

Change | Challenge | Opportunity

SCA (NSW) CONVENTION | 25th - 26th OCTOBER 2018
HILTON HOTEL SYDNEY | PROGRAM



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Welcome from the SCA (NSW) President



Welcome to the 2018 Annual Convention. As strata continues to dominate the NSW skyline and over a million people choose to live in apartments, the challenges of accommodating this growth continue to be felt throughout our sector. Coupled with a focus on the opportunities that exist in embracing this change, we come together for this convention to learn, share, grow and celebrate. This is why the convention theme is "Change, Challenge, Opportunity". During times of change, challenges and opportunities we must also reflect on the incredible people, achievements and camaraderie that exists within the strata world.

This year we have a wide variety of keynote speakers across a broad range of special interest and personal development topics. There are six keynotes throughout our two day convention including Bernard Salt AM and Anh Do. Bernard Salt AM is widely regarded as one of Australia's leading social commentators by business, the media and the broader community. Bernard heads The Demographics Group who provide specialist advice in demographic, consumer and social trends for business.

Anh Do is without a doubt, one of Australia's most talented and in demand speakers and entertainers. He is an accomplished writer, actor and film producer also holding a Bachelor of Business and a Bachelor of Law while being voted Winner – Comedian of the Year. Our other keynotes speakers include Heidi Dening, Michelle Bowden, Annabelle Chauncy and Jules Allen.

We are delighted to have the Commissioner for Fair Trading Rose Webb and Peter Dunphy the Executive Director for the Department of Finance, Services & Innovation address our convention as well as the Minister for Innovation & Better Regulation Matt Kean MP address our Appreciation Breakfast. Engagement with government has been a key mandate for SCA (NSW) in the past year and we welcome the ongoing collaboration and productive relationship with these key policy makers.

The SCA (NSW) team and committee volunteers have worked hard to focus on maximising strata manager engagement and attendance through our format, content and networking events. In order to deliver the best events we need the best team on board and I firmly believe that we have an exceptional team of SCA staff and committee members that have supported and delivered this exciting and engaging convention for our members. We could not deliver any of this without the ongoing support and commitment of our platinum sponsors- CHU, Macquarie Bank, Bannermans Lawyers and Express Glass, as well as our convention sponsors and partners- we are firmly indebted to them.

Finally, thank you to all members for your attendance and support of the NSW annual convention. The Opportunities of Change is a reflection of the growing strata industry and by working together we can overcome these challenges and capitalise on new opportunities. I would like to personally thank you for your commitment and dedication to this great industry.

Chris Duggan
President
SCA (NSW)

Thanks to those involved

Bill Coles (Events Chair)
Rachel Lynn (General Manager)
Penny Harrison (Events & Sponsorship Manager)
Verena Griffiths (Marketing Manager)

Debbie Barker
Elaine Fin
Jeff Schultz
Grant Taylor
Jude Wild

Samantha Lightfoot
Andrew Tunks
Anne-Maree Paull
Liza Perera

Program: Thursday 25th October 2018

TIME	LEVEL	PROGRAM	SPONSOR
7.45am	3	Day 1 Registrations Open, Hilton Ballroom	
8.00am	4	Supporting Women in Strata Breakfast Minimise Stress. Avoid Burnout Heidi Dening	Honan.
8.30am	4	Strata Services Specialist Course	
9.15am	3	Opening Address by Peter Dunphy Executive Director NSW Fair Trading	
9.30am	3	Keynote Speaker The Impacts of Cultural & Demographic Change in Australia Bernard Salt AM	BCB Strata Insurance Brokers.
10.30am	3	Morning Tea around Trade Booths	DIAGNOSTECH Remedial Building Consultancy
11.00am	4	Strata Services Specialist Course to continue	
11.00am	3	Data on Complaints & Dealing with Disputes Matthew Whitton	
11.15am	3	Update on Legislation Panel NSW Fair Trading, Bannermans Lawyers, CHU Underwriting Agencies & Grace Lawyers	
12.00pm	3	Lunch around Trade Booths	TRENCHLESS PIPE RELINING SOLUTIONS
1.00pm	4	Strata Services Specialist Course to continue	
1.00pm	3	SCA (NSW) Strata Works Agreement David Bannerman	
1.15pm	3	Technology & Innovation Matt Larwood	
1.30pm	3	Changing Transport Daniel Borin	
1.45pm	3	Residential Apartment Star Ratings Supratik Ghosh	
2.00pm	3	Keynote Speaker Leading with Purpose Annabelle Chauncy	longitude^o INSURANCE
3.00pm	3	Strata Management Practice Standards Daniel Linders	
3.00pm	4	Young Strata Network Session Speak Up & Influence People Michelle Bowden	LANNOCK STRATA FINANCE
3.10pm	3	Professional Standards Scheme Chris Duggan & Daniel Linders	
3.20pm	3	SCA (NSW) Education Update Sadiye Ince	
3.30pm	3	Afternoon Tea around Trade Booths	DIAGNOSTECH Remedial Building Consultancy
3.45pm	3	Registrations Open for AGM Meeting	
4.00pm	3	Annual General Meeting	
5.00pm	4	SCA (NSW) Board Meeting	
5.00 - 7.00pm	3	Cocktail Function around Trade Booths (Dress code business attire)	Lefand Group Building & Facility Management

