

11 August 2023

Australian Bureau of Statistics
ANZSCO Review – Statistical Infrastructure Branch

updating.anzsco@abs.gov.au

Dear ANZSCO Review Team,

RE: ANZSCO comprehensive review – consultation round 2

Strata Community Association (SCA) Australasia is pleased to have the opportunity to respond to the public consultation as a part of the wider ANZSCO comprehensive review – consultation round 2.

SCA is the peak industry 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, owners' representatives and suppliers of products and services to the industry. SCA proudly fulfils the dual roles of a professional institute and consumer advocate.

Please find our answers to the proposed questions for consideration relevant to our industry below.

Question 12. Are there any occupations in your industry, business or workplace which we should consider classifying under a different ANZSCO category (e.g. sub-major, minor or unit group)?

The case for Unit Group Change for strata community management

*Yes. We are seeking a significant change to break out of our existing classification and obtain a new **Unit Group** classification.*

There is significant overlap between Questions 10 – 13 in this consultation survey, so we will try to include all information in this Question 12, as it most adequately addresses the changes we are seeking.

What is the current classification for our industry?

Currently ANZSCO has the only classification for professionals within the strata community management industry as:

612112 Property Manager

Supervises the leasing of rental properties on behalf of owners. Registration of licensing may be required.

Skill Level: 3

Specialisation:

- Body Corporate Manager*

Currently, the only classification applicable to our industry, as listed above (612112 Property Manager with specialisation of body corporate manager) within unit group (6121 Real Estate Sales Agents) does not adequately describe the tasks or functions of the professional employed in the strata community management industry.

We believe that a new Unit Group should be created for strata community managers based on:

- a) The size of the strata industry and employment in roles within the strata industry
- b) The unique education requirements
- c) The industry-specific governing legislation and
- d) The job tasks and functions

Within the new Unit Group classification, we believe there are up to three specific roles which can be included in our industry, which are:

- **Principal / Branch Manager**
- **Strata Community Manager**
- **Assistant Strata Community Manager**

The new Unit Group classifications with new unique identifiers should be separate enough from Real Estate Sales Agents as to adequately describe the roles, responsibilities and tasks performed by Strata Community Managers, as opposed to all of the occupations or specialisations currently represented in the 6121 Real Estate Sales Agents classification.

- We believe that the separation of Unit Group '2245 Land Economists and Valuers' within 'Property Operators and real estate' serves as an excellent example of the type of Unit Group creation we are seeking for Strata Community Managers.
- Another excellent example of a Unit Group classification that would be representative of Strata Community Managers would be similar to that of the '149913 Facilities Manager' occupation.

Expanding on what we have listed above, the current *Minor Group* classification of 612 Real Estate Sales Agents does not accurately reflect the duties that a strata community manager performs.

The Real Estate Sales Agents main tasks, listed on the ABS website¹ are as follows:

¹ Australian Bureau of Statistics, ANZSCO Occupations Classifications 2022, accessed at <https://www.abs.gov.au/statistics/classifications/anzsco-australian-and-new-zealand-standard-classification-occupations/2022/browse-classification/6/61/612>

Real Estate Sales Agents Tasks Include:

- accepting and listing properties and businesses for sale and lease, conducting inspections, and advising buyers on the merits of properties and businesses and the terms of sale or lease
- advising vendors of sales and marketing options such as sale by auction and open house inspections
- cataloguing and detailing land, buildings and businesses for sale or lease, and arranging advertising
- assessing buyers' needs and locating properties and businesses for their consideration
- offering valuations and advice for buying and selling properties and businesses, and structuring the terms of settlement
- collecting and holding rent monies from tenants, and remitting to owner on agreed basis
- monitoring and addressing non-compliance with terms and conditions of tenancy and pursuing rental arrears
- developing and implementing business plans, budgets, policies and procedures for the agency
- may arrange finance, land brokerage, conveyancing and maintenance of premises

There is almost no crossover in the tasks listed here when compared to the tasks lists identified by the detailed positions descriptions we have included below in our job / role descriptions (see below for full details).

The focus on listing, selling and buying is not shared at all by strata community managers.

Strata community manager tasks are more administrative in nature, which has led to our recommendations to re-classify unit groups.

