

INCEPTION

imagination

INNOVATION



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QLD

3 - 4 MARCH 2021

**RACV ROYAL PINES RESORT
GOLD COAST**

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Day 1 Program

Day 1 Program - Wednesday 3 March

Welcome to Inception, Imagination, Innovation

8:45am SCA (Qld) President, James Nickless; SCA (Qld) Executive Officer, Katrin Watson; and Master of Ceremonies, Richard Champion.

Opening address by The Honourable Attorney-General Shannon Fentiman

9:00am What better way to bring in the new year than hearing from our new Qld Attorney-General. With new Regulations implemented just days ago - she will discuss how she sees these affecting and improving the strata industry.

Strata Unlocked

9:15am Strata in 2021 - the road ahead: the year is off to a flying start and strata issues are very much in the public arena. We're very pleased to welcome the Attorney-General, along with a panel of sector experts, to a lively discussion on what's important for strata and how we improve this thriving sector.

Keynote: Chris Helder - Innovation

9:45am Chris Helder is a business communication genius and master storyteller whose presentations have radically transformed how thousands of people worldwide communicate with clients, customers, and colleagues.

10:30am Morning Tea

Stream 1 (Marquis)

Stream 2 (Monarch)

Good practice to prevent discrimination claims

11:00am The session will discuss the anti-discrimination legislation in coordination with the BCCMA, how to make claims and how to protect strata committees from risk. The session will be complemented with Accessible Homes Australia who provide special apartments to those in the NDIS under the Specialist Disability Accommodation program.

Creating more harmonious management rights arrangements

A best practice session on how to handle committee sentiment around caretaker remuneration, reviews of caretaker remuneration and responsibilities under the contract. The session will address how to liaise with the committee if there are concerns about the accuracy of the contract, performance or extension.

Schemes without on-site managers

11:40am Let's find out a strata manager's legislative obligations under a Part 5 Agreement and areas of responsibility that require careful consideration. What is the process when owners do not stand for the committee or when only one owner nominates?

Strata management complexities: BMS & PBC

This one's for the curious: what is the difference between a body corporate and a scheme managed under a Building Management Statement and how does this operate in practice? How do subsidiary schemes function and operate together with a Principal Body Corporate?

The QBCC's role in defects

12:05pm After exploring the kaleidoscope of defects (concrete sprawling, exposure of asbestos and removal) and the bodies corporate responsibilities dealing with those, we will explore the process in lodging a claim with Queensland Building and Construction Commission. Learn when to engage an Independent Consultant, best practice on handling developer conflicts of interest.

Sustainable buildings and going green

Convincing arguments will be made about why going green is beneficial to lot owner's units and how exactly you can achieve it.

Think retrofitting, garden beds, energy and embedded networks.

There is something to do for any scheme.

12:30pm Lunch

Running effective meetings

1:30pm Technology is the magic helper strata managers should use in 2021, so let's delve into electronic meeting procedures, electronic voting options, best practice to avoid repercussions from electronic meeting decisions or owners not exercising their rights. Our tech savvy pair will explore what the market has to offer.

Insurance - the risks ahead

Since the Hayne "train" Royal Commission, insurance has been in the headlines and under the spotlight.

Has COVID-19 taken the focus away and derailed the proposed reforms into conflicted remuneration? This session will provide you with and update on this and related impacts and what to expect next.

Strata manager career development

2:00pm SCA (Qld) has raised the bar in 2020 and will again in 2021 on strata manager's ongoing education and qualification requirements. Join us to discuss why this is important, where it can take you and what the benefits are for you to be part of our endeavour to future proof strata.

Curly maintenance issues

There is vast experience around the issue of owners unwilling to invest in maintenance of the common property and the tricky management of exclusive use areas.

The session will further explore what to do when owners damage common property or exclusive use property.

Through the client's eyes - a chairperson's trials

2:30pm Let us swap perspectives with the chair and committee for this session. Why do owners step up to the chair role, why do they keep chairing and what do they expect in their liaison with the body corporate manager? Is there a formula to success to stay on as manager with a body corporate?

