

**STRATA
COMMUNITY
EXCELLENCE
AWARDS 2023**

Nomination Kit

Across ten categories, the annual SCA (ACT) Strata Community Awards for Excellence recognises and rewards businesses and individuals who make a significant contribution to the strata industry and community

Participating in the 2023 CHU SCA (ACT) Strata Community Awards for Excellence allows you to highlight your most outstanding qualities, biggest successes, and most innovative initiatives.

Each and every organisation, individual and committee within the strata community is unique but are all striving to reach the same goal – excellence.

Excellence is a journey and not a destination. To help with this journey the annual 2023 CHU SCA (ACT) Strata Community Awards provides a means of measuring and benchmarking within our industry in ACT.

2023 AWARD CATEGORIES

Strata Community Management

Small/Medium Business Award

Recognises a small-medium strata community management business (less than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

This award is open to organisations who meet the [eligibility](#)

Strata Community Management

Large Business Award

Recognises a large-scale strata community management business (more than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

This award is open to organisations who meet the [eligibility](#)

Strata Services Business Award

Recognises a strata services business that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

This award is open to organisations who meet the [eligibility](#)

Environmental, Social & Community Impact Award

Recognises sustainable innovation in the sector via individuals or businesses that have introduced and driven an initiative(s) - be it innovative products, differentiated services, progressive partnerships, or unique policies and/or processes - that are contributing to a greener, fairer, better world.

This award is open to organisations who meet the [eligibility](#)

2023 AWARD CATEGORIES

Support Team Member Award

Recognises a person behind the scenes in a management or supplier business who has made an outstanding contribution to the success of their team.

This award is open to individuals who meet the [eligibility](#)

Strata Community Manager Rising Star Award

Recognises a new entrant to the industry who has shown outstanding progress early in their career.

This award is open to individuals who meet the [eligibility](#)

Essay Award

Recognises an individual who displays a sound understanding of the topic and its relevance to the strata community industry.

This award is open to individuals who meet the [eligibility](#)

Strata Community Management Leadership Award

Recognises a people leader who has achieved excellent business results through their people.

This award is open to individuals in a leadership role who meet the [eligibility](#)

Strata Community Manager Award

Recognises a strata community manager who has demonstrated excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

This award is open to individuals who meet the [eligibility](#)

Senior Strata Community Manager Award

Recognises a senior strata community manager who has demonstrated excellence in customer service, a commitment to professional development, leadership, business acumen and innovative ideas.

This award is open to individuals who meet the [eligibility](#)

KEY DATES

SUBMISSIONS OPEN

Friday 9 June 2023

SUBMISSIONS CLOSE

**11.59pm,
Friday 4 August 2023**

JUDGING

**Friday 11 August to
Friday 1 September 2023**

INTERVIEWS

Friday 15 September 2023

GALA AWARDS PRESENTATION

Friday 20 October 2023

ENTRY REQUIREMENTS

ESSENTIAL

The submission document

This is your written response to the assessment criteria and is the main part of your entry that will be assessed by the judges. Word limit is strictly set out in the assessment criteria. Please structure your answers according to the assessment criteria. The use of photos, graphics, tables and charts is encouraged.

It is recommended you type your written response in a word document first and then copy into the submission form.

Submission form

You must verify all eligibility criteria online for each entry category you are entering. You must NOT use a submission from a former year.

Images

Please provide up to three high quality jpeg images (300dpi minimum) for promotional purposes. Images do not form part of the assessment but will be used for promotional purposes during the awards presentation, publications, and digital/social media. Please do not include your logo in these images – logos will not be accepted.

OPTIONAL

You may submit up to 5 images to support your entry and better illustrate its impact and results. Examples include reports, testimonials, media coverage, analytics, photos, videos and so forth. It is essential that all supporting images be referenced within your submission.

SUBMITTING YOUR ENTRY

Completed entries must be submitted via our electronic Awards Force Platform only by **11.59pm on Friday 4 August 2023.**

[Submit here >>](#)

THE PROCESS

Entries

Entrants complete and submit their entry, including a signed nomination form, before 11.59pm Friday 4 August 2023.