A detailed comparison between what we have included as the descriptions we are seeking in our *Unit Group* should provide a good basis to support breaking out of our current classification.

Background – Strata industry growth and professionalisation

Strata properties form a large and growing proportion of housing stock in Australia. As of 2022, there are just over three million (3,071,188) lots (units, townhouses etc.) registered across Australia.

The projected population range living in strata-title in Australia is between 4,007,901 and 6,679,835 people, or between 16% and 26% of the population. Obtaining a more accurate number is not possible as the Census conducted by the ABS does not currently collect the number of people living in strata title properties, rather only those living in apartments (Strata Community Association have made a submission to have this included in the 2026 Census).

The growth of the strata community management industry is linked very closely to how many new apartment, townhouse and other strata-titled buildings are being created.

Both Australia and New Zealand have seen growth in strata dwellings over the past decade as government promote urban consolidation (building up, rather than out) within existing urban areas. In 2015, the volume of attached dwelling construction paralleled detached-housing construction, and although that has fallen to a small degree more recently, the pace of strata developments continues.

Whenever a strata-title is created and executed, the legal formation of a body corporate, owners corporation or strata company (terminology depends on jurisdiction; we use strata community as a “catch-all” term) occurs, which oversees the operations, maintenance and management of the common property of the building, including driveways, gyms, carparks, lifts, lighting, pools and other common property elements.

A large and growing number of Australians are, as a result, affected by the decisions, legislation, regulation and conditions experienced within their strata community.

Management of the common property through the strata community is undertaken by a committee of the owners. They are required to ensure that the building meets all legislative and compliance requirements, and also have an obvious interest in maintaining and enhancing the value of their investment, which for many is the most valuable they will own.

The management of common property is often quite complex, especially if the property includes factors such as: a large number of units, height (stories of buildings), added complexity in their common property (such as lifts, gyms and pools) or involves other property types (e.g. community title or BMC).

Due to this combination of factors, a large number of strata schemes in Australia and New Zealand turn to professionals who have the skills, knowledge and qualifications to assist them to manage their scheme effectively.

As a result, the growth of the strata community management profession will continue at a fast rate, as population growth, strata-titled dwelling approvals and the number of people choosing strata management are all confidently predicted to grow rapidly throughout at least the next decade, and likely beyond.

Since the majority of attached dwellings are managed through the strata industry, demand for a skilled strata workforce has increased since 2015. A Macquarie Business Banking study revealed that hiring intentions have surged since 2015, with almost three out of four strata management businesses now saying they plan to grow staff numbers in the next 12 months. As a result, competition for staff intensifies, making it vital to engage and retain talented people in the sector.

Based on the Macquarie 2023 Strata Management Benchmarking Report², for every 365 new strata lots created, 1 full-time equivalent person is required in the strata industry.

To show how many jobs in the strata community management field this will create, and the rapid pace of the timeline:

- 2018 Australian National Strata Data Report³ reported 2,587,397 strata lots
- 2020 Strata Insights Report⁴ reported 2,869,845 strata lots
- 2022 Strata Insights Report reported over three million (3,071,188) lots

Drawing on Macquarie Report estimation above⁵, approximately 1,600 new full time equivalent people will have joined the strata industry in the 4-year period 2018 to 2022.

² Macquarie 2023 Strata Benchmarking Report, accessed at <https://www.macquarie.com.au/business-banking/strata-industry.html>

³ UNSW National Strata Data Analysis, accessed at <https://cityfutures.be.unsw.edu.au/research/projects/national-strata-data-analysis/>

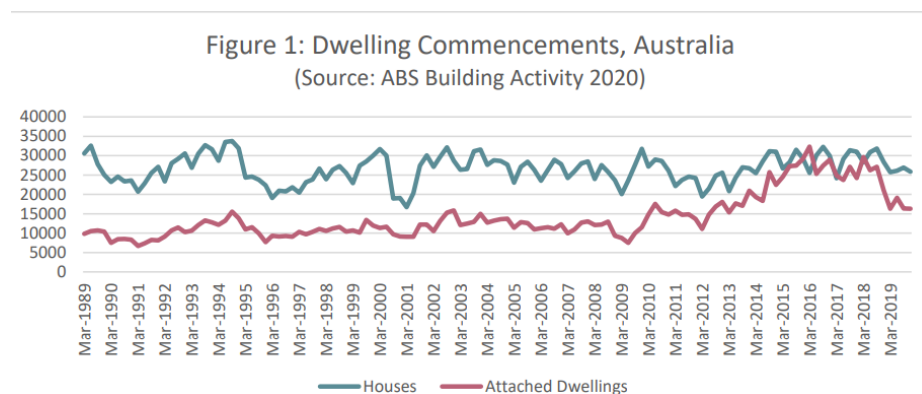
⁴ UNSW Australasia Strata Insights Report 2020, accessed at <https://cityfutures.be.unsw.edu.au/research/projects/2020-australasian-strata-insights>

