

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 PANEL

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: PARKING, REGULATORY COMPLIANCE, AND EMERGING ISSUES IN STRATA

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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