Screening

Shortlisted entries will be screened to confirm they comply with the eligibility criteria.

Shortlisted Entrants

Once entries are confirmed to be eligible, they must be scored by the judges. A maximum of four (4) shortlisted entrants are determined by the entries that receive the highest combined judges score, each of the shortlisted entrants must achieve a minimum gateway score of 70% to be shortlisted. If an entrant does not achieve the gateway score, they cannot progress to interviews.

Scheduling

The primary contact person for each of the shortlisted entrants (not applicable for Essay Award) will be contacted to arrange an interview with the judging panel. Interviews will take place on Friday 15 September 2023 via video conference. A representative from the shortlisted entrants must be available for an interview during this period. Once the four (4) shortlisted entrants are determined, calendar invites are to be sent to the entrants to secure the interview time.

Interviews

The judges and shortlisted entrants meet to allow the judges to ask questions and gain greater insight, and so entrants can share more information about themselves and their work.

Assessment

Following the interviews, the judges will select the finalists and winners of the Awards. The judges collectively make the decision on who the winner is. The highest scoring entrant is not necessarily the winner following the interview.

Announcement

The winners will be announced at the 2023 CHU SCA (ACT) Strata Community Awards gala dinner on Friday 20 October 2023 at The Hotel Realm.

PRIVACY & CONFIDENTIALITY

All information provided in entrants submissions will be treated as private and confidential.

JUDGING PANEL

The judging panel will consist of individuals from other regions who have exposure to the industry and a great interest in fostering excellence including Honorary Fellows, Life Members, and Fellows.

The judging panel complete confidentiality and conflict of interest agreements with SCA (ACT) for their role as judges.

The judge's decisions are final.

Strata Community Management

Small/Medium Business Award

Customer Service (20%)

Explain how your organisation's approach to customer service sets you apart in the industry.

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Leadership (20%)

Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):

- People/team leadership
- Thought leadership
- Community/corporate social responsibility leadership
- Customer

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Professional Development (10%)

Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Top tips:

- 300-word limit.
- If applicable, highlight any training/education that is created/delivered by a parent corporate, as opposed to locally and independently by your brand/branch.

Industry Contribution (10%)

Describe how your organisation's activities across the year have contributed to the advancement of the industry in some way.

Top tips:

- 200-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Goals & Results (20%)

Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Innovation (20%)

Describe how your organisation has been innovative in any area of your business during the course of the year.

This could include:

- Delivery of services
- People management
- Technology
- Environmental, Social, and Governance initiatives (ESG)
- Business systems; and
- Processes

Top tips:

- 300-word limit.
- *If applicable, distinguish between innovations made by a parent corporate as opposed to locally and independently by your brand/branch*
- *Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating. For more detailed information on Environment, Social, and Governance (ESG)*

Eligibility

- Must be a current SCA (ACT) Strata Management Member for at least 2 years at time of nomination.
- Must be registered to operate in ACT and have less than 6,500 lots under management.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (ACT).
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australia & New Zealand Awards as a Finalist subject to meeting the T&Cs including accreditation. Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

Strata Community Management

Large Business Award

Customer Service (20%)

Explain how your organisation's approach to customer service sets you apart in the industry.

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Leadership (20%)

Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):

- People/team leadership
- Thought leadership
- Community/corporate social responsibility leadership
- Customer

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Professional Development (10%)

Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Top tips:

- 300-word limit.
- If applicable, highlight any training/education that is created/delivered by a parent corporate, as opposed to locally and independently by your brand/branch.

Industry Contribution (10%)

Describe how your organisation's activities across the year have contributed to the advancement of the industry in some way.

Top tips:

- 200-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Goals & Results (20%)

Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Innovation (20%)

Describe how your organisation has been innovative in any area of your business during the course of the year.