Program: Friday 26th October 2018

TIME	LEVEL	PROGRAM	SPONSOR
9.00am	3	Day 2 Registrations Open, Hilton Ballroom	
9.00am	3	Recovery Breakfast around Trade Booths	
9.00am - 10.00am	4	Appreciation Breakfast (By invitation only)	
10.00am	3	Opening Address by Rose Webb Commissioner NSW Fair Trading	
10.15am	3	Keynote Speaker Building Yourself from the Ground Up Jules Allen	
11.15am	3	Morning Tea around Trade Booths	
11.45am	4	Strata Services Specialist Course - Refresher	
11.45am	3	Couch Session Chris Duggan & Muriel Barasso	
12.00pm	3	Dealing with Mental Health Nick Valentine	
12.45pm	3	Growth Statistics for NSW Associate Professor Hazel Easthope	
1.00pm	3	Lunch around Trade Booths	
2.00pm	4	Strata Services Specialist Course - Refresher continues	
2.00pm	3	Finding the Right Staff & How to Keep Them Carolyn Birchill	
2.30pm	3	Keynote Speaker The Renegade Mindset Anh Do	
3.30pm	3	Trade Passport & Exhibitors Prizes	
3.45pm	3	Wrap Up & Close	
4.00pm	3	Afternoon Tea around Trade Booths	
6.30 - 7.00pm	3	Gala Pre-Dinner Drinks	
7.00 - 11.30pm	3	Gala Dinner (Dress Code Casablanca Theme)	

After Party at Glass Brasserie, Hilton Hotel

11.30pm	2	   
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Your Speakers - Day One



David Bannerman

David Bannerman is the principal of Bannermans Lawyers, Sydney's leading strata law firm, providing specialised legal services for the strata industry, the development industry, the construction industry and the insurance industry. David is a qualified lawyer on the roll of the Supreme Court of New South Wales and the High Court of Australia. He is an Accredited Property Law Specialist with the Law Society of New South Wales and has over 15 years extensive experience in all aspects of property law and building litigation.



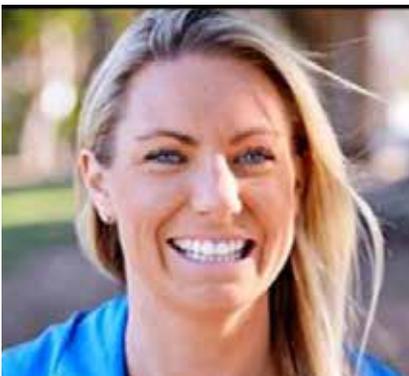
Daniel Borin

Daniel Borin is Director of Sales and Marketing at the MaxSoft Group. He has achieved outstanding success throughout his career and is an asset to the MaxSoft Management team. Daniel's diverse experience and dynamic background over the past two decades include successful entrepreneurial ventures in Hong Kong, China and the Philippines. Before pursuing these opportunities overseas after graduating from Monash University with a Bachelor of Business Marketing, Daniel worked in IT sales and consulting for well-known companies such as Hewlett Packard and EMC here in Australia. In 2009 he returned to Australia to join the family business as Director of Sales and Marketing and has been able to achieve significant growth in the business during this time.



Michelle Bowden

Michelle Bowden CSP is an authority on presentation and persuasion in business. Michelle is a CSP (the highest designation for speakers in the world), co-creator of the PRSI (a world-first psychometric indicator that tests your persuasiveness at work), best-selling internationally published author (Wiley), 9 times nominee for Educator of the Year (PSA), nominee best new TEC speaker 2016, editor of How to Present magazine, producer of Michelle Bowden TV and a regular commentator in print, radio and online media.



