



SYMPOSIUM 2026

Trusted Professionals. Stronger Communities.

7-8 OCTOBER 2026

SCA (VIC) Symposium 2026 is sponsored by



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THE SCA (VIC) SYMPOSIUM

The SCA (Vic) Symposium brings together Victoria's industry leaders, innovators, and decision-makers for two days of learning and connection.

This year's theme: *Trusted Professionals. Stronger Communities*, highlights the vital role trust plays in building strong relationships, effective businesses, and thriving strata management. As expectations continue to rise, trust has become one of the profession's most valuable assets, shaping leadership, strengthening relationships, and driving better outcomes for owners, residents, and communities.

Featuring an engaging program of keynote presentations, panel discussions, and practical learning sessions, the 2026 Symposium will tackle the issues that matter most to today's strata professionals. From leadership, financial decision-making, legislative updates, business compliance, and ethics to wellbeing and empathy. The program is designed to equip professionals with the knowledge and confidence needed to navigate an evolving industry and deliver positive outcomes for the communities they serve.

Thank you for joining us at the 2026 SCA (Vic) Symposium at Marvel Stadium as we strengthen professional standards and explore how trusted professionals create stronger communities.

President's Welcome

It is a pleasure to welcome members to two days of learning, discussion and connection under this year's theme, *Trusted Professionals. Stronger Communities*. It reflects both the responsibility of our profession and the important role our members play in supporting communities across Victoria.

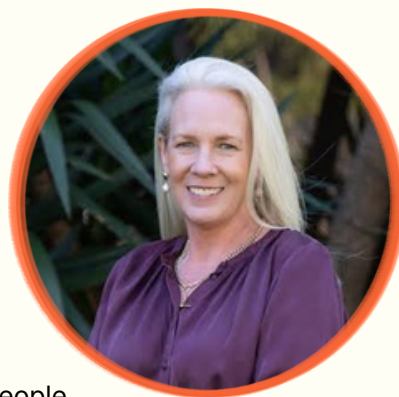
This year's program brings together a broad range of perspectives, covering leadership, wellbeing, financial decision-making, legislative developments, business compliance and ethics, along with practical sessions examining the role of the owners corporation manager and issues affecting our day-to-day work. Our keynote speakers will also challenge us to think about wellbeing, leadership and the growing importance of empathy in the way we work with people.

As we begin the 2026/27 membership year, SCA (Vic) is in a strong position. We will continue to invest in education, advocacy, professional standards, practical resources and opportunities for members to connect and learn. We will also make a significant investment in promoting the value and professionalism of SCA (Vic) members to the Victorian public.

Advocacy will remain a major priority. Following the November state election, we will seek to work closely with the Minister for Consumer Affairs and members of parliament as reforms to the Owners Corporations Act 2006 are considered following the Expert Panel's review and recommendations.

Thank you for being part of the 2026 SCA (Vic) Symposium. I encourage you to make the most of the program, share ideas and reconnect with colleagues. I hope you leave with useful insights, stronger connections and renewed enthusiasm for the year ahead.

Pernille Cavanough
President, SCA (Vic)



SCA (VIC) Symposium 2026 is sponsored by



Whitbread Insurance Brokers

We're very proud to support the 2026 SCA (Vic) Symposium and its theme, "Trusted Professionals. Stronger Communities." It captures what we experience every day - strong strata communities are built on trusted relationships, specialist knowledge and the people committed to achieving better outcomes.

That's why we're excited to have entered a new chapter at Whitbread as a specialist strata insurance broker, focused firmly on what we know best: strata. Building on the relationships and experience we've developed since 1978, we combine practical advice, responsive broking support and specialist claims management to give strata managers, committees and owners the cover, clarity and confidence they need.

We're looking forward to exchanging ideas and connecting with colleagues and partners. Drop by the Whitbread stand to catch up with our leadership, broking, claims and partnerships teams, chat about the changes and opportunities ahead for the strata industry, and pick up a little something while you're there!

We're proud to continue supporting SCA (Vic) and the professionals helping shape a stronger future for strata.

*Lia de Sousa
Chief Executive Officer
Whitbread Insurance Brokers*

FRM Flood Restoration Melbourne

Restoration is not simply about responding to damage. It is about making the right decisions from the very beginning.