This could include:

- Delivery of services
- People management
- Technology
- Environmental, Social, and Governance initiatives (ESG)
- Business systems; and
- Processes

Top tips:

- 300-word limit.
- *If applicable, distinguish between innovations made by a parent corporate as opposed to locally and independently by your brand/branch*
- *Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating. For more detailed information on Environment, Social and Governance (ESG)*

Eligibility

- Must be a current SCA (ACT) Management Member for at least 2 years at time of nomination.
- Must be registered to operate in ACT and have more than 6,500 lots under management.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (ACT).
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australia & New Zealand Awards as a Finalist subject to meeting the T&Cs including accreditation. Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

Strata Services Business Award

Customer Service (20%)

Explain how your organisation's approach to customer service sets your organisation apart in the industry and how you ensured that the needs of your key stakeholders are balanced and catered for effectively in the delivery of your services.

Top tips:

- 300-word limit.
- Be clear and succinct – include the key information you would like the judges to know about.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Leadership (20%)

Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):

- People/team leadership
- Thought leadership
- Community/corporate social responsibility leadership
- Customer

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Professional Development (10%)

Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Top tips:

- 300-word limit.
- If applicable, highlight any training/education that is created/delivered by a parent corporate, as opposed to locally and independently by your brand/branch.

Industry Contribution (10%)

Describe how your organisation's activities across the year have contributed to the advancement of the industry in some way.

Top tips:

- 200-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Goals & Results (20%)

Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Top tips:

- 300-word limit.
- If your organisation has a parent corporate, distinguish between the parts of the parent corporate as opposed to locally and independently by your brand/branch.

Innovation (20%)

Describe how your organisation has been innovative in any area of your business during the course of the year.

This could include:

- Delivery of services
- People management
- Technology
- Environmental, Social, and Governance initiatives (ESG)
- Business systems; and
- Processes

Top tips:

- 300-word limit.
 - *If applicable, distinguish between innovations made by a parent corporate as opposed to locally and independently by your brand/branch*
 - *Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating. For more detailed information on Environment, Social, and Governance (ESG)*
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Eligibility

- Must be a current SCA (ACT) Corporate Strata Services Member for at least 2 years at time of nomination.
- Must be registered to operate in ACT.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (ACT).
- Must include 3 client references from Strata Committees or Strata Management Businesses of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Environmental, Social & Community Impact Award

Goals (30%)

- Explain what you set out to achieve and why.
- Describe your innovation/initiative and how it helps to achieve the goal(s) you set.
- Explain how your innovation/initiative links to one or more of the 17 UN Sustainable Development Goals (aka the Global Goals).

Top tips:

- 400-word limit.
- For further information on the 17 UN Sustainable Development Goals

Results (50%)

- Describe what you did (what, who, how) to transition your idea to reality.
- Explain how you have measured success and the impact your innovation/initiative had and upon whom.

Top tips:

- 400-word limit.

The Greater Good (20%)

Describe how your work or project could extend its reach or be used by others to help build a greener, fairer, better world by 2030.

Top tips:

- 200-word limit.

Eligibility

- Must be a current SCA (ACT) Management Member or Strata Services Member for at least 2 years at time of nomination.
- Must be registered to operate in ACT.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for online interview at a time specified by SCA (ACT).
- Testimonials may be included of no more than 1 page each (in addition to maximum word count). Testimonials are to include referee contact details and signature. If testimonial is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Support Team Member Award

Customer Service (25%)

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went “over and above” to achieve a positive outcome for your team.
- Explain your approach to dealing with challenging situations within your team and provide an example of where you have achieved a win-win outcome.

Top tips:

- 300-word limit.
- Be clear and succinct – include the key information you would like the judges to know about.
- Responses are addressed focusing on service to internal customers.

Goals & Results (25%)

- Explain the goals set for your team this past year and in what ways your support contributed to your team achieving those goals.
- Provide an example(s) of your proudest achievement(s) this year.

Top tips:

- 300-word limit.

Collaboration (25%)

- Explain how collaborating with others has helped you achieve your results.
- Describe how you have adjusted your style and approach in order to work effectively with different stakeholders.

Top tips:

- 300-word limit.

Innovation (25%)

- Describe how you have introduced improvements to systems and/or processes in order to achieve greater efficiencies in your team.
- Explain how your support helped to ensure the successful implementation of an innovation/new initiative within your organisation.

Top tips:

- 300-word limit.