⁵ Macquarie 2023 Strata Benchmarking Report, accessed at <https://www.macquarie.com.au/business-banking/strata-industry.html>

Should the strata development continue to grow at these rates, based on the strata manager / lot calculation, this means we will have approximately 3,665 full time equivalent people join the industry between 2020 and 2026. In 2026 there will be 3,924,889 new strata lots which will require an additional 1,066 full time equivalent people working in strata that single year.

There are currently at least 3,923 full-time strata managers across Australia and the industry makes a \$6.9bn contribution to the economy.⁶

In New Zealand, there are 164,246 lots registered and 5% to 7% of the population living in strata (between 246,370 and 344,918 people).⁷



⁶ UNSW Australasia Strata Insights Report 2022, accessed at <https://cityfutures.ada.unsw.edu.au/2022-australasian-strata-insights/>

⁷ UNSW Australasia Strata Insights Report 2022, accessed at <https://cityfutures.ada.unsw.edu.au/2022-australasian-strata-insights/>

Occupation / Role descriptions

Within the Unit Group allocation of Strata Community Managers, the summaries of the two occupations tasks and qualifications below should give a very good indication of what would need be listed.

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined in the descriptions below.

Strata Community Manager

Overview

Strata Community Managers provide the administrative services to Strata Communities and look after some of the designated functions for the common property which is shared across all owners. Lifts, basements, air conditioning and heating systems, complex fire safety systems, gyms, pools, saunas and rooftop gardens each come with their own rules, regulations, maintenance schedules and specialised maintenance and repair requirements. Even older or smaller complexes are much more complicated to manage, as new legislation covering accessibility, energy efficiency, insurance, pool and sauna usage and waste management, among others, add to the intricacy of managing a strata scheme. The managed properties could be in either of the following areas: Residential, Commercial, Industrial as well as more complex structures.

Day to Day Tasks

- Manage the financial administration of the scheme/plan as per the Management Agreement, legislation, and other governing rules and guidelines
 - In collaboration with the strata/body corporate committee, identify projected income and expenditure and prepare the draft administration and capital works fund budgets
 - Present budget to committee and owners for approval at an Annual General Meeting
 - Set up and monitor the collection of levy payments, levy arrears and collections process for assigned portfolio
 - Coordinate payment of creditor invoices, disbursements and other expenses incurred in connection with the management of the strata scheme.
 - Review monthly financial reports and ensure a management summary (balance sheet, statement of income and expenditure and levy status report) is submitted to the client.

- Maintain records, documents and files relating to the client and management of the property scheme/plan.
- Support the client in the preparation and running of annual general meetings, extraordinary general meetings and committee or other meetings.
 - Prepare and distribute notices, agendas and minutes
 - Facilitate and, where requested, chair meetings
- Identify and review plans and drawings, locate and identify key features on a site plan and extract data from plans, drawings and specifications
- Identify and comply with legal principles and legislative requirements affecting strata schemes
- Support the client in maintaining the value of their property by coordinating preventative works, remedial works or unplanned repairs and maintenance. Establish legislative and governance requirements of owners committee, facilitate establishment of owners committee and support owners committee
- Manage conflicts and disputes and negotiate resolution
- Comply with legislative requirements for insurance, arrange valuation of asset for insurance purposes, place and review insurance arrangements
- Handle strata community funds held on and in trust
- Contribute to sustainable solutions throughout a building life cycle
- Support the owners committee to obtain legal representation and prepare for cases brought before a tribunal
- Identify and analyse risks and opportunities in the property industry
- Implement and monitor procurement process
- Determine construction contract requirements
- Monitor construction contracts, check and record completed works according to contract conditions
- Develop and maintain business networks (lawyers, builders, accountant, tradesman, etc.)

