strata community association® VIC

2025 Symposium

Elevating Standards Sharing Success

8 - 9 October 2025

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Symposium 2025

A flagship event on the SCA (Vic) calendar, our annual Symposium continues to bring the Victorian strata community together in the spirit of collaboration and professional growth. It provides a platform to explore key issues, share expertise, and set the agenda for the future of our sector.

The 2025 Symposium theme, Elevating Standards, Sharing Success, reflects our commitment to raising the bar across the industry while celebrating the achievements of strata professionals. Each session is designed to provide practical insights, broaden perspectives, and highlight examples of excellence that inspire others. By focusing on shared learning and collective progress, we build stronger businesses, more capable managers, and a more professional sector as a whole.

SCA (Vic) is proud to host the 2025 Symposium at the impressive Marvel Stadium, where over two days participants will have the opportunity to connect with peers, learn from industry leaders, and develop the knowledge and skills to drive their organisations forward. Together, we are not only setting higher standards but also celebrating the success stories that showcase the best of our profession.

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President's Welcome

Dear Colleagues,

It is my great pleasure to welcome you to the 2025 SCA (Vic) Symposium.

Last year, we gathered under the theme "Building Confidence Through Knowledge", and together we explored how learning and sharing insights strengthens both managers and the communities we serve. This year, we build on that foundation with our new theme: "Elevating Standards, Sharing Success". It reflects not only the professionalism of our sector, but also the spirit of collaboration that defines us.

Our 2025 program brings together thought leaders, futurists, and industry experts who will challenge us to look ahead, adapt to change, and embrace opportunities. From exploring the impact of AI and demographic shifts, to navigating legal reforms and customer service excellence, this Symposium is designed to equip you with the tools to lead with confidence in an era of complexity. The debate on whether education is the panacea in strata will no doubt provoke reflection on how we best prepare for the future.

As you participate in this Symposium, I encourage you to not only take in the knowledge being shared but also to connect with your peers, engage with our sponsors and exhibitors, and contribute your own insights. Our progress as an industry depends on the collective wisdom and commitment of all of us.

Thank you for your ongoing support. Together, we are elevating standards, sharing success, and shaping a future where strata is recognised as a vital pillar of Victoria's housing sector.

Warm regards,

Pernille Cavanough
SCA (Vic) President

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Sponsors' Message

CHU Underwriting Agencies

The CHU Underwriting Agencies team are excited to be part of the 2025 SCA (Vic) Symposium. We'd love for you to stop by the CHU stand to reconnect with our team, explore what's new in strata insurance, and learn more about our updated Residential Strata Insurance PDS.

This year's Symposium is a great chance to exchange ideas, strengthen connections, and work together on shaping a stronger future for the strata industry.

We truly appreciate your ongoing support.

Thomas Williams
Business Development Manager
CHU Underwriting Agencies

Whitbread Insurance Brokers

The Whitbread Strata team is proud to be part of the 2025 SCA (Vic) Symposium. This year's theme, "Elevating Standards, Sharing Success", is the perfect backdrop for collaboration and fresh thinking as we continue strengthening the strata industry together.

We look forward to connecting with peers and partners, sharing ideas on leadership, innovation, service and strategy, and exploring how the next generation of people and insights will shape the future of strata.

The Whitbread team are excited to present Simon Kuestenmacher from The Demographics Group as a keynote speaker, for what we know will be an engaging and entertaining presentation.

We're proud to stand alongside you in building a stronger, more resilient community - delivering value and strength in strata.

Lia De Sousa
Executive General Manager, Strata
Whitbread Insurance Brokers

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Symposium 2025 Program

Elevating Standards, Sharing Success

Wednesday 8 October - Day 1: Leadership, Innovation and the Future.

Time	Session
9:00am - 9:30am	Registration & Exhibition Opens
9:30am - 9:45am	**Cameron McMillan, Founder & Principal, Right Hand Advisors** Opening Remarks and Introduction to Symposium theme: Elevating Standards, Sharing Success.
9:45am - 10:45am Sponsored by: CHU	**Keynote: Kim Seeling Smith, Business Futurist and CEO of Ignite Global** Future-Proof Your Business: Business, Innovation & Leadership Strategies for Strata in the Age of AI and the Polycrisis. OC managers are entering a decade of rapid change, rising complexity, and higher expectations from owners and residents. Amid global economic, environmental, and social pressures, AI is emerging as both a disruption and an opportunity to transform the industry. To thrive, we must embrace adaptability, build new skills, and use AI as a catalyst for growth and resilience.
10:45am - 11:15am	Morning Tea in the Exhibition Area
11:15am - 12:15pm Sponsored by: FRM Flood Restoration Melbourne	**Tim Graham, Vice - President SCA (Vic) Board & Principal Lawyer, Aitken Partners** Recommended Changes to the Owners Corporations Act. In the 2001 case of Walker and Sopov v Registrar of Titles, the Supreme Court described the Subdivision Act as "one of the most poorly drafted Acts it had encountered". This presentation applies a similar lens to the Owners Corporations Act. It covers statutory interpretation techniques, highlights inconsistencies, and offers suggestions for reform.