Eligibility

- Must be an employee of a current SCA (ACT) Strata Management Member or Strata Services Member and the Corporate must hold membership in ACT for at least 2 years at time of nomination.
- Must have worked for their current employer for the last 12 months at time of nomination.
- Cannot be currently employed as a strata community manager, i.e., directly managing a portfolio or, if in a supplier business, in a relationship or business development role.
- Entrants must be available for online interview at a time specified by SCA (ACT).
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Must include 2 colleague references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australasia as a Finalist subject to meeting the T&Cs.

Strata Community Manager Rising Star Award

Customer Service (40%)

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went “over and above” to achieve a positive outcome for an owner or Strata Community.
- Explain your approach to dealing with difficult customers and provide an example of when you have been able to convert a disgruntled customer to a satisfied one.

Top tips:

- 500-word limit.
- Be clear and succinct – include the key information you would like the judges to know about.

Overcoming Challenges (30%)

- Explain what you found most challenging in learning to become a professional strata manager. Provide examples of what you have done to approach and overcome these challenges.
- Describe an issue or problem that surfaced in one of the schemes that you manage (or assist in managing), or in the organisation in which you work, and how it was resolved. Explain how you contributed to the resolution of the problem, the steps you took, and the result.

Top tips:

- 400-word limit.

Professional Development & Goals (30%)

- Explain the professional development you have undertaken over the past 12 months.
- Explain any learning/development activities undertaken in addition to the standard SCA CPD.
- Explain what you are most proud of in your career to date and why.
- Describe the goals you set for yourself for the next 3 years and how you plan to achieve them.
- Describe what success will look like for you in 3 years' time.

Top tips:

- 300-word limit.

ASSESSMENT CRITERIA AND WEIGHTINGS

Eligibility

- Must have been practising as a strata community manager for 2 years or less at time of nomination.
- Must have been employed with their current employer for the last 12 months at time of nomination.
- Must not be a former Rising Star Award winner in ACT or any other State.
- Must be a current employee of an SCA (ACT) Strata Management Member and the Corporate must hold membership in ACT for at least 2 years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last 12 months.
- Entrants must be available for an online interview at a time specified by SCA (ACT).
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Essay Award

Write a 1,000-word essay (with 10% leeway) on any topic (a current topical stratum issue). The essay can be informative or humorous but must be an original work and must display:

- An understanding of the topic and its relevance to the strata community industry (50%)
- An ability to communicate effectively through the written word medium (30%)
- Proper grammar and spelling (20%)

Top tips:

- 1000-words.
- Citations/references do not count towards the word count and must be uploaded to the References/Citations field in the awards platform.

Eligibility

- Entry is open to current members of all categories in ACT.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years at time of nomination.
- Must be an original essay that has not been entered in any other Strata Community Awards in any of the SCA regions in the current or previous year(s).
- The winner of this award category will progress to the 2023/24 SCA Australasia as a Finalist subject to meeting the T&Cs.

Strata Community Management Leadership Award

Leadership (100%)

Explain your philosophy/approach to each of the following areas of leadership, including examples of successful outcomes achieved as a result:

- Leading by example
- Coaching and developing people
- Promoting and facilitating diversity & inclusion
- Promoting and facilitating wellness and work-life balance
- Acting with Integrity
- Growing the business

Describe how you have been proactive in progressing your leadership in the past 12 months.

Top tips:

- 1,000-word limit (with 10% leeway)
- If you intend to refer to or declare information about another organisation or individual or property in any way that may be challenged by that organisation, you are required to provide SCA with authority from that organisation, individual or property.
- If there is a negative reference to another organisation, individual or property in the response, it will be omitted prior to the judging process.
- If applicable, distinguish between approaches/processes/education contributed by a parent corporate as opposed to those that are representative of your own unique approach and style.

Eligibility

- Must be in a supervisory role such as; Principal, Director, Associate Director, Licensee-in-charge, Partner, Branch Manager, Team Leader or Owner of a Strata Management Business and in that role for a minimum of 12 months at the time of nomination.
- Must have been employed with their current employer for the last 2 years at time of nomination.
- Must be a current employee of an SCA (ACT) Strata Management Member and the Corporate must hold membership in SCA (ACT) for at least 2 years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years at time of nomination.
- Entrants must be available for an online interview at a time specified by SCA (ACT).
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Testimonials are recommended and may be included of no more than 1 page each (in addition to maximum word count). Testimonials are to include referee contact details and signature. If testimonial is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australia & New Zealand Awards as a Finalist and subject to meeting the T&Cs.

