





Rose Webb

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.



Colin Chodos

Colin Chodos is the Director of 'Corporate Connection Strategies'. Colin has extensive experience in facilitating strategic and business planning workshops, benchmarking organisational culture, leadership effectiveness and customer loyalty. He has successfully assisted Clients implement programs that result in significant increases in productivity and profitability. Colin is currently the Chair of 3 Advisory Boards.



Rosalind Coffey

Rosalind Coffey is Head of People, Culture and Client Experience for Macquarie's Banking and Financial Services Group and serves on that Group's Executive Committee. She has Group-wide responsibility for Client Experience, in addition to leading Social Media, Internal Communications, Human Resources, Talent, Diversity & Inclusion and Learning & Development.

Earlier in her career Ros worked at Salomon Brothers, London and Esso, Australia. She spent two years travelling throughout Europe, Asia, the Middle East and Africa. Ros holds a Bachelor of Economics degree with majors in Accounting, Economics and Commercial Law from The University of Sydney, Australia. She was a founding Board member of Advance, Global Australians, and served on its Board for ten years.



David Bannerman

David Bannerman is the principal of Bannermans Lawyers, Sydney's leading strata law firm, providing specalised 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.

SCA NSW 360° CUSTOMER EXPERIENCE CONVENTION 2019





Day 1 Speakers



Daniel Linders

Daniel Linders is the Group Managing Director of Strata Choice. With a strata career expanding over 25 years, Daniel is responsible for overseeing the family business whilst providing leadership to the group's senior executive team.

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 and other industry government committees. Daniel has an MBA from Macquarie Graduate School of Management and also holds a Diploma of Business in Real Estate



Lauren Shaw

Working within the strata industry since 2004 Lauren has in excess of 13 years management experience. Lauren has a strong background in ethical business practices, compliance management, trust account supervision as well as extensive specialist knowledge in large, complex strata schemes and building management committees.

In 2015 Lauren's performance was acknowledged by the industry's peak body, Strata Community Association, where she was awarded 'Strata Manager of the Year'. With tertiary qualifications in sociology Lauren brings a unique approach to Strata Management and understands the nuances particular to those living in medium and high-density communities.



Karina Heinz

Karina has over 28 years of experience in the strata industry. She founded Progressive Strata Services in 1999 which is built on a philosophy of providing exceptional service and prides itself on resolving the most complex issues.

In 2013/14 Karina was a member of our SCA (NSW) - Policy and Legislative Committee. In 2016 Karina joined SCA (NSW) Professional Standards Committee and followed this up by joining this year's SCA (NSW) Strata Manager's Committee. She is one of 5 leading women who head up "Women in Strata".



Dr Laura Crommelin

Laura Crommelin is a Research Lecturer at the City Futures Research Centre in the Faculty of Built Environment at UNSW Sydney, where she undertakes research on urban and housing policy, and teaches planning law in the City Planning program. Laura's particular research focus is on current issues in post-industrial cities, including urban renewal, high density living, and digital disruptions (e.g. Airbnb).







Paul King

Paul King is a mediator with NSW Fair Trading Customer Service Division. Paul has been in the strata and community schemes mediation unit since 1998. Paul also mediates in retirement villages, residential parks disputes and presenting strata information seminars for unit holders. Prior to working in strata mediation, Paul was with the Building Services Corporation as a mediator in building disputes. Everything before the above is a blur and expunged from his memory.



Trudy MacDonald

Trudy is an established business leader and human resource professional who specialises in enabling businesses to become great by maximising the performance of their people. She is an award-winning speaker having been honoured as "Speaker of the Year" - Australia and New Zealand in 2015 & 2014 and Best New Speaker in 2013 by global CEO network - The Executive Connection. Trudy is a regular speaker at Industry Associations, Conferences and Corporate Events and is consistently among the highest rated speakers.

