



Institute of Strata Title  
Management Ltd

**11th—14th March 2010**  
**Cradle Mountain, Tasmania**

# **ISTM Principals Retreat 2010**



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## A note from the ISTM President

Next year's Principal's Retreat, being held at Cradle Mountain in Tasmania, is shaping up to be a valuable opportunity for Strata Principals to network effectively and to focus on issues that will benefit their businesses.

A request from the Licensed Chapter Committee to structure a program that will assist Principals in their business growth has been taken into account with topics such as Marketing the Strata Management Business, the Fair Work Legislation and Financial and HR Management amongst the topics on the Agenda.

I strongly encourage you all to attend to help make this Retreat the best one yet.

David Ferguson  
**President**

### **SPEAKERS**

#### **Joydeep Hor—Harmers Workplace Relations**

Joydeep is an accomplished presenter who regularly conducts management training sessions on workplace law topics for leading Australian businesses, as well as prominent public sector employers. He regularly presents seminar papers and has been widely published on employee relations issues.

Joydeep is a Fellow of the Australian Human Resources Institute. As Staff Partner of Harmers he has seen the firm win the Institute's Award for Excellence in People Management in NSW. He was appointed Managing Partner in July 2006, since which time the firm has received the prestigious ALB Australasian Law Award for Employment Specialist Law Firm of the Year for four consecutive years.

#### **Alex Ilkin—Alex Ilkin & Co Solicitors**

Alex is a Solicitor of the Supreme Court of New South Wales with over 35 years experience and an acknowledged specialist in all aspects of strata schemes and community schemes law. He currently advises clients in areas which include: resolving all types of disputes in strata and community schemes; drawing a variety of bylaw and licence agreements; recovering outstanding funds, levies and other debts; undertaking strata and community schemes property developments; making warranty and insurance claims; and covering day to day residential, commercial and industrial conveyancing transactions.

He has published articles on practical solutions to problems experienced in strata and community schemes in NSW.

# Program Overview

## Day 1—Thursday 11th March 2010

12:50pm	Flight from Sydney to Launceston
3:00pm	Transfer from Launceston to Cradle Mountain Lodge
6:30pm	Dinner—Welcome and Opening by The President

## Day 2—Friday 12th March 2010

8:30am—11:30am	<b>Workshop 1 — Building a Business</b>  Session 1—Marketing in Strata—developing a marketing plan Session 2—Service costing—capturing additional service fees and charges—possible speaker or panel from different offices
11:30am—12:30pm	King Billy's Track walk (approx one hour)
12:30pm—1:30pm	Lunch
1:30pm—5:00pm	<b>Workshop 2 — Managing your people</b>  Session 1- Fair Work Act- Joydeep Hor—Harmers Workplace Lawyers Session 2- Dangling the Carrot — incentive based staff packages—Mercers
6:30pm	Dinner

## Day 3—Saturday 13th March 2010

7:30am—11:30am	Dove Lake Guided Walk (3 1/2 hour duration with time to refresh on return)
11:30am—1:00pm	<b>Workshop- Legal Matters</b>  Business Risk —Alex Ilkin—Alex Ilkin & Co Solicitors Defamation Privacy Act Duty of Care
1:00pm—2:00pm	Lunch
2:00pm—4:30pm	<b>Workshop - Q&amp;A Panels</b> Facilitator—Peter Callaghan
6:30pm	Dinner

## Day 4—Sunday 14th March 2010

7:30am—3:30pm	Cradle Peak Guided walk (optional at an extra cost)
12pm	Transfer Departs for Launceston for those delegates booked to return on the 14th

# Program Detail

## Friday Sessions

### Workshop 1—Building a Business

#### Session 1—Marketing in Strata—developing a marketing plan

This session will be designed to cover topics such as:

- Why develop a marketing plan
- Where do you want your business to be in 5 years – 10 years
- How do I get there
- What sort of business do I want it to be
- How do I target a specific market
- How to be the best business in the business

#### Session 2—Service costing—capturing additional fees and charges

Speaker to be determined or a panel of Strata Principals using differing methods. This session will cover some of the questions raised concerning Schedule B and any other fee issues. It will provide an opportunity for Principals to share information on their practices in fee setting.

### Workshop 2- Managing your people

#### Session 1 – The Fair Work Act

Joydeep Hor from Harmers Workplace Lawyers will expand on the topic Fair Work Reforms - Compliance in Practice as presented at the ISTM 2009 Convention. The session will provide practical aspects of dealing with the new laws and will include setting up systems, and practical applications/solutions. A Q&A session will be included.

#### Session 2 – Dangling the Carrot

Session will address developing a recruiting process and remuneration package to include incentives. Mercer's are being approached for this presentation.

## Saturday Sessions

### Workshop 3 – Legal Matters

Alex Ilkin will provide an overview of topics such as defamation and business risk and then lead a discussion session. Issues put forward include Defamation, The Privacy Act and an Agents Duty of Care. This will be further developed with Alex.

### Workshop 4 – Q&A Panel – Session Facilitator Peter Callaghan

Members have requested time to put forward for general discussion, issues which are of concern to them. Members can nominate topics prior to the Retreat and the facilitator will field these questions to a panel and also to the delegates for discussion and resolution. Peter Callaghan has been approached to take on the facilitator role for this session.

# Activities Detail

***During the Principals Retreat there will be opportunities to participate in various short walks through the beautiful Cradle Mountain. You will need to nominate to attend the walks on registration and some of the walks will incur an extra fee in addition to your delegate registration***

## **Friday 12th March 11:30am—12:30pm— KING BILLY TRACK**

Ramble along this age old temperate rainforest to discover Myrtle, Sassafras and ancient King Billy Pines up to 1,500 years old. These giants are now fully protected, although they were once highly sought after for their timber. The collection seen en-route are some of the oldest known in the local area.

**This walk is included in the cost of the delegate registration**

## **Saturday 13th March 7:30am—11:30am – DOVE LAKE CIRCUIT WALK**

Offering superb views of Cradle Mountain, this is an easy grade walk around spectacular Dove Lake. It is a great interpretive walk that passes through a number of different vegetation types, including the cool temperature rainforest of the Ballroom Forest. This walk is suitable for people of all ages and fitness levels

**Cost: \$30 inc GST**

## **Sunday 14th March 7:30am—3:30p— CRADLE MOUNTAIN SUMMIT CLUB**

To achieve great works, great efforts are required. For those that want to make it to the top of everything they do, a full days hiking is recommended to the summit of Cradle Mountain. This walk is very difficult and requires moderate to high level fitness. The spectacular views and personal sense of satisfaction gained from reaching the summit are hard to beat. The price includes return transfers to Dove Lake, morning, lunch and afternoon tea.

**Cost: \$115 inc GST (please note if you choose to participate in this walks you will need to organise accommodation for another night and transfers to the airport on Monday 15th March 2010)**