Strata Community Manager Award

Customer Service (25%)

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went “over and above” to achieve a positive outcome for an owner or Strata Community.
- Explain your approach to dealing with difficult customers and provide an example of when you have been able to convert a disgruntled customer to a satisfied one.

Top tips:

- 400-word limit.

Overcoming Challenges (25%)

- Explain what you find most challenging in your role as a strata manager. Provide examples of what you have done to approach and overcome these challenges.
- Describe an issue or problem that surfaced in one of the schemes that you manage (or assist in managing), or in the organisation in which you work, and how it was resolved. Explain how you contributed to the resolution of the problem, the steps you took, and the result.

Top tips:

- 400-word limit.

Business Acumen & Thinking Outside The Square (25%)

- Provide an example of what you have done in your role or for your organisation that demonstrates a high level of business acumen.
- Explain how you approached delivery of a service, activity or process differently in order to achieve a better result and why you did this and what the result was.
- Describe one thing that really sets you apart from other strata managers.

Top tips:

- 400-word limit.

Professional Development & Goals (25%)

- Explain the professional development you have undertaken over the past 12 months.
- Explain any learning/development activities undertaken in addition to the accreditation CPD.
- Explain what you are most proud of in your career to date and why.
- Describe the goals you set for yourself for the next 3 years and how you plan to achieve them.
- Describe what success will look like for you in 3 years' time.

Top tips:

- 400-word limit.

ASSESSMENT CRITERIA AND WEIGHTINGS

Eligibility

- Must have been practising as a strata community manager for more than 15 months at time of nomination.
- Must be currently employed as a Strata Manager and working in the role for their current employer for the last 15 months at time of nomination.
- Must be a current employee of an SCA (ACT) Strata Management Member and the Corporate must hold membership in SCA (ACT) for at least 2 years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years at time of nomination.
- Entrants must be available for an online interview at a time specified by SCA (ACT).
- Must not be in a supervisory role such as; Licensee-in-charge, Principal, Director, Associate Director, Partner, Branch Manager, Team Leader or Owner of a Strata Management Business.
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australia & New Zealand Awards as a Finalist subject to meeting the T&Cs including accreditation. Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

Senior Strata Community Manager Award

Customer Service (25%)

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went “over and above” to achieve a positive outcome for an owner or Strata Community.
- Explain your approach to dealing with difficult customers and provide an example of when you have been able to convert a disgruntled customer to a satisfied one.

Top tips:

- 400-word limit.
- Must emphasise deep industry knowledge and technical knowledge in strata management.

Business Acumen & Thinking Outside The Square (25%)

- Describe what you have done in your organisation that demonstrates a high level of business acumen.
- Provide examples of how you have approached delivery of a service, activity or process differently in order to achieve a better result, why you did this and the result.

Top tips:

- 400-word limit.
- Must emphasise deep industry knowledge and technical knowledge in strata management.

Professional Development & Goals (25%)

- Explain the professional development you have undertaken over the past 12 months.
- Explain any learning/ development activities undertaken in addition to the accreditation CPD.
- Explain what you are most proud of in your career to date and why.
- If you do have leadership responsibilities, explain how you have created a winning culture in your team or organisation. Describe the actions/activities/processes you and the team undertake to maintain this culture and explain how you quantified the results.
- Describe the goals you set for yourself for the next 3 years and how you plan to achieve them.
- Describe what success will look like for you in 3 years' time.

Top tips:

- 300-word limit.

Contribution To The Industry (25%)

Provide examples of how you have contributed to the development of the Strata industry in one or more of the following areas:

- Education and Professionalism
- Leadership, coaching, and development of other strata professionals
- Advocacy
- Innovation
- Corporate Social Responsibility

Top tips:

- 400-word limit.300-word limit.
- Must emphasise deep industry knowledge and technical knowledge in strata management.