How to become a Strata Community Manager

No formal qualification required. The below qualifications/memberships can be achieved on the job once employment commences:

- Certificate IV in Strata Community Management (required in NSW & WA)
- Membership with Strata Community Association and other industry bodies

Strata Community Manager occupation by skill would best align with:

Skill Level 2

Assistant Strata Community Manager

Overview

Assistant Strata Community Managers provide administrative services to the Manager to support to Strata Communities. This is an entry level administrative support person to the Strata organisation and relies on direction from more senior Strata Community Managers and administrative staff. Work is within Strata Community Management firms. It suits a personality with communication, customer service, administrative skills, and the ability to prioritise and work in a fast paced environment.

Day to Day Tasks

- Distribution of meeting documents before, during and after the event.
- Provide a supportive role in property management and assist in property management, such as maintenance, drafting correspondence, building access and security devices.
- Financial management: knowledge of processes to initiate and complete actions under direction.
- Administer and operate document management record management systems as directed.
- Provide timely, accurate and relevant information to clients
- Ensure accurate inputting of data including billable services and current owner information
- Assist the manager in the collection of fees and levies and overdue accounts
- Monitor cash flow against the annual budget and report anomalies to the manager in a timely manner
- Take calls and/or messages for their manager
- Assist with the efficient management of incoming and outgoing communications with owners including emails and phone calls, ensuring a timely and appropriate response is provided and recorded
- Assist in sourcing current and relevant information from external government agencies i.e. Council to ensure compliance with local regulations
- Deliver efficient and effective solutions and services

How to become an Assistant to the Strata Community Manager

No formal qualification required. The below qualifications/memberships can be achieved on the job once employment commences:

- Certificate III in Business Administration

- 6 units of Certificate IV in Strata Community Management (required in NSW and possibly WA)⁸
- Membership with Strata Community Association and other industry bodies

Assistant Strata Community Manager occupation by skill would best align with:

Skill Level 3

⁸ To be finalised by WA Government for 2024 commencement

Principal / Branch Manager

Overview

Principal / Branch Managers make decisions critical to the overall direction of an organisation. They oversee the policies, settings and resourcing so that the organisation achieves short-term objectives and meets long-term goals. Provide general management support and direction to the team ensuring the delivery of compliant, profitable, customer focused services to clients. Organise and control the functions and resources of professional practices such as administrative systems and personnel.

Day to Day Tasks

- Set and contribute to the objectives, strategies, policies and programs for the organisation
- Provide overall direction and risk management for the organisation
- Direct the implementation of organisational policies and programs
- Monitor alignment with objectives, strategies and targets
- Consult with senior staff and review recommendations and reports
- Monitor staff workflow to ensure efficient operations and balanced distribution of buildings and workload
- Monitor organisation finances, budgets and financial reports
- Represent the organisation at official events such as conventions, seminars and public forums
- Act as the organisation's key representative to shareholders, government agencies and the public
- Ensure the organisation complies with company laws and other relevant legislation
- Advise Strata Managers and other Team members in legislative matters and client relationships
- Lead the organisational culture and support the values and objectives of the business
- On-boarding and induction of new staff
- Manage a team of Strata Community Managers or Team Leaders
- Conduct internal audits to ensure compliance in the delivery of services
- Monitor the overall performance of the business

How to become a Strata Management Company Principal

- Bachelor of Business Management
- Post-graduate Diploma of Business Management
- Membership with Strata Community Association and other industry bodies
- Cert IV Real Estate (Property or Operations)

- Cert IV Strata Community Management
- Diploma of Property (Agency Management – Strata)
- Diploma of Leadership and Management
- Demonstrate extensive record of service to industry; volunteer hours, board or committee participation, and dedication to training or mentoring
- Demonstrate at least 5 years' experience managing Strata Communities, including a qualification equal to a Diploma, or higher, in an industry related discipline.

Principal / Branch Manager occupation by skill would best align with:

Skill Level 1

Additional Supporting Information

Legislative, regulatory and professionalism requirements in some jurisdictions

New South Wales – Professional Standards Scheme (PSS)

This information below is included in the SCA (NSW) Professional Standards Scheme for strata managers.

