the trajectory that has been set. For more resources and information on the Six Steps to Ensure Confidence, visit the SCA website.

Insurance Best Practice Guides

To adapt to the evolving strata insurance market, and respond to government and regulator expectations for consumer protections, trust and confidence, SCA last year identified a need to improve strata committee understanding of the fees, charges and overall amounts totalled for strata insurance policies.

As such, in November of 2023 SCA proudly released its 'Strata Insurance Disclosure Best Practice Guide,' which set out the necessary and critical changes to how SCA members will disclose strata insurance practices moving forward.

Centred around three major areas for strata managers to address as they quote and invoice for insurance (disclose, document and communicate), the goal of the guides was to elevate SCA members, eliminate poor practices and increase the transparency of the strata insurance process for consumers.

Professionalism

The growth of strata in Australia and New Zealand has naturally coincided with the growth of the strata management industry. The need for a highly professional and skilled strata management workforce has never been more critical, and as the industry leader SCA has maintained a responsibility to remain focused on the progression of strata management as a legitimate profession.

In a significant development for the strata sector, this year the Australian Bureau of Statistics (ABS) officially recognised 'strata manager' as a distinct occupation, marking a substantial achievement for the industry's growth and professionalism.

Strata managers had previously been classified under property and real estate managers, and will now have their unique classification in the Australian and New Zealand Standard Classification of Occupations (ANZSCO).

Most importantly, the ABS will now be collecting important data about the specific occupation of 'strata manager', including how many people work in the field, where they are distributed, what skills they have, and what duties they fulfil, among many other data points.

Data like this, held in an official capacity, is incredibly important when it comes to considerations such as building a case for skilled migration status, expanding vocational education training, and funding and advocating for change as an industry to government, among many other potential positives.



Sustainability

Sustainability and the sustainable development of the built environment has persisted as one of the most poignant policy issue areas for government and industry alike.

Reflecting the broader societal shifts towards environmental responsibility, the work being undertaken by SCA has continued to be based on ensuring that there is awareness of the need for sustainably operated, environmentally conscious strata-titled properties.

SCA is proud to have maintained a strong presence on the most notable groups leading the charge in the development of Australasia's sustainable built environment, including the Residential Energy Efficiency Disclosure (REEDI) Stakeholder Group, Residential Energy Efficiency Disclosure (REEDI) Apartments Working Group, Trajectory for Low Energy Buildings Stakeholder Reference Group, NABERS Stakeholder Reference Group and a variety of National Energy Efficiency Roundtables.

In particular, as the market presence of EVs has continued to grow in Australia, so too have the ongoing discussions surrounding the introduction of electric vehicles into strata. Importantly, whilst different state and territory governments still are at various stages in their transitions towards both electrification, and the sustainable development of their built environment, SCA is increasingly confident that issues relating to EVs in strata are being considered in some fashion across almost all jurisdictions.

A large selection of SCA's various contributions to submissions across Australasia over this year (and years previous), have concerned the challenges associated with implementing electric vehicles and electric vehicle charging infrastructure into strata communities.

SCA is enthusiastic to see the impact its ongoing advocacy has had, resulting in a multitude of positive policy developments, notably including a recent appearance in front of the Standing Committee on Climate Change, Energy, Environment and Water's inquiry into electric vehicles, following a comprehensive submission process.

Strata Title Reform

Following the cyclical nature of legislative reviews, and the ongoing need to modernise and adapt to the changing demands of urban living, this past year SCA played a pivotal role in advocating for, advising upon and contributing to strata title legislative reform processes across the sector and jurisdictions.

This work included providing critical and ongoing feedback to the ACT government in relation to changes to their Unit Titles Management Act Regulations, working closely alongside WA's Land Titles Office (Landgate) to support the development of the Strata Titles Act 1985 5-year review process, and kicking off a review of strata issues in the Northern Territory in response to a stationary strata policy environment.

Looking ahead towards upcoming elections in the NT, ACT, Qld and WA, SCA is committed to continuing to engage with state governments, industry stakeholders, and our members to advocate for further improvements, ensuring that the legislative framework governing strata titles remains responsive to the needs of the wider sector.