ASSESSMENT CRITERIA AND WEIGHTINGS

Eligibility

- Must have been practising as a strata community manager with over 400 lots under management for more than 2 years at time of nomination.
- Must be currently employed as a Senior Strata Manager or higher position and working in the role, for their current organisation for the last 15 months at time of nomination.
- Must be a current employee of an SCA (ACT) Strata Management Member and the Corporate must hold membership in SCA (ACT) for at least 2 years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years at time of nomination.
- Entrants must be available for an online interview at a time specified by SCA (ACT).
- May be in a supervisory role such as; Licensee-in-charge, Principal, Director, Associate Director, Partner, Branch Manager, Team Leader, or Owner of a Strata Management Business that is registered to operate in ACT.
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023/24 SCA Australia & New Zealand Awards as a Finalist subject to meeting the T&Cs including accreditation. Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

TERMS & CONDITIONS OF ENTRY

- To enter 2023 CHU SCA (ACT) Strata Community Awards for Excellence all applicants must read and understand the terms and conditions and complete the prescribed entry form for your chosen award category.
- All submissions are to be lodged via the Awards Platform and include the required information.
- All business award category submissions must include the author of the submission and their job title and whether they have the authority to enter the award on behalf of the business.
- A business/individual is eligible to enter multiple award categories, however you are required to lodge the prescribed entry forms for each of your chosen award categories.
- Entries must be from organisations or individuals with a substantial presence in ACT, or projects that have been substantially undertaken within ACT.
- Entrants can complete their own submission using the prescribed entry form.
- By lodging your submission, you agree to be bound by the Terms and Conditions of entry.
- Your entry must be submitted by 11.59pm time on the closing date Friday 4 August 2023. The SCA Awards organisers accept no responsibility for unreceived, late or incomplete entries as a result of a technical problem. SCA (ACT) reserves the right to declare any entry ineligible, if during the term of the award process your entry form is incomplete or deficient, false or misleading in any way. Entries that are found to be misleading may be withdrawn from the awards process. Judges may seek to verify the claims made in nominations. Unsubstantiated claims will render a nomination ineligible.
- SCA (ACT) reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
- All information provided in the entry form will be used for the purpose of judging only and will be treated as commercial-in-confidence by SCA (ACT). Entries remain the property of the SCA Awards organisers and are not returned.
- If you are selected as a finalist, information provided in the entry (excluding financial information) may be used for the purpose of promoting the Awards and the entrant.
- By entering the awards, entrants agree for their photographs, profiles, and other details to be used for promotional purposes.
- By entering the awards, entrants agree to act as ambassadors in promoting the awards and the profession if they are awarded as a winner or finalist and must present a professional image during SCA related engagements.
- All entries are judged by an independent panel appointed by SCA nationally who are Honorary Fellows, Life Members, and Fellows.
- Judges are required to sign a confidentiality agreement and disclose any conflict of interest.
- The judge's decision is final and are not subject to appeal.
- Due to the anticipated number of entries, feedback may not be provided on nominations submitted.
- All award submissions will be judged and are subject to meeting a gateway score. SCA (ACT) may decide not to grant an award in a category where the gateway score is not met whether there are multiple entries or only one entrant.
- Winners are announced at the 2023 CHU SCA (ACT) Strata Community Awards on Friday 20 October 2023.
- Promotional materials can't be added as support documents of the nominations.
- SCA (ACT) reserves the right to check references are legitimate.
- The entrant (organisation or individual) must not have been prosecuted for a violation of any environmental, social or commercial law in Australia or overseas in the past five (5) years.
- The SCA Awards organisers reserve the right to withdraw a category and cancel an award if an insufficient number of entries have been received, the quality of entries does not fulfil the awards criteria, or the entries are deemed inappropriate for any other reason.

SCA (ACT) winners progress to the 2023-2024 SCA Australasia Awards as a Category Finalist subject to meeting the SCA Australasia award entry T&Cs including accreditation where applicable. Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

FOR MORE INFORMATION

nominations@strata.community
www.strata.community

STRATA COMMUNITY EXCELLENCE AWARDS 2023



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ACT

