

PRINCIPALS RETREAT 2023 PROGRAM



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VIC



CHU



MACQUARIE
BANK

DAY ONE

FRIDAY 21 APRIL 2023

9:30AM -
10:00AM

REGISTRATION AND MORNING TEA

10:00AM -
10:15AM

OFFICIAL WELCOME

10:15AM -
11:30AM

Topic: Reaching an Inflection Point: How to Thrive in a Challenging Environment.

An important insight into Macquarie Bank's research which analyses 270 leaders in the strata industry. The study compares higher performers to the less profitable and some of the reasons for this. There will also be a discussion on business performance, management fees, costs, and ways to adapt to a shifting environment.

Speaker: Tim MacKenzie, National Segment Head – Strata Business Banking, Macquarie Group Limited

11:30AM -
12:30PM

Topic: Building Your Business, A Strata Manager's Journey

In this session, a senior strata manager will draw on her 23 years in the industry, outline the keys to success and how to positively impact the profitability of your business.

Speaker: Cathy Pashley, Principal & Strata Manager, North Shore Strata Management; SCA (QLD) Board Member

12:30PM -
1:30PM

LUNCH - MUDJIMBA VERANDA

1:30PM -
2:15PM

Topic: Alternative Models to Insurance Commissions

Learn from two senior strata managers regarding their approach to alternative insurance commission models, and how they are currently implementing these alternatives. This presentation will be followed by a workshop to analyse what is required and what should be included in the Practice Guideline to appropriately reflect the perspective of industry.

Speakers: Gregor Evans, Managing Director, The Knight, SCA (Vic) Board Member, Anton Silove, Director, MBCM Strata Specialists & Damon Casci, National Strategic Partnership Manager, Whitbread

2:15PM -
3:15PM

Topic: Using Social Media With AI to Accelerate Business Growth

This session will focus on the use of social media with AI tools to accelerate business growth. You will also learn key best practices and techniques in social media marketing.

Speaker: Dr Karen Sutherland, Dharana Digital

3:15PM -
3:45PM

AFTERNOON TEA

DAY ONE

FRIDAY 21 APRIL 2023

3:45PM -
4:15PM

Topic: SCA National Update

Alisha will be giving a national update of the projects that SCA are undertaking to benefit members, including the progress of SCA becoming a Registered Training Organisation.

Speaker: Alisha Fisher, CEO, SCA National

4:15PM -

SUMMARY AND CLOSE

6:30PM -
9:30PM

DINNER - TIDES WATERFRONT

DAY TWO

SATURDAY 22 APRIL 2023

9:30AM -
10:00AM

REGISTRATION AND MORNING TEA

10:00AM -
10:10AM

WELCOME AND SUMMARY OF DAY TWO

10:10AM -
12:10PM

Topic: Transformational Growth – Practical Strategies to Accelerate Growth

Cameron will outline the current growth state in each business, what you would like your business growth to look like and how to achieve this. This presentation will equip you with practical and relevant skills and key takeaway actions for your business.

Speaker: Cameron McMillan, Right Hand Advisors

12:10PM -
1:00PM

LUNCH

1:00PM -
1:45PM

Topic: New Technology (AI) That is Impacting the Insurance Industry and Your Business

This session will focus on how new technology, such as drones and artificial intelligence (AI) have been successfully employed by CHU to analyse the health of buildings, collate maintenance data and information, and improve efficiency in service and compliance processes.

Speaker: Chris Frazer, General Manager, CHU Underwriting Agencies Pty Ltd & Ani Kakulapati, Chief Customer Officer, CHU Underwriting Agencies Pty. Ltd.

1:45PM -
2:15PM

Topic: SCA (Vic) Update & Strategy

An outline and discussion of SCA (Vic)'s future direction and strategy. The session will also focus on advocacy and education.

Speakers: Julie McLean, President SCA (Vic) & Susan Chandler, Regional Manager (VIC), SCA National

2:15PM -
2:45PM

AFTERNOON TEA

2:45PM -
3:45PM

Topic: Contract of Appointment (CoA) & Schedule of Fees

The draft version of the revised CoA will be discussed and delegates will be given the opportunity to provide feedback.

Speakers: Gregor Evans, Managing Director, The Knight, SCA (Vic) Board Member & John Botha, Managing Director, Highrise Strata Management

3:45PM -

SUMMARY AND CLOSE OF DAY

6:30PM -
9:30pm

DINNER - THE LOOSE GOOSE RESTAURANT

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