List of Submissions Nationally

Please find below a list of official submissions made by SCA nationally across all jurisdictions and chapters (please note the following are submissions made to official consultations, and does not include proactive policy work broadly being undertaken by SCA):

ACT

- Response to the Review of the ACT Fitness Industry Code of Practice
- Response to Updated Standards and Drawings for Unit Metering
- Response to Proposed Changes to the UTMA
- Response to the Proposed Fee for New Unit Title Rental Certificates
- Feedback on Amendments to Unit Titles Legislation

National

- Independent Review of Commonwealth Disaster Funding Submission
- ANZSCO Comprehensive Review – Consultation Round 2 Submission
- Submission – Inquiry into the Transition to Electric Vehicles
- Submission to Inquiry of Impact of Climate Risk on Insurance
- Climate Change Authority 2024 Issues Paper – Targets, Pathways and Progress

NSW

- Decennial Liability Insurance
- Design and Building Practitioners Act 2020 – Practice Standard for Professional Engineers
- Draft Strata Legislation Amendment Bill 2023
- Section 272A of the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2017
- Embedded Networks Prohibition
- Fair Play for Home Warranty Insurance Pricing for Strata Remedial Works
- Home Warranty Insurance Rescue Package: A Stamp Duty Funded Defects Insurance Rescue Package for 4 or More Storey Buildings
- Increasing Home Warranty Insurance
- NSW Stage Two Strata Reforms
- Emergency Services Levy Funding Reform
- Embedded Networks
- Building Bill 2024

NZ

- Unit Titles Act 2010 Regulations Discussion Paper Submission

Qld

- Submission to the Inquiry into Treasury Laws Amendment (Responsible Buy Now Pay Later and Other Measures) Bill 2024 and Capital Works (Build to Rent Misuse Tax) Bill 2024
- Submission to the Legal Affairs and Safety Committee on the Body Corporate and Community Management and Other Legislation Amendment Bill 2023

SA/NT

- Response to the Automated External Defibrillators (Public Access) Act – Draft Amendment Bill
- Response to the Building Indemnity Insurance Review Consultation Paper
- Response to the Review of Unclaimed Goods Act 1987

Tas

- CBOS Residential Tenancy Act Submission

Vic

- Department of Transport and Planning – Potential Reforms to Insurance Arrangements in Victoria’s Building Industry
- Initial Bill Feedback – Victorian Opposition
- Pre-Budget Submission 2024-25
- City of Melbourne Short-Term Accommodation Policy
- CPD for Builders and Plumbers
- DBC Act Review
- Land Use Victoria – Registrar’s Requirements
- Rental and Housing Inquiry
- Response to Victorian Building Manual Discussion Paper

WA

- Have Your Say on the Regulation of the Sale and Supply of Electricity in Embedded Networks
- DMIRS Defects Versus Maintenance Feedback
- Submission to EPAWA (Draft Code)
- Response to Updated Perth Parking Management Act
- Response to Updated STRA Position Statement and Guidelines
- EV Charging Infrastructure Position Statement Submission
- Annual Returns Feedback 22-23
- Developer Power of Attorney Feedback
- Role of SM Guides Feedback
- STA 1985 Review Draft Discussion Paper Feedback



EDUCATION

The Path to Registration

Over the past year, the SCA RTO development team has worked on creating the necessary documentation, policies, and procedures to comply with the Standards for RTOs 2015. This effort involves developing training and assessment strategies and creating a framework for SCA state and territory councils and chapters to produce qualified strata trainers and assessors for their regions.

The process of becoming an RTO is understandably rigorous and therefore extensive consultations with SCA members, industry partners, educators, and regulatory experts have been conducted to ensure that the application meets ASQA's comprehensive regulatory requirements.

Industry Engagement

To ensure that SCA RTO training programs remain relevant and responsive to industry needs, a Knowledge Resource Advisory Network (KRAN) has been established. The KRAN, made up of experienced strata professionals, plays a key role in shaping course content during the development and continuous improvement stages. By incorporating knowledge and insights from members across all states and territories, the KRAN ensures that the training is tailored to meet regional industry practices and legislative requirements.

Initial Scope of Courses

The initial scope of SCA RTO courses will include the CPP40521 Certificate IV in Strata Community Management and the CPP51122 Diploma of Property (Agency Management – Strata). These qualifications are designed to equip learners with the essential skills and knowledge required for working in the strata industry. The Diploma of Property (Agency Management – Strata) incorporates five new strata-specific electives from the Property Services Training Package, making the qualification strata focused and better suited to strata professionals.

In addition to this, the CPPSS00079 Introduction to Strata Community Management Skill Set will be offered. This skill set includes the unit CPPSCM3017 Work Effectively in Strata Community Management which is aimed to support new entrants to the industry.

Meeting National Occupational Requirements

The curriculum has been designed to meet the prescribed educational requirements for strata occupations across all Australian states and territories. By aligning courses this way SCA ensures that graduates meet their legislative requirements regardless of their location.

In Closing

SCA's submission to ASQA for RTO registration represents a significant milestone in its goal to raise standards and lift the level of professionalism within the strata Industry. With a strata focused curriculum, national alignment, and the support of the strata Knowledge Resource Advisory Network, SCA is poised to deliver high quality VET programs and looks forward to the positive impact they have on the strata management sector and the broader community. SCA is scheduled to submit the RTO application to ASQA towards the end of 2024.



