SCA Webinar – Strata Hub

Strata Hub benefits	Bulk upload
- Better access to information about schemes and buildings. - One stop shop for strata. - Up-to-date with any changes to strata laws that impact them. - Improved and secured contact with emergency services.	72 SMA organisations have subscribed to the API - Our February 27 release will contain improvements such as added help text, prefilled sample spreadsheets, extra templates, and enhanced system rules. - We are working closely with them and providing ongoing support to our customers. - Common issues in spreadsheet upload have been where reports without mandatory information are being submitted.

BPay

Benefits with current model	Challenges
- Fewer errors and mistakes in amounts. - Clearer financial and compliance tracking. - More secure	- CRN needs to be generated for each payment. - Administrative burden to enter a different CRN for each BPay payment. - Cannot be processed in bulk.

Bulk Payment

Where we are now	Where to from here
- Discussing bulk payment solutions with Revenue NSW for alternate solutions. - Work to find possible solutions to current vulnerabilities in bulk payments. - For discussion: auditing and security implications for bulk payment	- Priority is to enable reporting for 2023 and 2023. - Continued feedback and engagement with SCA.

Privacy	The future of Strata Hub
- Strata scheme information is protected by robust privacy and security measures. - DCS has as standard practice to complete rigorous security and penetration testing. - Reported contact details are **not visible** to the general public but are available to residents and owners for a particular scheme. This includes contact details for their strata manager and building manager. - The phone number of the secretary and chairperson are **not visible** to residents or owners. Only the name and email address of the secretary and chairperson **are visible**. - The emergency services contact details are **only visible** to NSW Fire & Rescue, SES, Police and Ambulance and to the strata scheme's local council.	- Ongoing customer feedback to adapt and improve Strata Hub. - Enhanced educational material for owner corporations and strata scheme owners. - Leveraging data to identify trends, understand strata in NSW and provide targeted support to schemes. Future-state features: - Service for business profile. - Communication mechanism with strata schemes. - Customer survey integration.