



WESTERN AUSTRALIA

2021/22 ANNUAL REPORT

STRATA COMMUNITY ASSOCIATION (WA) INCORPORATED

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2021/22 PRESIDENT'S REPORT

The previous financial year has been a year of transformation. As predicted, COVID-19 eventually made its way into the state, but the team rose to the challenge. Events were delivered online, and COVID-19 guidelines were provided to complexes.

Our second year with a National CEO continues to prove a success, allowing for admin support for the SCA (WA) team. Raising the professionalism has been a priority in all states, and the increasing emphasis on SMPS and Accreditation is pleasing to see.

The WA team continued to offer an extensive education calendar, engaging with industry experts to ensure members are receiving quality education. We have secured an office and the team are enjoying working together in one space again after almost a year from home.

We are excited for the year ahead, as we look to increase professionalism even further and raise the bar across the industry.

A YEAR IN REVIEW

While many of the previous staff members remain, we are delighted to welcome Jack Leighton-Jones as our new Events Coordinator to assist with the education calendar.

We said farewell to our Stakeholder Engagement Officer, Lisa Kneebone in early 2022, and wish her the best for the future.

Our staff are settled into the new office based in South Perth, and are excited to be back working as a team in person.

I would like to take this opportunity to thank our dedicated board and committee members for volunteering their time and expertise consistently throughout the year. Our organisation could not run if it weren't for the hours of assistance these individuals provide us.

Education

To make it easier for members to select training events best suited to their role a colour coded system has been introduced as part of the Strata Workforce Competency Framework. Role descriptors with definitions of the below job titles can be found on the SCA website. These role descriptors will assist identifying the best job title matched to what you do and which training you should attend.

2021/22 PRESIDENT'S REPORT

The role descriptor levels are listed below in the colours they will appear:

Assistant to Strata Community Manager

Strata Community Manager

Strata Community Manager Level 2

Strata Community Manager Level 3a and 3b

Senior Strata Community Manager

SCA (WA) Convention & Awards Night

On the 5th November 2021, the CHU SCA (WA) 2021 Convention and Awards Night was held at The Ritz-Carlton, Perth. The theme of the event was Limitless, to encourage the strata industry to reach beyond their boundaries and strive to raise the professionalism.

Attendees were taught how to achieve resilience, adaptability, and flexibility. The program was carefully curated to ensure mindsets, technology, strategies, and lifestyles were challenged and enriched.

Congratulations to all award applicants, finalists, and winners for making the judging process particularly difficult for our judging panel. We were so impressed to see how the strata industry has developed over the past year.

Strata Management Practice Standard Certification

SCA (WA) was also proud to acknowledge additional companies which achieved Strata Management Practice Standard Certification.

B Strata, Prestige Strata Management, and Degrees Strata have developed and enforced documented internal processes, which are implemented to improve both client satisfaction and internal business processes.

We look forward to welcoming more strata management companies to this certification over the next 12 months.

The Year Ahead

While the tumultuous ride of COVID-19 continues and we have worked with our strata communities through unprecedented times, the coming financial year will hopefully be less eventful and allow us to concentrate on some serious nuts and bolts strata matters.

We held the first of a series of ongoing working group meetings with Landgate in December 2021 to work through issues.

SCA (WA) identified changes needed within the amended Strata Titles Act. I am hopeful that the end result of these regular talks will be a more streamlined education system and careers pathway for strata managers and better laws and regulations for the industry as a whole. This remains a priority for the coming year.

2021/22 PRESIDENT'S REPORT

RAISING OUR VOICE

SCA (WA) had a lot to say in 2021-2022.

- With COVID-19, we lobbied hard to get health guidelines from the WA government for residential strata properties before and after the virus took a hold in the State.
- As issues emerged with the amended WA Strata Titles Act, we formed a working group with Landgate to examine the laws and regulations that were causing difficulties. The working group grew out of ongoing quarterly meetings we had already established with the land agency.
- A workable, education and career pathway has also been central to the working group activities. We hope that before long it will reap fruit and we will have a better system to announce – one that better reflects our professionalism.
- In the lead up to the Federal election the push was on for smarter, greener and more efficient strata communities; more affordable insurance; and action to combat building defects. I was active on the campaign trail, meeting with some candidates to discuss SCA's election priorities and providing information to those in seats with high numbers of strata properties.