At FRM, we believe a considered response can make a significant difference in protecting what can be restored, reducing unnecessary disruption and helping complex property incidents move forward with clarity. That is why our approach combines technical restoration capability with responsive attendance, practical solutions and clear communication.

Working closely with Owners Corporation professionals across Victoria has also reinforced something equally important: strong outcomes are built on strong partnerships.

We value the relationships and trust FRM continues to build within the strata industry and are proud to support the 2026 SCA (Vic) Symposium.

We look forward to sharing ideas, strengthening existing relationships and creating new ones throughout the day.

We will see you at the FRM stand.

FRM Flood Restoration Melbourne Team

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DAY 1 WEDNESDAY, 7 OCTOBER

9:00 AM

REGISTRATION AND EXHIBITION OPENS

Welcome desk & lanyard distribution

9:30 AM

OPENING REMARKS

MC: Clint Bizzell, High-Performance Consultant

9:45 AM

KEYNOTE: SELF CARE 101

Mark Bunn, former AFL footballer, health & wellness expert

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In this powerful keynote, Mark explains why *Self-care* is now the single-most important skill for sustainable high-performance, as well as the 3 critical areas for recharging our mental health, wellbeing, motivation and morale. You will learn:

- How to reduce burnout & stress
- How to increase productivity
- How to better transition from work to home (improve life balance)
- Simple, everyday tools and tricks for better looking after yourself!

10:45 AM

MORNING TEA IN THE EXHIBITION AREA

11:15 AM

FINANCIAL DECISION MAKING

Paul Morton, CEO, Lannock Strata Finance

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This session will explore how strategic capital budgeting and financing decisions deliver better financial outcomes for owners corporations and their owners. It will examine the true cost of levies, the after-tax cost of funds for each alternative and how funding terms can be aligned with the useful life of major assets. We will also consider why rushed, low-cost decisions lead to higher costs, and how prioritising projects based on investment, value, compliance and long-term return support better building outcomes.

The session will highlight the opportunity to have more informed financial conversations with owners, to engage the right experts and to demonstrate the value that professional strata management can bring. By helping owner corporations to make smarter capital decisions, managers can contribute to stronger buildings, more sustainable owner portfolios and develop a more profitable client base.

12:15 PM

LUNCH BREAK IN THE EXHIBITION AREA

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1:15 PM

LEADERSHIP THAT EARNS TRUST

Clint Bizzell, High-Performance Consultant

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Trust is not granted by a title. It is earned through consistent actions, honest communication and genuine connection. In this engaging session, Clint explores how leaders can strengthen their credibility, build confidence in others and create the trust needed to navigate challenges, inspire performance and lead with lasting impact.

2:00 PM

LEGISLATIVE UPDATE – THE IMPACT OF CHANGE

Andrew Whitelaw, Director, Whitelaw Flynn Lawyers

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In this session, Andrew will highlight a number of the significant amendments to the laws that impact the strata industry, and the way in which Managers, Committees and Lot Owners function in Owners Corporations.

This will include a review of some of the critical amendments and reforms to the OC Act and OC Regulations in response to the independent review of Victoria's Owners Corporation laws, new Education Rules for OC Managers, substantive changes to the Domestic Building Contracts Act, dispute resolution via the BPC / DBDRV, the warranty insurance scheme, other major reforms – and what's next.

2:45 PM

AFTERNOON TEA IN THE EXHIBITION AREA

3:15 PM

BUSINESS COMPLIANCE

Nathan Keating, CEO, Focus Building Risk & Compliance, Rupert Murray-Arthur, Financial Services Operations Manager, MaxSoft and Bronagh McDermott, Branch Manager, BCS Strata Melbourne

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This panel will explore the key compliance, risk and operational challenges facing strata businesses and how these can impact business performance, reputation and the trust of the communities they serve. Panellists will consider where businesses are most exposed, the challenges emerging for the industry, and how effective governance, accountability and systems can help reduce risk and build more sustainable organisations. With a focus on the Symposium theme, *Trusted Professionals. Stronger Communities*, the discussion will examine how strata business owners can strengthen their practices, improve transparency and accountability, and build confidence among owners, employees and stakeholders.

