

SCA Australasia Statement Wednesday 24 April 2024 Alisha Fisher, CEO SCA Australasia

SCA is committed to raising standards and improving practices among its members as it continually evolves its leadership role in ensuring confidence in the strata sector as a whole.

SCA has taken the recent ABC media coverage of Netstrata very seriously and we have listened to voices from within and outside the sector.

To underline our commitment to reinforcing confidence in the strata management sector, last month SCA Australasia resolved, with the endorsement of the full SCA National Council, to initiate a six-point plan to deliver on this commitment.

Our actions seek to build on and enhance established SCA mechanisms, including our complaints process, our member Code of Conduct and our training and certification courses and modules, including the Strata Management Practice Standard (SMPS).

In addition to the actions resolved by the SCA National Council, SCA (NSW) is undertaking several initiatives of its own, which are detailed below.

Please find below the actions that have been undertaken since the plan's commencement on 25 March 2024.

SCA Australasia Initiatives - Six Steps to Ensure Confidence



Fast-tracking the date for the mandatory requirement for SCA members to implement SCA's Best Practice Insurance Disclosure Guide to 30 June 2024, with full enforceability under the SCA complaints and conduct panel.

SCA has mapped out an implementation plan to support members through the fast-tracked timeline, and engaged with insurers, brokers and software providers.



Appointing an independent Chair for the SCA Australasia complaints and conduct panel.

SCA has advertised and received applications for the newly created role of Independent Chair of Complaints and Conduct and expects to announce the position by June 2024.

03 

Allocating additional resources and improved accessibility to the SCA Australasia complaints process.

SCA has removed any fee associated with making a complaint to SCA, has made the process more user-friendly and has dedicated additional resources to managing incoming complaints.

04 

Commencing the production of a rigorous best practice guideline that clearly addresses conflicts of interest in the strata sector and other disclosures, outside of insurance.

SCA Australasia has drafted a Request for Proposal (RFP) and is working through the SCA National Council to finalise its content.

The RFP will include research, education and best practice focused components.

05 

Offering additional support for SCA member businesses to have access to appropriate resources, advice and training to improve practice where identified.

Webinars and materials are being planned for each SCA jurisdiction to support members and members with extensive industry experience will be making themselves more available to assist members with enquiries.

06 

Supporting the independent review SCA (NSW) will be conducting.

SCA Australasia is supporting SCA (NSW) with their initiatives (included above).

SCA (NSW) Initiatives



SCA NSW Netstrata Independent Investigation

SCA (NSW) has commissioned a full investigation into the allegations made against Netstrata by the ABC in accordance with the requirements of the Professional Standards Scheme (PSS).

An independent investigator has been appointed with a background in professional audits and will conclude their report by 31 May 2024.



Focused Additional Audits on Conflict of Interest and Disclosure Audits

The SCA (NSW) Compliance Manager will be undertaking additional sample member audits that will focus specifically on conflicts of interest and disclosure.



SCA NSW Ongoing Audit Process Updates

SCA (NSW) has made amendments to include a more detailed analysis of conflicts of interest and disclosure to its ongoing audit processes.



Professional Standards Scheme (PSS)

SCA (NSW) has had regular dialogue with Professional Standards Australia (PSA) which administers the Professional Standards Scheme and is fulfilling requests in a timely fashion.

SCA Australasia Communication and Engagement

To execute this work and carry it forward proactively and collaboratively, SCA has engaged with the following stakeholders to date:

- Australian College of Strata Lawyers (ACSL)
- Owners Corporation Network (OCN)
- Financial Counselling Australia (FCA)
- National Insurance Broking Association (NIBA)
- Insurance Council of Australia (ICA)
- Australian Consumers Insurance Lobby (ACIL).

Consumers, members and the general public can access the full best practice disclosure guide, fact sheet, videos and infographics that support that work [here](#).

We are working hard for SCA members the sector more broadly on this critical issue, and we look forward to providing additional updates as we progress each step of our plan.

If you have any questions or enquires, please direct them to media@strata.community.

We encourage members and strata committees to visit the SCA Australasia website and review the [Code of Conduct](#) and its independent complaints management process, and reach out with any enquiries by contacting admin@strata.community.

ENDS

About Strata Community Association (SCA)

[Strata Community Association \(SCA\)](#) 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.

We believe in taking action with urgency in order to raise public awareness about some of the most pressing issues facing today's society. Please join us by supporting our efforts to make a measurable difference for the community.

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