

## 2023 Year in Review

### The Year in Numbers

- 21 Years of Owner Advocacy & Education
- 8 Government [Submissions](#)
- 10 [Events](#)
- 26 [News Articles/Podcasts](#)
- 7 [Radio Interviews](#)
- 3 [TV Interviews](#)
- 4 Hardworking Volunteer [Board Members](#)
- 4 Part-Time Staff Members
- 2 fabulous pro bono defects lawyers –  
Banjo Stanton and Paul Jurdeczka

### Member Events

- What To Expect from Your Building Manager
- Futureproofing Your Insurance with Waterproofing
- iCIRT Star Ratings Explained
- The Design & Building Practitioners Act Explained
- Strata Living Rights & Responsibilities
- Embedded Networks
- Low Cost, High Value Security Upgrades
- Fire Safety
- Strata Matters Conference
- OCN AGM + Strata Sustainability & Resilience

### Advocacy

#### NSW Election 2023

OCN launched a strong policy platform to better protect NSW's 1.1 million (1 in 5) residents. We then produced a [scorecard](#) on the government's deliverables in our 10 key changes to improve strata owning and living. Our request for quarterly Ministerial meetings saw the introduction of quarterly consumer roundtables, with the Fair Trading, Building, Rental and Strata & Property Services Commissioner all in attendance.

#### NSW Strata & Property Services Commissioner

OCN has worked closely with the newly titled Strata Commissioner on issues such as regulation of strata managers, insurance availability and affordability, and debt recovery. He has an ambitious Futureproofing Strata vision, but to date no resources to action it.

[www.ocn.org.au](http://www.ocn.org.au)

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## **Insurance**

OCN contributed to the [Independent Review of Strata Insurance Practices](#), which looked at the disclosure practices of intermediaries. SCA National has since developed 'Best Practice Guidelines' for its members, with best practice becoming mandatory under their Code of Conduct.

## **Building Defects**

The NSW government honoured its commitment to establish a specialist Building Commission. We made several submissions on building law reforms and welcomed the increasing number of Orders to fix serious defects

We also liaised with government on the time and cost impacts of applying the *Design & Building Practitioners Act* to remedial works, and secured some concessions to the strict application of this legislation.

And the iCIRT star rating for developers, builders and certifiers we helped develop hit the market to help off the plan purchasers make better informed decisions.

## **Embedded Networks**

OCN co-signed a submission with other consumer groups on unfair trade practices, including developer-led embedded networks and insurance commissions.

## **Emergency Preparedness**

With a grant from City of Sydney we took a deep dive into emergency preparedness, with the aim to develop tools and resources for strata committees and residents.

## **Electrification of Strata**

We campaigned for strata to be included in government strategy and support on a State and federal level, including meeting with the federal Minister for Climate Change and Energy and the Member for Wentworth.

## **Land Registry Services**

We attended quarterly stakeholder meetings with the CEO and senior team, and campaigned for cheaper fees for by-law lodgement, which strata managers can no longer do, and electronic certificates of title.

## **Strata Life Journey**

We worked with NSW Customer Service to map the life journey from thinking about buying an apartment through to collective sale, with the aim for them to develop resources to assist people at identified pain points.

## **2026 Census**

We joined the UNSW City Futures Research Centre in calling for an additional question – Is this property strata/unit title?