

SCA Australasia Statement
Tuesday 10 September 2024
Alisha Fisher, CEO SCA Australasia

Strata Community Association Australasia (SCA) strongly condemns the behaviour of rogue operators and poor practices within the strata sector. The actions of a few are not reflective of our broader industry.

SCA is concerned about opaque and misleading practices presented in media reports, along with activities lacking transparency or not following our mandated best practice for members.

We expect that our members act professionally and in the best interests of their clients and their communities. They share our concern about rogue operators, poor practices and unethical behaviour.

We act within our power as a professional association to educate members about best practice and have expelled members if they have failed to meet our Code of Conduct and practice standards.

SCA has continuously advocated for significant progressive professional and consumer focused changes to the strata sector across Australia. This advocacy has included measures to raise minimum education standards for strata professionals, increase funding for or establish strata commissioners, introduce co-regulation models, initiate or contribute to progressive legislative reform, provide additional consumer support materials and implement improvements to building quality and defect management.

SCA will continue to work with members and stakeholders across Australia to implement positive change across the sector and to enhance the strata management profession. This includes the creation of our Best Practice Disclosure Guide, appointing a new Independent Chair of Complaints and Conduct and the next step of our business practices review.

We welcome the strengthening of measures and protections that further professionalise our sector and deliver better outcomes for consumers and continue to work collaboratively with our members, governments and regulators.

We have dedicated additional resources to, and encourage any person who holds a complaint to contact complaints@strata.community to access our independent complaints management process, or visit the SCA Australasia website to view our [Code of Conduct](#) here.

Media enquiries:

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About Strata Community Association (SCA)

[Strata Community Association \(SCA\)](#) is the peak body for Body Corporate and Community Title Management (also referred to as Strata Management, Strata Title, or Owners Corporations Management) in Australia and New Zealand.

Our 5,000 individual and corporate members include strata/body corporate managers, support staff and suppliers of products and services to the strata sector.

We believe in taking action with urgency in order to raise public awareness about some of the most pressing issues facing today's society.