Does compliance matter?

In our new world, strata managers have to protect themselves against potential claims, make sure they comply with all aspects of the legislation and know how to handle disputes. Fire, WHS, Asbestos. Back up the schemes you manage and help them with sinking fund forecasts, valuations and adequate maintenance.

3:00pm Afternoon Tea

Keynote: Tara Diversi - Inception

3:30pm Some of you may remember Tara from our Leadership Forum this year, and for those who haven't had the pleasure of meeting Tara, now is your chance! Tarais an advocate for young people in entrepreneurship, for health professionals in business and leadership, and for people to live the lives they want to lead.

4:30pm Close Conference Day 1

"Happy hour-and-a-half" Networking

4:45pm Make sure you stick around our exhibitors area on day one for our happy hour-and-a-half networking event generously sponsored by Chambers Russell Lawyers and Flex Insurance. We've organised drinks and canapes for you all, and our sponsors have got a few giveaways for you!



Day 2 Program

Day 2 Program - Thursday 4 March

9:00am **Welcome back to Inception, Imagination, Innovation**
Master of Ceremonies, Richard Champion

9:10am **The Commissioner's interesting mix**
Join our Commissioner for Body Corporate and Community Management, Michelle Scott in reviewing the most interesting adjudication orders from the last year. Michelle will also share with you some of the trends her office has seen over the last 12 months, and let you in on her top tips which will help her office help you in resolving body corporate disputes in 2021.

9:45am **The Mega AGM**
We. Will. Go. Live. From the RACV at the Gold Coast, witness this Mega AGM - with curve balls to be thrown, outrageous questions, testing the resilience of our strata manager whilst conducting this mock meeting.

10:30am **Morning Tea**

11:00am **COVID Impacts - Economy, Environment, and Emotion**
One hour to relive 2020 and extract our learnings, as we focus on the three biggest impact areas for COVID-19; Economy, Environment & Emotion. In the first part of our review, we will assess the economic impact on the body corporate sector. Our panel will explore tips for Committees and advice a strata manager can provide on the financial implications of reducing sinking fund balances and contributions, unpaid levies, stricter cashflow.
We will then review what has changed following the pandemic and what the new normal is for bodies corporate. Not only is there legislation, but there are also technology advances and maintenance have a new twist as well as how to live together. We will then explore the emotional components of a year with COVID-19. Remote workplaces, virtual teams, working across distances and keeping the team engaged, ongoing. Best practice tips on how to keep your talent and nurture and grow new team members in their roles.

12:00pm **Lunch**

1:00pm **The Great Debate**
One of our most fun and interesting sessions conference: legal minds, hush hush but with all the bells and whistles on a content level. Our team of strata lawyers is gearing up for another great debate on a relevant topic.

Reforms - What to expect next

1:45pm Seven years in the making, we have finally received some reforms. This is not the end of the review though, albeit a waiting period as the new government gets into swing. What can we expect next? A regulatory framework for body corporate managers? Scheme termination? A more robust protection framework against systemic defects?

2:30pm **Afternoon Tea**

3:00pm **Gotta be in it to win it**
It's time to make some members lucky winners of our sponsor prizes, trade passport prizes and to check out of our educational highlights in 2021. Don't miss out – gotta be in it to win it.

3:30pm **Closing Keynote Speaker: Gus Balbontin - Imagination**
Born and bred in wild Patagonia, Gus Balbontin never allowed his smalltown and humble beginnings get in the way of his bigdreams. Often thought as futurist, not because he predicts the future, but instead because he helps you focus on what you can control to deal with any future.

4:30pm **Close of 2021 SCA (Qld) Conference**

6:30pm **Awards and Conference Dinner**
Join us at Miami Marketta as the sun sets on the 2021 Conference and we reward excellence in Strata. Our Conference and Awards Dinner Sponsor Macquarie Bank is excited to host us in an eclectic venue that is sure to amaze.