COVID-19

Throughout 2021, SCA (WA) sought health guidelines for dealing with COVID-19 in residential strata properties.

It became urgent in January 2022 when the new Omicron variant slipped the borders and began to spread.

SCA (WA) stepped up calls through the media and also released its own COVID-19 checklist to help strata managers and property owners prepare for growing numbers of infections to keep strata communities as safe as possible.

Through coverage on TV, radio and online, we sought to raise public awareness of the various COVID-19 issues strata complexes could face.

Our voices were heard, and on February 25, the WA Health Department released an FAQ aimed at helping strata managers and communities manage COVID-19. The FAQ has been updated as the COVID-19 situation changes.

STRATA TITLES ACT

The SCA (WA) - Landgate working group first met on 10 December 2021 to discuss and look at possible solutions to a series of issues with WA's strata laws and regulations identified by SCA (WA).

2021/22 PRESIDENT'S REPORT

Since then, the working group has held several more meetings and talks continue to be constructive. They are currently focused on education pathways for strata managers and problems with Section 87 of the Act which relates to structural alterations.

REIWA Strata has also joined the table. The working group meetings are set to continue through the coming financial year.

FEDERAL ELECTION

Creating smarter, greener and more efficient strata communities; making insurance affordable and accessible for strata; and eradicating the high prevalence of building defects in strata complexes.

These were the priorities identified by the SCA national office in the lead up to the Federal election and detailed in its 2022 SCA Federal Election Priorities document.

In WA, I met with candidates and MPs who were open to discussing the priorities. The local office distributed copies of the election priorities to candidates and MPs in areas with big numbers of strata schemes and spoke with campaign offices.

It was important to make sure the message reached those people who would be involved in making decisions affecting our communities.

OTHER DEVELOPMENTS

SCA (WA) this year made important submissions to the WA government.

These included the Review of Electricity Corporations (South West Interconnected Systems Prescribed Customers) and also the Draft Position Statement: Planning for Tourism and Guidelines as it relates to short stay accommodation.

SCA (WA) is represented on the Property Industry Advisory Committee chaired by the WA Commissioner for Consumer Protection, at City of Perth Local Planning Scheme Advisory Group, Heritage Council WA, Development WA, and Perth Development Assessment Panel. This is achieving the strategic aim of raising the profile of the strata sector.

I'm hopeful the coming financial year will be as productive for the industry as this last year has been and look forward, with hope, to education reform and sleeker laws and regulations.

On behalf of SCA (WA) and the wider strata community, thank you all.

Catherine Lezer

President

Strata Community Association WA Inc

WA 2021/22 BOARD OF DIRECTORS



Catherine Lezer
President



Scott Bellerby
Immediate Past President



Melanie Duryea
Vice President



Elizabeth Florence
Treasurer



Warren Kiddle
Secretary



Kyra Murphy
Director



Sean Macfarlane
Director



Damien Moran
Director



David Elliott
Director



Leanne Wahlert
Treasurer



Matt Bird
Treasurer



Ryan Murphy
Secretary

WA COMMITTEES

Legal Affairs and Public
Policy (LAPP)

Professional Standards
(PSC)

Education and Professional
Development

WA 2021/22 SPONSORS

SCA (WA) is supported by corporate partners and sponsors that enable us to deliver member services. Listed below, our sponsors are our trusted and preferred suppliers in their area of expertise, and we thank each and every one of them for their ongoing commitment to our organisation.

PLATINUM



GOLD



SILVER



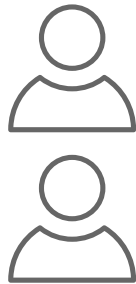
BRONZE



2021/22 AT SCA (WA)