Annabelle Chauncy OAM

Annabelle Chauncy OAM is the CEO and Founding Director of School for Life Foundation. Annabelle is a dynamic leader and social entrepreneur who started a multi-national NGO from scratch at the age of 21, with operations in both Australia and Uganda. Annabelle has overcome huge barriers including running two high performing businesses in different continents on exceptionally tight budgets, cultural and gender biases, shifting mindsets, driving change and innovation, engaging staff, building teams and raising capital. Annabelle is not afraid to ask for money, spending time developing targeted strategies for adopting corporate partners, garnering investment from high net worth individuals, engaging some of Australia's best business people to help her build the business and ensuring retention of all parties through rapid growth.



Your Speakers - Day One



Bill Coles

Bill is Managing Director of Cleaning & Caretaking Corporation P/L (CCC) which has been one of the leading Strata Service Providers for over 35 years in Cleaning & Caretaking of Strata Buildings.

Bill is currently sitting on both SCA NSW BOARD (15 years of Service) and SCA National BOARD (2nd year of service) while also chairing both the Events and Services Committees for many years.

Strata Industry Awards received by Bill include Presidents Award, Max Dunn Award & Business Person of the Year Awards. Bill has grown up in Strata and pretty much seen it all, his passion and giving back to the industry is there for all to see.



Heidi Dening

Heidi Dening is an award-winning workplace wellness consultant and speaker, the CEO of Workable Wellness, and one of only a small group of leading professionals in Australia who are accredited and dedicated to supporting human health and well-being in the built environment from the International WELL™ Building Institute. With over 20 years experience in education and health, Heidi specialises in workplace wellness policies, programs and presentations that improves business performance and creates thriving cultures.



Chris Duggan

Chris is Joint Managing Director of the Bright & Duggan Group, a national strata management, building management and property services business. Chris is responsible for the Group's strategic direction and business development.

Chris is the current President of Strata Community Association NSW, Vice Chair of the UDIA Strata Committee and regular industry expert on Government working groups and panels.



Peter Dunphy

Peter Dunphy is Executive Director, NSW Fair Trading - Specialist Services. In this role he is responsible for the strategic leadership of housing and property regulation, building certifier regulation, gas and electrical consumer safety, mine subsidence protection and mitigation and the Loose Fill Asbestos Insulation Taskforce. He has over 28 years of experience in the management of regulatory schemes that protect the NSW community.



Your Speakers - Day One



Supratik Ghosh

Supra has been at NABERS since 2016. As a technical officer, he has worked in developing the NABERS for Hospitals tool and more recently, the NABERS for Apartment Buildings tool, which he currently manages. Supra has a background in mechanical engineering and energy systems. He is working towards a career in sustainability in the built environment.



Kimberley Jonsson

Kimberley is predominantly a specialist in body corporate insurance at CHU Underwriting Agencies, Kimberley is the Regional Manager for NSW and ACT. This move follows, three years as the QLD/NT Branch Manager and ten years in South Australia. In addition to her onshore responsibilities, Kimberley manages a team of support staff located in Manila, Philippines.



Matthew Larwood

Matt Larwood is an experienced tech company executive with a passion for delivering great business outcomes. As the Product Strategy and Business Development Manager for Strata Vote, Matt works closely with customers to understand their business needs and to ensure that technology is helping to make their lives easier.



Daniel Linders

Daniel Linders is the Group Managing Director of Strata Choice. With a strata career expanding over 20 years, Daniel is responsible for providing leadership to Strata Choice branches.

Daniel is a leading figure in the strata industry, is currently serving as Senior Vice President on the Board of Directors of Strata Community Association (NSW) and since 2004 he has been a member of the Code of Conduct Committee. Daniel has an MBA from Macquarie Graduate School of Management and also holds a Diploma of Business in Real Estate.



Your Speakers - Day One



Bernard Salt AM

Bernard Salt AM is widely regarded as one of Australia's leading social commentators by business, the media and the broader community. Bernard heads The Demographics Group which provides specialist advice on demographic, consumer and social trends for business. Prior to that Bernard founded KPMG Demographics. Bernard writes two weekly columns for The Australian newspaper that deal with social, generational and demographic matters. He is an adjunct professor at Curtin University Business School and he holds a Master of Arts degree from Monash University. Bernard Salt is one of the most in-demand speakers on the Australian corporate speaking circuit and has been so for more than a decade.



Peter Ton

Peter has practiced exclusively as a litigation lawyer since graduating university. As a consequence of his extensive litigation experience, Peter is able to advise clients on resolving or avoiding disputes prior to legal proceedings in addition to being able to conduct matters once litigation has been commenced. His main focus is to provide practical advice and achieve the right outcomes for clients whether that is through alternative dispute resolution, negotiation or litigation.