MEDIA

As the national voice of the strata industry, effective media engagement is a large component of our responsibility to our members and the wider sector.

Media plays a crucial role in informing the public, shaping strata related policy, and progressing understanding of the complexities and opportunities that strata living has to offer.

By continuing to engage with the media, we aim to not only keep strata at the forefront of discourse, but also drive meaningful conversations that will ultimately lead to better outcomes for strata managers and communities across Australasia.

SCA's commitment to our media engagement strategy has continued to result in increased awareness and understanding of the sector.

The most basic and useful single metric to determine media engagement success is the number of media mentions an organisation receives. Over the past 5 years, we have continued to see the trend of motions progressing upward, with the last two years across print, digital, TV and radio below:

- 2022/23 – 733 total mentions of SCA
- 2023/24 – 1,110 total mentions of SCA

Some of the topics that gained the most interest were:

Insurance: This year, there has been increased scrutiny on the affordability and availability of strata insurance, and how this directly affects the financial well-being of those living in strata. SCA has been at the forefront of these discussions in the media, advocating for policies that put downward pressure on insurance premiums, along with practices to increase the transparency and disclosure of the strata insurance process.

Building Quality: Cases relating to building defects, concerning issues like stability, cladding and water ingress have dominated media headlines this past year, promoting nationwide conversation about the need for stricter building standards, increased resourcing and better oversight across Australasia, with significant contributions from SCA along the way.

Community Living: Media coverage has increasingly focused on the challenges presented to strata community residents. This has included their ability to keep pets within their home. Balancing the rights of pet ownership, with the effect pets can have on other residents in high density living has kept SCA actively involved in these discussions across a multitude of jurisdictions.

Sustainability Initiatives: Significant media attention focused on SCA's efforts to collaboratively work with governments across the country. These efforts aim to ensure apartment owners are not left behind in areas such as the transition to EVs, and that strata managers are equipped to guide strata communities through the unique installation challenges faced by the strata sector.



CONFERENCE

The SCA Australia and New Zealand Conference is the largest and most influential strata event in the Southern Hemisphere, bringing together colleagues across all our regions to collaborate, network, and share knowledge. Held in Sydney at the International Convention Centre from 3-5 July 2024, the conference attracted more than 460 delegates and 29 exhibitors over its two-day duration. This year's conference centred around the theme of **Elevating Customer Excellence**.

Building on the previous conference theme, **Standards Matter**, this year's program aimed to offer a comprehensive exploration of customer excellence in strata management. The conference provided attendees with actionable insights and strategies to enhance their service delivery and drive positive outcomes for their clients.

In today's competitive landscape, strata managers and service suppliers play a pivotal role in delivering exceptional customer experiences to residents and property owners. The conference explored innovative strategies and best practices for achieving this excellence, including discussions on finding the key to satisfied clients, communities, and colleagues, and understanding the evolving landscape of customer expectations.

Through interactive sessions, case studies, and expert insights, attendees gained valuable knowledge and practical tools to enhance their service delivery. Key topics included leveraging technology for enhanced customer engagement, fostering a culture of customer excellence, mastering conflict resolution, and tailoring services to meet diverse needs.

The program was complemented by engaging social events, such as the 2023-24 SCA Australasia Awards, the Welcome Cocktail, Mexican Fiesta, and various networking opportunities.





2023-24 SCA AUSTRALASIA AWARDS WINNERS



Essay Award

Isabella Hargest-Slade,
Highrise Strata Management, Vic



Support Team Member Award

Tylah McKenzie, Cassels Strata Management, Qld
Sponsored by Body Corporate Brokers (BCB)



Strata Community Manager Rising Star Award

Angela Yang, Strata Choice, NSW
Sponsored by BIV Reports



Strata Community Manager Award

Leigh Oliver, Abode Strata, WA
Sponsored by CHU Underwriting Agencies



**Senior Strata Community
Manager Award**

Taryn Linfoot, Degrees Strata, WA
Sponsored by Macquarie Bank



**Strata Community Management
Leadership Award**

Jan Browne, Bridge Strata, ACT
Sponsored by Grace Lawyers



**Environmental, Social and
Community Impact Award**
The Knight, Vic



Strata Services Business Award
Energy-Tec, WA



**Strata Community Management
Small Business Award**
A Class Strata Service, WA
Sponsored by Kelly + Partners



**Strata Community Management
Medium Business Award**
Signature Strata, ACT
Sponsored by Active



**Strata Community Management
Large Business Award**
Strata Data, SA/NT
Sponsored by nbn



Thank you to our incredible volunteers!



Strata Community Association (WA)
wa.strata.community