**877
MEMBERS AND
SUBSCRIBERS**



445 MANAGERS

208 SERVICES

224 OWNERS

7 LIFE MEMBERS



**126,717
LOTS**

**1,806 ATTENDEES
AT 32 FUNCTIONS**



17%

**INCREASE IN
ATTENDEES AT EVENTS**



**821 FOLLOWERS JUNE 2021
993 FOLLOWERS JULY 2022**



**354 FOLLOWERS JUNE 2021
516 FOLLOWERS JULY 2022**



**936 FOLLOWERS JUNE 2021
1,193 FOLLOWERS JULY 2022**



**21%
INCREASE**

**46%
INCREASE**

**27%
INCREASE**

SCA (WA) 2022 TEAM

Theresa Boylan

Education Manager

Samantha Parrotte

Events and Communications Manager

Jack Leighton-Jones

Events Coordinator

Shaan Griffen

Membership Services Coordinator

Wendy Caccetta

Media and PR Officer



WA EDUCATION

The SCA (WA) 2021-2022 Education and Professional Development (EPD) Program saw many of the learning initiatives developed in early 2021 come to fruition. The year marked a significant step forward in education provision in the State.

A series of important courses and forums were rolled out for the first time.

These were:

Strata Fundamentals Series

This series was introduced in 2 complimenting parts:

1. A general foundation and in conjunction with the A100 course units
2. A more in depth and advance session to support the fundamental areas of strata management and part 1. Western Australia is the first in the nation to implement this series & to date this has been very successful.

Strata Starter for Suppliers

This course provided a general overview of the industry and the first step to becoming an Accredited Strata Community Supplier. The second step to accreditation, the Strata Community Supplier Strata Services Specialist Course, is in development and on track to be released next financial year.

Lot Owner Forums

Owner forums on financials, conflict of interest, resolving strata disputes, 10 Year Plans, defects and solar power retrofits in strata complexes were extremely well received.

Other established events continued to build on previous years.

The SCA (WA) Law Week 2022 event was held at the University of WA as part of the Law Society of WA's official program. Over the course of a day, WA's best industry lawyers gave members a comprehensive run-down on strata-related laws and State Administrative Tribunal decisions. WA Department of Mines, Industry Regulation and Safety Regulatory Support Division General Manager Bill Mitchell shared information on WA's new Work Health and Safety laws. He also gave insights on how WorkSafe inspectors approached the laws to minimise the risk of non-compliance.

Training events this year were impacted by Covid-19. Social distancing restrictions at venues and high community infection numbers made attendance difficult for speakers and attendees. A blended delivery method has been adopted so speakers can deliver their presentations in-person or virtually and attendees can either be present in the room or watching on-line.

SCA (WA) Ignite Program

The Ignite Program was established to equip the strata sector with high quality trainers with strong industry knowledge to deliver the Certificate IV in Strata Community Management and is well underway.



SCA (WA) is the first in the nation to have 2 qualified trainers Dyani Cobbold and Marietta Metzger with another five more candidates working towards this accreditation.

What is on the radar for the SCA (WA) Education sector?

New Strata Professionals is a new initiative connecting new and current strata members of all ages to upskill their professional knowledge in the strata industry. With the initial launch to commence in early 2023, we are confident that this new network will be a valuable addition to new strata entrants.

Top 3 Rated Events:

- Strata Fundamentals - Bylaws and Strata Plans
- Strata Starter for Owners
- A100

Top 3 Attended Events:

- 2021 Convention
- Law Week
- Owner Convention



WA EVENTS

CHU SCA (WA) 2021 CONVENTION

The CHU SCA (WA) 2021 Convention brought together over 240 industry professionals to strive for Limitless within their careers, business, and lives.

The Convention was themed 'Limitless' to encourage attendees to break boundaries, and achieve results never thought possible.

The line-up of speakers provided insight on how to achieve limitless mindsets, technology, strategies, and lifestyles.

With renowned Keynote Speaker, Dr Jenny Brockis, expert presentations, an interactive panel, and an outstanding exhibition, the convention was a wonderful success.



ANNUAL OUTLOOK LUNCHEON

On 4 February 2022, the SCA (WA) Annual Outlook gathered over 90 members to learn about the approaching year, and what to expect from an economic and COVID-19 perspective. Keynote speaker, Josh Byrne, was present to provide some inspiration about what can be achieved in the sustainability space in strata.



SENIOR LEADERS'S RETREAT

The Senior Leaders of strata management companies and Platinum Business Partners ventured to Rottneest Island for an educational getaway, with content carefully tailored to industry leaders. The expert speakers provided a comprehensive overview of optimising business potential, maximising performance at work, and other business topics.