Kathy Townsend

Kathy Townsend is the Director of Industry Support within Fair Trading Specialist Services. Kathy is responsible for the coordination of collaboration and engagement with stakeholders including the Real Estate Reference Group, of which SCA (NSW) is a member. Kathy is also responsible for managing the implementation of key reforms and projects such as the real estate reforms.



Matthew Whitton

Matt Whitton is the Director of Real Estate & Property within the Fair Trading Specialist Services Division and is responsible for coordinating NSW Fair Trading's response to disputes and compliance within the real estate and broader property sector. Matt's expertise is broad encompassing both customer service and investigation functions. Matt's focus has been working with the property industry since 2012.



Your Speakers Day Two



Jules Allen

Jules Allen is a remarkable Australian with a truly moving story. Guided by the philosophy that “your greatest adversity in life is your greatest gift,” Jules’ message centres on accepting life’s challenges and using them as springboards for positive change. Her address to TEDx Melbourne on the power of acceptance was met with tumultuous applause and a standing ovation. Jules is an award winning Youth Advocate. For the past twenty years, she has worked in youth support, child protection, as a school counsellor and in private practice for young people and families in crisis. Jules’s troubled beginnings create the backbone to her expertise in this field. There is so much to admire about Jules Allen including her sheer determination to make a difference, her attitude in the face of extraordinary adversity; and her contagious positivity. She is an inspirational speaker with personal leadership lessons for us all.



Muriel Barasso OAM

Muriel Barasso, OAM – Started in the property development field as an Accountant and Company Secretary which lead to her setting up her first strata business in 1976. Formation member of The Institute of Strata Title Management holding a number of positions on the board including President. Appointed a Fellow and Life Member of SCA (NSW).



Carolyn Birchill

Carolyn is a dynamic, innovative and tech-savvy Operations Manager, and is a specialist at building things from the ground up. She delivers the impossible by using unconventional ideas to solve problems and unlock potential.

Throughout her career, she has been tasked with leading complex projects; from managing mergers of people and systems, to developing innovative digital assets and most recently building a 24/7 online small business channel and evolving it into a world-first App. With a background that spans from large enterprise to start-ups, and many in-between, Carolyn brings a unique blend of robust structure, leading-edge process and dynamic leadership and always work hard to deliver outstanding commercial outcomes.



Anh Do

Anh Do is without doubt, one of Australia’s most talented and in demand keynote speakers and entertainers. He has hosted his own shows including Anh Does Vietnam, Anh’s Brush with Fame, and his Olympic special, Made in China with Anh Do. Anh authored the award-winning autobiography The Happiest Refugee, and has made regular appearances on Thank God You’re Here, Spicks and Specks, Rove, Dancing With The Stars and The Footy Show. An extraordinary comedian and speaker, he has entertained, motivated and impacted the lives of thousands and thousands, young and old, at community and corporate events in Australia and throughout the world.



Your Speakers Day Two



Hazel Easthope

Hazel Easthope is an Associate Professor at the City Futures Research Centre at the University of New South Wales in Sydney. She holds a prestigious UNSW Research Fellowship and is the UNSW Australian Housing and Urban Research Institute Centre Director. Hazel has qualifications in sociology and human geography and researches in the areas of urban studies and housing. For the past ten years, her research has focused on the development, management, governance and planning implications of apartment buildings and estates and the lived experiences of their residents. She has won awards for her research on strata title from the Planning Institute of Australia and Strata Community Association.



Nick Valentine

Nick Valentine is an environmental specialist with the World Bank, with his work taking him to 12 Pacific Island countries. He became a Black Dog Institute speaker because he feels it is very important to share his own personal experiences with anxiety and depression to continue to break down the stigma around mental illness.

Nick's interests has rich and varied interests outside work, but finds most of his time at present, happily, taken up with his wife and three kids. Occasionally he gets out on to the harbour for an early morning paddle on his surfski. Nick also volunteers as a speaker for the Beyond Blue and SANE Australia, and with food-collection charity OzHarvest.



Rose Webb

Rose Webb, Commissioner of NSW Fair Trading, Deputy Secretary Better Regulation, Department of Finance, Services and Innovation. Rose has a wealth of Australian and international experience in the regulatory space, including a recent three-year period working as Senior Executive Director and then Chief Executive Officer of Hong Kong's Competition Commission from 2014 to 2017.

While working in Hong Kong, Rose was responsible for administering the Competition Ordinance, which was established to promote competition and to restrict anti-competitive conduct in Hong Kong. Rose led complaint handling, competition investigations and the provision of competition policy advice to government.

Rose served as Assistant Secretary with the Australian Department of Sustainability, Environment, Water, Population and Communities from 2008 to 2011, where her responsibilities included monitoring, compliance and enforcement activities under environmental law.