STRATA COMMUNITY MANAGERS (also known as strata managers, owners corporation managers or body corporate managers depending on the jurisdiction of operation) have a duty of care and a fiduciary role where they manage strata portfolios by administration of the common property, repairs and maintenance, conduct strata community meetings, maintain appropriate insurance, and administer the finances.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some states and territories. For further information, check with the relevant regulatory authority.

From 1 July 2021, the SCA (NSW) Professional Standards Scheme (the "Scheme") was approved under the Professional Standards Act 1994 (NSW) which applies to all Professional Strata Manager Members of SCA (NSW) that have met and at the relevant time were current holders of one or more of the Member Certifications:

(a) "Professional Strata Manager (Licensed) (PSM)";

This certification is generally appropriate for those Professionals who hold a strata managing agents licence in NSW and are authorised to deal in the business of strata management.

(b) "Associate Professional Strata Manager (APSM)";

This certification is generally appropriate for those professionals who are working in a professional strata practice and are identified by the principal of that practice as progressing toward achieving PSM certification within the next three (3) years.

(c) "Professional Strata Practice Principal (PSPP)";

This certification is generally appropriate for those professionals who are formally identified and responsible as the principal of a professional strata practice.

(d) "Licensee in Charge Professional Strata Manager (LPSM)" – Class 1

This certification is generally appropriate for those professionals who hold a strata managing agents licence in NSW, are identified as responsible for oversight within a Professional Strata Practice and who have signing rights in that practice.

New South Wales – Licensing Requirement

NSW legislation licensing requirement – Property and Stock Agents Regulation 2014

Functions that strata managing agents and assistant strata managing agents may exercise: <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2014-0563#sec.4C>

Schedule 6 Rules specific to strata managing agents and assistant strata managing agents: <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2014-0563#sch.6> Schedule 14 Terms specific to agency agreement for the management of strata or community title land: <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2014-0563#sch.14>

NSW Licensing Qualification requirements:

Class 1 (Strata Managing Agents / Licensee in Charge) has been issued with a relevant Diploma from a registered training organisation:

<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0628#sec.14>

Class 2 (Strata Managing Agents) has satisfactorily completed Certificate IV in Strata Community Management with a registered training organisation:

<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0628#sec.22>

Assistant Strata Managing Agent has satisfactorily completed seven specific units of CPP40516 Certificate IV in Strata Community Management with a registered training organisation:

<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0628#sec.26>

Western Australia

WA legislative requirement – Strata Titles (General) Regulations 2019

Schedule 4 – Educational qualifications for strata managers and designated persons

Designated person means a designated person in relation to a strata manager who has a key role in performing scheme functions but who is not a principal of the business of the strata manager.

Qualified person means –

- (a) a person who holds a licence as a real estate agent under the Real Estate and Business Agents Act 1978 or who has obtained the necessary qualifications to hold that licence; or
- (b) a local legal practitioner; or
- (c) a person who holds a CPP40307 Certificate IV in Property Services (Real Estate); or
- (d) a person who holds a CPP40611 Certificate IV in Property Services (Operations); or
- (e) a person who holds a CPP41419 Certificate IV in Real Estate Practice.

If the Principal of the business is not a qualified person, they must hold a Certificate IV in Strata Community Management

If the Principal of the business is a qualified person, they must have satisfactorily completed four specific units of CPP40516 Certificate IV in Strata Community Management with a registered training organisation

If the designated person is not a qualified person, they must have satisfactorily completed eight specific units of CPP40516 Certificate IV in Strata Community Management with a registered training organisation

If the designated person is a qualified person, they must have satisfactorily completed three specific units of CPP40516 Certificate IV in Strata Community Management with a registered training organisation

[https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_44041.htm/\\$FILE/Strata%20Titles%20\(General\)%20Regulations%202019%20-%20%5B00-f0-00%5D.html?OpenElement](https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_44041.htm/$FILE/Strata%20Titles%20(General)%20Regulations%202019%20-%20%5B00-f0-00%5D.html?OpenElement)

We hope that the above information is sufficient to enact the change to recognise strata community management as a separate occupation and unit group.

Please do not hesitate to reach out if you have any questions, or require further data or explanation, we are more than happy to assist.

Sincerely,
Alisha Fisher
CEO, SCA Australasia