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Time	Session
12:15pm - 1:15pm	Lunch in the Exhibition Area
1:15pm - 2:00pm Sponsored by: MACQUARIE BANK	**Tim MacKenzie, National Head of Strata, Macquarie Bank** Leadership and Perspective This presentation takes a "rational optimist" view of strata, balancing opportunities with current challenges. It explores the scale of Australia's property market, the growth of apartment living, and the high insured value of strata schemes. Against pressures like staff shortages and flat revenue, it highlights leadership and innovation as keys to the sector's future.
2:00pm - 2:45pm Sponsored by: Tymaline BUILDING SERVICES	**Professor John Swinson, Law School, The University of Queensland** AI and the Future: Impact on OC Managers and Service Providers This presentation explains what you need to know about AI from a legal perspective, including how it works, where it is going, and what it means for your role and organisation. It explores AI's current impact, future opportunities, and practical ways to use it effectively today. The session also highlights key skills for an AI-driven world, job security realities, and trends to watch as AI evolves.
2:45pm - 3:15pm	Afternoon Tea in the Exhibition Area
3:15pm - 4:15pm Sponsored by: Town Square	**Panel: Tim MacKenzie - Gregor Evans, Managing Director, The Knight - Michelle Cummins, Director People Culture & Client Support, MaxSoft** Attracting and Retaining Talent in Strata This discussion will highlight practical insights and strategies for businesses to not only draw in new talent, but also nurture and retain the professionals who are essential to the industry's future. Panelists will also examine how fostering supportive workplace cultures, offering flexibility, and recognising the value of OC managers can strengthen engagement and reduce turnover.
4:15pm - 5:45pm	Networking Drinks

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Thursday 9 October - Day 2: Strategy, Service and the Next Generation.

Time	Session
8:30am - 9:00am	Registration & Exhibition Opens
9:00am - 9:10am	**Cameron McMillan, Founder & Principal, Right Hand Advisors** Introduction to the Symposium theme, recap of Day 1, and overview of the Day 2 agenda.
9:10am - 9:30am	**Pernille Cavanough, President SCA (Vic) Board & Director, Dixon Kestles** Strategic Plan and National Projects Update
9:30am - 10:15am Sponsored by: TAUBMANS®	**Todd Bentley, Chief Strategy Officer, Building and Plumbing Commission** Changes to the Building Act and the BPC's New Functions Todd will speak about the establishment of the Building and Plumbing Commission (BPC), and what the new legislative framework means for the industry and consumers.
10:15am - 10:45am	Morning Tea in the Exhibition Area
10:45am - 11:45am Sponsored by: Austrata FINANCE	**Andrew Whitelaw, Director, Whitelaw Flynn Lawyers** Protection Works, Building Issues and Updates Andrew will explain what "Protection Works" are, their objectives, and when they are required. It will cover compliance timeframes, required forms, insurance obligations, expert engagement, and enforcement powers, including the roles of a Building Surveyor and the Building Appeals Board. The session will also discuss common boundary issues that frequently affect Owners Corporations.
11:45am - 12:45pm	SCA (Vic) Annual General Meeting
12:45pm - 1:45pm	Lunch in the Exhibition Area

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Time	Session
1:45pm - 2:30pm Sponsored by: FRM Flood Restoration Melbourne	**Cameron McMillan** Roadmap to Great Customer Service This presentation offers a practical roadmap to elevating customer service by assessing current performance, imagining change without limits, and identifying key pain points. It explores how to uncover customer needs while addressing common service pitfalls. Attendees will also gain strategies to strengthen client satisfaction and loyalty, plus practical approaches to handling complaints effectively.
2:30pm - 3:00pm	Afternoon Tea in the Exhibition Area
3:00pm - 4:00pm Sponsored by: Whitbread	**Simon Kuestenmacher, Co-Founder & Director, The Demographics Group** Keynote: Generational Reshuffle - The impact of shifting demographics on strata living Simon's presentation delves into the people behind the numbers: who is living in strata now, who will live in strata in the future, how population shifts are reshaping demand, and what the demographic trends mean for owners corporations, service providers, and OC managers in Victoria. A deep look into the demographic crystal ball reveals a lot about shifting consumer preferences and generational values that OC managers should be aware of.
4:00pm - 4:45pm Sponsored by: STRATAFY	**Debaters: Richard Reid, Director, Stratabase - Fabienne Loncar, Partner, Moray & Agnew Lawyers - Adam Mikkelsen, CEO, Strata Equity Management - Mark Lipshutz, Owner & Solicitor, CLP Lawyers, Lorraine Murray, OCM Team Leader, The Knight - Debbie Barker, National Manager, StrataLoans** Debate: Is Education the Panacea in Strata? This lively debate will explore whether knowledge and training are the ultimate solutions to the challenges within the strata industry, or if deeper issues such as governance, regulation, and human behaviour make education just one piece of the puzzle. Hear from both sides as industry voices unpack the role of learning in reducing disputes, empowering committees, and professionalising management, while also questioning whether information alone can overcome conflict and systemic barriers.
4:45pm - 5:00pm	Closing Speeches and Prize Giveaways
5:00pm - 6:30pm	Networking Drinks

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Trade Passport

You will have received a Trade Passport entry card at the registration desk, which encourages you to visit all our exhibition booths and chat to one of their friendly representatives.

Once you have visited all the exhibition booths and completed the Trade Passport, drop it into the ballot box located near the CHU booth to go into the draw to win a $2,000 Flight Centre voucher!

Some of our exhibitors are also running their own giveaways, so be sure to enter these competitions for more chances to win great prizes!

The winners will be drawn at the conclusion of the final session on Day 2.

You must be present to win the prize.

BONUS: If you win the Passport Prize and you're following SCA (Vic) on LinkedIn, Facebook, and Instagram, you'll win an additional bonus prize!

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Body Corporate Brokers
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Clean As You Go
Complex Property Group
Crownland Security
First Response Restoration
FRM Flood Restoration Melbourne
Grace Lawyers
In2 Fire
Johns Lyng Strata Services
Lannock Strata Finance
Leo & Associates Consulting Engineers
Linkfire
Mabi Services
NBN Co
NeoGrids Community Energy
Origin Energy
Priority One Building Services
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