

NATIONAL

The AI liability trap – navigating the risks of artificial intelligence in strata



SO ... WHAT'S THIS AI THING ANYWAY?



WHAT DOES IT LOOK LIKE FOR STRATA?

Low-level examples of tech/AI that already part of the strata experience.

- Online facilities – e.g. the portal.
- Cashflow projection (within broader framework of financial reporting).
- Digital recordings – MS Teams, Zoom etc. – online meetings support.
- Chatbots on management websites.
- AI - supported receptionists for call redirections.
- Automated processes such as levy notices.

WHAT DOES IT LOOK LIKE FOR STRATA?

Examples of administrative automation and support:

- Automated backend functions like invoice-uploading and coding.
- Administrative tasks just as document/report summaries for emails.
- App and website forms and workflows as opposed to manually download-fill-return send.
- Ballots, voting, results distribution.
- Workflows such as Quoting >> Committee Vote >> Work Order being made simpler.
- Turning recordings into written draft minutes for meetings – accuracy and time.
- Super-editor for reviewing communications generally.

WHAT DOES IT LOOK LIKE FOR STRATA?

Examples of trying to replace the human touch:

- Strata and legal advice.
- Solving problems – disputes & mediation, building maintenance needs, historical factors.
- AI receptionists for problem solving at the point of call.
- Automated responses to inquiries.
- AI conducting a digital AGM with “cameras off”.

WHAT ARE THE BENEFITS?

- If AI can perform an action to the same quality level as a person, or better, it's likely doing it faster.
- Productivity for strata management businesses and increase time to spend on higher-complexity needs.
- Time saving for strata owners and committee members.
- Alignment of processes – e.g. apps already for communication, banking, entertainment, social media – there is a reasonable 'catch up' expectation for strata.

WHAT ARE THE RISKS?

- Overreliance on AI can destroy your credibility when the AI is wrong.
- Quality control over actions and advice.
- Legal implications – hallucinations, confidentiality, bias, overconfidence, costs.
- ‘Reasonableness’ is difficult enough to define for people, AI does not have a purpose-applicable understanding of this test yet.
- Strata is fundamentally about the human experience. AI is a mimic, but not human.
- Human emotional nuance, irrational and unexpected behaviour, and ambiguous legislation create potential trip hazards for improperly applied AI.

AI LEGALITIES ALREADY IN STRATA?

- Broadwater Tower [2026] QBCCMCmr 7 (19 January 2026)
- Sky Gardens [2025] QBCCMCmr 373 (29 October 2025)
- Anecdotal examples.

Q&A

- Best practice?
- What matters most?