4:15 PM



NETWORKING DRINKS - UNTIL 5:45 PM

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DAY 2 THURSDAY, 8 OCTOBER

8:30 AM **REGISTRATION AND EXHIBITION OPENS**

9:00 AM **OPENING REMARKS** MC: *Clint Bizzell, High-Performance Consultant*

9:10 AM **ADVOCACY UPDATE** *Pernille Cavanough, Director, Dixon Kestles*

9:30 AM **TRUST, TRANSPARENCY & TOUGH DECISIONS**
Susan Chandler, SCA (VIC) General Manager, Tasfia Rashid, Owners Corporation Manager, CareCorp Communities and Caitlin Honeyman, Owners Corporation Manager, MBCM Ballarat

The panel will explore what ethical practice really looks like in the day-to-day realities of the strata industry. Through a candid discussion of real-world scenarios and challenging professional dilemmas, panellists will consider conflicts of interest, transparency, accountability, professional boundaries and the responsibility to act in the best interests of owners and communities. The session will challenge attendees to consider not just what they can do, but what they should do, and how strong ethical standards can build trust, protect reputation and strengthen professionalism across the industry.

10:00 AM **MARKETING IN STRATA**
Joseph Meseha, Managing Director, Ten Feet Tall

As more Victorians live in strata-managed homes, the stakes around who manages them - and how they're managed - are getting bigger. Yet for owners and committees, professionalism can be difficult to see before a manager is appointed. This presentation explores the opportunity for SCA to change that - by making membership mean more in the market. The ambition is simple: create a recognised standard that consumers ask for, committees value and professionals are proud to carry. If SCA can make professionalism visible, it can help lift the category, reward better operators and strengthen its role in shaping the future of strata.

10:30 AM **MORNING TEA IN THE EXHIBITION AREA**

11:00 AM **THE ROLE OF THE OC MANAGER**
Tim Graham, Principal Lawyer, Aitken Partners

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This presentation was seeded in a question posed of the presenter at this year's Law Forum: "What makes a World-Class Manager". Compliance requirements for managers are embedded in statute, the law and SCA (Vic)'s Code of Ethics. Client engagement - and professionalism - exceed compliance requirements, which should be regarded as a minimum necessity. Tim will interrogate how compliance should be leveraged to achieve the professional reputation engaged SCA (Vic) Members earn and deserve.

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11:45 AM **SCA (VIC) ANNUAL GENERAL MEETING**

12:45 AM **LUNCH BREAK IN THE EXHIBITION AREA**

1:45 PM

NAVIGATING THE MAZE

Jenny Wang, Director, Berrigan Doube Lawyers

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Visitor parking is one of the most persistent sources of friction and administrative angst in strata schemes. Join Jenny for a practical, legally grounded exploration of visitor parking in Victoria, from the fundamental question of when a "guest" becomes an "unauthorised occupier" to the complex regulatory intersection of municipal planning permits, competing laws and stakeholders, and modern infrastructure needs. We will also tackle pressing modern challenges, including planning ramifications and licensing visitor spaces, short-stay accommodation impacts, and the legal trapdoors surrounding EV charging installations in common property visitor bays.

2:30 PM

AFTERNOON TEA IN THE EXHIBITION AREA

3:00 PM

KEYNOTE: WELCOME TO THE AGE OF EMPATHY

Isabella Villani, Executive Chair, Exceed Global

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What does great service look like when automation and AI are reshaping the strata industry? In this closing keynote, customer experience author, Isabella Villani, makes the case that the more we automate, the more valuable the human touch becomes. Drawing on more than 20 years of CX transformation work and her book *Transform Customer Experience*, Isabella explores how strata professionals can automate the transactional while humanising the moments that matter most to owners - and why empathy, backed by smart use of technology, is what sets trusted professionals and stronger communities apart. Attendees will leave with three practical actions they can put to work in their business.

4:00 PM

STRATA STORYTIME

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This session will take a lighter look at life in the strata industry, giving members the chance to share their most unexpected, humorous or downright bizarre situations they've encountered along the way. A selection of individuals will take to the stage to share their case study, bringing the stories and lessons behind the day-to-day work of strata to life. To round out the session, presenters will join a short panel. Expect plenty of laughs, a few surprises and a refreshing reminder that no two strata communities are ever quite the same.

4:45 PM



NETWORKING DRINKS - UNTIL 6:15 PM

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Head to the coffee carts on the exhibition floor for **free coffee**, thanks to Gold Sponsor, Tymaline Building Services.



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Strata Community Association (Vic)

Enquiries?

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