Trudy's career is founded on an education in Organisational Psychology and spans Australia, New Zealand, the USA and parts of Asia. Currently, Trudy is the Founder and Managing Director of TalentCode HR and is passionate about improving the performance of businesses by creating high performance cultures and developing leadership capabilities.



Ben Darwin

Ben Darwin is a former Wallaby who played 28 tests for Australia and was lucky enough to win a Super Rugby title. However, a spinal injury forced Ben to retire and take up coaching and Data Analytics. Ben began Gain Line Analytics in 2013 after more than a decade of involvement in professional sport.





Day 2 Speakers



Monika Tu

Monika Tu came to Australia with no money, no contacts, and no English. She sold blank CD's at the markets and turned this into the multinational company, Laser Corporation. As Founder and Director of the Black Diamondz Group, she is a multiple award-winning agent, and perhaps Sydney's number one real estate agent for luxury properties. She is a philanthropist and brand Ambassador for BMW Australia, MCA and FOMA, as well as a founding patron of the Global Women Leaders for ICRC.



Samantha Reece

Samantha Reece, Director Australian Apartment Advocacy (AAA), is recognised as a well-respected property commentator. Qualified in marketing and PR, Samantha has played a major role in the property sector for the past 25 years, providing strategic advice to major developers including Finbar, Stockland, Peet and Clough Property.

In September 2016 Samantha established the WA Apartment Advocacy to provide a voice to those that choose apartments and was the recipient of the Minister's Award at the 2018 State PIA Awards for Excellence. In 2019 Samantha formed the Australian Apartment Advocacy and commenced her education campaigns and research on a national scale. Samantha is a regular commentator in the news including Today Tonight, Channel 7/9/10, Real Estate Conversation, Sunrise and The West Australian.



Melinda Dewsnap

Melinda Dewsnap is the Sustainability Manager – Residential, at the City of Sydney. She is leading the team responsible for implementing the Residential Apartments Sustainability Plan. This is a 10 year plan to advocating and driving toward leading practice efficient apartment buildings. It focuses on improving the standards and design of new buildings and retrofitting, training and engagement with building managers, owners and strata managers to improve the performance and liveability of existing buildings.



Colin Grace

Colin is the Business Development Director and oversees Grace Lawyers' corporate, property, planning and strata and community law practice areas. Colin commenced his career as a clerk with the Bureau of Consumer Affairs (now the Office of Fair Trading) in 1978 in the Fair Rents and Strata Titles Board.

At the end of his 20 years public service career he was the Registrar of the Strata Titles Board and manager of the Strata Titles Office. He has also been a part time member of the Consumer, Trader and Tenancy Tribunal (2007). Since 1998 Colin has pursued his legal career with the same commitment to the strata and community title world by providing services to owners, owners corporations, developers and Government.

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Day 2 Speakers



Cathy Sherry

Cathy Sherry is a leading Australian researcher on Strata and Community Title. She provides advice to government and the private sector on the complexities of collectively owned property, both nationally and internationally. She is currently on the Technical Committee for the United Kingdom Law Commission reform of commonhold.

Her book, Strata Title Property Rights: Private governance of multi-owned properties (Routledge 2017), the first academic legal monograph on strata title in Australia, has been cited by the Privy Council (O'Connor v Proprietors, Strata Plan No.51 [2017] UKPC 45). Cathy's research focuses on the social implications of private communities, as well as optimal planning for children. Cathy has a special interest in urban farming and the challenges of providing growing space in high density cities.



Kim 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 Manilla, Philippines.



Mia Freedman

Mia Freedman is the co-founder of the Mamamia Media Group - Australia's only women's media company and the largest women's podcast network in the world. With an audience of millions of women every month and a staff of more than 80 people - 95% are women, Mamamia's mission is to make the world a better place for women and girls, through content and by partnering with charities like Share the Dignity and Room 2 Read. Mia also founded a platform called Lady Startup to help educate and promote businesses owned by women and it's her mission to help 20,000 women launch their own businesses by 2020.