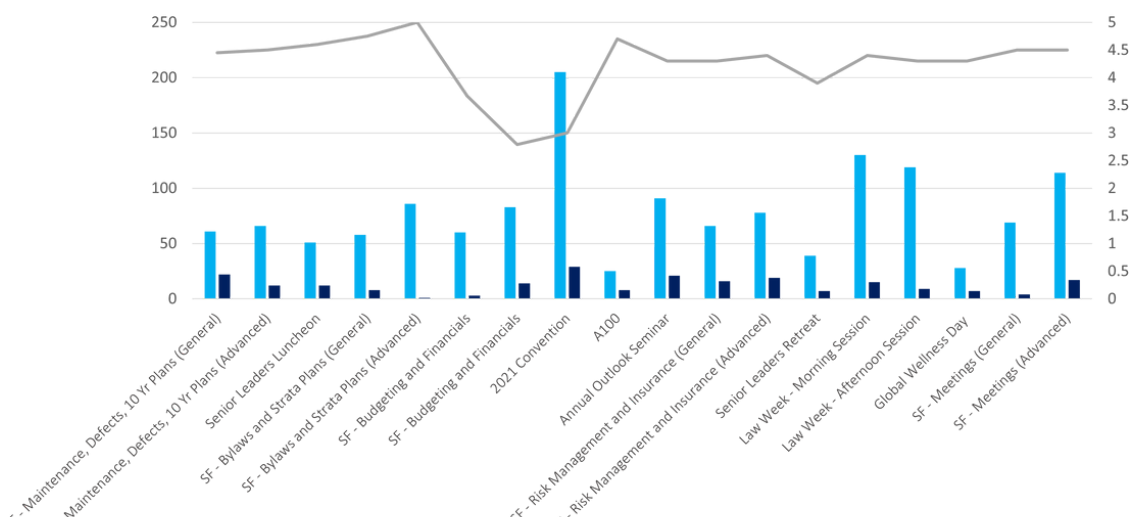
The evenings were spent enjoying a relaxing cruise overlooking the beautiful island, and enjoying the finest food Rottneest Island has available.



LAW WEEK

Law Week 2022 saw over 150 strata managers and suppliers gather virtually and in person over 2 separate sessions to learn about updates to strata legislation. With the recent introduction of new WHS Legislation, this was the primary theme of the Law Week event. Industry experts also discussed important case decisions from the State Administrative Tribunal, and the complexities of contract law.

STRATA PROFESSIONAL EDUCATION EVENT RATINGS



WA 2021 AWARDS

On 5 November 2021, SCA (WA) hosted the annual CHU SCA (WA) 2021 Awards Gala. SCA (WA) awarded several talented members with awards for excellence for their professional contributions and behaviour within the strata sector. **Congratulations to all of the 2021 winners.**



Lifetime Achievement Award
Andrew Chambers,
Chambers Franklyn Strata Management



SMPS New Recipients
Dominion Strata Management
B Strata



Fellow Recipients
Dyani Cobbold
Jake Kneebone
Jordan Dinga

Kristy Ward
Marietta Metzger
Matt Bird
Warren Kiddle

Provisional Fellow Recipients
Gonzalo Maldonado
Karla Roche
Mark McCasker

Michael Mitchell
Michelle Hollemans
Honourary Fellow Recipients
Andrew Chambers



Essay Award Winner
Sharon Martin,
ESM Strata
Sponsored by Calibre Coatings



Support Team Member
Erin Richards,
ESM Strata
Sponsored by Strata Community Insurance



Strata Community Manager Rising Star
Bianca Pinzone,
WA Strata Management
Sponsored by Tunnel Vision



Strata Community Manager
Carmen Nelson,
Richardson Strata Management Services
Sponsored by Schindler



Senior Strata Community Manager
Courtney Butters Kerr,
B Strata
Sponsored by PSC Property Lync Insurance Brokers



Strata Community Environmental and Engagement Award
Abode Strata
Sponsored by Macquarie Bank



Strata Services Business
Perrott Painting



Strata Community Management Small Business
Prestige Strata Management
Sponsored by BCB



Strata Community Management Medium Business
Strata Alliance
Sponsored by CHU



Strata Community Management Large Business
Richardson Strata Management Services
Sponsored by Perrott Painting